



**Household Or Microbusiness
Energy Flexibility**

 **Scottish & Southern
Electricity Networks**



**Scottish & Southern
Electricity Networks**



CONTENT

- **Who** are the HOMEflex partners?
- **What's** new with energy flexibility?
- **Why** do we need a Code of Conduct?
- **When** will the Code be used?
- **Where** do we go from here?
- **How** can you get involved?



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WHO WE ARE: SSEN

Our electricity distribution networks carry electricity to over 3.8 million homes and businesses across the north of Scotland and central southern England.

Our skilled teams live and work in the communities they serve, supported by engineering and customer service teams in centres like Reading, Portsmouth, Perth and Inverness.

We provide a valued and trusted service for everyone in our communities: working 24-hours a day, 365 days a year, to ensure our networks are safe, reliable and responsive to customer needs.



Our network at a glance



Connected enough
renewable electricity
to power 3.8m homes



780,000+ vulnerable
households
on our Priority Services
Register



over 3,500 employees
across the country



130,000km of
overhead lines and
underground cables



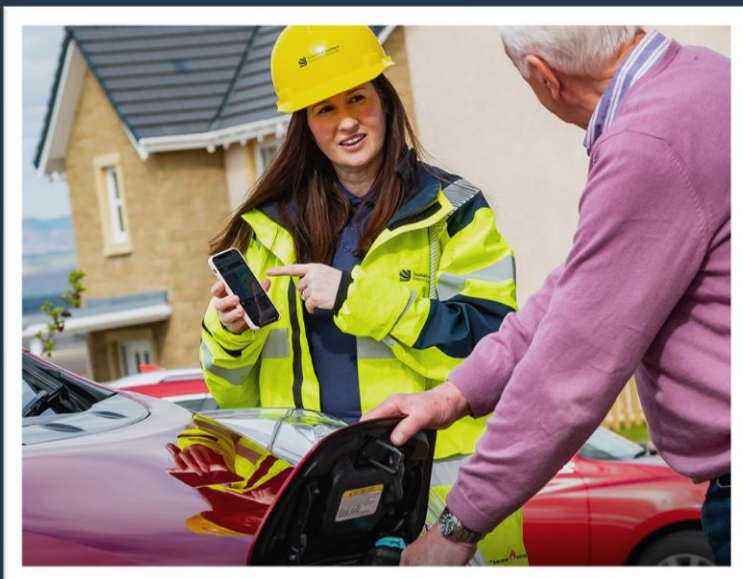
106,000 substations



100+ subsea
cables powering
island communities



WHO ARE THE HOMEFLEX PARTNERS?



Scottish and Southern Electricity Networks (SSEN)

The Electricity Distribution Network for the North of Scotland and central Southern England serving over 3.8 million homes and businesses.



Flex Assure

Part of the Association for Decentralised Energy (ADE). Flex Assure work to build trust in the energy flexibility sector by setting standards and promoting best practice.



The Centre for Sustainable Energy (CSE)

A leading UK charity working for sustainability, carbon reduction and energy justice. CSE lead the consumer engagement for HOMEflex.



WHAT'S NEW WITH ENERGY FLEXIBILITY?

Demand Side Response: Consumers increasing, decreasing or shifting demand in response to a market signal, helping balance the energy system.

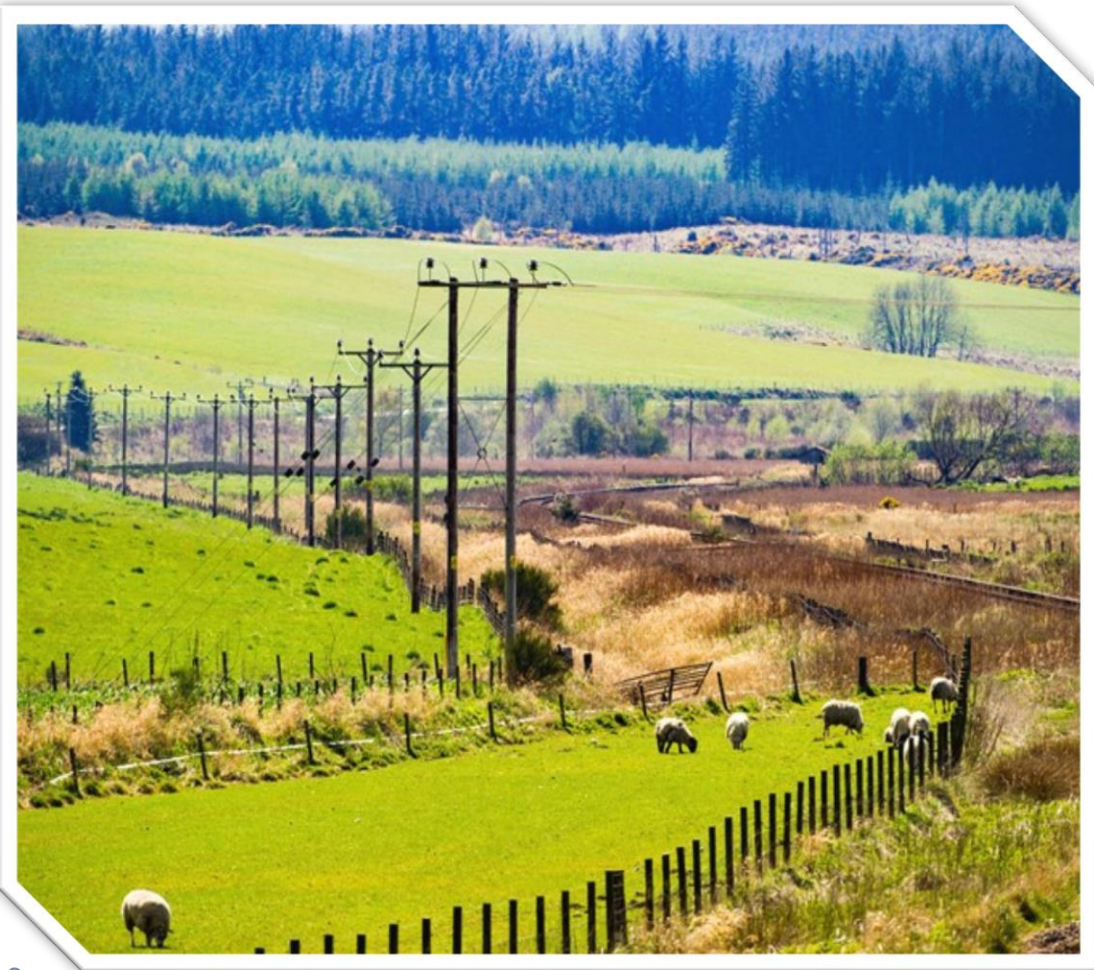
National Grid ESO's Demand Flexibility Service (DFS) in winter 2022/23 significantly increased domestic flexibility awareness and participation, as domestic and small non-domestic (microbusiness) consumers are transitioning to becoming flexible energy consumers, evolving their interaction with the energy system.

The importance of domestic and microbusiness participation in energy flexibility services is clearly demonstrated within policy, conveying how their involvement can help the reform of the electricity market and help us reach net zero goals.





WHY DO WE NEED A CODE OF CONDUCT?



With the growth of Energy Flexibility Services, customers must feel confident about the service they receive to trust their Flexibility Service Provider.

The current lack of standard and assurance mechanisms in domestic flexibility could risk limiting customer uptake due to lack of trust. Ultimately, this could result in negative outcomes and publicity, undermining participation in flexibility markets.

A Code addressing the specific needs and concerns of domestic and microbusiness customers is needed to facilitate a positive consumer experience and encourage future participation.

The Code should bolster consumer confidence in showing companies who adhere to the Code and inform customers what best practice looks like.

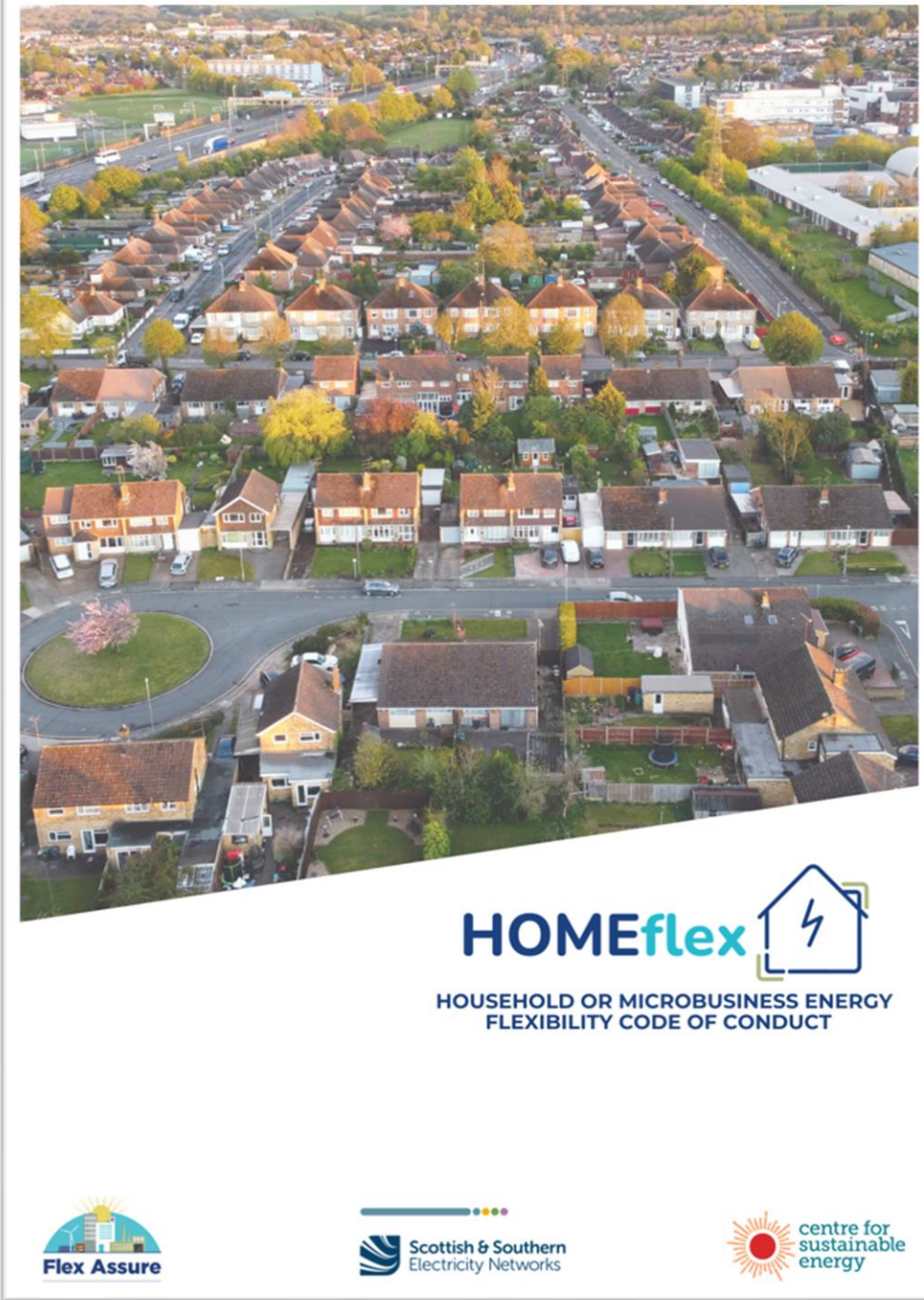


WHEN WILL THE CODE BE USED?

The HOMEflex Code of Conduct is live now. It was launched on 11 October 2023, with speakers from SSEN, Ofgem, Flex Assure, CSE and National Grid ESO.

It will be used during this winter's DFS and can be used by anyone to align their service standards right now. You can see the Code in full here:

flexassure.org/homeflex





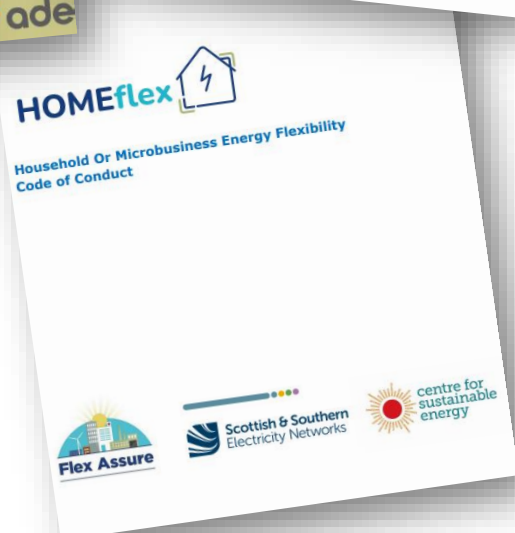
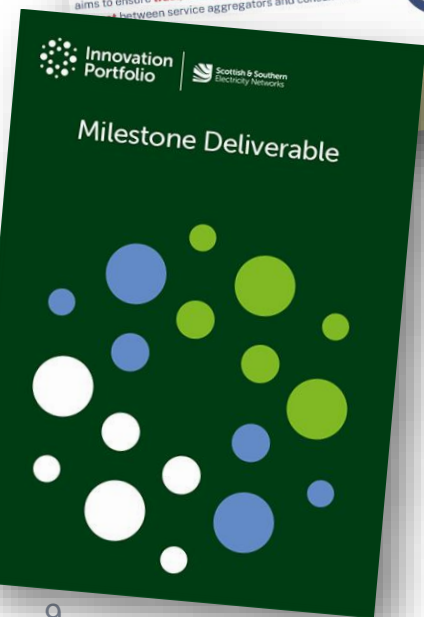
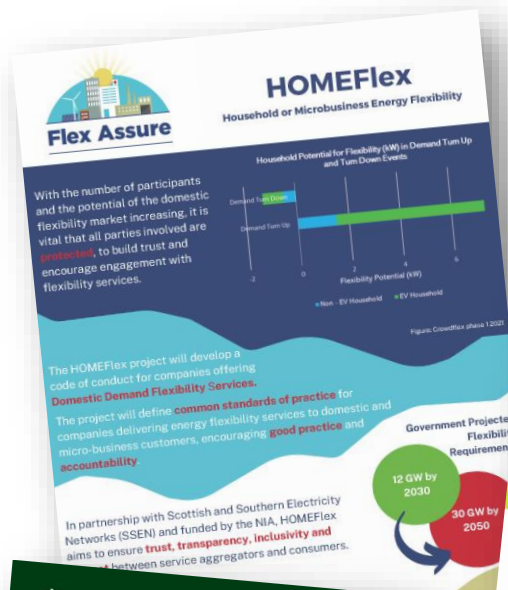
WHERE DO WE GO FROM HERE?

Engagement has been instrumental in creating HOMEflex; with consumers, DNOs, National Grid ESO, regulators and supplier/aggregators stakeholders all involved.

The feedback following this winter's National Grid ESO DFS will shape a Compliance Scheme. It will be based on the Code of Practice and stakeholder views, including:

- ✓ ideas from potential members and network operators
- ✓ comprehensive guidance and guidelines
- ✓ a robust audit process
- ✓ a redress or complaints process
- ✓ a trust mark
- ✓ support for flexibility service providers





HOW CAN YOU GET INVOLVED?

We want you to help shape the HOMEflex Compliance Scheme so it meets your needs and so you are confident using the Code of Conduct.

If you are a Flexibility Service Provider, we'd like to hear thoughts and suggestions, please talk with Tash.

If you represent a network company, we want to talk with you too. Please contact Simon to help shape how your customers are treated fairly when you procure flexibility at a domestic and small business level.

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ANY QUESTIONS PLEASE?





THANK YOU

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