

## Improving resilience for customers in vulnerable situations

The following problem statement has been developed by the innovation teams within the UK's Gas and Electricity Networks for the 2024 Energy Innovation Basecamp.

**Theme: The Consumer Journey to Net Zero**

**Network Areas: Gas Distribution, Electricity Distribution**

### **What is the problem?**

To achieve net zero, it is vital that customers (primarily domestic customers) understand how their resilience could be impacted and therefore understand how it may impact them. Customers need to be able to rely on their energy supply in respect of new low carbon technologies and how the options/choices that are available.

### **What are we looking for?**

We are looking for innovative solutions that can provide opportunities for increased levels of resilience for customers in vulnerable situations, especially where outages of either gas or electric can impact their need for a continuous energy supply.

### **What are the constraints?**

The solution must be scalable ultimately to the c.23m energy customers in GB and more particularly applicable to c.4m customers that would be on the Priority Services Register.

### **Who are the key players?**

Primarily Gas Distribution Networks and Electricity Distribution Networks in relation to domestic customers, with Gas and Electricity Transmission Networks for wider inclusion upstream.

### **Does this problem statement build on existing or anticipated infrastructure, policy decisions, or previous innovation projects?**

It needs to build on any previous work done in this space, such as (but not limited to): [Low Power Hot Water](#), [No Power Hot Water](#), and [Low Power Heat](#) (see [ENA Smarter Networks Portal](#)).

### **What else do you need to know?**

N/A.

**Innovator submissions to this problem statement will be open [here](#) during March and April, but we encourage you to submit your response as early as possible, as networks will be able to review submissions as soon as they come in.**

**You can also use the virtual Q&A on the Smarter Networks Portal to ask for more information about this problem statement. Questions may be answered online or at the ENA Problem Statement Launch in March 2024. More information on last year's Basecamp programme can be found [here](#).**