

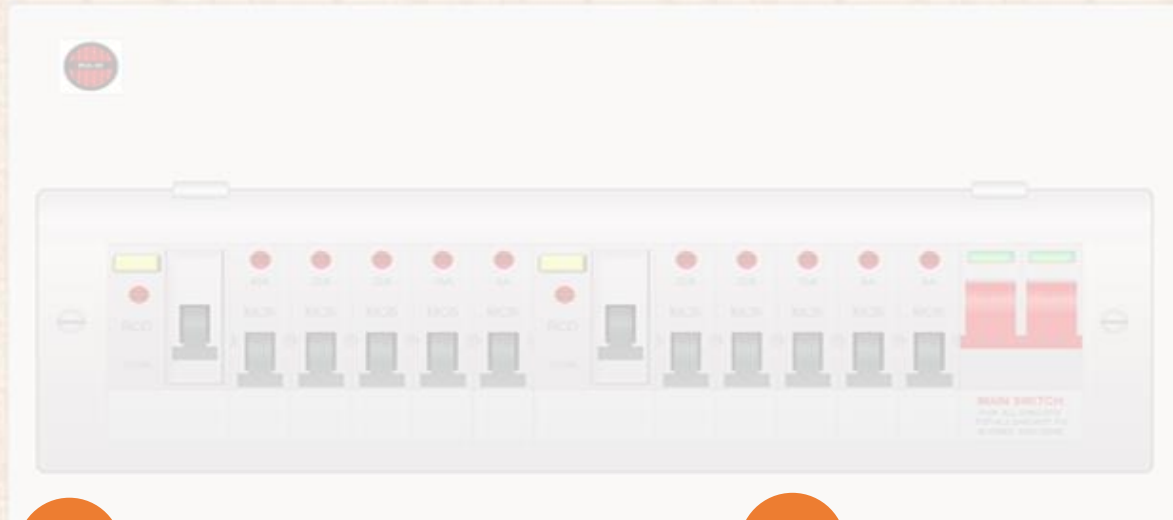


Emerge

Energy Innovation Summit

Rob Greenoak and Ben Elmy, 31 October 2023





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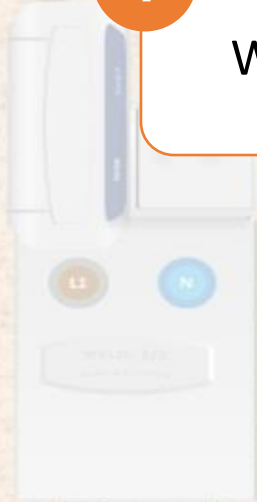
What Is Emerge?

2

Key Learnings

3

Transition to BAU



Emergency fuse upgrades

2%

Homes in UK
have low
carbon
heating¹

15 yrs

Average
lifespan of a
boiler

Barrier

Network a
potential
barrier to Net
Zero

Distress

Focus on
duress events

80%

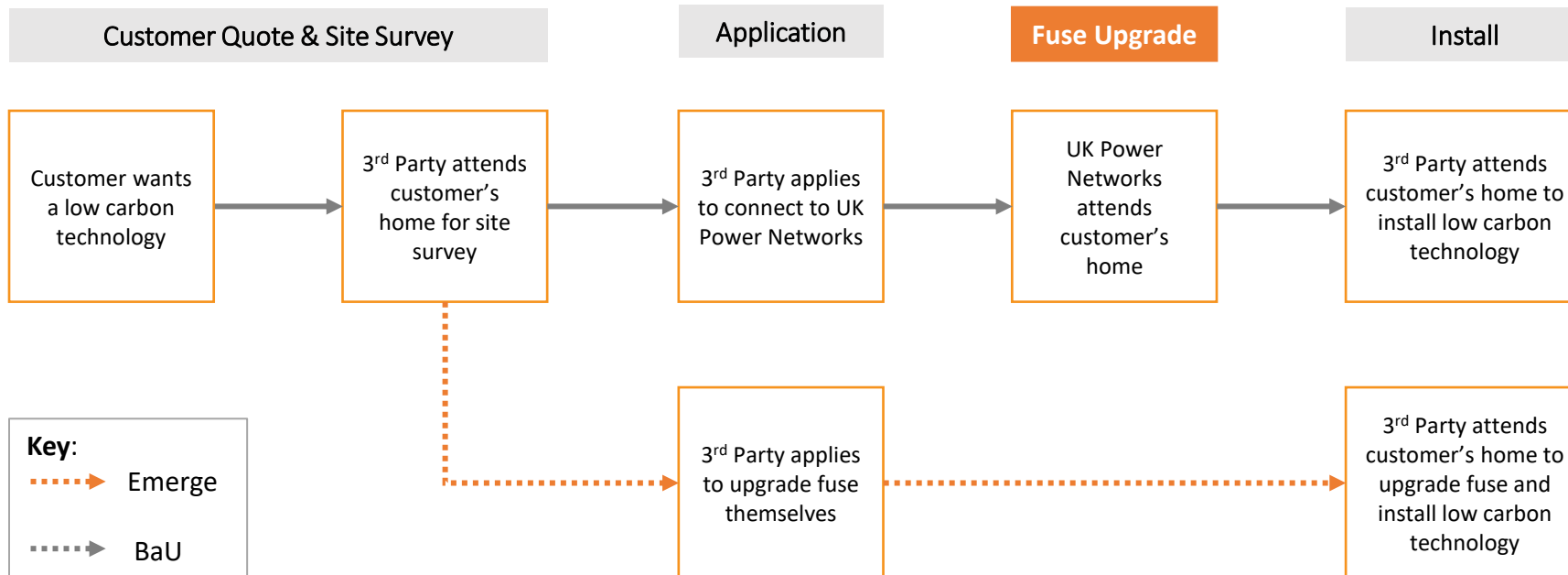
Boiler
replacements
happen under
duress

440,000

installs per
year our
region could
see in ED2

What is Emerge?

- ✓ Meter Operators can upgrade the fuse on the same visit as installing any low carbon technology
- ✓ Reduces the time to install low carbon technologies and reduces the number of visits by different companies
- ✓ Can be used in the future to help customers with emergency upgrade events such as distress boiler customers and vulnerable customers
- ✓ Installers are not dependent on the DNO to upgrade the fuse and can schedule the low carbon install and fuse upgrade date with the customer in advance



Emerge gives our customers a better experience

Emerge aims to reduce the time it takes to switch to low carbon technologies and improve the customer journey

Upskilling Industry

Developing & delivering fuse upgrade training to MOPs¹

Digital Products

Creating digital tools to automate authorisation requests for MOPs conducting fuse interventions

BaU Readiness

Establishing standards, operational procedures, and commercial solutions

Emerge project outcomes

Emerge conducted live network trials with Octopus Energy Services from April 2022 to February 2023...

23

Octopus Meter Operators Trained

1

Emerge Fuse Upgrade Standard Produced

46

Applications for Low Carbon Technologies

8

Fuse Upgrades Completed by Octopus

0

Safety incidents

Key Outcomes

- Average Visits Reduced From Three to Two
- Average of Eight Days Saved
- Average DNO Cost Saving of £100 Per Job

Emerge project key learnings

PILC Service Cables

- **40% of EmERGE Applications were for PILC cables**
- **Innovation Opportunity for the Future.**

EmERGE Job Volumes

- **Lower volumes than forecast**
- **Expanded scope to include other LCT types**

Industry Collaboration

- **No Industry Fuse Upgrade Standard**
- **SIP could introduce this**
- **Shows clear requirement for wider industry collaboration**

Next steps for Emerge

- We have commenced a contract with Octopus directly to undertake Emerge jobs as business as usual
- Other meter operators to sign up to the Emerge programme with UK Power Networks
- Other DNOs to engage and sign up to the Emerge programme with Meter Operators



Octopus Engineer completing Emerge fuse upgrade

Key takeaways

- UK Power Networks estimates a 5,000% increase in fuse upgrades are required to facilitate UK Government ambitions
- Emerge is an example of acting now to be ready for future
- While volumes in the trial were low, the % of Emerge eligible jobs will scale
- We cannot achieve this alone, industry collaboration is needed
- There is nothing stopping Emerge being expanded tomorrow...

Thank you and questions?

Visit us at Stand M9