Emerge

Energy Innovation Summit

Rob Greenoak and Ben Elmy, 31 October 2023
Emergency fuse upgrades

2% Homes in UK have low carbon heating\(^1\)

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

\(^1\) https://energysavingtrust.org.uk/path-net-zero-energy-saving-trust/
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

What is Emerge?

3rd Party applies to connect to UK Power Networks

3rd Party applies to upgrade fuse themselves

3rd Party attends customer’s home to install low carbon technology

Customer Quote & Site Survey

Application

Fuse Upgrade

Install

Customer wants a low carbon technology

3rd Party attends customer’s home for site survey

3rd Party applies to connect to UK Power Networks

UK Power Networks attends customer’s home

3rd Party attends customer’s home to install low carbon technology

Key:

---- Emerge

----- BaU

UK Power Networks

Delivering your electricity
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 MOPs

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

**BaU Readiness**
Establishing standards, operational procedures, and commercial solutions

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1 MOPs are Meter Operators
**Emerge project outcomes**

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

<table>
<thead>
<tr>
<th>Action</th>
<th>Quantity</th>
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<tbody>
<tr>
<td>Octopus Meter Operators Trained</td>
<td>23</td>
</tr>
<tr>
<td>Applications for Low Carbon Technologies</td>
<td>46</td>
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<tr>
<td>Emerge Fuse Upgrade Standard Produced</td>
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<tr>
<td>Fuse Upgrades Completed by Octopus</td>
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<tr>
<td>Safety incidents</td>
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**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
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?

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