

Visualisation of Customer Options for Net Zero

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 at the pace required needs transition at scale, and it is vital that customers (primarily domestic) understand and visualise their options to enable appropriate and informed choices to be made.

Customers need to be able to visualise the integration of new low carbon technologies and how the options/choices that are available. A fresh and innovative approach is needed across both Gas and Electricity to enable this to happen at scale and pace. Earlier work done by Project LEO-N has shown that flexibility services can contribute to a local zero carbon energy system and that high quality local area energy planning is crucial but has been limited to Electricity Distribution.

What are we looking for?

We are looking for an innovative solution that can take the learnings from any previous projects and combine them with the gas-related options to create a solution that can support and guide customers through the decisions they need to make based on their own situations and requirements.

What are the constraints?

The solution must be scalable ultimately to the 23m energy customers in GB.

Who are the key players?

Primarily Gas Distribution and Electricity Distribution Networks for 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): [LEO-N](#), [Community DSO](#), [Future Flex](#) and [Hy-Fair](#) (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](#).