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NIA Project Registration and PEA Document

Date of Submission

Oct 2022

Project Reference Number

NIA2_SGN0031

Project Registration

Project Title

TapSOS – Digitalisation of the emergency number – Phase 1

Project Reference Number

NIA2_SGN0031

Project Licensee(s)

SGN

Project Start

August 2022

Project Duration

0 years and 4 months

Nominated Project Contact(s)

sgn.innovation@sgn.co.uk

Project Budget

£96,000.00

Summary

Currently, communication with Gas Networks can be difficult, particularly for consumers in vulnerable situations as they may struggle to communicate or understand what is being said due to physical, medical, or situational barriers.

These challenges sometimes lead to unnecessary calls and difficult triage, which can cause slow responses, over-deploying of resources in the field, or inaccurate information handling. All of which can cause frustration, anxiety and stress for the consumer and overspend for the provider.

Nominated Contact Email Address(es)

sgn.innovation@sgn.co.uk

Problem Being Solved

According to Ofgem's "Vulnerable consumers in the energy market: 2019" report, they state, "it is predicted that in the future, more and more consumers are likely to be in vulnerable situations for a number of reasons. Supplier and distribution network companies need to proactively identify which of their customers might be in a vulnerable situation and offer tailored additional services to help them engage in the energy market."

The Utility Regulator of Northern Ireland's description of a vulnerable consumer is wide-reaching: "A consumer is deemed vulnerable when their personal characteristics or circumstances reduce their ability to engage effectively and achieve fair outcomes. A vulnerable consumer is significantly less able to protect or represent their interests and significantly more likely to suffer detrimental impacts on their health, wellbeing, or finances."

As at 2019, Ofgem report that 5.6 million vulnerable consumers are on the Priority Service Register (PSR) and expect a continual rise year on year. Unexpected circumstances can lead people into immediate vulnerability. Any new solution must be available to all, as it is not immediately possible to pre-determine a consumer in a vulnerable situation when they first make contact. By digitally transforming an emergency reporting solution, GDN's enable even greater inclusivity and give all consumers greater confidence in

communicating with the gas supplier and distribution network.

Method(s)

Vulnerable customers are valued highly in our business model. SGN are committed to delivering a 'best in the class' service, tailoring the support we provide for our customers who need extra help when we are working in their homes and their communities.

TapSOS share the same ethics in what we believe can evolve the current way we communicate and require help in a life-threatening situation. People are at the heart of this design; Inlutech has spent time understanding our end users' needs and challenges continually challenging current methods to make communications better, easier to use and more accessible. TapSOS is the UK's first government accredited digital 999 reporting tool, connecting with all four emergency services: police, ambulance, fire & rescue and coastguard. We aim to establish the Gas Emergency number to be integrated amongst these.

This project centres on digitally transforming an emergency reporting solution, GDN's enable even greater inclusivity and give all consumers greater confidence in communicating with the gas supplier and distribution network

Scope

Inlutech will work with SGN to design and develop a digital solution with which their customers can use to contact them. Based on current assumptions the key features are:

- Available for both Android and iOS
- Built within our proven and government accredited TapSOS app platform
- Digitalisation of 0800 111 999 / 0800 002 001
- Developed to reflect current operational triage process
- Concurrent access for all consumers
- Pre-loaded consumer data synced from Gas network databases to the user's app
- A dashboard for reporting
- Delivery of such a digital platform across all Gas Networks will lead to greater benefits for both consumers and networks.

Objective(s)

Creating and providing an option for a digitalised variation to report a gas emergency to accommodate and include everyone of all ages and vulnerabilities.

Straightforward consumer migration

- App available through iOS and Android platforms
- Ability to link consumer data reduces time during registration and mitigates anonymous reporting with phone number confirmation to reduce risk of false/improper use

Faster consumer response times

- Users will be able to access the service 24/7
- No delays or holding for consumers as unlimited concurrent usage
- Improves access for vulnerable and non-verbal consumers

Faster solutions to consumer problems

- Faster emergency response solution with information clarity
- immediately and automatically passed to emergency response centre to dispatch to engineers
- Keeping data sync'd reduces consumer input for clear contactable instructions
- Question tree structuring will concisely triage problem defining and providing clear description of emergency to triage

By the end of the project span of 8 months, TapSOS and SGN will have created and designed a digital platform for reporting emergency gas and Carbon Monoxide leaks. This has the potential to assist 12 million people who are registered Deaf or Hard of

Hearing of which 87,000 rely on British Sign Language, 700,000 people whom are on the autism spectrum and 1.25 million non-speaking people living in the UK.

Consumer Vulnerability Impact Assessment (RIIO-2 Projects Only)

The project scored Low Positive on the Consumer Vulnerability Impact Assessment

Success Criteria

The following success criteria for the project include the completion of:

- Successfully integrated within the TapSOS application
- Available across Android and Apple
- Delivery of a digital platform across all Gas Networks
- Reduction in electrical power consumption and footprint of edge gateway
- Successful evolution into digitalisation and can be an accessible BCM

Project Partners and External Funding

TapSOS and Inclutech

Potential for New Learning

Our modular approach and design allow us to develop enhancements which can drive further value for SGN and their consumer base.

Enhanced features for all consumers, such as:

Additional Icon creation to further simplify use and extend reach

to groups such as people who can't read or whose native

language is not supported

Translation into priority languages

Features for visually impaired

Enhanced dashboard functionalities, such as:

Analytics via smart reporting

Consumer report analysis to inform scope for future app

Developments

Consumer interaction analysis to enhance in-app experiences

Scale of Project

were of a smaller scale.

The project involves carrying out investigation of the digital interception of the emergency phone line. Ofgem report that 5.6 million vulnerable consumers are on the Priority Service Register (PSR) and expect a continual rise year on year. Unexpected circumstances can lead people into immediate vulnerability. Any new solution must be available to all, as it is not immediately possible to pre-determine a consumer in a vulnerable situation when they first make contact. By digitally transforming an emergency reporting solution, GDN's enable even greater inclusivity and give all consumers greater confidence in communicating with the gas supplier and distribution network.

Technology Readiness at Start

TRL3 Proof of Concept

Technology Readiness at End

TRL5 Pilot Scale

Geographical Area

The data that will be collected for this phase of the project will be sourced from areas across the UK

Revenue Allowed for the RIIO Settlement

96000

Indicative Total NIA Project Expenditure

The total project expenditure is estimated £420,000 over 4 phases – SGN will carry out phase 1 then ask for collaboration from other networks for phase 2,3,4;

Phase 1 – Feasibility Study – Full Set of wireframes produced – 2 months - £96k (SGN ONLY) with 80k external and 16k internal

Phase 2 - Concept Development – Demonstrate technology – 3 months - £190k estimated (COLLAB WITH OTHER GDNS)

Phase 3 – Testing – Internal and external testing – 2 months - £120k estimated (COLLAB WITH OTHER GDNS)

Phase 4 – Roll out – Product ready for market launch – 1 Month - £30k estimated (COLLAB WITH OTHER GDNS)

Project Eligibility Assessment Part 1

There are slightly differing requirements for RIIO-1 and RIIO-2 NIA projects. This is noted in each case, with the requirement numbers listed for both where they differ (shown as RIIO-2 / RIIO-1).

Requirement 1

Facilitate the energy system transition and/or benefit consumers in vulnerable situations (Please complete sections 3.1.1 and 3.1.2 for RIIO-2 projects only)

Please answer **at least one** of the following:

How the Project has the potential to facilitate the energy system transition:

n/a

How the Project has potential to benefit consumer in vulnerable situations:

By digitally transforming an emergency reporting solution, GDN's enable even greater inclusivity and give all consumers greater confidence in communicating with the gas supplier and distribution network.

Requirement 2 / 2b

Has the potential to deliver net benefits to consumers

Project must have the potential to deliver a Solution that delivers a net benefit to consumers of the Gas Transporter and/or Electricity Transmission or Electricity Distribution licensee, as the context requires. This could include delivering a Solution at a lower cost than the most efficient Method currently in use on the GB Gas Transportation System, the Gas Transporter's and/or Electricity Transmission or Electricity Distribution licensee's network, or wider benefits, such as social or environmental.

Please provide an estimate of the saving if the Problem is solved (RIIO-1 projects only)

The need for a digital contact to accommodate millions of vulnerable customers throughout the energy and water utility industries is critical and to accommodate Ofgem's prediction.

Please provide a calculation of the expected benefits the Solution

This phase of the project aims to quantify the benefits to our vulnerable customers.

Please provide an estimate of how replicable the Method is across GB

SGN Network vulnerable customers have similar issues across all areas of the UK, therefore this project is applicable to all Gas Networks and potentially electric networks.

Please provide an outline of the costs of rolling out the Method across GB.

Cost for full testing and demonstration would be determined upon completion of the project.

Requirement 3 / 1

Involve Research, Development or Demonstration

A RIIO-1 NIA Project must have the potential to have a Direct Impact on a Network Licensee's network or the operations of the System Operator and involve the Research, Development, or Demonstration of at least one of the following (please tick which applies):

- A specific piece of new (i.e. unproven in GB, or where a method has been trialled outside GB the Network Licensee must justify repeating it as part of a project) equipment (including control and communications system software).
- A specific novel arrangement or application of existing licensee equipment (including control and/or communications systems and/or software)
- A specific novel operational practice directly related to the operation of the Network Licensees system
- A specific novel commercial arrangement

RIIO-2 Projects

- A specific piece of new equipment (including monitoring, control and communications systems and software)
- A specific piece of new technology (including analysis and modelling systems or software), in relation to which the Method is unproven
- A new methodology (including the identification of specific new procedures or techniques used to identify, select, process, and analyse information)
- A specific novel arrangement or application of existing gas transportation, electricity transmission or electricity distribution equipment, technology or methodology
- A specific novel operational practice directly related to the operation of the GB Gas Transportation System, electricity transmission or electricity distribution
- A specific novel commercial arrangement

Specific Requirements 4 / 2a

Please explain how the learning that will be generated could be used by the relevant Network Licensees

By digitally transforming an emergency reporting solution, GDN's enable even greater inclusivity and give all consumers greater confidence in communicating with the gas supplier and distribution network.

Or, please describe what specific challenge identified in the Network Licensee's innovation strategy that is being addressed by the project (RIIO-1 only)

n/a

Is the default IPR position being applied?

Yes

Please demonstrate how the learning from the project can be successfully disseminated to Network Licensees and other interested parties.

The project scope has been reviewed against all existing projects and no areas of duplication have been identified

Please describe how many potential constraints or costs caused, or resulting from the imposed IPR arrangements.<

n/a

Please justify why the proposed IPR arrangements provide value for money for customers.

The solution looks to build on existing IP developed by inclutech and TAPSOS to bring the product to market quicker with less costs to implement solution.

Project Eligibility Assessment Part 2

Not lead to unnecessary duplication

A Project must not lead to unnecessary duplication of any other Project, including but not limited to IFI, LCNF, NIA, NIC or SIF projects already registered, being carried out or completed.

Please demonstrate below that no unnecessary duplication will occur as a result of the Project.

This project involves developing a new method of contact to the emergency gas number which requires development and testing. The project will address the identification of risks and provide necessary mitigations.

If applicable, justify why you are undertaking a Project similar to those being carried out by any other Network Licensees.

n/a

Additional Governance And Document Upload

Please identify why the project is innovative and has not been tried before

There has been no other method of communication to the emergency number created that this project looks to deliver.

Relevant Foreground IPR

N/A

Data Access Details

Data and project information will be secured under GDPR. For project information that can be obtained by contacting the project manager.

Please identify why the Network Licensees will not fund the project as part of it's business and usual activities

The solution needs to be developed before it can be invested in for business as usual activities.

Please identify why the project can only be undertaken with the support of the NIA, including reference to the specific risks(e.g. commercial, technical, operational or regulatory) associated with the project

The NIA framework offers a robust, open framework to derisk this work and ensure the results are disseminated to all licenses.

This project has been approved by a senior member of staff

Yes