

Notes on Completion: Please refer to the appropriate NIA Governance Document to assist in the completion of this form. The full completed submission should not exceed 6 pages in total.

NIA Project Registration and PEA Document

Date of Submission

Aug 2019

Project Reference Number

NIA_CAD0044

Project Registration

Project Title

Compounded Factors

Project Reference Number

NIA_CAD0044

Project Licensee(s)

Cadent

Project Start

August 2019

Project Duration

0 years and 9 months

Nominated Project Contact(s)

Rebecca Payne – Innovation Project Manager

Project Budget

£41,433.00

Summary

The Gas Networks have a very limited understanding of the impacts associated with some customer groups and the ability to receive the gas we transport i.e. customers from diverse minority ethnic, culture and faith communities; as well as generational considerations. Cadent want to improve our situational awareness for these customers and so we can help to keep the energy flowing.

Nominated Contact Email Address(es)

Innovation@cadentgas.com

Problem Being Solved

The Gas Networks have a very limited understanding of the impacts associated with some customer groups and the ability to receive the gas we transport i.e. customers from diverse minority ethnic, culture and faith communities; as well as generational considerations. Cadent want to improve our situational awareness for these customers and so we can help to keep the energy flowing.

Method(s)

Research into understanding customer's needs, focus groups will be identified to deep dive into needs & expectations. Test this against Cadent understanding & research (PSR Data), a detailed report to be created to inform next steps for development opportunities & inform our long-term strategy.

Scope

- Groups to be identified by comparing regional variability & demographics against Cadent's research (PSR Data)
- Determine under-represented groups, with specific focus on compounded vulnerabilities
- Work with focus groups in areas on Cadent Network to explore concerns, challenges, expectations & perceptions
- Analysis & compare to Cadent research
- Test findings & analysis with similar focus groups with support from Cadent Representatives
- Detailed report to cover findings, conclusions & next steps for future work including process & technology solutions & long-term strategy

Objective(s)

Identify groups by comparing regional variability & demographics against Cadent research to determine under-represented groups. Focus groups will then be completed to explore concerns, challenges, expectations & perceptions.

Consumer Vulnerability Impact Assessment (RIIO-2 Projects Only)

n/a

Success Criteria

Cadent want to improve our situational awareness for these customers and so we can help to keep the energy flowing for them.

Project Partners and External Funding

London Sustainability Exchange

NIA funding to cover External £29,010, Internal £9,523 & Contingency £2,900. Total £41,433

Potential for New Learning

Greater understanding of customers, this research will identify process and/or technology improvements.

Scale of Project

The scale of this project will be across all Cadent networks however learnings will inform all Gas Distribution Networks which all utilise the PSR database to manage their customers who would be in vulnerable situations.

Technology Readiness at Start

TRL2 Invention and Research

Technology Readiness at End

TRL3 Proof of Concept

Geographical Area

This project will be delivered by London Sustainability Exchange and Cadent Safeguarding Team.

Revenue Allowed for the RIIO Settlement

No revenue allowed for in the RIIO settlement.

Indicative Total NIA Project Expenditure

Total cost: £41,433

Research only no future phases with same supplier, however other opportunities may be identified

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:

n/a

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)

Research only

Please provide a calculation of the expected benefits the Solution

n/a

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

n/a

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

n/a

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

All networks have customers in similar situations and so the learning from this project will be of benefit for all.

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

There is no specific theme however this meets our safety strategy and the safety of our customers, by understanding their needs we can better manage our processes and situations which could put customers in a vulnerable situation.

- Has the Potential to Develop Learning That Can be Applied by all Relevant Network Licensees

Is the default IPR position being applied?

- Yes

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.

No research in the area previously undertaken

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

Research is necessary as no understanding of this customer need, these have been identified through work on the PSR. There is a need to adapt our approach to managing these customers however understanding their needs is required

Relevant Foreground IPR

n/a

Data Access Details

n/a

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

Unknown outcome and will potentially lead to future innovation projects.

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

Due to the specific nature of the UK customer need, this is unexplored customer group and focus on managing these customers could affect our operations. Utilising NIA funding will ensure learnings are shared across all networks so all customers will benefit.

This project has been approved by a senior member of staff

Yes