

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

Dec 2019

### Project Reference Number

NIA\_SPEN\_0048

## Project Registration

### Project Title

The Chatter Tool

### Project Reference Number

NIA\_SPEN\_0048

### Project Licensee(s)

SP Energy Networks Distribution

### Project Start

December 2019

### Project Duration

1 year and 1 month

### Nominated Project Contact(s)

Kendal Morris

### Project Budget

£120,000.00

## Summary

This project will develop a tool for using data from customer feedback and social media to supplement stakeholder engagement.

### Nominated Contact Email Address(es)

innovate@spenergynetworks.co.uk

## Problem Being Solved

Stakeholder engagement and customer feedback is important to underpin our strategy and plans with actionable insight across the widest cross section of our customer base and interested parties, and understanding this at a local level. The traditional methods of stakeholder engagement at low volumes can, however, be expensive, and may not be the most effective way to leverage our knowledge and data.

## Method(s)

In this project, we will build a data-driven solution. This tool will allow feedback to be layered across the different sources and viewed at a local level so we can understand the priorities, key issues, and reputation at a local level giving a view at district level, local council and local government level.

The tool will take a scrape of all customer feedback, social media, web posts, political feedback and media coverage relating to the DNO which will allow us to demonstrate a greater reach than would otherwise be achieved through solely traditional engagement methods.

This tool would then use natural language processing algorithms to identify the topic being discussed, identify positive/negative feedback and identify the root cause. Whilst this technology is not new, the way in which it is being applied is new, in that it is bringing together a multi-dimensional data set into a bespoke dashboard that can provide new and unique insight.

This tool will give the ability to demonstrate the reach to a much wider population of customers which could not be achieved solely through traditional methods.

## Scope

The tool will:

- Benchmark relevant data
- Collect and reconcile data
- Capture insights
- Visualise insights

## Objective(s)

The objective of this project is to deliver the tool to use interactions on social media involving SP Energy Networks to gather feedback and drive engagement on stakeholder priorities.

## Consumer Vulnerability Impact Assessment (RIIO-2 Projects Only)

n/a

## Success Criteria

The delivery of the above objectives, within budget and within agreed timelines, as is reasonable depending on the knowledge at this stage of the development phase.

The project will be managed within SPEN applying due diligence and best practices where appropriate.

## Project Partners and External Funding

SP Energy Networks will work with Sia Partners.

## Potential for New Learning

This project will allow for new learning in customer service and customer engagement through the introduction of new methods for effective engagement with a wider range of stakeholders and in a lower-cost manner than current traditional engagement, thus reducing the amount of traditional customer engagement which is required.

## Scale of Project

The tool will cover Customer, Stakeholder, Political and Media channels. There is potential for customer segments to be included in this so we can understand differing views by customer type. The output of this will be seen at a local District, Local Council and Local government level.

## Technology Readiness at Start

TRL7 Inactive Commissioning

## Technology Readiness at End

TRL8 Active Commissioning

## Geographical Area

This project will cover the SP Energy Networks Licence areas.

## Revenue Allowed for the RIIO Settlement

£0

## Indicative Total NIA Project Expenditure

£120,000

## 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)

Each stakeholder engagement event can have a significant cost; one typical small-scale engagement can cost £50,000 to organise and run. As such, if the number of engagements required can be reduced, this will represent a long-term saving.

#### Please provide a calculation of the expected benefits the Solution

If the number of traditional stakeholder engagement events can be reduced by 4 across the first year of use, this would represent a benefit of £80,000 in avoided costs.

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

The system could be implemented across all LNOs as all LNOs have the same use cases which could be solved by the system.

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

As an estimate, this system would cost £120,000 per DNO to roll out.

### 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

The learnings from this project can be replicated by all LNOs, and the use cases are valid for all LNOs.

### 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

- 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.

This system has not been previously trialled within the UK, and there have been no previous Innovation projects covering this area.

### 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

Previous work in this area through incentive mechanisms have retrieved information at a license wide level, this novel approach would allow data to be retrieved from multiple sources and presented at a regional level to allow higher quality and more information.

### 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

The data retrieved is a new form of data that will require processing, scrubbing and testing the robustness against resilience and security – this requires refining to de-risk before the business can adopt this.

### 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**

As this tool has not been previously used for LNO engagement, there is a risk that the data and feedback could impact operational performance and impact broader measure scores. Due to the risks identified, we will proceed to use NIA to trial the platform.

**This project has been approved by a senior member of staff**

Yes