SIF Alpha Round 2 Project Registration

Date of Submission

Project Reference Number

10061359

Initial Project Details

Project Title

Guidelight

Project Contact

Sibani Panda

Challenge Area

Supporting a just energy transition

Strategy Theme

Supporting consumers in vulnerable situations

Lead Sector

Electricity Distribution

Other Related Sectors

Electricity Distribution

Project Start Date

01/10/2023

Project Duration (Months)

6

Lead Funding Licensee

UKPN - London Power Networks Plc

Funding Mechanism

SIF Alpha - Round 2

Collaborating Networks

Scottish and Southern Electricity Networks Distribution

Technology Areas

Commercial

Community Schemes

Poverty

Environmental

Project Summary

Guidelight addresses the lower adoption rates of time-of-use tariffs and digital technologies among low-income and vulnerable households participating in local retrofit initiatives. By providing guidance and support, the project ensures these households can benefit from smart energy practices, avoid financial penalties, and, at the same time, help to alleviate network constraints.

Guidelight will develop an Open Access Toolkit, collaboratively designed with customers, to provide support to local authorities (LAs), social housing providers, installers, and energy advice organisations. It also focuses on monitoring low carbon technologies (LCT) performance and boosting confidence so that no one is left behind the energy transition.

Add Preceding Project(s)

10061358 - Guidelight

Add Third Party Collaborator(s)

Centre for Sustainable Energy

Sedgemoor District Council

London Borough of Hackney

Project Budget

£547,100.00

SIF Funding

£487,300.00

Project Approaches and Desired Outcomes

Problem statement

Guidelight tackles the issue of low adoption rates of time-of-use tariffs and digital technologies among low-income and vulnerable households engaged in local retrofit initiatives by providing guidance and support through an Open Access Toolkit. The project has evolved by recognising the importance of aligning technological innovations with an understanding of householders' needs and practices. By supporting a just transition and considering consumer vulnerability, the project aims to achieve a more equitable and accessible energy transition.

Recognising the diverse needs and capabilities of energy consumers in reducing emissions is crucial as the energy system undergoes a transition to Net Zero. Access to new technologies and skills is essential for understanding, engaging, and benefitting from LCTs. However, low-income and vulnerable households often lack these skills, leading to low adoption rates of time-of-use tariffs and digital technologies. We estimate that 1.58m households in UKPN areas will be at risk of behind left behind in the energy system by 2030.

Despite grant-funded local retrofit schemes promoting LCT installation, such as the Green Homes Grant Local Authority Delivery (LAD) and Home Upgrade Grant (HUG), there is a lack of guidance and support for these households to become smart energy users. This situation can result in financial penalties, exacerbating customer vulnerability and network constraints instead of alleviating them.

The project has evolved through Discovery Phase by recognising the critical need for an integrated approach to energy retrofitting that combines technological innovations with an understanding of householders' views and practices. Guidelight will develop an Open Access Toolkit of socio-technical Interventions that will provide support and guidance throughout the retrofit lifecycle. The tool will be designed collaboratively and approved with a Community Research Group (CRG) comprising stakeholders with relevant experience, such as installers, LAs, social housing providers, and vulnerable households.

During Discovery, a broad range of stakeholders and energy communities were actively involved, which led us to shift our focus on six key challenges. These challenges include the absence of effective messaging, mistrust regarding grants, limited familiarity with LCTs, inadequate information provision, inadequate consideration of vulnerabilities, and a lack of comprehensive follow-up guidance. We have also leveraged learning from other relevant projects, such as Socially Green to focus Alpha (and eventually Beta) Phase on addressing digital exclusion. The Alpha phase (Alpha) will primarily concentrate on addressing these challenges to ensure users of this innovation benefit fully from LCTs. As a result, Guidelight aims to enhance coordination between energy networks, stakeholders and other utilities which will improve our understanding of consumer vulnerability and narrow the gap of detriment between consumer segments.

As a DNO, we have a moral duty and an important role to play in ensuring that the decarbonisation journey is accessible and available to everyone; especially those in vulnerable situations. Guidelight aligns with Innovation Challenge 1: Supporting a Just Transition by addressing digital exclusion and ensuring access to Net Zero solutions for all consumers, regardless of income or digital connectivity. The project seeks to embed consumer needs at the core of the Open Access Toolkit to overcome barriers and promote decarbonisation.

The project has also benefited from previous funded work, such as the methodical framework developed by the University of Southampton to understand the technical performance gap of LCTs in low-income households. This framework has informed the selection of innovative monitoring approaches for the project, including simplified warnings, additional sensors, and smart interactive advice protocols.

Innovation justification

There are limited products and services to support customers taking part in local retrofit programmes. The lack of guidance and tools for LAs, installers and vulnerable customers undermines the value of installing LCTs and contribute to the risk of leaving 1.58m households by 2030.

Guidelight is innovative in three aspects:

· Creating new tools to overcome barriers in LCT adoption for vulnerable customers.

· Implementing social research methods based on behavioural science to increase vulnerable customer participation in transition to Net Zero.

· Using data to tackle digital exclusion and gain post-LCT installation insights.

Using data to tackle digital exclusion

Guidelight will utilise a novel data-driven approach to understand customer behaviour and stimulate behaviour change related to LCT usage:

· By installing monitoring devices (in Beta), e.g. smart sensors, we can collect data that helps us understand how customers interact with LCTs and develop tools for LAs, customers and installers to ensure the benefit of LCTs is maximised in each household.

· Alpha will investigate the use of gamification to local retrofit programmes and DNO services for vulnerable customers, to stimulate participation in the energy system transition to Net Zero.

Using socio-technical engagement

Guidelight focuses on innovation for customers by combining technological advancements with a deep understanding of householders' practices and needs. In Alpha, Guidelight will design customised socio-technical engagement methods to enhance LCT performance to assist all vulnerable households. These methods incorporate simplified warnings for sub-optimal performance, additional sensors for studying energy consumption and environment quality, smart interactive advice protocols, and backup provisions for missing data and system failures.

Creating tools to overcome barriers in LCT adoption

Alpha will design an Open Access Toolkit of Interventions to provide support and guidance throughout the retrofit lifecycle. To ensure that the toolkit is inclusive and trusted, it will be co-designed by the CRG, which includes representatives from vulnerable households, installers, retrofit teams, LAs, and community organisations. Our project outputs will provide intuitive and user-friendly visualisations of LCT performance, personalised support for maximising financial benefits, and comprehensive monitoring and evaluation templates for post-installation assessments.

Learning from relevant projects

Insights from Smart Energy Action Plan (SEAP) project, a NGED funded pilot, and stakeholder input during the Discovery have refined our understanding of retrofitting challenges. We have learned that integrating behavioural interventions with technical innovations is crucial. These insights have shaped the plan for Alpha to promote effective energy practices. By the end of the Alpha, we anticipate improvements in technology readiness level, aiming for a TRL 4 for the Open Access Toolkit. The Beta will develop the solution, evaluating the monitoring approach, consumer engagement with flexibility services, and the impact on supporting LCT uptake for vulnerable customers.

Additionally, CSE's smart capability lens and UKPN’s novel Socially Green Tool will be utilised to enhance Alpha and identify non-technical factors that affect a household's ability to participate in and benefit from the smart energy transition.

Alignment with SIF

While LCT adoption is predicted to grow, accessibility for all communities remains uncertain. To ensure vulnerable customers can

access and engage in the Net Zero transition, we need to shape LCTs retrofit programmes and energy system services collaboratively, requiring support through stimulus funding.

SIF funding is crucial for Guidelight's success as it enables coordination with utilities, and stakeholders to provide a joined-up support for consumer services. This whole system collaboration promotes inclusive LCT adoption and advances the energy transition more efficiently than through isolated support from individual organisations.

Guidelight enables a just transition (Challenge 1) through creating novel tools for tackling vulnerability and digital exclusion

Impact and benefits (not scored)

Financial - future reductions in the cost of operating the network

Financial - cost savings per annum for users of network services

Environmental - carbon reduction – indirect CO2 savings per annum

Revenues - improved access to revenues for users of network services

New to market – products

Impacts and benefits description

Some customers who take part in local retrofit programmes cannot maximise the value of their home enhancements. New skills are required to understand, engage and obtain value from LCTs. Those who do not possess these capabilities because of their circumstances face detriment. The lack of guidance and tools for LAs, installers and vulnerable customers leads to financial penalties instead of support for many households.

There are no specific metrics easily available quantify the full scale of the problem. However, we estimate there will be 1.58m households at risk of being left behind the energy transition. We anticipate that the majority of individuals who meet the eligibility criteria will participate in local retrofit programmes.

Financial – future reductions in the cost of operating the network and revenues - improved access to revenues for users of network services: The socio-technical engagement methods developed by Guidelight will increase participation in flexibility and utilisation of time of use tariffs. This will lead to reduced peak capacity and network reinforcement costs for DNOs. This could also lead to new and improved access to revenues for users of network services.

Financial – cost savings per annum on energy bills for customers: The data approach and tools developed by Guidelight will result in more efficient use of LCTs (in retrofit homes), which can save consumers £96 per year on energy bills.

New to market - processes:

- Guidelight will inform the supply chain on how to incorporate the Open Access Toolkit, improving retrofit installation and delivery of grant-funded schemes.

- Unlocking the value of services for local authorities, social housing providers, installers, and energy advice organisations will provide additional benefits to customers.

Environmental - carbon reduction – indirect CO2 savings per annum: Currently, retrofit installations are limited to off-gas grid customers, who are using electric heating. Guidelight`s tools and guidance will make the use of energy in the household more efficient which will indirectly contribute to a small carbon reduction.

Societal Benefits

1. Energy Consumer Empowerment: Low-income and vulnerable households, despite participating in local retrofit programmes, face financial penalties and lack guidance to become smart energy users. Guidelight will empower vulnerable

households to take active part in the journey to Net Zero.

2. CSAT: The current engagement mechanisms used by DNOs for LCT uptake in low-income and vulnerable households are available but do not account for interventions throughout the retrofit lifecycle, including long-term monitoring and support. The use of an Open Access Toolkit can improve the service our customers receive.

To quantify the societal benefits, analysis was conducted during the Discovery. It considerd these factors:

- Increased financial skills resulting in cost savings on energy bills for consumers.
- Quality of life improvement for customers.
- Digital channels reducing the need for face-to-face interactions with DNOs, improving customer experience.
- Sense of community as customers feel more connected fostering a sense of belonging.

Guidelight's Open Access Toolkit promotes customer self-reliance. Swift resolutions and convenience improve quality of life, while smart apps optimise LCT performance, lower energy bills, and enhance financial skills, fostering community connection and belonging.

The business case prepared during Discovery assumes the utilisation of socio-technical approaches by approximately 250 households per year. At UKPN scale, Guidelight has estimated a Net Present Value of £13 million up to 2030.

It is important to note that these benefits represent the high-level cost benefit analysis during the Discovery and require further evaluation during Alpha. The quantification of cumulative net benefits to energy consumers, calculated at a network partner level, will be further developed, and refined during the project's implementation, including the forecasted rollout plan for the Guidelight solution.

Teams and resources

The Project Partners from Discovery will continue collaboration in Alpha. Additionally, Guidelight has included three new partners: SSEN, Utilita Energy and Sia Partners. The new partners were selected for their track record in supporting vulnerable customers. The Guidelight partnership carefully considered to select organisations with the necessary skills and expertise required to design the novel solutions in Alpha. The collaboration between two DNOs, three LAs, an energy supplier, a university and a consumer data specialist, builds confidence in the scalability of Guidelight in BAU.

UKPN has a strong track record in identifying and supporting consumers in vulnerable circumstances. They have strategically combined their Consumer Vulnerability team with the innovation function, emphasising their commitment to supporting customers through innovation.

Role: UKPN is the lead partner, responsible for overall project management.

Centre for Sustainable Energy are actively involved in various projects aimed at increasing the accessibility and uptake of LCTs by low-income and vulnerable groups. They have expertise in supporting households and influencing policy changes in the energy transition.

Role: CSE leads the social research efforts and the co-creation of the toolkit.

The Sustainable Energy Research Group of University of Southampton applies integrated engineering and social research approaches to understand the socio-technical factors affecting home energy system outcomes.

Role: The research group leads the development of the technical monitoring approach to measure the socio-technological performance gap of LCTs.

Somerset Council has established Somerset Independent Plus, an initiative that accelerates housing improvements and installs LCTs for low-income and fuel-poor residents.

Role: The council acts as an advisor on the CRG and assists in identifying suitable households for project participation in Beta.

Portsmouth City Council has high rates of fuel poverty and has conducted monitoring on LCT installations to address sub-optimal performance.

Role: The council serves as an advisor on the CRG and supports the identification of suitable households in Beta.

London Borough of Hackney is an inner-city borough that actively seeks innovative solutions for smart local energy, including a local Green Homes Programme and Community Energy Fund.

Role: The council acts as an advisor on the CRG and assists in identifying suitable households in Beta.

Scottish and Southern Energy Networks (SSEN) is an additional DNO committed to understanding the needs of customers and working collaboratively to deliver tailored support.

Role: SSEN provides valuable insights, peer reviews, and benchmarking approaches in relation to bringing extensive experience in consumer vulnerability.

Utilita Energy is a UK-based electricity and gas supplier that focuses on pay-as-you-go metering. Utilita's initiative of Energy Hubs on high streets, provides customers with the convenience of topping up, managing their accounts, and receiving energy-saving guidance in-store.

Role: Utilita acts as an advisor on CRG, primarily participating in workshops, identifying barriers or challenges in installing monitoring devices and conducting peer reviews for retrofit installations.

Sia Partners has significant expertise in managing consumer data within the energy, telecoms and water sectors. They have successfully collaborated with major companies, showcasing their ability to address challenges in the energy sector.

Role: Sia Partners plays a crucial role in developing value propositions for the shortlisted solutions in the Open Access Toolkit. They also contribute to policy and regulatory recommendations.

Virgin Media O2 and Vodafone, as cross industry utilities, have expressed interest to join Guidelight's CRG. They can contribute valuable insights and expertise in bridging the digital divide, focusing on implementing solutions across the energy sector. Their participation will further enrich the collaborative approach of the project.

Throughout the Alpha, these partners will leverage their experience, skills, and pre-existing relationships for the successful delivery of Guidelight.

Project Plans and Milestones

Project management and delivery

Guidelight will be managed in accordance with UKPN's project delivery governance and quality standards. This management approach will ensure the project is delivered through a structured framework based on project management best practice. UKPN will have overall accountability for project management, with support from Sia Partners and CSE. The following mechanisms and tools will be utilised to ensure a successful project outcomes:

1. Regular progress meetings will be held to review and update the risk register, action tracker and project plan. This will help track progress, identify any issues or delays, and ensure timely mitigation.

2. Adhoc steering sessions will be conducted with subject matter experts (SMEs) from across the industry throughout the project as per the work package plan. Their insights and advice will contribute to the project's outcomes and provide guidance for future steps.

3. Collaboration through a shared file repository: The project team will utilise UKPN`s SharePoint site (established during Discovery) for effective document collaboration, ensuring all stakeholders have access to relevant information.

Guidelight's project plan includes the following work packages and associated milestones:

WP1: Technical Monitoring Approach

Lead: University of Southampton

- Objective: Analyse feasibility of technical monitoring approaches for LCTs
- Milestone 1 (WP1.M1): Data gathering and Technical Monitoring Approach
- Milestone 2 (WP1.M2): Lab testing of monitoring approaches

WP2: Social Engagement Approaches: Design, development and testing

Lead: Centre for Sustainable Energy

- Objective: Explore and develop strategies for utilising gamification to enhance uptake, engagement, and behaviour change.
- Milestone 1 (WP2.M1): Build personas for engagement methods
- Milestone 2 (WP2.M2): Socio Engagement approaches

WP3: Open Access Toolkit

Lead: Centre for Sustainable Energy

- Objective: Design an Open Access Toolkit aligned with customer's and stakeholder's requirements
- Milestone 1 (WP3.M1): Conceptual design of PoC for Open Access Toolkit
- Milestone 2 (WP3.M2): Socio-technical engagement approaches

WP4: Process flows and Route to Market

Lead: Sia Partners

- Objective: Align with network operator requirements and plan commercial rollout
- Milestone 1 (WP4.M1): Stakeholder RACI for retrofit lifecycle

- Milestone 2 (WP4.M2): Strategic approach to Beta Phase and dissemination results

WP5: Project Management

Lead: UKPN

- Objective: Successful delivery of project

- Milestone 1 (WP5.M1): Mid-point report (Summarise findings for mid-point call and state clear next steps for a successful outcome)

- Milestone 2 (WP5.M2): End-point report (Summarise findings, lessons learned for End Point call, Show and Tell)

Interdependencies between work packages are: (1) Results from WP2 and WP3 will inform the design of the tool in WP3. (2) WP1, WP2 and WP3 will lead into the Beta planning in WP4.

Risk Management Strategy

To ensure successful project delivery and mitigate risks, UKPN employs robust risk management which is focused on risk identification, assessment, mitigation planning, monitoring and control, and communication. This is designed to minimise project overruns, control costs, and address potential challenges, such as limited access to LA data, engaging vulnerable consumers, and aligning interventions with grant funded LCT schemes. The project team will maintain a comprehensive risk register that documents these risks and assigns responsible parties for implementing mitigation strategies.

Supply Interruptions and Consumer Access:

Guidelight does not anticipate any planned or potential unplanned supply interruptions for consumers. During Alpha, no installations of monitoring will be taking place in customer premises.

Impact on Energy Consumers:

Guidelight aims to enable vulnerable and low-income consumers to participate in the smart energy market by providing guidance and support to access to the energy services they require. The project's focus on open access, user-centered design, and social research methods will contribute to enhancing consumer experiences and supporting the uptake of LCTs.

Key outputs and dissemination

Expected Key Outputs

By the end of the Alpha, Guidelight aims to complete the objective of each work package (Q7) and produce key outputs which will be disseminated effectively.

Outputs, responsible individuals and planned dissemination activities:

1. Technical performance gap analysis: The methodological framework for understanding the technical performance gap of LCTs and the impact of technical monitoring approaches from feasibility analysis

Responsibility: University of Southampton.

2. Social research engagement strategies based on the Energy Cultures Framework

Responsibility: CSE.

3. Socio-Technical Open Access Toolkit: The conceptual design of the socio-technical toolkit, which focuses on user-centered design and participation of vulnerable households

Responsibility: CSE to lead supported by individuals from UKPN and Sia Partners.

4. Operating design and commercial solution design framework including process flows, data exchange, and stakeholder responsibilities

Responsibility: Sia Partners to lead supported by individuals from UKPN and CSE.

5. Recommendations on regulatory and policy barriers based on the updated solution design

Responsibility: Sia Partners to lead supported by individuals from UKPN and CSE.

Dissemination approach

The purpose of our dissemination is to share the learnings gained through Alpha. The Guidelight dissemination approach is developed based on UKPN's previous experience of running successful innovation projects. We aim to use update our dissemination plan as we progress with the project.

In order to ensure scalability of the outputs and lessons learned across the other distribution networks in GB, we will leverage our partnership with SSEN. This way, the solution will be directly scalable to a third of GB`s electricity licence areas. The Guidelight team will collaborate to deliver the dissemination activities. Furthermore, we have partnered with Utilita Energy, Sia Partners and three LAs who all have experience of working across utilities and managing customer data. We intend to leverage the connections of our consortium to effectively disseminate our learnings.

The planned dissemination activities include:

· Engagement with stakeholders: UKPN will actively engage with stakeholders such as LAs, energy suppliers, and other DNOs throughout the Alpha, sharing learnings and insights from Guidelight.

· Online event and materials: Guidelight will host an online event, in collaboration with CSE, to share the project's outcomes. Dissemination materials will be shared through local government networks and platforms, including the Local Area Energy Planning tool.

· CSE's network: CSE will leverage its network and contacts to disseminate the outcomes of Guidelight, ensuring wide reach and impact.

· Public summary report: A public summary report highlighting the key outputs, deliverables, and learnings of the Alpha will be published on the UKPN innovation website.

All Alpha projects will be uploaded to the Smarter Networks Portal and feature on the UKPN innovation website with specific project learnings being disseminated at the IUK Show & Tell events. In addition, UKPN will host an in-person event in London to disseminate the learnings and key outputs of all our successfully awarded Alpha projects to a wider audience.

UKPN will look to share project successes and discoveries via its social media channels with the possibility of publishing external press media where appropriate.

By adopting this comprehensive dissemination plan, Guidelight aims to share its key outputs, lessons learned, and research findings with relevant stakeholders, contributing to the wider knowledge base and fostering innovation in the energy sector.

Commercials

Intellectual property rights, procurement and contracting (not scored)

The parties agree to adopt the default IPR arrangements for this project as set out in Section 9 of the SIF Governance Framework.

The partners recognise that knowledge transfer is one of the key aims of the SIF, and that the benefits of this project will be maximised by the ability of other licensees to be able to learn from the project so as to create improved outcomes or reduce costs for consumers. The partners do not anticipate that the Alpha (or Beta) will result in the creation of IPR that cannot be freely disseminated, and have no expectation of creating income streams or royalties from IPR outside of participation in a competitive marketplace for services that may be informed or stimulated via the outcomes of the project.

Commercialisation, route to market and business as usual

Guidelight aims to make its approach business as usual within UKPN and across other DNOs. The route to BAU is focused on building on the strong support for the project between UKPN and SSEN. We will use Alpha and Beta to work with the Consumer Vulnerability teams across the DNOs to ensure the widespread deployment and adoption of the Open Access Toolkit and novel engagement methods.

The project partners in Discovery have carried out an initial commercial readiness assessment which indicates readiness for deployment of the solutions at scale. Nevertheless, each partner (including the new ones in Alpha) will assess their capacity for scale and identify any investment requirements to support the implementation and expansion of the innovation. This may involve securing other funding sources for any additional infrastructure development and marketing initiatives.

By leveraging the expertise and resources of the project partners, Guidelight aims to establish sustainable business models for the long-term deployment of the Open Access Toolkit and associated services. This includes exploring funding opportunities, such as grants or partnerships, to support the scalability and reach of the innovation.

Furthermore, as part of Discovery the Project Partners have developed an initial commercialisation plan:

1. Beta Trial: During the Alpha , CSE, University of Southampton, and other relevant Project Partners carry out the initial design the trial for the Beta based on the findings from the project. The Beta trial will involve the full-scale implementation of the socio-technical research design to measure the socio-technical performance gap. It will also deploy the social toolkit and monitoring devices as an intervention to reduce the socio-technical performance gap of low-income and vulnerable homes.

2. Validating through evidence-based demonstrations: The objective of measuring the impact of social interventions on the socio-technical performance gap is to provide policymakers with evidence. This will support influencing decisions for increased funding and attention to advice provision, tailored vulnerability considerations, and information provision throughout the retrofit lifecycle. This evidence aims to showcase that these interventions are affordable, reproducible, and scalable. Additionally, it will demonstrate the benefits of social interventions to network operators, such as reducing peak load, shifting electricity demand, and alleviating network constraints.

As part of Discovery, we have engaged with stakeholders across all levels in UKPN. More specifically, we have secured strong support from senior management as Guidelight is closely aligned with our Consumer Vulnerability Strategy. The support from our leadership team provides further confidence in our ability to successfully deliver the project.

The initial commercialisation plan will be revised as part of WP4 with the aim to develop a robust roadmap for Guidelight's integration into business as usual.

Through continuous monitoring and evaluation, Guidelight will refine and improve its commercialisation plan, ensuring that the innovation becomes an integral part of the energy sector. By demonstrating the value and impact of the project, Guidelight aims to create a compelling case for widespread adoption and integration into existing networks, ultimately making its approach the standard practice for supporting low-income and vulnerable households in adopting smart energy practices and technologies.

Policy, standards and regulations (not scored)

At this stage, no derogations or exemptions are anticipated. However, the project will provide recommendations for future policy considerations, which will be addressed in Work Package 4 (WP4) of the Alpha. The project team will also develop policy recommendations in conjunction with the direct access engagement toolkit and monitoring approaches. The purpose of these recommendations is to facilitate the creation of a policy environment that supports the delivery of toolkit content and installation of monitoring devices beyond the scope of Guidelight.

Some of the suggested policy recommendations may include:

· Reviewing cost caps for measures to allow funding for monitoring equipment.

· Placing greater emphasis on vulnerability assessment and addressing the needs of households.

· Providing long-term follow-up and advice support for tenants.

· Allocating financial resources to support community advice and rollout schemes, such as community champion programmes and retrofitted show homes.

· Recognising potential conflicts between the political motivation to achieve quantity targets and the importance of delivering quality outcomes.

· Building and localising the supply chain base by training more retrofit installers and ensuring quality handover, provision of information, and vulnerability assessment.

· Recommending the establishment of standardised and coherent approaches across funded schemes to prevent a race to the bottom. This could include clearer guidance on vulnerability assessments, consistent definitions, and deeper attention to household needs during retrofit assessments.

During the Alpha, the project will consider factors related to implementing these policy recommendations. This includes assessing costs, identifying key stakeholders, potential changes to funding mechanisms, legal obligations, addressing skills gaps, supply chain issues, and infrastructural challenges. These recommendations will be communicated through various channels, such as a blog post on CSE's website, as appropriate.

Value for money

The total project costs for the Alpha of Guidelight are £547.1k with a SIF funding request of £487.3k. Collectively the project team are funding a contribution of 10.9% of the total project costs. The contribution from each partner in the consortium, despite difference in the size and nature of the partner organisations, evidences the commitment provides value for money to customers.

The budget is allocated appropriate to the role that each organisation holds in Guidelight. CSE, University of Southampton and Sia Partners lead most of the work packages and are allocated the largest proportion of the budget. In contrast, SSEN, the three LAs and Utilita Energy have an advisory role which is reflective of their budget.

UK Power Networks

Total Costs: £68.4k

Benefit-in-kind contribution (labour): £6.84k (10%)

SIF Funding Request: £61.6k

Centre for Sustainable Energy

Total Costs: £131.2k

Benefit-in-kind contribution (Stakeholder Engagement): £10.5k (8.07%)

SIF Funding Request: £120.6k

University of Southampton

Total Costs: £134.6k

Benefit-in-kind contribution (access and use of Energy Laboratory): £11k (8.19%)

SIF Funding Request: £123.6k

Portsmouth City Council

Total Costs: £11.85

Benefit-in-kind contribution (access to data streams): £1.78k (15%)

SIF Funding Request: £10k

Somerset City Council

Total Costs: £7.5k

Benefit-in-kind contribution (labour): £1.5k (20%)

SIF Funding Request: £6k

London Borough of Hackney

Total Costs: £5.6k

Benefit-in-kind contribution (labour): £1k (17.8%)

SIF Funding Request: £4.6k

Sia Partners

Total Costs: £165k

Benefit-in-kind contribution (labour): £25k (15%)

SIF Funding Request: £140k

Utilita Energy Limited

Total Costs: £11k

Benefit-in-kind contribution (labour): £1.1k (10%)

SIF Funding Request: £9,9k

Scottish and Southern Electricity Networks (SSEN)

Total Costs: £11.79k

Benefit-in-kind contribution (labour): £1.1k (9.3%)

SIF Funding Request: £10.6k

Guidelight represents value for money for customers in the following ways:

1. Real-world Application and Learning: During the Alpha, Guidelight will lab test the feasibility of technical monitoring approaches for multiple scenarios. These results will yield significant learnings and benefits, providing valuable insights into the innovation's effectiveness and practical application in Beta.

2. Co-Designed Social Engagement: Guidelight's social engagement methods and interventions will be co-designed with the customers, aiming to establish trust and address barriers to the adoption of LCTs. This customer-centric approach enhances the value for money by ensuring that the solutions are tailored to their needs.

3. Risk Mitigation and Efficiency: The success of the Alpha will help to de-risk the larger investment in the Beta. The lessons learned from the Alpha will enable more efficient allocation of costs based on the insights gained, optimising the use of resources.

4. Influencing Innovation and Policy: Guidelight's outcomes have the potential to influence other innovation projects and policy decisions related to retrofit installations and the uptake of LCTs in vulnerable and low-income households. This broader impact adds to the overall value for money by driving positive change in the industry.

5. Collaboration and Success Preparation: Guidelight has facilitated collaboration among a diverse set of project partners, setting the stage for success in both the Alpha and Beta. Utilising this collaborative approach and CSE's Smart Capability lens to identify vulnerable customers enhances the value for money by leveraging collective expertise and resources.

Valuable Workshop Insights: Even if Guidelight does not receive funding for the Beta, the engagement with multiple stakeholders and retrofit installers, as well as the interventions workshop, still demonstrates value for money. The findings from these workshops remain valuable as they provide insights into cultural shifts, supply chain issues, and the importance of monitoring technology in boosting confidence and facilitating LCT uptake in low-income and vulnerable households.

Associated Innovation Projects

- ○ Yes (Please remember to upload all required documentation)
- ◉ No

Supporting documents

File Upload

Guidelight - Alpha Mid Point Meeting_10jan.pdf - 2.2 MB
SIF Alpha Round 2 Project Registration 2024-01-23 11_26 - 82.4 KB

Documents uploaded where applicable?

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