

# *LCN Fund Full Submission*

## *Supplementary Answer Form*

Tick if this answer is Confidential:

Tick if this answer has been provided verbally:

Project code:	NPGT203	Question Number	1
Question date	20/08/13	Answer date	22/08/13
Submission section question relates to	2. Project Description		
Topic	Customer behaviour		
Question	<p>As the impact of changes to non-half-hourly customers' consumption will be monitored via smart metering or smart plugs, how will you distinguish between the consumption changes resulting specifically from the ACE scheme from those that may result from changes in customer behaviour due to the presence of smart monitoring equipment?</p>		
Notes on question			
Answer	<p>The trials have been robustly designed to allow us to isolate changes in customer behaviour that are due to ACE measures from other changes.</p> <p>The trials will include control groups against which the ACE measures will be assessed. These control groups will contain customers with smart meters. We will therefore be able to compare the behaviour of customers with smart meters only (some on ToU tariffs and some on flat tariffs) with the behaviours of customers on the ACE trial. This will allow us to detect the differences attributable to the ACE measures.</p> <p>We shall compare the ACE propositions with customers on ToU tariffs to see how effective the ACE methodology is compared to the ToU method for peak shifting and energy efficiency.</p> <p>We shall also compare with people on flat tariffs to see the difference between the ACE methodology and to compare whether the ACE proposition increases the extent to which customers achieve efficiency, in particular reductions during the peak periods, compared to just having a smart meter.</p>		

Attachments	
Verbal Clarifications (Consultants )	