

Vulnerable Customers and Energy Efficiency Low Carbon Networks Fund Project Progress Report – January to June 2015



Vulnerable Customers and Energy Efficiency

Project Progress Report – January to June 2015

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1 Executive Summary

This report details the progress of UK Power Networks' Low Carbon Network Fund project, Vulnerable Customers and Energy Efficiency (VCEE) from January to June 2015.

1.1 Project background



The Vulnerable Customers and Energy Efficiency (VCEE) project also known as **energywise** is a partnership between ten organisations, led by UK Power Networks, and with funding from Ofgem, the national regulator. Ofgem awarded the project £3.3 million of funding, under the Low Carbon Networks Fund (LCNF) competition scheme in December 2013.

energywise is exploring how residential customers who may be struggling with fuel bills can better manage their household energy usage and consequently their energy bills by changing their behaviour.

The project will do this by undertaking a research study with the aim to recruit 550 households who may be struggling with fuel bills in the London Borough of Tower Hamlets and carrying out two trials. The trials will test different ways of helping households better understand and control their energy spending, enabling them to make changes which may save them money on their energy bills.

Firstly the project will explore if households benefit from smart metering solutions (smart meter and smart energy display) and from energy efficiency technologies such as energy efficient light bulbs, an ecoKettle and standby saver.

Secondly understanding their appetite to change their behaviour by swapping to an 'off-peak' tariff, with favourable rates at off-peak times.



The project hopes to understand:

- the extent to which this residential customer group is able and willing to engage in energy efficiency and an 'off peak' tariff;
- the benefits that they can realise from their change of behaviour in household energy management;
- the challenges and best approaches to engaging with these groups of customers to achieve these aims; and
- consequently how their move and reduction in demand away from network peak periods may benefit the electricity network by deferring or avoiding network reinforcement.

1.2 Summary of Progress

Within the current reporting period, the project has finalised mobilisation with the key element of legal agreements being successfully completed in March 2015; where the two contractual issues outlined in the December 2014 report being resolved.

The project therefore has now entered its delivery phase having achieved legal contract sign off and has generated substantial insights and lessons learnt of its approach in customer recruitment and engagement activity. The first key delivery phase undertaken by the project was the pilot study.

The pilot study approached 36 households who were credit metered customers and who would require installation of the standard communications solution at the time of smart meter installation. The aims of the pilot study were to test: the developed communications materials; the projects' response rate target of 1 in 3 (33%); and the effectiveness of installation access and delivery.

On review the pilot study was successful, 15 of the approached 36 households signed-up to participate in the project, representing a response rate of 42%, which is above the project's targeted response of 33%. This gave the project consortium confidence that its developed customer recruitment and engagement approach and materials were fit for the target audience and that it was probable that a similar response rate would be observed for the main trials. The pilot study also demonstrated that the project's target audience were willing to engage in energy efficiency and demand side response activities.

As part of the pilot study the project also administered an energy social capital survey to all 15 pilot study participants, with 11 surveys being returned (as of 22 May 2015), resulting in a successful response rate of 73%. The purpose of the energy social capital survey is to collect information on where participants find energy information, and particularly which people they receive it from, and who they trust for advice.

With the pilot study proving a success, it was decided that the pilot participants would be included in the main trial numbers. This meant as the pilot study approached 36 households, the project moving forward would approach a further 1,614 households (or less if the project is able to secure 550 sign ups sooner or it more where the project have to activate a reserve household pool). The project is approaching these households using a batched process, where invitation letters are sent to the households in groupings of approximately 161 each week over a 10 week period. Of the first five batches the project has approached a further 752 households (please note that for batch 5 less than 160 households were approached) and secured 45 participants; recruitment activities with these homes are ongoing. Therefore currently (8 June 2015) the project has approached in total 788 households and successfully secured 60 participants all of whom are credit metered customers that would require standard communications for smart meter installation.

Project installations began at the end of May 2015. Of the 60 participants who have signed up, the project has completed 18 installations successfully, 16 installs have been aborted (we are currently investigating solutions to manage the issue of space constraints at locations of install that are leading to the aborts), 20 installs are scheduled, and 6 installs remain to be arranged by the customer field officer team.

On 17 April 2015 the project submitted a Change Control for its second Successful Delivery Reward Criteria (SDRC) to Ofgem. This SDRC 9.2 (due for delivery by the 30 April 2015) describes the projects' findings from customer recruitment activity. This change request was submitted as the project had incurred delays with contractual signatures amongst the Project Partners as communicated in the June and December 2014 reports. As Ofgem's decision had not been given by 30 April 2015 the project issued that day an update with respect to each of the evidence items in SDRC 9.2 noting that the project was still seeking the change control as requested. Ofgem provided their approval on 1 June 2015 The project plans to deliver the SDRC 9.2 report by the end of June 2015.

Looking ahead to the next reporting period, the project intends to deliver the SDRC 9.2 report, complete all recruitment and installation activities and commence trial 1 in mid-September 2015.

1.3 Risks and Issues Summary

Recruitment Risks and Issues

Eligible Trial Participant Numbers: The project identified 1,202 households eligible for participation, including the 36 households that were approached as part of the pilot study. This number is lower compared to the target number of 1,650 households. The project is managing this through reviewing 41 additional households which may be eligible for participation subject to British Gas's review. Also the project is exploring the relaxation of the criteria where households with energy efficiency improvements since October 2013 were excluded in order to increase the number of eligible households of the project. It is important that the project resolves this to make available a funnel of eligible households that we could recruit to assist in our aim to get a satisfactory sign-up response to have good statistical confidence in the findings observed in trials.

Recruiters: The employment of Recruiters is important to build the capacity within the customer field officer team during door knocking activity. Bromley by Bow Centre has been in discussions with the selected vendor with the aim to develop a mutually beneficial contract and proceed with their involvement in the door knocking activity of trial 1. In mid

May 2015, Bromley by Bow Centre escalated an issue during this process relating to aligning resource availability to prime times where the project has been most successful in getting sign-ups, which is has now been resolved. However the impact was where the Recruiters commenced door knocking activity four weeks later that the project had planned.. It is recognised that this development presents a risk to the project's recruitment capabilities and the project team is monitoring closely the risk.

Prepayment Inclusion: The project plans to recruit both credit and prepayment households. To date all households approached have been customers with credit meters. Smart meters with prepayment capability are a prerequisite for including prepayment metered householders in the project trials, therefore if the functionality is not delivered in time the project will be unable to include prepayment households. The project registered at full bid submission a risk against prepayment delivery [Bid risk – R024]. British Gas' smart prepayment solution has not yet been released for national rollout, with **energywise** volumes within the pre national rollout phase of its programme. This approach has been taken in order to mitigate some of the technical challenges with a not yet fully mature platform and to ensure the best customer experience possible. The project continues to closely monitor the progress of British Gas's smart prepayment programme however the readiness of the prepayment functionality is outside of the influence of the project. The project's approach to recruit in batches provides flexibility that when a decision on prepayment meter inclusion is made these customers can be included in the weekly batch of invitations.

Installation Risks and Issues

The project is undertaking two types of installation – households allocated to the intervention group will have the smart meter and temperature logger solution installed, along with the provision of the smart energy display, energy efficiency devices and energy efficiency advice. Those allocated to the control group have a secondary electricity meter and a temperature logging solution installed. Of the 11 successful installs in the first week of installation activity, six were intervention group installs and five were control group installs. In addition one of the planned installs at a household allocated to the control group was aborted. This was where the project came across a challenge where the meter cabinet containing the current meter and consumer unit had insufficient space for the secondary electricity meter to be mounted. The project is currently looking at various options that could be implemented to manage this and the customers' experience. It is important to note this challenge was identified in a household within building category B which is a building type which the majority of the projects' eligible households reside within.

1.4 Learning and Dissemination Summary

Valuable lessons were generated during the course of the pilot study on project processes and strategies in maximising the sign-up rates. This included the fact that door knocking activity generated the greatest number of sign-ups with 9 of the 15 households who signed-up saying 'yes' during this recruitment activity, making up 60% of the pilot sign-ups. The best time for door knocking was found to be Saturday afternoon. Other good times were 12-2pm on weekdays or early evening. Moreover, having a customer field officer team interacting with the customers being culturally aware and using appropriate forms of communication built rapport with the target audience, such as referring to elders as 'Uncle' and 'Aunty'. Also, having customer field officers speaking at least one of the local non-English languages supported the project to begin to gain the trust of the target audience. It was also clear that many customers were more comfortable with a female customer field officer interacting with them in the recruitment activity. In addition, it was found that the main reasons for households signing up were to: to save money; the thank you vouchers; the energy efficiency devices and being part of a research project. Therefore for these points of interest to be emphasised by the customer field officer team when in engaging with the future households that the project was looking to recruit. Alongside emphasising that the project was working in partnership with the householder's social housing landlord and including the landlord's logo on the envelope of the **energywise** project to encourage householders to open them.

As part of the pilot study the project also administered an energy social capital survey. With 11 surveys being received and analysed to date, findings must be regarded as being anecdotal and subsequent findings may show very different trends. Currently, the findings from the surveys broadly indicate some level of information seeking about energy and a fair amount of 'energy social capital' (where "participants' have energy knowledge resources within their social networks i.e. know where they can turn to, and resources they trust, for knowledge about energy.), with trust varying through the sampled population. The findings thus far suggest that electricity usage and energy related issues are not a

specific or overwhelming concern for this group, but most have social resources they can turn to if there is an issue they'd like to discuss.

Please refer to section 2.5 for an overview of the project's overall approach to capturing and disseminating the learning and the main external and internal dissemination activities undertaken in this reporting period.

2 Project Manager's Report

2.1 Progress in the current reporting period

The core project team has been in place since the end of March 2014. Since the end of January 2015 the role of Project Management Officer (PMO) has been performed by the Project Lead along with their normal duties on the project with support from UK Power Networks' wider Future Networks PMO function.

There have also been changes within the wider project team in terms of resource:

- For research partner, University College London (UCL), the Research Associate that had been in place during the research trial design has taken up a career opportunity externally from their academic institution. Once the projects' legal agreements had been signed, UCL advertised the role and interviews were undertaken in May 2015. A recruited candidate is planned to be in place during June 2015. Whilst candidate processing is being undertaken an internal UCL Researcher has supported project activities; this Researcher has a handover complete between their predecessor and with UK Power Networks attendance.
- For lessons learnt partner, Institute for Sustainability (IfS), the main project contact has taken up a career opportunity externally from their organisation. A new project contact has been named and it is an individual who has had previous dealings with the project on IfS's delivered activities for **energywise**.
- For target audience insight partner, National Energy Action (NEA), the main project contact has taken up a promotional opportunity within their organisation. A new project contact has been appointed with handover meetings being held internally within NEA and between NEA and UK Power Networks.

The project has also sought to recruit external resources, for the role of 'Recruiters', to build the capacity within the customer field officer team for main trial door knocking recruitment activity. Project partner, Bromley by Bow Centre, who employ the project's dedicated customer field office team, in working with UK Power Networks and CAG Consultants identified four companies that could provide an outsourced door knocking service and an invitation to tender was issued at the beginning of March 2015. Of the four companies approached, two were able to respond within the time period provided and thus be included for further assessment. The evaluation of the proposals was led by Bromley by Bow Centre, with support from CAG Consultants and UK Power Networks. The proposals were evaluated and a decision to proceed with one of the companies being made at the end of March 2015. Since this, Bromley by Bow Centre led independently the discussions with the selected company with the aim to develop a mutually beneficial contract and proceed with their involvement in the door knocking activity of trial 1. In mid May 2015, Bromley by Bow Centre escalated an issue during this process, relating to aligning resource availability to prime times where the project has been most successful in getting sign-ups. This has now been resolved with Recruiters commencing recruitment activity on 4 June; however this was four weeks later than the project had planned. It is recognised that this development presents a risk to the project's recruitment capabilities and the project team is monitoring this closely and looking for the sign-up rate to improve with the increased capacity in the recruitment team.

Within this reporting period, the project focused on completing project mobilisation; specifically on agreeing and receiving contractual sign off from project partners and suppliers through resolving remaining contractual issues. The key contractual item that caused the delay was reaching an agreement between British Gas and the social housing landlords on liability provided within the collaboration agreement (legal contract between all project partners and suppliers) for damages during or as a consequence of project equipment being installed. The project was successful in resolving this contractual issue and legal agreement were successfully in place in March 2015.

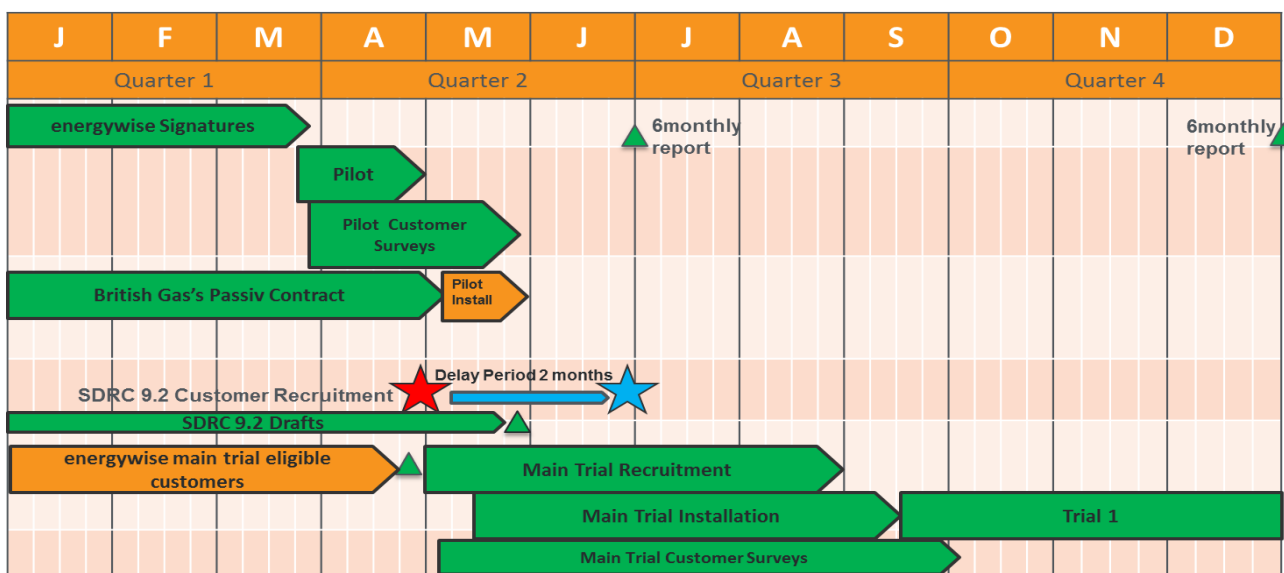
Having completed project mobilisation the project has now transitioned to its delivery phase that includes the commencement of customer recruitment activities. However, due to the delays with achieving contractual agreements the commencement of the projects' customer recruitment was delayed. Moreover, a consequential impact of the contract delays on requirement activities starting meant the delivery of the SDRC 9.2 report by 30 April 2015 (that describes the projects' findings from customer recruitment activity) was also delayed. On 17 April 2015 the project

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submitted a Change Control for its second Successful Delivery Reward Criteria (SDRC) to Ofgem. This SDRC 9.2 (due for delivery by the 30 April 2015) describes the projects’ findings from customer recruitment activity. This change request was submitted as the project had incurred delays with contractual signatures amongst the Project Partners as communicated in the June and December 2014 reports. As Ofgem’s decision had not been given by 30 April 2015 the project issued that day an update with respect to each of the evidence items in SDRC 9.2 noting that the project was still seeking the change control as requested. Ofgem provided their approval on 1 June 2015. The project plans to deliver the SDRC 9.2 report by the end of June 2015.

Further effects of the delays in project legal agreements include the delay in commencement of trial 1 and also subsequently when trial 2 starts, as they are sequential trials; as raised in the last reporting period. The delay in contract signatures delayed trial 1 start by 6.5 months (moving from start of March 2015 to the middle of September 2015) which has also then pushed back trial 2 start by 5.5 months (moving from the start of July 2016 to the middle of December 2016). This has resulted for each trial that their 12-months of activity exceeding the SDRC delivery deadline. Therefore the project is proposing SDRC 9.3 and SDRC 9.5 reports will provide analysis on 6-months’ worth of trial data. The project will provide follow-on reports that will document the lessons learnt from analysing the 12-month trial data, for instance. Please see below for the high level timeline for 2015:



The pilot study successfully signed-up 15 of the approached 36 households to participate in the project, representing a response rate of 42%, which is above the project’s targeted response of 33%. With the pilot study being a success the partner consortium were confident that its customer recruitment and engagement methods were appropriate and generating a positive response from the target audience, therefore it was decided that the pilot participants would be included in the main trial numbers. This was because the recruitment and engagement campaign was not altered materially from pilot study insights gathered and it would be implemented in a similar way for the main trial recruitment for trial 1 therefore it would not constitute a significant change that would necessitate them to be isolated when analysing their behaviour. Furthermore, participants recruited within the pilot study are receiving the same project offering (i.e. smart meters, smart energy displays, ecoKettle, shutdown saver and energy efficient light bulbs) as those participants that will be recruited in the next phase of the project’s recruitment activities. The projects interventions are therefore consistent. This meant as the pilot study approached 36 households, the project moving forward would approach a further 1,614 households (or less if we were to secure 550 sign ups sooner or it may be more where we have to activate a reserve household list). The 1,614 is based on the fact that the project aims to recruit 550 households against as response rate of 33%, therefore approaching 1,650 households, then less those approached in pilot at 36, giving 1,614. It is important to note the driver for the project is to have as many sign-ups primarily to increase the statistical confidence on project insights and their generalisation.

The project also made a further decision on the back of the pilot study that the next recruitment phase would be undertaken in batches, where invitation letters are sent to the 1,614 households in groupings in the majority of 161 each week (where possible against data availability) over a 10 week period. This supports the customer field officer team in managing their efforts. To date (8 June 2015) five batches have been sent with the project approaching a

further 784 households; noting that for batch 5 we approached less than 161 due to data availability issues. All of which are credit metered customers and those who require installation of the standard communications solution when it comes to smart meter installation. Of those approached the project has secured 45 further participants. Therefore currently in total the project has successfully secured 60 participants (from the pilot study and main trial recruitment phase).

To date the project has only approached credit metered households. The project plans to also recruit prepayment households, noting that this is dependent on smart meters with prepayment capability being available to enable them to be included in the project trials. If the capability is not delivered in time the project will be unable to install smart meters to prepayment customers. The project continues to closely monitor the progress of British Gas's smart prepayment programme. The readiness of the prepayment functionality is outside of the influence of the project. The project's approach to recruit in batches provides flexibility that when a decision on prepayment meter inclusion is made these customers can be included in the weekly batch of invitations.

The project has also not yet recruited or installed at households that require a communications solution for installing smart meters and smart energy displays in complex Multiple Dwelling Units (MDU) with challenging meter arrangements. British Gas is still in contract discussions with the MDU provider Siemens. In the meantime, they have been undertaking tests at their lab that has been set-up in Leeds.

Moving from the project's recruitment activities to installation work, the project began installations at the end of May 2015 at households who signed-up within the pilot study. Pilot participant installs occurred later than planned as British Gas had to first conclude their contractual agreement with one of their sub-contractors, Passiv, who is installing the temperature logging solution and secondary electrical meter. The project managed this period with pilot participants carefully to ensure we did not lose their sign-up through lack of engagement between signing up and installation. This included touch points from the project when administering the energy social capital survey and a customer feedback loop where each participant was called to provide comments on their experience in the project recruitment campaign.

To date (as of 6 June 2015), there have been 18 successful installs, seventeen intervention group installs and one control group install. There have been so far 16 aborted installs, with 15 of them being households allocated to the control group.. Those within the intervention group have installed the smart meter and temperature logger solution, along with the provision of the smart energy display, energy efficiency devices and energy efficiency advice. Those within the control group have a secondary electricity meter installed and a temperature logging solution. The aborts were at households where the project has come across space constraints. For example, for the aborts at households for the control group install a challenge has been identified where the meter cabinet containing the current meter and consumer unit has insufficient space for the secondary electricity meter to be mounted. The project is currently looking at various options that could be implemented to manage this and the customers' experience. It is important to note this challenge was identified in households within building category B which is a building type which the majority of the projects' eligible households reside within.

Looking ahead to the next reporting period, the project's priorities are to deliver the evaluation of the customer recruitment and engagement activity within the pilot study formalised in SDRC 9.2. Also complete all recruitment and installation activities to commence trial 1 in mid-September 2015.

2.1 Customer Recruitment and Engagement

Customer Communication Materials

The project partnership developed a series of customer communications materials using the developed project name 'energywise', along with the slogan 'be energywise' and the message of 'little things to help you save energy'. UK Power Networks worked with an external design company (The Stream) to create the final materials. These were used for the pilot study and following insights gained through this pilot, updates to some of the materials have now taken place for their use in the main trials going forward. The key communication materials of the project are shown below, indicating the relevant insights collected during the pilot study:

Terms and Conditions

Terms & Conditions for the 'energywise' Project

Please read this document carefully as it will tell you what you need to know about the terms and conditions of participating in the Project.

We are UK Power Networks (Operations) Limited, known as 'UK Power Networks' - our company number is 3870728 and our registered office is at Newington House, 237 Southwark Bridge Road, London SE1 6NP (UK Power Networks is referred to as "We" or "Us" in this document).

These terms and conditions are between You and Us and form a contract between You and Us. Please talk to an independent adviser or contact the Project's dedicated team of energywise field officers at Bromley by Bow Centre, St Leonard's Street, Bromley by Bow, London E3 3BL, email: energywise_engagement@bbbc.org.uk or on 0800 678 3337 (toll-free) or 0208 709 9712 if You have any questions.

These terms and conditions do not affect Your standard terms and conditions with British Gas for the supply of electricity and/or gas which still apply to You. However

- To participate in the Project You must:
 - be over 18 years of age; and
 - be a resident of the London Borough of Tower Hamlets; and
 - either be:
 - (i) a tenant of a property for which Tower Hamlets Homes is the landlord; or be living in such a property and have the consent of the tenancy agreement holder to participate in the Project; or
 - (ii) a tenant of a property for which Poplar HARCA is the landlord; or be living in such a property where We have already obtained the consent of the tenancy agreement holder for You to participate in the Project; and
 - be responsible for the electricity and/or gas supply to the property; and
 - already a customer of British Gas for Your electricity or electricity and gas supply.

Scope: To govern the relationship between the consented project customer, UK Power Networks and project partners.

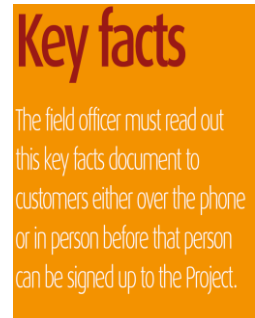
The innovative characteristic of the terms and conditions is the fact that these terms are between the customer and UK Power Networks. This is similar to Low Carbon London's approach and different to how Customer Led Network Revolution undertook their terms and conditions, where the terms and conditions were between the customer and the energy supplier. UK Power Networks does not usually have such a contractual relationship with a residential customer under Business As Usual (BAU) operations. As a result the project will be able to provide valuable lessons learnt of the ownership of the contractual terms by the DNO.

Insights Collected: Customers were confused that there was a seven day cooling off period once consented when at the same time the project provides them the opportunity to leave at any stage through notification. Therefore the seven day cooling off period was removed and the ability for a customer to leave the project at any point remains.

Key Facts

Scope: To highlight the key points of the terms and conditions to the customer. This is used by the customer field officer team members in order to sign up a customer to the project. Once a customer expresses that they would like to sign up to the project, the field officer will read them the key facts document. Within the document, there is a prompt instruction to the customers to read carefully the terms and conditions.

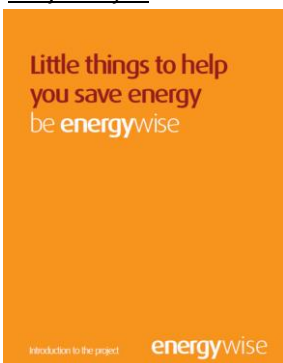
Insights Collected: The customers do not usually have the time to listen to the document word by word and therefore providing the customer the key points and referring them to the terms and conditions is the best approach for customer recruitment.



Key facts

The field officer must read out this key facts document to customers either over the phone or in person before that person can be signed up to the Project.

Project flyer



Little things to help you save energy
be energywise

Introduction to the project

energywise

Scope: The project flyer contains a brief overview of the project, including the scope of the project and proposition, the technologies involved, the rationale for approaching the particular customers, the handling of the customer's personal data, along with the project partners involved. It also advertises the project contact details of the customer field officer team.

The project flyer was included in the envelopes sent to the customers along with the invitation and reminder letter and was also left at the properties which have been targeted for door-knocking along with the 'Sorry we missed you' card.

Insights Collected: To date customers have contacted the project with no customer contacting their social housing landlord, therefore advertising a dedicated team and project contact details directs all enquiries to them. This makes for interesting learning when looking at the projects replication and what support systems would need to be in place.

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Letters

The project uses letters as a means of communication with the customers on the following occasions:

- Invitation letter – inviting customers to participate in the project
- Reminder letter – reminding to customers that they can still participate in the project
- Confirmation letter – sent out to customers (along with the project's terms and conditions) confirming that the customer has consented to participate in the project
- Disengagement letter – sent to customers that have provided their consent in participating to the project, but that were later proven to not be eligible for participation, due to technical difficulties in installing the equipment, vulnerability reasons, etc.

There is still time to become energywise

You may recall that I wrote to you previously. My name is Safiul Alam and I am the local energywise field officer manager. I recently wrote to you inviting you to join energywise, an exciting research project that is about to start in Tower Hamlets.

We have received a positive response from the people of Tower Hamlets. As you are eligible to take part in this project, we are keen to have you involved. Places are limited and our filing is quickly filling up. Please contact myself or one of my colleagues in the dedicated team of field officers who are eagerly awaiting your call.

The energywise project offers you the chance to play an important role in the future of UK energy. It may help you to better manage your energy bills and could even help you save you money. You will also receive a £10 voucher when you sign up to say thank you for taking part. You will receive further 'thank you' vouchers throughout the project in recognition of your continued support. The number of vouchers you may receive will vary dependent on the number of interactions we have.

Further details about the project can be found in the enclosed leaflet.

Places on the project are limited to around 550 households. If you need any further information or additional assistance our dedicated team of field officers are more than happy to help. You can call us on 0800 478 3337 (free phone) or 0208 709 9712 and sign up straight away over the phone. Or you may wish to request a field officer to visit you in your home and you may sign to them another way. You can also register your interest online at www.ukpowernetworks.co.uk/energywise. You'll be asked to quote your reference number - this can be found at the top of this letter.

Thank you very much for considering helping with this important project.

Safiul Alam
energywise field officer manager
Brimley by Bow Centre, 51 Leonard's Street
Brimley by Bow, London E3 3BT

P.S. Just to remind you, as a thank you, you will receive a £10 voucher when you join!



Insights Collected: The pilot study held a Drop in Event over one day. A Drop in Event is where householders can attend a session where the customer field office team can provide more information on the project, answer any questions and help households sign up in person. Unfortunately the pilot Drop in Event was not attended by any household. It was felt that it was held too early within the projects' recruitment campaign, wasn't as well marketed as it could have been and the information provided wasn't clear that it was only around 15 minutes of people's time required rather than was mis-portrayed as a whole day. This resulted in the reminder letter being altered by removing the advertisement of the drop in event. Instead a separate leaflet is being developed. Please note no customer to date has received a disengagement letter from the project.

Project Envelopes

energywise

with



Scope: The envelopes have been used in order to post the letters to the households and also the Welcome Packs.

Insights collected: During the pilot, a customer indicated that they would open the letter if they knew it were coming from their social housing landlord; therefore, the envelope has changed by adding the logos of the two social housing landlords (Tower Hamlets Homes and Poplar HARCA),

Welcome Pack Folder

Scope: The Welcome Pack folder has been used in the random allocation of the approached householders in the control and intervention group of the project. The householder discovers which project group they are when opening up the Welcome Pack. The Welcome Pack folder includes the welcome pack brochure along with the 'thank you' voucher in the form of a £10 Love 2 Shop voucher. The whole package is sent to customers who have signed up.



Insights collected: During the pilot study, the Welcome Pack was posted approximately a week after they signed up to the project due to the 7 day cooling off period that the project offered in the pilot after consenting to sign-up. With the insight that the 7 day cooling off period is redundant, as we were already offering customers the opportunity to remove themselves from the project at any time, the project will now post out the Welcome Pack at the same time as the Confirmation letter and terms & conditions.

Welcome Pack brochure



Scope: To provide a detailed explanation to the customer about the project, the welcome pack brochure includes the technologies involved, the opportunities created for the customer (i.e. get involved in feedback panels and with your participation a 'thank you' of £30 will be provided) and what happens next. The brochure is included within the Welcome

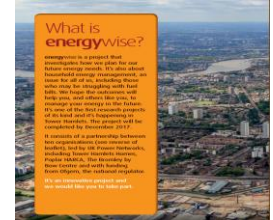
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Pack folder. The difference between the welcome pack of each group (intervention and control for trial 1) is the customer journey, as both groups will receive the same technologies in the end, but the customer journey will be different; where they receive them at different times.

Illustration Guide:

Scope: An illustration guide, reflecting the project flyer and key messages and information about the project has been developed by the project consortium, after recommendation from one of the customer field officer team members who had used this during their time in a former role at an energy supplier. The illustration guide is being used by the customer field officer team when interacting with the approached customers as a prop/mobile flip chart as a means to provide the key messages and proposition of the project.



Educational Materials

The following educational materials have been developed in collaboration with National Energy Action (NEA) in order to support customers through the customer journey and the energy efficiency programme. A customer-focused approach has been adopted with NEA providing advice on the specific needs of fuel poor and vulnerable customers and ensuring that the developed materials are always appropriate and suitable for the target population.

Energy Efficiency Advice Leaflet

Who will receive it: All participants as part of the suite of interventions provided by the project.

When: During the smart meter installation visit, when energy efficiency devices are provided to the household.

Scope: To provide advice on the energy efficiency devices that the householder has received from the project, along with further facts, tips and advice on how to manage electricity consumption in the household.



Consumer Services Charter



Who will receive it: Households approached who decline to participate; households withdrawing from the project; all participants when the project completes.

When: When a household declines to participate or leave the project; at the closedown of the project for participants.

Scope: To provide energy-related advice and signposting to an extensive range of external supporting schemes and programmes separate to the project that can be of interest for the households struggling with fuel bills both nationally and locally. The Priority Services Register is also advertised.

Updates: The 24 page Customer Services Charter developed in the previous reporting period has been revised with NEA's support in order to reduce the cost of the printed leaflet. A low cost leaflet is desirable in terms of potential scale of the number of participants that may receive it within the project's delivery and if proven a useful tool to have a leaflet that is low cost if the project were to be replicated. This process resulted in a six page leaflet that includes all key messages, energy-related advices and the most relevant local and national supporting schemes for the target population.

Cold Homes Leaflet

Who will receive it: All participants in the intervention group if low temperatures are recorded by the project through the installed temperature logger solution installed at participants' households. This forms part of one of the projects'

customer protection mechanisms to ensure no participant is adversely affected through changing their behaviour and energy pattern; primarily when they are interacting with the projects' 'off peak' tariff.

When: If the project observes under-heating as result of a statistical comparison between intervention and control group.

Scope: To provide advice on how the household can stay warm and healthy. Also to make them aware of the health risks of under heating their home and signposting them to external advice and help centres. The Priority Services Register is also advertised.

Eligible Trial Participants – Selection

The project concluded in the last reporting period, the identification of eligible households who are tenants of Tower Hamlets Homes against the project's' defined eligibility criteria and had been focusing on expanding the dataset of Poplar HARCA. The project team, having engaged with Poplar HARCA, were able to expand the number of households which are eligible for participation, by extrapolating Energy Performance Certificate (EPC) information. The method followed consisted of two steps. Primarily the project team retrieved all available EPC information (actual EPC) either included within Poplar HARCA databases or downloaded from the EPC registry (www.epcregister.com) operated by the Department of Communities and Local Government. This information covered either eligible properties or properties that were surrounding the targeted households (i.e. properties within the same building). Following the retrieval of all available actual EPC information, the project team followed the methodology of extrapolating the Standard Assessment Procedure (SAP) ratings, as established in conjunction with the University College London, and was able assign EPC ratings to the targeted properties (that were missing EPC information before the extrapolation). The lessons learnt are that the EPC register is a valuable source of information on EPCs and could be used by the social housing landlords in order to expand their dataset of EPC information. In addition, the project team has developed a process for extrapolating EPCs, which could be used in instances where no actual EPC information is available.

As stated in the previous report, the prospective participants of the pilot study had been identified and the project focused on identifying participants for the main trials. Through further screening for eligible trial participants, the project identified 1,083 households that met the project's' defined eligibility criteria for main trials.

The number of eligible trial participants identified for main trials is lower compared to the target number of 1,614 (as 36 households already approached in pilot study) customers, which is required in order to cover the response rate of 1:3 in the aim to recruit 550 households. The project recognised the shortage in household numbers as a risk. The project waited until a stable and final number of eligible households had been achieved before proceeding to identify which project eligibility criteria should be relaxed to make up for the shortage. This was to enable awareness of how significant the shortage was and whether it would necessitate a fundamental change in the project eligibility criteria to satisfy the numbers we were short by. The project is currently managing the issue of a shortage of eligible households by reviewing the eligibility criteria without compromising the fuel poverty indicators, for example, the project are exploring the relaxation of the 'energy efficiency work at households that were completed since October 2013' criteria. Moreover the project are exploring households that have been filtered out within British Gas's screening process in their customer selection tool in May 2015 that may be clawed back, this could be potentially be 132 households (both Tower Hamlets Homes and Poplar HARCA). Investigation of these additional households is currently being undertaken.

Eligible Trial Participants – Prioritisation

The project team has prioritised the list of eligible customers according to the metering arrangements (credit/prepayment) and according to their Low Super Output Area (LSOA) that characterises their postcode. This assessment resulted in a priority list of the customers to be approached:

- Credit metered households are being approached first, with the prepayment households at the back end of the projects recruitment campaign. British Gas' smart prepayment solution has not yet been released for national rollout, with **energywise** volumes within the pre national rollout phase of its programme. This approach has

been taken in order to mitigate some of the technical challenges with a not yet fully mature platform and to ensure the best customer experience possible.

- For each household (credit or prepayment), an association of their postcode with the characterised LSOA code of the area is undertaken. Each LSOA is characterised by a measure called 'Proportion of Fuel Poor Households (%)' which demonstrates the percentage of fuel poor households within the defined area. All customers have been sorted based on 'Proportion of Fuel Poor Households (%)' in ascending order. Following this methodology, the project has looked to ensure it is approaching households that are more likely to be struggling with fuel bills and who could benefit from the solutions and technologies being offered when participating in the project. For the prioritised eligible trial participant list (credit/prepayment, based on LSOA) the project has created groups of approximately 161 customers (in the majority of cases dependant on data availability) to be approached for recruitment on a weekly basis in order to level the effort of the field officer team in the recruitment of the total number of customers. It is also worth noting that customers residing in certain building categories have been allocated to the latter end of the recruitment campaign, in order for our installation partner to complete all necessary assessments required in order to allow the installation of the smart meters. The building categories that have been affected include those that either qualify for a MDU Shared Communications Infrastructure solution to be installed to enable a smart metering solution to be successfully completed or at building where further assessment is required in order to confirm whether the standard BAU smart metering solution would work.

Random Allocation

The Research Trial Design envisages that each person that is recruited is randomly assigned to either the intervention (Group 1) or control (Group 2) group. This process is known as 'random allocation' and is key to a randomised control trial. After participants consent to being part of the project, they will be randomly allocated on an on-going basis, using a method known as 'allocation concealment (using envelopes) with blocked random allocation'.

Prior to recruitment commencement the welcome pack envelopes are randomly allocated to either the control or intervention group and are associated to a specific sequence number; this is done in batches, or blocks, of equal numbers of Group 1 and Group 2 envelopes to ensure that an 'almost' balanced sample is obtained at the end of the recruitment process independently from the number of customers recruited. Welcome packs are then issued to the trial participants (in order of sign-up) by the customer field officer following the sequence number. Participants are therefore randomly allocated to Group 1 or Group 2 at the time they receive the Welcome Pack.

Prior to the pilot study commencement UCL had completed the random allocation of 36 Welcome Packs, with 15 of those being issued to the customers recruited during the pilot. As the target for the main trial recruitment is to recruit a further 535 people, a total of 499 Welcome Packs have been assembled and randomly allocated so far, with the remaining 36 to be completed at the beginning of the next reporting period. All the allocated Welcome Packs are packed in sequence in order to be issued to participants by the customer field officer team as soon as consent is given.

External Control Group

As per the research design, an external control group will be recruited to the project and monitored by the project in order to:

- assess the robustness of the within trial control group in trial 1;
- check whether there has been contamination between Intervention and control group in trial 1;
- allow for controlling for external effects such as energy price rises in trial 2; and
- determine the size of the effect of the observed energy saving/shifting of both groups via comparison with the external control group.

The selection method currently proposed by UCL is based on DECC sub-regional statistics on fuel poverty and it would result in a geographically dispersed sample drawn from British Gas customers with a smart meter installed. The potential implications associated to the proposed strategy are currently under discussion and the selection method is expected to be finalised and approved in the next reporting period.

Pilot Study Recruitment

The conclusion of the contractual discussions with the project partners and project suppliers, allowed the project consortium to progress with the recruitment phase of the pilot study. In March 2015, the customer field officer team (on behalf of the project consortium) approached 36 eligible households, which have been identified through defined

screening filters as they have been agreed between the project partners and included in the SDRC 9.1 report. The recruitment phase of the pilot study involved the following:

- Invitation letter posted to the targeted 36 eligible customers;
- Reminder letter posted to the targeted 36 eligible customers;
- A Drop in event held within the area of Tower Hamlets;
- Door knocking activity undertaken by the customer field officer team; and
- Outbound phone calling activity undertaken by the customer field officer team.

From the approached 36 customers, 15 customers consented to participate in the project, therefore representing a successful response rate of 42%, which is above the targeted response of 33%.

The feedback from the pilot study has been incorporated into the trial 1 strategy and five batches (743 customers) have already been approached through invitation, reminder letters and be included within the door knocking activity that is led by the field officer team. Within the next reporting period, the recruitment phase of trial 1 will be completed with the aim of having 550 in total recruited in the project by mid-September 2015 to enable trial 1 to commence.

Disclosure Board

As part of the project controls and anticipating that customers struggling with fuel bills may overlap with vulnerable customers, the project consortium has implemented various mechanisms in relation to customer protection. One important project control mechanism is the disclosure board, which provides an escalation route to the customer field officer team in relation to safeguarding items observed while interacting with the customers and a mechanism for the project partners to obtain decisions on best course of action aiming to maximise the safety both to customers and the customer field officer team. Within the pilot study of the project, one disclosure board had been held aiming to address matters related to the approached customers. In summary, no customer has been found too vulnerable in order to be excluded from the project, or be eligible for additional support (related to energy efficiency or financial).

Further to the disclosure board and only for the households that have consented to participate in the project (and as a condition, they are consenting in the project partners processing their sensitive data), partner organisations (UK Power Networks, British Gas, Tower Hamlets Homes and Poplar HARCA) are retrieving information from their vulnerability registers about these customers. The retrieved information is consolidated by the customer field officer team, which adds their own observations through the interaction with the customers. For the consented customers of the pilot study of the project, seven customers were flagged by one or more organisations as being vulnerable in some way. It was decided that none of these customers should be considered as too vulnerable and therefore did not have to be removed from the list of customers that are included in the pilot study of the project.

Recruiters

As reported in the December 2014 report, the recruitment of Recruiters was postponed. The project had recognised during the pilot study the need for additional customer field officer resource in order to undertake the door knocking activity of the recruitment phase for trial 1, and it had considered two options. Either to recruit additional in-house resource employed by Bromley by Bow Centre or outsource the service to an external company. In March 2015 the project made the decision to progress with the outsourcing option, realising that the accompanying benefits would be (a) the diversity of the field officer team (age, culture, characteristics), (b) the added value to the existing customer field officer team due to the addition of highly experienced personnel and (c) the exploration of an alternative method for informing the replication of the project (costs and benefits of developing the capability in-house or outsourcing the service of a customer field officer team).

Following the decision to outsource the Recruiters, the project team identified four companies that could provide an outsourced door knocking service and an invitation to tender was sent to them in the beginning of March 2015. From the four companies approached only two were able to respond on time at our requirements and thus be included for further assessment. The evaluation of the proposals was led by Bromley by Bow Centre, with support from CAG Consultants and UK Power Networks. Following the first review of the two proposals received, Q&A sessions were held with both vendors in March 2015 and refined proposals were provided by both vendors. The proposals were evaluated by the same parties and a decision to proceed with one of the vendors was taken at the end of March 2015. Since this date, Bromley by Bow Centre has been in contractual negotiations and set-up discussion with the selected vendor aiming to develop a mutually beneficial contract and proceed with the door knocking activity of trial 1. Whilst on

contractual discussions, the appointed team by the outsourced vendor undertook a training session with the existing field officer team, with due care on the confidentiality of materials and processes. In mid May 2015, Bromley by Bow Centre escalated an issue between them and the selected vendor related to resource availability, which is now resolved. However the impact was where the Recruiters commenced door knocking activity four weeks later than the project had planned. It is recognised that this development presents a risk to the project and the project team is monitoring closely the risk. As a consequence Bromley by Bow are exploring alternative solutions to build further capacity within the customer field officer team to meet the demands of the door knocking activity within the recruitment activity if the issue is not resolved.

2.2 Energy Saving and Shifting Trials

Energy Efficiency Devices

As previously indicated, **energywise** is providing the trial participants with a range of energy efficiency devices that are intended to serve three broad functions: the first is to allow the participants to save energy and shift their peak demand; the second is to increase energy awareness among participants; and the third is to provide an incentive for participants to participate in the project.



Figure 1: The selected energy saving devices

During the current reporting period the energy efficiency devices for trial 1 (energy saving) have been selected and commercial arrangements with the device suppliers have been finalised. The devices are delivered in batches to Bromley by Bow Centre during the installation phase for stock management purposes and to mitigate the risk of devices getting lost, stolen or damaged when being stored.

The following energy saving devices have been selected:

- **Wahl 1.5L Eco-kettle** – using the Eco-kettle participants can boil the right amount of water every time without wasting energy (provided in kind by British Gas);
- **3 Philips 9.5W LED GSL lights with E27/B22 cap** – LED lights are more efficient than standard incandescent bulbs and should last longer than Compact Fluorescent Lamps (CFLs), which means that participants can save more electricity and money in the long term. Participants are given the opportunity to choose the mixture of fitting between E27 and B22 caps they want to better accommodate their needs (supplied by Newey & Eyre);
- **Energenie Standby Shutdown for Audio-Visual Equipment** – it can help participants cut standby consumption of their TV and any other appliances plugged in (supplied by Sandal PLC).

The energy saving devices will be provided to the trial participants by the customer field officer team during the smart meter installation visit and will be part of the set of interventions tested by **energywise**. In order to keep record of all the distributed devices, as soon as participants have received the energy efficiency kit, they are asked to sign a sign-off sheet to acknowledge that they have received all the energy efficiency devices successfully.

2.3 Customer & Network Insights

Pilot Study Evaluation and Insights Generated

The methods which have been utilised in order to obtain feedback from the pilot study are listed below:

- **Qualitative feedback from consented customers** – interviews over the phone with customers who have signed up to the pilot study of the project.
- **Quantitative and qualitative information from the recruitment database** – the customer field officer team has maintained a recruitment tracker with all 36 approached households. The field officer has mapped the customer journey for each approached household along with other quantitative and qualitative information obtained through their interaction with the householders. This information has provided insights on the customer recruitment.
- **Qualitative feedback from the customer field officer team** – a workshop was held (facilitated by CAG Consultants) with the customer field officer team in order to obtain feedback and qualitative information from them

regarding their experience and the success of pilot recruitment. Also, individual interviews between CAG Consultants and each member of the customer field officer team were undertaken in order to collect further feedback on the recruitment process.

- **External view of recruitment activity** – shadowing activity of the customer field officer team by CAG Consultants during one day of door knocking activity.
- **Qualitative Information from non-recruited customers** – non-participation survey, which has been administered by the customer field officer team, to gather from customers, who expressed that they did not want to participate in the project, the reasons why.

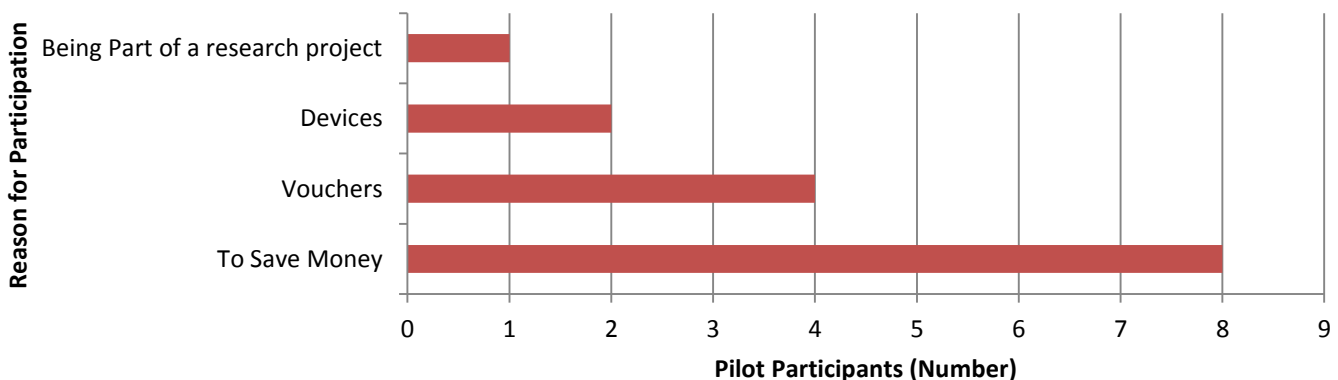
Qualitative feedback from consented households

Once a customer provided their consent to participate in the project, their contact details were passed to CAG Consultants in order to undertake feedback interviews with them. The aim of the interviews, which were conducted over the phone, was to gather the customer perspective on the project processes and materials and maximise the learning that was gathered from the pilot study. The learnings from the qualitative interviews with the participants of the pilot study have been used to inform the SDRC 9.2 report, as well as the strategy for the recruitment of trial 1.

The project approached all 15 households who had consented to participate in the project through the pilot recruitment campaign. The project received feedback from 10 of the households contacted. The other five households have been approached multiple times by CAG Consultants but no communication was established as the householders on the occasions contact was initiated did not pick up the phone.

One of the key learnings was related to the reasons why the householders agreed to participate in the project. The diagram below demonstrates the responses received (more than the number of customers, as some had more than one reason appealing to them out of the project proposal). It can be seen that 8 of 10 households interviewed highlighted the prospect of saving cost due to lower energy bills over the longer term was the greater driver for the participants to sign up.

Householders reason for participation in the project
- based on interviews conducted with 10 of the 15 households recruited within pilot

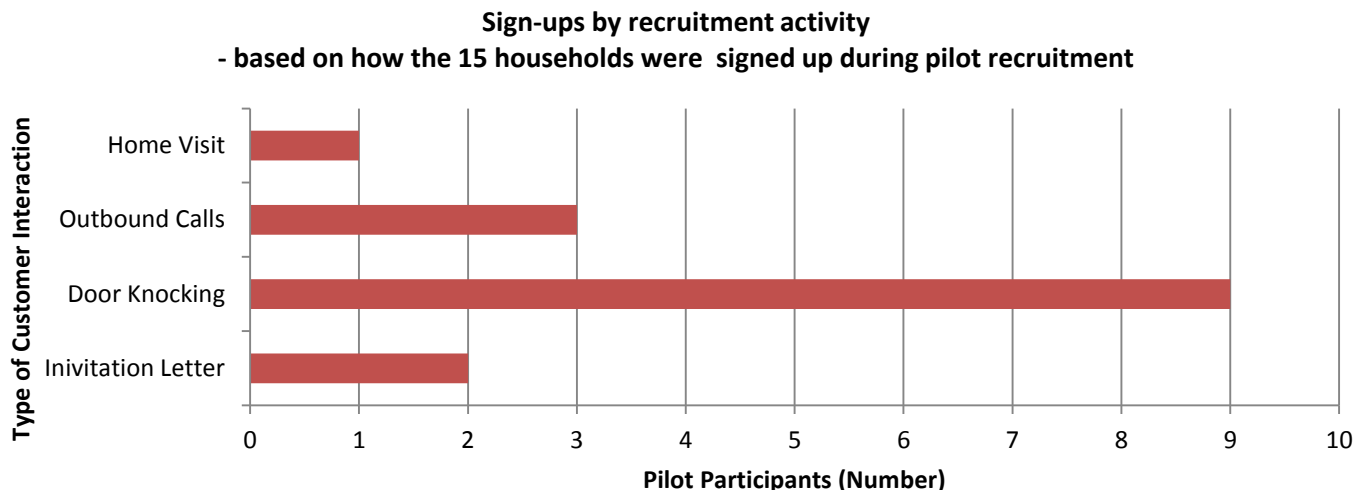


The householders were positive about the customer materials and processes, saying that the information was clear and at the right length. Feedback from the customers was also positive in relation to the customer field officer team and their role. In certain instances, customers found it quite useful that the customer field officer team spoke languages outside of English (i.e. Bengali).

Quantitative and qualitative information from the recruitment database

In addition to the qualitative information provided by the customers, information included within the recruitment tracker of the customer field officer team has been analysed in order to provide valuable insights. The summary results related to the recruitment activity are presented below. The door knocking activity proved to be the most successful means of when householders were recruited to the project, while the Drop in Event did not generate any sign ups, because no invited customers attended it on the day. Lessons learnt have been included in the recruitment strategy for trial 1.

The chart outlines the successful stages within the project’s recruitment activity when a household signed-up in the pilot study. Please note behind some of these activities were preceding activities, for example, for door knocking door knocking, before interface included, an invitation letter, reminder letter and potential inbound / outbound calls.



As part of the pilot study of the project, one customer expressed interest through the website. Eventually, this customer signed up to the project, but required multiple additional interactions (outbound call, outbound email, door knocking, etc.). The website has also been monitored and during the pilot study, 73 visits were made on the webpage. The reason for adding the website to the analysis is the fact that the letters were the prompters to the website and through the website the approached customers could only express interest and ask the customer field officer team to contact them.

Qualitative feedback from the customer field officer team

As described earlier, feedback has been collected from the customer field officer team through a workshop, shadowing activity and individual interviews with each member. The following items were captured and lessons learnt acted upon.

Items that worked well in the pilot:

- **People are responding positively to the idea of a locally based customer field officer team who can provide help and support.** ‘You can see their eyes light up when we tell them we’re here for them for the duration of the project, and that we’re based locally.’
- **Many of the potential participants are Bangladeshi, as are the customer field officer team, and there is a good sense of trust and connection.** There are many subtleties around appropriate communication with this community. For example, older people prefer not to be referred to by name but to be called ‘uncle’ and ‘aunt’. Knowing this has really helped to create a sense of trust. Similarly, the customer field officers are speaking Bengali in at least some of their interaction with around a third of customers.
- **The system and processes that are in place are generally working well.**
- The customer field officer team feel well informed and are supporting each other.

Items that did not work well in the pilot:

- **The work rota:** The customer field officer team found it difficult to organise the rota so that there was sufficient cover in case of sickness or annual leave. The modified recruitment strategy for trial 1 (recruitment in groups) is believed to be supportive to the customer field officer team on managing their work rota. Considering the sample of the pilot study (36 households) in comparison with the total number of households that the project needs to approach for trial 1 (1,614 households), it is believed that organising the recruitment approach in batches compared to all households being approached at once, will prove beneficial for the customer field officer team.
- **Travelling time:** Since properties have been dispersed during the pilot. Customer field officers on occasion travelled for 45 minutes to get to one property. Finding addresses and bus routes they also found to be quite difficult. The increased travelling time is explained through the low number of households approached in the

pilot study and the fact that they were dispersed in the trial area. For the main trials, the recruitment strategy of recruiting in batches is organised against Low Super Output Areas (LSOA) and effectively properties within a batch are grouped in closer geographical areas. Such strategy is believed to resolve the matter of high travelling time. Moreover the customer field officer team are now more familiar with travelling routes that will aid them in their travel planning for recruitment activity moving forward.

- **The drop in event** wasn't attended by any household approached in the pilot. The team felt the drop in event was held too early within the projects' recruitment campaign and wasn't as well marketed as it could have been. Based on the feedback from the customer field officer team, the drop in event(s) of the trial 1 recruitment campaign will be held later in the process and will be advertised through an individual leaflet (and will not be included in the reminder letter, which was the case of the pilot study).
- **Some properties have door phone entry systems.** In these properties if there is no answer it is not possible to leave a 'sorry I missed you' card and the household will not know that they have been approached by the customer field officer team during the door knocking activity. The customer field officer team have been asked to identify the number of households with phone entry systems, and for them to consider visiting these buildings at times that is more common for people to be at home (i.e. Saturdays).

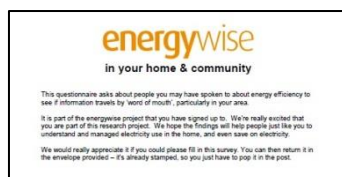
Qualitative Information from non-recruited customers

The non-participation survey is administered to customers that explicitly said they would not want to participate and to date the survey has been administered to 16 customers who provided feedback on the reasons of their choice. The survey is an open question or confirming/relaying the reason stated by the householder without the customer field officer prompt. The responses vary from customers that consider the project being time consuming and do not have the time they believe required, to family members that stated that the approached customer in on long term illness. The project is going to monitor the reasons for non-participation within trial 1 by following the same process.

Research Surveys

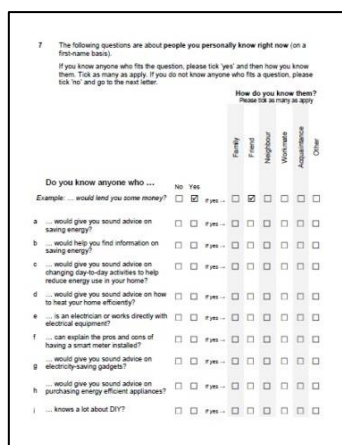
As discussed in the previous reporting period, UCL has developed several surveys consisting of a questionnaire or a diary to be administered by the customer field officer team or for self-completion by the **energywise** participants. Each survey has been developed to respond to specific insights that the project wishes to gain on a broad range of topics, including customer recruitment and engagement, participants' demographics and energy-related insights. The scope and the learnings collected so far from the administration of the surveys are summarised below.

Energy Social Capital Survey



Scope: To collect information on where participants find energy efficiency information, and particularly which people they receive it from, and who they trust for advice.

Survey administration: The survey is a self-completion questionnaire administered via post by UCL three times over the course of the project (beginning of trial 1, beginning of trial 2, before the end of trial 2). It is sent to households that sign up to the project. It consists of four points of contact: 1) pre-notice letter, 2) questionnaire, 3) reminder postcard, 4) reminder from customer field officers. The survey is also accompanied with a 'thank you' token in the form of a book of six first class stamps.



7 The following questions are about people you personally know right now (on a first-name basis). If you know anyone who fits the question, please tick 'yes' and then how you know them. Tick as many as apply. If you do not know anyone who fits a question, please tick 'no' and go to the next letter.		How do you know them? Please tick as many as apply.					
		Family	Friend	Neighbour	Workmate	Acquaintance	Other
Do you know anyone who ...	no	yes					
Example: ... would lend you some money?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a ... would give you sound advice on saving energy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b ... would help you find information on saving energy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c ... would give you sound advice on changing day-to-day activities to help reduce energy use in your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d ... would give you sound advice on how to heat your home efficiently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e ... is an electrician or works directly with electrical equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f ... can explain the pros and cons of having a smart meter installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g ... would give you sound advice on purchasing energy efficient appliances?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h ... would give you sound advice on purchasing energy efficient appliances?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i ... knows a lot about DIY?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Status: Administered to all 15 Pilot Study participants, with 11 surveys returned up to 22 May 2015, resulting in 73% response rate. Ongoing administration will be undertaken by UCL on a weekly basis during the project's main trial recruitment phase for all new participant sign-ups. As of the 9 June 2015, 35 surveys have been issued to main trial sign-ups with 8 surveys returned to UCL.

Insights gathered to date: The pilot study provided the ability to assess the administrative methods for this survey. To this end the pilot has been successful and the methods developed for administration of the energy social capital survey have been tested and the lessons captured. The research design envisages that a face-to-face

reminder from the customer field officer is given during the installation visit as fourth point of contact. However, due to installations occurring at a later stage during the Pilot Study, participants who have not returned the survey have

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received a reminder call from the customer field officer. Out of the five participants who have received the reminder call, three have completed and returned the survey afterwards, while two have indicated that they have not received the questionnaire so that a replacement survey has been sent back. Reminder calls from the customer field officers have shown to be another effective method to increase response rate when a face-to-face reminder is not possible.

With only 11 surveys analysed to date (Pilot Study participants only), findings must be regarded as being anecdotal¹. Currently, the findings from the surveys broadly indicate some level of information seeking about energy and a fair amount of 'energy social capital', with trust varying through the sampled population. The findings thus far suggest that electricity usage and energy related issues are not a specific or overwhelming concern for this group, but most have social resources they can turn to if there is an issue they'd like to discuss.

Home Survey

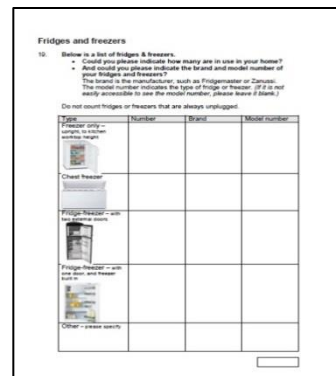
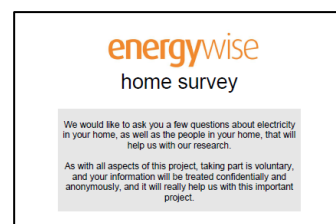
Scope: To collect socio-demographic details that are critical to understanding the sample population, in addition to other social research aspects. Additionally, the survey will collect details of electrical items in the home to gain insights into the most commonly owned devices and to input to the network modelling.

Survey administration: The survey is administered to all participant sign-ups during the installation visit before the commencement of trial 1. It can be conducted either face-to-face by the customer field officer team or left with the household for self-completion, if requested. When left for self-completion, participants are provided with a pre-stamped envelope (addressed to UCL) to return the completed survey.

Status: Currently administered to 6 participants (in intervention group) with 3 surveys completed during the installation visit. As the other 3 participants were too busy at the installation time, they have requested the customer field officer to arrange a separate appointment to conduct the survey at a different time rather than being left with the survey for self-completion. No survey has been conducted with participants in control group to date, since the customer field officers were unable to attend the control group installs. Therefore the customer field officers will arrange extra visits with the participants in control group and with the three participants (as of 5 June) who have requested for the customer field officer to come back. Ongoing administration will be undertaken by the customer field officer team during the installation visits for all new participant sign-ups. UCL will start preliminary data analysis once data from a sample of 10-20 households have been collected.

Insights gathered to date: Preliminary testing conducted by the customer field officer team with their own acquaintances has suggested that the completion of the whole survey could take up to one and a half hours. It has been also indicated that the inclusion of pictures was very helpful, but that certain questions could have been more easily understood if there was an example of the type of appliance or a definition beside it. Feedback from the pre-testing phase was considered and the survey was updated before the commencement of installation visits with project's participants.

The administration of the Home Surveys during the first batch of installations has indicated that customers were willing to engage with the customer field officer once they have been told about the benefits of completing the surveys (examples such as gaining a wider understanding on energy use patterns in different households). It has been observed that the support offered by the customer field officer team was a key element for survey's completion, with the customer field officer reading the questionnaire for the customers and providing assistance on the identification of appliances. For the three surveys conducted to date, it took from half an hour to one hour to complete the survey. As part of survey information to captured is included the model number of the householder's appliances models however this has not been captured as at times the model number are in hard to reach or at inaccessible locations (e.g. washing machine model number can be at the back of the appliance and only accessible if moved). The customer field officer's feedback have also indicated that participants found difficult to understand the different types of water heating



¹ Please note that with such small numbers, subsequent findings may show very different trends.

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appliances and what a dehumidifier is, despite the customer field officer's explanation. Finally, participants felt the need to explain themselves in regards to the question on income, but they have been reassured that it was not necessary and that all information collected will be kept anonymous. Learning from the experience of the first six intervention group visits, the protocol for the Home Survey administration has been revisited including the opportunity for an extra visit to be arranged to provide support on the completion of the questionnaire. However, this option will be offered to the participants only if they refuse to being left with the survey for self-completion, which remains the preferred option if the survey cannot be conducted during the installation visit.

Non-Participation Survey

Scope: To understand why people might choose to not be involved in the project.

Survey administration: The survey consists of one simple question administered either over the phone or in person by the customer field officer team, or via post (in postcard format) if they decline by email, voice mail message, or if they do not respond at all. It will be administered with all households that have been approached during the recruitment phase and who have responded that they do not want to participate in the project.

Status: 15 non-participation surveys have been conducted so far with households who have explicitly declined to participate in the project. As the customer field officers were able to ask the reason for non-participation directly to the customers, no survey has been issued by post so far.

Insights gathered to date: The reasons for non-participation captured so far indicate that some customers rely on their family members' opinion in order to decide whether to participate to the project or not. Most of customers (seven out of 15) considered the project too much hassle, three customers indicated that they are not interested in energy saving and other three said that they do not want to have a smart meter. Finally, in two cases the customers have indicated they are moving home soon.

Exit Survey

Scope: To understand the reason why people who have joined the project choose to leave early.

Survey administration: The survey consists of one simple question administered either over the phone or in person, or via post (in postcard format) if speaking to them is not possible. If by post, they will be given an option to attend an event or speak to someone about their reasons. The survey will be administered to all participants who decide to withdraw from the project.

Status: No participant has left the project so far, therefore no exit survey has been administered to date.

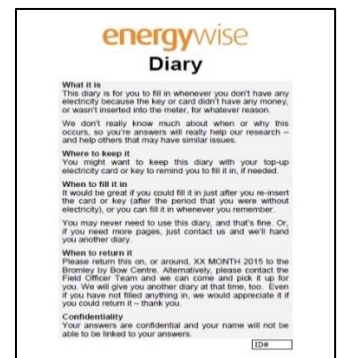
Self-disconnection diary

Scope: To understand why participants on pre-payment meters self-disconnect.

Diary administration: The diary is given to all prepayment householders allocated to control group (i.e. those with a standard prepayment meter). It is issued during the installation visit, collected and replaced on a quarterly basis by the customer field officer team, either with home visit or the householder visiting the team at Bromley by Bow Centre.

Status: No prepayment householder have been approached so far and installation undertaken.

Insights gathered to date: Originally, the diary was meant to be administered by UCL by post, with each diary to be returned to UCL and the replacement to be issued by post on a quarterly basis. Following a cost-benefit analysis, a cost-effective solution for diary administration has been adopted: the quarterly diary will be issued, collected and replaced by the customer field officer team with home visits or at the Bromley by Bow Centre, rather than administered by post by UCL as originally envisaged. Also, the diary will be administered only to pre-payment customers in control



group (trial 1) while information on self-disconnection events will be captured by British Gas for all pre-payment smart metered customers.

Stakeholder Mapping

To understand the people and organisations that householders trust in the area of Tower Hamlets, trusted social resources have been mapped through an exercise referred to as ‘stakeholder mapping’. The purpose of the stakeholder mapping is simply to relay the key messages of the project and build confidence in the community around the project, as well as raise awareness and possibly allay any concerns should (potential) participants approach the ‘stakeholders’. In order to identify organisations which may be trusted, either as a whole organisation or individuals within those organisations, UCL has conducted interviews with local experts and has analysed the identified ‘stakeholders’ according to the following 5 criteria:

Category	Criteria	Definition
Expertise	Contribution	Does the organisation have information or expertise on energy efficiency, in particular?
	Legitimacy	Could organisation be considered an expert or support service for energy efficiency?
Willingness	-	Are they willing to be involved?
Value	Influence	How much influence does the organisation have?
	Necessity of involvement	Would it be detrimental to <i>not</i> involve the organisation?

The stakeholder mapping exercise, initiated by UCL during the previous reporting period, was completed by the end of March 2015. 80 organisations (trusted organisations or catalytic individuals in the trial area) were indicated during the interviews as ‘stakeholders’ and 76 of those were identified as worth approaching, mapped and prioritised against willingness, expertise and value. Figure 2 shows the results of the analysis with each circle with a numerical value representing a single organisation while those with an alphabetical value represent 4 or more organisations which all had the same rating.

The results were communicated to the customer field officer team who has started approaching these stakeholders and will continue to do so throughout the trial, until the list is exhausted.

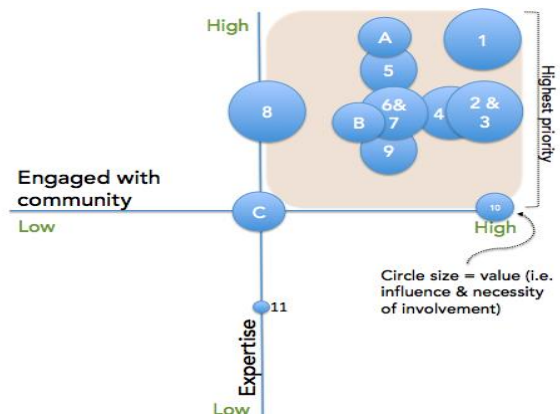


Figure 2: Stakeholder map based on results of analysis

2.4 Project Data and Exchange

Privacy Impact Assessment

CGI had been appointed in order to undertake a Privacy Impact Assessment (PIA) as a means of reviewing the project processes and controls that had been designed and planned to be implemented in relation to the privacy risks and compliance with the Data Protection Act. The outcome of the report was that the project controls would be scored between 75% and 85%, which indicates a reasonable level of compliance with the Data Protection Act.

During this reporting period the project resolved two risks that were previously outstanding to be awarded the score of between 75% and 85% compliance:

- Collaboration agreement (which includes data protection clauses) signed by all Project Partners; and
- the role of Tower Hamlets Homes and Poplar HARCA for a certain range of data flows is accepted by these two organisations and the rest of the consortium as data controllers.

The PIA undertaken was related to the project processes and controls as designed and not as implemented within the project. Looking at the implementation of all defined data processes, it has been observed that continuous monitoring of the data flows is needed in order to identify and resolve any breaches of the defined processes.

Data Quality, Assurance and Specification

The project has designed the information flows and the data transfer methods between project partners and these have been dry tested using sample data in order to demonstrate that the defined methods are working successfully and to mitigate any issues. Sample data included that obtained from the pilot study which presented a suitable opportunity in order to test the data transfers and certain data flows using actual data (i.e. consented customers' information). Considering the timeline of the installation and the fact that the data will be transferred at monthly intervals, it will be possible to test the data processes and data transfers with monitoring data from the pilot study (i.e. smart meter data) at the beginning of the next reporting period. In addition, the data quality specification document is expected to be finalised early in the next reporting period.

2.5 Knowledge Dissemination

Throughout a project's life cycle, we learn lessons and discover opportunities for improvement. The aim is to:

- Identify ways of refining and improving our ways of working as a partnership;
- Capture valuable and constructive insights and lessons from the project in order to develop and share good practice and recommendations; and
- Bring together the different feedback and perspectives of the partnership to highlight gaps in industry knowledge and research.

The key learning delivered in this reporting period consists of the customer materials; operational delivery of the customer recruitment & engagement and data processing. This was captured through lessons learnt logs being in place and project partner exchanges.

The following key dissemination and communication activities have taken place to date to raise the profile of the project internally and externally, plus partner awareness on key project items/deliverables:

External	Internal	Project Partners
<p>March</p> <ul style="list-style-type: none"> • National Energy Action's London and South East Fuel Poverty Forum <p>May</p> <ul style="list-style-type: none"> • Meeting with the DECC benefits and evaluation team within the Smart Metering Programme, along with University College London 	<p>May</p> <ul style="list-style-type: none"> • Future Networks Team Brief 	<p>May</p> <ul style="list-style-type: none"> • Presentation to Electric Ireland by University College London

2.6 Key issues encountered

Eligible Trial Participant Numbers

As described earlier, the project has 1,202 customers available for participation in trial 1, including the 36 customers that were approached as part of the pilot study. This number is lower compared to the target number of 1,650 customers that were to be approached in order to recruit the target number of 550 customers in trial 1 (the 1,650 number assumes a response rate of 1:3). The project is managing this risk, by implementing the following measures:

- Reviewing the current list of eligible customers and focusing on an additional list of 41 households which may be eligible for participation, subject to British Gas's review.
- Reviewing the project eligibility criteria, the project team is exploring which eligibility criteria could be relaxed in order to increase the number of eligible households of the project. At the moment, the relaxation of the

criterion of energy efficiency improvements since October 2013 is being investigated, which currently disqualifies households from participating in the project.

Recruiters for Trial 1

As described earlier, in mid May 2015, Bromley by Bow Centre escalated an issue between them and the selected vendor who would be providing further resource capabilities for door knocking activities during contractual and operational discussions. This issue is now resolved. However the impact was where the Recruiters commenced door knocking activity four weeks later than the project had planned. It is recognised that this development presents a risk to the project and the project team is monitoring this closely.

Ramadan Period during Trial 1 recruitment

The customer field officer team escalated that the projects' main trial recruitment activity will be occurring during the Ramadan period (mid-June to mid-July), within which people following the Islamic religion would be following a strict schedule of prayers and lifestyle patterns. The project will be sensitive to this during recruitment, especially during door knocking activity. Moreover, some of the customer field officers will be practising Ramadan themselves and therefore requires a level of understanding that this could affect sign-up success during that period.

Welcome Pack Random Allocation

During the pilot study and at the beginning of the main trial recruitment phase, some of the welcome packs issued by the customer field officer team to sign-up households have been sent in random order instead of following the sequence number as indicated by the research trial design. Therefore, for up to 34 participants an additional randomisation activity has taken place accidentally. UCL confirmed that this has introduced no detrimental impact to the random allocation process designed by UCL and the approach to follow in issuing the next Welcome Packs has been selected and communicated to the customer field officer team to remedy. As a cross-check, the customer field officers have been asked to record the sequence number of each issued welcome pack against the associated customers listed in chronological order of sign-up. Moreover, that date and time of consent and sequence number will be included in the future datasets transferred to UCL to enable a check that the method is being followed.

Survey administration

During the pilot study face to face reminders were conducted by the customer field officer team with pilot study participants who had not returned the Energy Social Capital survey. This reminder process identified that two participants had not received the survey or had lost it. It is important to note that the survey is accompanied by a first class book of stamps as a 'thank you' for a participant completing the survey. Following this, the project has put in place a mechanism to issue a replacement survey on a case by case basis and has included a 'return address if undelivered' to the pre-letter and survey envelopes. This mechanism is believed to be able to maintain or even increase further the response to the Energy Social Capital Survey. The project did explore the option of posting the survey through recorded delivery but the postal charges for what it believed to be an infrequent occurrence were too substantial.

Light fitting

There are two most common fittings for light bulbs: bayonet (B22) and Edison screw (E27). Even though anecdotal observations have suggested that the bayonet fitting is the most common, no evidence has been found in literature that can inform of which fitting is the most common among the general and the target population. The procurement of both fittings for all pilot study and trial participants would have a significant impact on the project budget, conversely if only one fitting is provided, such decision would lead to discontent and may increase the attrition amongst those households equipped with the other fitting. A strategy for the procurement of both fittings for the LED bulbs based on a stock return policy has been developed, along with a script for the customer field officers to investigate the most common fittings in the household during the installation visit. Feedback from the installation visits undertaken so far indicated that bayonet is the most common fitting. The statistics on light fitting among the pilot study participants will be used to take an informed decision by June 2015 on the procurement strategy to adopt moving forward.

2.7 Project outlook onto the next reporting period

The next reporting period is key from an operational point of view as additional and more extensive learning on participant recruitment are expected and both meter and network data collection will be initiated. Specifically:

- response rate and feedback from main trial recruitment will inform the project to undertake a comprehensive assessment of the developed communication materials and recruitment strategy;
- through the administration of most of UCL's survey to all participants the project will capture extensive learning on reasons for non-participation, trusted resources, demographic profiling and appliance ownership of trial participants; and
- utilise the data collected through the pilot study in order to test all data transfer processes and data quality specifications.

As trial 1 will commence during the next reporting period, it is crucial that all the tools for quantitative analysis of electricity consumption and network modelling are set up and fully tested to provide customer and network insights during the course of trial 1. The first sets of data collected by the project will be used to test the data collection and transfer process as well as the developed statistical tools and the tailored network model.

A crucial item that will be monitored is the inclusion of prepayment customers and the management of households assigned to the control group where the install is aborted due to space constraints and what their customer journey is with the project.

Further activities within the next reporting period include:

- WS3 resource allocation: completed recruitment of FTE Research Associate by UCL.
- Research activities:
 - statistical analysis on the recruitment response rates from main trial recruitment and reasons for non-participation;
 - completed set up of statistical tools to conduct quantitative analysis of energy savings and energy shifting achieved by the trial participants;
 - approved selection strategy for the external control group and completed recruitment of British Gas smart meter customers as external control group participants;
 - completed follow-up activity for the stakeholder mapping exercise with the identified 'stakeholders' being approached by the customer field officer team and feedbacks collected.
- Network Modelling: approved model specification and design; completed model adaptation and testing.

Finally, during the next reporting period interviews with the project partners will be conducted by the Institute for Sustainability in order to collect lessons learnt on the customer recruitment process, the installation phase and the commencement of trial 1.

3 Consistency with full submission

The following has been noted to have changed since the full bid submission:

Cooling Off period (Page 66): Within the full bid submission it had been envisaged that the customers were to be given a 14 day cooling off period by the time they sign up to trials. This principle was implemented within the project's main trials with the difference being that for the pilot study the cooling off period was instead seven days in duration alongside the trial participant being able to provide notice to leave the project at any time; as reported in the December 2014 report. From feedback from conducting the pilot study, customers expressed confusion to the customer field officer team why there was a cooling off period when they could leave at any point. Therefore the project has removed the cooling off period for the main trial recruitment. The project still provides the ability for a participant to opt out at any time through notification, maintaining good customer service.

Change Control

On 17 April 2015 the project submitted a Change Control for its second Successful Delivery Reward Criteria (SDRC) to Ofgem. This SDRC 9.2 (due for delivery by the 30 April 2015) describes the projects' findings from customer recruitment activity. Ofgem provided their approval on 1 June 2015 The project plans to deliver the SDRC 9.2 report by the end of June 2015.

4 Risk Management

The project has established a risk management process, as described in detail in the VCEE Project Handbook. It allows for the communication and escalation of key risks and issues within the project, and defines where decisions will be made and how these will be communicated back to the workstream where the risk or issue has arisen.

4.1 Full Submission (BID Risks) – update

Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID-R001	At the bid stage the appropriate UK Power Networks' staff does not engage adequately or in a timely manner with the project. Resulting in poor engagement and delays in getting internal buy in for the project.		Internal buy-in during the bid stage was successfully obtained.	CLOSED
BID-R002	Final Funding may not be awarded. Therefore, the project would not be able to be carried out in 2014.	Ensure quality bid submission through regular review, clear differentiation and stakeholder engagement.	The project successfully secured funding from the LCNF competition run by Ofgem in November 2014.	CLOSED
BID-R003	Project partner(s) withdrawing their participation at the start of the project, leading to delays.	(a) Letter of intent from British Gas and in discussion on MoU (b) Letters of support from each local community actor (c) Other partners engaged and attended two project partners meetings (d) Project partner sessions during evaluation process to invite local community actor partners on to partner meetings (e) MoU discussions with all partners during evaluation process (f) NDAs in place for most partners, need to get an NDA in place with local community actors	Update May 2015: All partners have signed the respective Project Agreements and the Collaboration Agreement of the project. The date of the contract signature is the 20 March 2015	CLOSED

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Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R008	Recruitment and engagement strategy not adequately tested with wider industry. Therefore not fit for customer audience.	(a) Advanced invite to review workshops, following UK Power Networks stakeholder processes (b) Invite representatives who deliver and interface directly with vulnerable and fuel poor (c) Draw upon the learnings from literature review and LCN Fund factsheet (d) Expert partner secured to lead on recruitment and engagement (e) Appropriate pre-engagement testing included in plan	Update May 2015: The pilot study of the project has been used in order to test the recruitment strategy and the communication materials of the project. The achieved response rate of 42% and the positive feedback of 15 signed up participants in relation to the communication materials indicate that the previous engagement of the project with the industry (consultations in May 2014) and customers (focus group in June 2014) generated useful insights for the development of the recruitment campaign and of the materials which are deemed to be fit for purpose for the targeted audience. The communication materials and engagement strategy will also be assessed within trial 1 through the analysis of the response rate, the reasons for non-participation and the feedbacks from trial participants.	
BID - R009	Poor response to energy social capital surveys. Therefore dilutes quality of findings.	(a) Application of best practice survey administration ("Dillman method") (b) Use of trusted intermediaries to deliver follow-up survey reminders (c) Face to face reminders through engagement events	Update May 2015: Within the pilot study of the project, 15 consented customers have been administered the Energy Social Capital Survey. 11 surveys out of 15 have been completed and returned to UCL indicating a 73% response rate. The response to the Energy Social Capital Surveys will be further assessed during trial 1. Since the administration of the energy social capital survey was almost completed when the pilot study installations started, during the pilot study the face to face reminders have been replaced with reminder calls conducted by the customer field officers with pilot study participants who have not returned the survey. This process has identified that some participants have not received the survey or have lost it. Following these feedbacks, the project has put in place a mechanism to issue a replacement survey and has included a "return address if undelivered" to the pre-letter and survey envelopes. This mechanism is believed to be able to maintain or even increase further the response to the Energy Social Capital Survey.	
BID - R010	Poor turn-out rate to focus group trialling customer acceptability of recruitment materials. Therefore communication materials have a higher likelihood of not being well received by customer audience and not being effective.	(a) Use of trusted intermediaries to host focus groups (b) Use of non-trial vulnerable and fuel poor to participate in focus groups	Update May 2015: The pilot study provided a sufficient ground in order to test the recruitment strategy and communication materials. The achieved sign up rate of 42% (15 out of 36 customers) indicated that the recruitment strategy is working properly and it is probable that it will do so if continued into main trials. Further feedback from customers (10 in total) and customer field officers (individual interviews and workshop) resulted in updates in the communication materials and processes, aiming to enhance the existing recruitment strategy.	

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Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R011	Poor response to non-participation questions during recruitment process. Therefore, limited understanding / learning for recruitment strategy not being effective	(a) Follow-up a sample of non-participants with telephone interviews (b) Invite non-participants to engagement events and discuss reason for non-participation (c) Discuss reasons for non-participation with community leaders and key members of trusted intermediary groups.	Update May 2015: During the pilot study of the project, a number of customers indicated that they did not wish participate in the project and provided feedback on the reasons for non-participation. Should this approach continue for trial 1, the established mitigation method (follow up interviews, events, etc.) will be followed: (a) In order to increase response rates follow-up interviews with a sample of non-participants are replaced with interviews to be conducted by customer field officers at the time that people indicate they do not want to participate. This can be either in person or over the phone. If it is not in person, the non-participation written survey will be administered as a follow-up. (b) Invite non-participants to engagement events and discuss reason for non-participation (c) Discuss reasons for non-participation with community leaders and key members of trusted intermediary groups.	
BID - R012	High attrition to successive waves of energy social capital survey. Therefore, limited understanding / learning for where the customer audience looks to for energy advice.	(a) Application of best practice survey administration ("Dillman method") (b) Use of best practice in panel survey maintenance (c) Use of trusted intermediaries to deliver follow-up survey reminders (d) Face to face reminders through engagement event	Update May 2015: Following the Pilot Study learnings, reminder calls conducted by the field officer team should be introduced when the face to face reminder planned for the installation visit cannot occur. This will be particularly important for the two successive waves of energy social capital survey that will be administered at the beginning of trial 2 and at the end of the Project.	
BID - R013	Poor participation in interviews by trial participants during the trials. Therefore, limited understanding / learning of customer journey.	(a) Use of data from social capital surveys to identify participants' trusted parties for energy advice and engaging trusted parties in interviews enrolment. (b) Piggy-backing interviews onto wider participation engagement events to minimise participant disruption.	Update May 2015: Within the pilot study of the project, 10 out of the 15 consented customers participated in feedback sessions undertaken by CAG Consultants, indicating 67% response rate. In addition, the response rate to the Energy Social Capital Survey was 73% indicating that the administration method is sound and that the survey should provide a valuable source of learning. The feedback sessions will continue within the trial, as is also the administration of the Energy Social Capital Survey. It is expected that by maintaining the response rates observed within the pilot, the project will be able to generate valuable lessons learnt through the feedback with the pilot participants.	
BID - R014	Poor response to reasons for attrition questions when participants' elect to leave the trial. Therefore, limited understanding / learning of their drop in interest.	(a) Follow-up a sample of trial leavers with telephone interviews (b) Invite trial leavers to engagement and thank-you events and discuss reasons for leaving the trial (c) Discuss reasons for trial attrition with community leaders and key members of trusted intermediary groups.	Update May 2015: To date no consented customer has withdrawn from the pilot study of the project or the trial 1. The learnings from the non-participation survey, showing that people are willing to indicate the reason for non-participation when asked to confirm by the customer field officers, suggest that the mitigation developed in the previous reporting period remains valid.	

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Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R015	Differential attrition between the within-trial intervention and control groups. Therefore, could bias findings.	Telephone interviews with participants who withdraw from the trial for their reasons. Analysing these interviews to see if there are substantial differences in reasons for withdrawal from the intervention and control groups. Mapping these reasons onto existing explanatory theories of energy demand to see if they are likely to bias the findings from the study. Estimating the magnitude of any such potential biases from the findings of previous studies.	<p>Update May 2015: To date no consented customer has withdrawn from the pilot study of the project or the trial 1. The learnings from the non-participation survey, showing that people are willing to indicate the reason for non-participation when asked directly by the Field Officers, suggest that the mitigation developed in the previous reporting period remains valid.</p> <p>Expectations for participants in control group have been managed carefully providing the appropriate messaging around smart meter installation and energy efficiency devices delivery in the communication materials.</p>	
BID - R016	Participants being unwilling to be randomly allocated to intervention and control groups. Selection bias introduced.	Interviews with participants requesting allocation to either the intervention or control group to determine the reason for their request. Mapping these reasons onto existing explanatory theories of energy demand to see if they are likely to bias the findings from the study. Estimating the magnitude of any such potential biases from the findings of previous studies.	<p>Update May 2015: To date no customer has opted out from the project on discovering which group they have been allocated to; either control or intervention group. There are questions from the approached customers regarding the smart meter and when they will receive it, and they are managed through careful explanation that the customer journey will be different for the two groups, but eventually all of the participants will have access to the same items that constitute the project proposal.</p>	
BID - R017	Failing to meet recruitment targets for the intervention and control groups. Impacts generalisation of findings.	Use post-hoc statistical power estimation to determine the statistical confidence with which results can be generalised (see under-recruitment risk scenarios- Appendix E)	<p>Update May 2015:</p> <ul style="list-style-type: none"> - The pilot study provided a sufficient ground in order to test the recruitment strategy and communication materials. The achieved sign up rate of 42% (15 out of 36 customers) indicated that the recruitment strategy is working properly. Further feedback from customers (10 in total) and field officers (individual interviews and workshop) resulted in updates in the communication materials and processes, aiming to enhance the existing recruitment strategy. The updates were not material as none provided any negative feedback on the main messages or parts of the materials. - Recruiters were to be employed for trial 1, but they were not in place until 4 weeks after trial recruitment started due to a contract issue being managed between Bromley by Bow and the selected vendor. 	
BID - R018	Metering failures resulting in higher than expected levels of missing data for network modelling. Network model findings compromised. For the delivery of SDRC 9.4.	Analysis of missing data to check for systematic versus random errors. Imputation of missing values using expectation maximization (EM) methods. Estimation of the biasing effects of missings on network modelling findings.	<p>Update May 2015: The mitigation remains the same as per the previous reporting period. In addition, the specification for the data quality from the third party contractor is currently discussed by British Gas and the contractor, reflecting the project requirements for minimum metering failures.</p>	

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Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R019	Differential attrition between the two within-trial intervention and control groups in trial 2. Introduction of bias.	Telephone interviews with participants who withdraw from the trial for their reasons. Analysing these interviews to see if there are substantial differences in reasons for withdrawal from the intervention and control groups. Mapping these reasons onto existing explanatory theories of energy demand to see if they are likely to bias the findings from the study. Estimating the magnitude of any such potential biases from the findings of previous studies.	Update May 2015: No customer recruited during the pilot study or during the main trial recruitment phase to date has withdrawn from the project once they had signed up.	
BID - R020	Significant participant dropout between trial 1 and trial 2 and its impact on sample sizes. Impacts generalisation of findings.	Use post-hoc statistical power estimation to determine the statistical confidence with which results can be generalised.	Update May 2015: Within the pilot study, 10 out of the 15 consented participants have provided feedback on the recruitment strategy, communication materials and reasons for participation (i.e. continuous saving of money through lower bills, vouchers, energy efficiency devices and being part of a research project). The feedback provided the project with a better understanding of the needs of the targeted customers and will be used in order to share the campaign of trial 2. Similarly, the feedback that will be obtained from the trial 1 participants will elaborate further on the needs of the targeted customers and used for trial 2. Finally, the plan for the pre-engagement campaign will be implemented within the recruitment phase of trial 2.	
BID - R021	Metering failures resulting in higher than expected levels of missing data for network modelling. Network model findings compromised. For the delivery of SDRC 9.5	Analysis of missing data to check for systematic versus random errors. Imputation of missing values using expectation maximization (EM) methods. Estimation of the biasing effects of missings on network modelling findings.	Update May 2015: The mitigation remains the same as per the previous reporting period. In addition, the specification for the data quality from the 3 rd party contractor are currently discussed by British Gas and the contractor, reflecting the project requirements for minimum metering failures.	

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Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R022	Poor turn-out rate at customer thank-you / learning events. Learning not disseminated effectively to the customer audience.	(a) Use of trusted intermediaries and communications channels to promote event (b) Instruct Customer Field Officers who have built a trusted interface to rally customers for attendance (c) Send a thank-you and learning update leaflet at the end of each trial	<p>Update May 2015: The trusted intermediaries and the customer field officer team will approach the invited customers in order to participate in thank you events.</p> <p>In addition, the stakeholder mapping exercise (whose primary aim is to support the recruitment campaign of trial 1) has been completed with 75 trusted organisations or catalytic individuals in the community being identified and mapped. The customer field officers are currently approaching the identified 'stakeholders' in order to inform them about the project. This activity is believed to build confidence in the community around the project, therefore supporting customer recruitment and engagement and potentially contributing to the success of the thank you events.</p> <p>Finally, the social energy capital survey will indicate other communication channels that the project could employ for advertising events. Considering the high response rate to the surveys (73% from the pilot), it is believed that the energy social capital survey will be crucial in understanding the best communication means with the targeted customer pool.</p>	
BID - R023i	Learning not disseminated effectively to all stakeholders as different parties will have different interests and learning styles. Leads to learning being lost.	(a) Design of a dissemination roadmap that identifies targeted stakeholders and their preference in style and interest (b) use pre-testing activities and customer focus group to test learning materials and discover their preference	<p>Update May 2015: Several activities have been undertaken to date, please refer to section 2.5. In addition, NEA are providing ongoing communication and dissemination support identifying opportunities to meet critical friends and disseminate project learnings. Project findings and updates will be also reported regularly in NEA's newsletters.</p>	

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Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R023ii	Due to the nature of the buildings in which the smart meters will be installed, communications difficulties are encountered	(a) Supplier project partner has already successfully completed trials of communications solutions specifically for difficult buildings (tower blocks) and has strong interest in further enhancing the solution to inform smart meter rollout (b) Significant time and effort allocated in the project plan to identify and resolve any difficult building communications issues prior to installation of smart meters	<p>Update May 2015:</p> <ul style="list-style-type: none"> - The data from the social landlords have been combined with the data from the visual inspections undertaken by British Gas and resulted in the Padstow house be targeted as the optimal environment for the MDU "Infrastructure" provider. - The contractual discussions are in progress between British Gas and Siemens and are planned that the installations in the targeted buildings will be undertaken in July-August 2015. - The surveys have been undertaken by British Gas Smart Metering Technology Manager in relation to categories B, C and D. The outcome is that most of Category C buildings to be classified as category B buildings and from the category D buildings, to select the Padstow as the targeted field for the MDU installation. Further assessments of category B buildings revealed potential issue with space requirements (i.e. space for the secondary electricity meter within the metering cupboard) and resulted in British Gas liaising with Poplar HARCA in obtaining a test environment (i.e. a void property) in order to reduce the risk of installations at category B buildings 	
BID - R024	Availability of smart metering equipment not realised, therefore delay to trial 1.	(a) Supplier project partner has confirmed that smart metering equipment with necessary functionality will be available by Q4'14, and installation planned for latter part of Q4'15 and early part of Q1'15 to allow for some delay (b) UK Power Networks engaging with British Gas to monitor progress of Prepay Change Programme for early warning signs. Also key milestones to be built in the project plan as project has no influence on Prepay Change Programme delivery and should be treated as an external dependency	<p>Update May 2015:</p> <ul style="list-style-type: none"> - The project has closed the risk at the end of December 2014 as it has been confirmed that prepayment functionality would be available for inclusion in trial 1 with start date from March 2015. - The risk was re-opened in May 2015. The project plans to recruit prepayment households, noting that this is dependent on smart meters with prepayment capability being available to enable them to be included in the project trials. If the capability is not delivered in time the project will be unable to install smart meters to prepayment customers. - The project continues to closely monitor the progress of British Gas's smart prepayment programme. The readiness of the prepayment functionality is outside of the influence of the project. - The project's approach to recruit in batches provides flexibility that when a decision on prepayment meter inclusion is made these households can be included in the weekly batch of invitations. 	

Ref#	Risk & Impact Description	BID Mitigation	Mitigation (update)	Status
BID - R025	MoU cover with all partners.	(a) Obtained the support and letter of intent from British Gas (b) Obtained the support from the other partners and all have been working collaboratively (c) Pursue the agreement of mutually acceptable contract terms with all partners	Update May 2015: All project agreements and the collaboration agreement have been signed with all partners and therefore the MoU has become redundant.	CLOSED

4.2 Risks that have arisen in the reporting period

Ref#	Risk & Impact Description	Mitigation (update)	Learning	Status
R1138	The option of outsourcing the door knocking activity to an external company was stalled, as Bromley by Bow Centre escalated an issue in contracting with the selected vendor and had proposed internal resourcing as an alternative. Without having in place additional door knocking capacity in the customer field officer team may result in delays in progressing with the recruitment campaign and disable the project to reach its target for 550 households. This may result in delays in the trial 1 commencement and the associated findings through the SDRCs.	(a) Bromley by Bow Centre and the selected vendor resolved the contractual issue and they commencing door knocking on 4 June 2015. (b) To manage the Recruiters impact they have been applied at times of peak household consent. (c) The existing customer field officer team will all operate Saturdays as this was a peak time of high sign-ups as found in the pilot study. (d) Administration support is being explored to be put in place for the existing team in helping the customer field officer manager in organising the office activities (back office processes, call handling and signing up customers through the phone). It is recognised that this development presents a risk to the project and the project team monitors closely the risk and should additional resource is required it will aim to secure additional resources from outsourcing further resources.	Include contingency plans (i.e. additional internal resource or other suppliers) that will counterbalance unforeseen circumstances.	
R0027	The project currently has 1,202 available customers for trial 1 including the 36 customers approached for the pilot study. The number is lower than the 1,650 target number of customers to be approached that has been generated assuming a response rate of 1:3 and targeted participants being 550. The project may not accomplish the target number of customers to be approached and such fact may challenge the number of customers recruited. In turn, this may have implications on the statistical confidence of the outcomes.	(a) Review the current list of eligible customers and focus on an additional list of 41 additional customers which may be eligible for participation, subject to manual handling by the project consortium. (b) Reviewing the eligibility criteria, the project team aims to identify criteria that could be relaxed in order to increase the number of eligible customers of the project, without compromising the fuel poverty status of the approached customers. At the moment, the criterion of energy efficiency improvements since October 2013 which would dis-qualify a property from participating in the project is reviewed.	The data of social landlords may change over time due to change in tenancy and particularly from properties becoming available to leaseholders.	

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Ref#	Risk & Impact Description	Mitigation (update)	Learning	Status
R0133	<p>Door knocking (which was the most successful means of recruiting customers) may not be effective during the Ramadan period (15/06 - 16/06) when approaching households that are practicing this celebration; who will be undertaking prayers for certain hours of the day and have altered sleeping patterns. In addition, some of the customer field officer team employed will be practising Ramadan during door knocking activity.</p> <p>For the entire period (15/06 - 15/07) the door knocking activity may not generate the required sign ups and will impact the phasing of the recruitment campaign. The result may be a required extension of the end of the recruitment campaign and thus of the commencement of the trial 1 and will impact the quality content of SDRC 9.3 and 9.5 (which will be based on less amount of data).</p>	<p>(a) The Customer Field Officer team to specify the hours of the days that the Muslim customers are not to be approached due to prays.(b) The Customer Field Officer manager to prioritise the door knocking of Muslim persons ahead of 15/06. The identification to be done by using only the name, The recruitment in bunches will allow this approach.</p>	<p>Utilise knowledge from people with similar characteristics to the customer pool (i.e. field officer team) in order to identify risks related to recruitment campaign and be proactive in risk management.</p>	
R0090	<p>UCL is resource constraint due to a new job position taken by the 0.5 FTE Research Associate responsible for social research. A delay in resource recruitment may reflect into delays in the project milestone deliverables. This is unlikely to have an impact on the milestone deliverable of the SDRC 9.3 report, as according to the new commencement date for trial 1 (August 2015) UCL will have more time than originally planned to ensure that the extra resources are in place and that the tools required to undertake quantitative analysis of electricity consumption are completed and tested in time for data processing.</p>	<p>(a) The 0.5 FTE Research Associate for social research and the 0.5 FTE Research Associate for quantitative analysis have been combined in a single FTE Research Associate position to simplify and speed up the recruitment process.</p> <p>(b) The FTE position has been advertised as soon as contracts have been signed and interviews took place on 11/05/2015</p> <p>(c) As the selected candidates have rejected the offer, the Research Lead and the Project Lead are working collaboratively to select the best recruitment strategy to ensure that the SDRC deliveries are not affected.</p>	<p>For accurate planning the project should take into account that the allocation of extra resources and the replacement of existing resources might take longer than expected due to internal governance and candidates availability.</p>	

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Ref#	Risk & Impact Description	Mitigation (update)	Learning	Status
R00135	Storage of the energy efficiency devices -the energy efficiency devices have to be delivered in advance to Bromley by Bow Centre before the installation visit. The devices have to be stored safely at Bromley by Bow Centre for a variable period of time that goes from delivery until installation visit. Deliveries will occur at different stages depending on the device type (due to delivery charges constrains, risk of discontinuity of product supply, etc.). The total financial risk associated to the energy efficiency devices in case they get lost, stolen or damaged is ~£27k (excl. spares); the risk exposure time is maximum five months for trial 1 and maximum 20 months for trial 2.	(a) Delivery in batches on a weekly basis where possible (Trial 1, delivery charges apply for standby shutdowns): estimated average value delivered per week ~£850; (b) Weekly stock checks in place; (c) Secure storage (lockable and accessible to the minimum number of operators) identified by Bromley by Bow Centre and approved by UK Power Networks.	Due to the financial value associated with the energy efficiency devices it is crucial that they are stored securely until they are provided to the participants during the installation visit. To minimise the risk of loss or damage delivery in batches during the installation phase is desirable. However, the feasibility of delivery in batches will depend on delivery charges and risk of discontinuity of product supply from the vendor. Particularly, for this reason it is important that the LED light and standby shutdown stocks for trial 2 are secured in advance.	

5 Successful Delivery Reward Criteria (SDRC)

SDRC	Criteria	Evidence	Date	Progress
9.1	<u>Trial Design and Identification of Customer Participants</u> Detailed design of energy saving and energy shifting trials incorporating definition and identification of fuel poor customers	<ul style="list-style-type: none"> Approved Trial Design Report Agreed set of fuel poverty / vulnerability indicators and targeted customer pool. 	By end of October 2014	Completed – the SDRC 9.1 was submitted to Ofgem on 31 October 2014

SDRC	Criteria	Evidence	Date	Progress
9.2	<p><u>Customer Recruitment</u> Effective recruitment of fuel poor customers</p>	<ul style="list-style-type: none"> • A review of best practice in fuel poor customer recruitment. • Identification of trusted intermediaries within the trial area community and their relationships with trial participants. • A quantitative mapping of participants' energy knowledge resources (energy social capital survey) within their social networks i.e. where they turn to, and who they trust, for knowledge about energy. • Findings from customer focus group testing of clarity and acceptability of recruitment communication materials. • Statistics on recruitment success rates and reasons for non-participation. • Qualitative evidence on the efficacy of different recruitment channels, strategies and materials. 	By end of April 2015	<p>The SDRC 9.2 is due for submission to Ofgem at the end of June 2015 and is on target for completion. The report will be submitted post the submission of this report.</p>
9.3	<p><u>Energy Saving</u> Impact of energy saving trial interventions – level of fuel poor participation and network impacts</p>	<ul style="list-style-type: none"> • Quantitative analysis of Trial 1 energy savings through within-trial intervention-group to control-group comparison. • Quantitative analysis of trial 1 control-group contamination effects through within-trial control-group to external to trial control-group comparison. • Statistical generalisation of the energy savings to the wider UK Power Networks, and national fuel poor customer base. • Representation of network impacts through half-hourly network modelling within the trial area. • Comparison of realised energy savings against previous estimates of technical potential energy savings in fuel poor customer group. • Insights on customer protection during the trial. 	By end of June 2016	<p>Completed:</p> <ul style="list-style-type: none"> • Assessment of best research design to construct an internal control group. • Energy saving devices for trial 1 selection completed: Eco-kettle, three LED lights and a standby shutdown for audio-visual equipment both for the pilot group and trial 1. • Selection of suppliers for LED lights and standby shutdown and commercial agreement completed. • Customer Protection: temperature monitoring solution selected. <p>In progress:</p> <ul style="list-style-type: none"> • Procurement of energy efficiency devices on ongoing basis and in batches to reduce financial risk associated. • Suggested method for external control group selection under review. • Definition of data quality requirements for data transfer, data storage and for energy saving quantitative analysis and network modelling. • Recruitment of Research Associate for development of quantitative analysis tools at UCL. • Customer Protection: temperature monitoring strategy under development.

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SDRC	Criteria	Evidence	Date	Progress
9.4	Customer Engagement Effective engagement with fuel poor customers	<ul style="list-style-type: none"> • A review of best practice in fuel poor customer engagement. • A review of best practice in trial panel maintenance (i.e. methods to minimise participant dropout), particularly in trials with vulnerable participants. • Quantitative analysis of longitudinal survey of participants' energy knowledge resources (energy social capital) within their social networks and how these have changed over time. • Findings from interviews with trial participants on the efficacy of different engagement activities conducted throughout the trials. • Statistics on participation attrition and reasons for participant drop-out. 	By end of August 2017	<p>Completed:</p> <ul style="list-style-type: none"> • Review of best practice in fuel poor customer recruitment. • The energy social capital survey has been completed by University College London and the administration protocol has been tested during the Pilot Study • The exit survey has been completed by University College London and been approved by the Ethics committee.
9.5	Energy Shifting Impact of energy shifting trial interventions – level of fuel poor participation and network impacts	<ul style="list-style-type: none"> • Quantitative analysis of trial 2 energy shifting difference between Group 1 and Group 2 through within-trial intervention-groups comparison. • Quantitative analysis of trial 2 energy shifting through pairwise comparison between intervention Group 1 and the external trial control-group, and intervention Group 2 and the external trial control-group comparison. • Statistical generalisation of the energy shifting to the wider UK Power Networks, and national fuel poor customer base. • Representation of network impacts through half-hourly network modelling within the trial area. 	By end of October 2017	<p>Completed:</p> <ul style="list-style-type: none"> • Assessment and identification of devices that the project may consider for trial 2. • Customer Protection: temperature logger solution selected. <p>In progress:</p> <ul style="list-style-type: none"> • Initial selection of energy shifting devices. • Suggested method for external control group selection under review. • Definition of data quality requirements for data transfer, data storage and for energy shifting quantitative analysis and network modelling. • Recruitment of Research Associate for development of quantitative analysis tools at UCL. • Customer Protection: temperature monitoring strategy under development.

SDRC	Criteria	Evidence	Date	Progress
9.6	<p>Knowledge Dissemination Effective dissemination of new knowledge generated from the project's captured learning.</p>	<ul style="list-style-type: none"> • 1x external learning event carried out for SDRC 9.1 – 9.5, and presentation materials shared • 2x internal learning events carried out per SDRC, and presentation materials shared • 2x thank-you events carried out for trial participants • 1x end of project customer learning event completed for trial participants, and presentation materials shared • Presentation of the project at least twice a year at external seminars / workshops, with presentation materials shared 	By end of December 2017	<ul style="list-style-type: none"> • Please refer to section 2.5.

6 Learning outcomes

During this period, lessons have focused on project operational delivery:

Customer Recruitment

There are several key learnings resulting from the pilot study of the project:

- The most successful mean of recruiting customers is through the door knocking which involves communication in person. Around 60% of all signs ups have been resulted from the door knocking activity.
- Many of the customers in the targeted area are Bangladeshi and there is a good sense of trust and connection between them and the customer field officer team, with the team regularly making use of their language skills. It is really important for the customer field officer team to share cultural characteristics and local knowledge with the targeted customer pool in order to build up a successful relationship of trust.
- The main motivation for the customers to sign up was the prospect of reducing costs and saving money in the longer term. Vouchers came as the second most frequently answered choice, with the energy efficiency devices and the sense of being part of a research project following.
- The most successful time for completing the door knocking activity is Saturday afternoon, followed by 12pm – 2pm during weekdays and early evenings.
- Many customers are more comfortable with a female field customer field officer.

Data of Eligible Customers

As the project relies on a dynamic dataset and not a static one, change in the number of eligible customers should be expected due to change of supplier or change of tenancy. It was evident the fact that a number of properties have had their ownership status changing from social properties to leaseholders' asset, and as a result these properties were no longer eligible for participation in the project.

Another key lesson is that fact that social landlords provide properties to the so-called Property Guardians, which are persons that reside in the property in order to deter squatters from occupying the properties. The Property Guardians are not considered tenants from the social landlords, as they reside in the properties in impermanent basis and thus need to be removed from the list of eligible customers.

Stakeholder mapping

There were several lessons learnt from the 'stakeholder mapping exercise':

- Stakeholders were very willing to discuss and talk about this project, and offer names or organisations that would be good to contact.

- In some cases a long list of contacts has been provided without including any depth of information on the expertise, willingness to take part and value of each identified stakeholder. Gathering a rather shorter list of contacts but a much richer quality of data from initial stakeholders on the organisations they were recommending to contact may help the accuracy of the analysis and the prioritisation process.
- The overall process may take longer than expected due to several reasons (set up of a Data Privacy Strategy for approaching stakeholders; concerns on management of expectations of those who are contacted; time taken for contacting people and arranging interviews, especially when face-to-face; etc.). As a result, the efficacy of the exercise may be reduced if the stakeholder engagement takes place during recruitment phase. Adopting a decentralised approach for managing some of the interactions with stakeholders may help speed up the process and engage with stakeholders earlier.

Energy Social Capital Survey

Learning from the survey administration has been captured during the Pilot Study. To date a 73% response rate to the Energy Social Capital Survey has been observed indicating that the method developed for administration of the survey is sound. Early observations show that the selected method which aims to create respondent trust, create reciprocity and overall tries to reduce survey error should be adopted when high response rates are key for the robustness of research findings.

The method consists of multiple points of contact with the recipient: a pre-notice letter, the questionnaire, a follow-up postcard and a reminder from the customer field officer team. The Pilot Study indicated that both the follow-up postcard and the customer field officer reminder are important steps to increase the response rate, with several surveys being returned after the third and some after the fourth point of contact. Additionally, one of the participants have requested the customer field officer's support to complete the questionnaire showing that having a local team participants can refer to is not only a key element for customer recruitment and engagement but is also beneficial from a research point of view.

Energy Efficiency Device Administration

The energy saving devices will be provided to the trial participants by the customer field officer team during the smart meter installation visit and will be part of the set of interventions tested by **energywise**. In order to keep record of all the distributed devices, as soon as participants have received the energy efficiency kit, they are asked to sign a sign-off sheet to acknowledge that they have received all the energy efficiency devices successfully. This was in response to when the project learnt that two households had reported they did not receive or had lost their Energy Social Capital survey that is accompanied by a first class book of stamps.

6.1 Learning and Dissemination activities in the next reporting period

Learning activities for the next reporting period will focus on the following project milestones: customer recruitment and trial 1 launch.

7 Business case update

No updates in this reporting period.

8 Progress against budget

This section is provided in Appendix A.

9 Bank account

This section is provided in Appendix B.

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10 Intellectual Property Rights (IPR)

During the current reporting period products have been produced by each workstream. It had planned for those outlined at the previous reporting periods amongst the other documents produced within this period to be registered. Please see Appendix C for the outline of IPR products developed under the current reporting period.

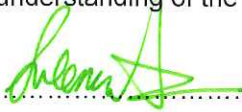
11 Other

N/A

12 Accuracy assurance statement

We hereby confirm that this report represents a true, complete and accurate statement on the progress of the Vulnerable Customers and Energy Efficiency project in the six month period from January to June 2015 and is an accurate view of our understanding of the activities for the next reporting period.

Signed



Date

19/6/15

Suleman Alli
Director of Strategy & Regulation
UK Power Networks

Appendices A and B: Confidential Appendices

Appendices C: Intellectual Property Rights (IPR) Products

Workstream	IPR description (i.e. document)
WS1	VCEE Communication Materials for trial 1 (product numbers: WS01.37 – WS01.50)
WS1	Educational Materials: Updated Consumer Services Charter VCEE_WS01.020_Consumer Service Charter
WS1	Educational Materials: VCEE_WS01.021_Energy Efficiency Advices
WS1	Educational Materials: VCEE_WS01.024_Cold Homes Leaflet
WS1	Updated Terms and Conditions for trial 1 VCEE_WS01.058_Customer Terms and Conditions
WS1	Updated Key Facts Document VCEE_WS01.067_Key Facts Document
WS1	Feedback report from Pilot Study VCEE_WS01.034_Pilot Study Evaluation Outcomes & Recommendations for Project Trials Strategy
WS1	VCEE_WS01.007_Privacy Impact Assessment
WS1	VCEE_WS01.008_SDRC 9.2: Customer Recruitment
WS1	VCEE_WS01.069_Recruitment Tracker
WS1	VCEE_WS01.075_Detailed Customer journey
WS1	VCEE_WS01.076_British Gas smart meter specification
WS1	VCEE_WS01.077_UK Power Networks network data specification
WS1-WS3	VCEE_WS01.008_SDRC 9.2 report
WS3	Updated Research Trial Design Report VCEE.WS03.001_Research Trial Design Report
WS3	Updated Energy Social Capital Survey (for Group 1) VCEE.WS03.003_Energy Social Capital Survey (for Group 1)
WS3	Updated Energy Social Capital Survey (for Group 2) VCEE.WS03.004_Energy Social Capital Survey (for Group 2)
WS3	Updated Home Survey VCEE.WS03.005_Home Survey
WS3	Updated Non-Participation Method VCEE.WS03.006_Non-Participation Method
WS3	Updated Exit Method VCEE.WS03.007_Exit Method
WS3	Updated Self-Disconnection Diary VCEE.WS03.008_Self-Disconnection Diary
WS3	VCEE.WS03.009_External control group selection strategy and background
WS3	VCEE.WS03.011_Stakeholder mapping findings summary
WS3	VCEE.WS03.015_Data Privacy Strategy_Stakeholder Mapping
WS3	VCEE.WS03.016_Template for approaching trusted orgs in TH
WS3	VCEE.WS03.017_Approaching stakeholders record form
WS3	VCEE.WS03.018_Stakeholder mapping_List organisations to engage
WS3	VCEE.WS03.019_Surveys Tracker
WS3	VCEE.WS03.020_Pilot Installations_Instructions for Home survey and devices
WS3	VCEE.WS03.022_Script for light fitting question
WS3	VCEE.WS03.023_Sign off sheet_energy efficiency devices receipt