



# Road map 3: Smarter ways to tackle fuel poverty and associated vulnerabilities

The five conditions

- Energy
- Social/cultural
- Regulatory/policy
- Commercial
- IT/data

	2016	2018	2020
<p><b>DOING</b></p> <p>Things to do now for impact now</p>	<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black;"></span> Pilot different approaches to local vulnerable customer support programme for smart meter rollout</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Data sharing and mapping of Priority Service Register customers (WPD, WWU and willing suppliers)</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black;"></span> Trial Smart PPM post-installation support for vulnerable homes</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Trial data communication solutions for smart meters in flats (as national exemplar)</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> CSE and Knowle West Media Centre to integrate efforts on smart energy and 'Internet of Things' opportunities for vulnerable households</li> </ul>	<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Embed lessons from trials in full roll-out of service across city</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Trial smart data enabled vulnerable customer support with WPD/WWU</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Cold home thermal safeguarding trials with health service</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Assess quality and value of range of different CAD applications for vulnerable households</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black;"></span> Establish long-term funding and/or commercial case for smart energy services for energy vulnerable people</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Ensure Bristol Smart Energy City governance reflects need for inclusivity and shared benefits</li> </ul>	<p><b>Bristol Smart Energy City up and running</b></p>
<p><b>PREPARING</b></p> <p>Things to do now to prepare for action and impact in 1–2 years</p>	<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black;"></span> Map out Bristol-wide service to engage/support vulnerable households for smart meter rollout, engaging Energy UK and Smart Energy GB to test for integration with national planning</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Explore with WPD and WWU smart data opportunities for vulnerable customer support</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Undertake local trials of 'thermal safeguarding' for households vulnerable to under-heating</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black;"></span> Engage with health service over cold home thermal safeguarding trials</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Test data visualisation approaches with different types of vulnerable household</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Analyse vulnerable customer segmentation and improve demand profile understanding to assess potential for demand response and aggregation</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Explore opportunities to link vulnerable household support services with City Council Telecare and other care support and monitoring services</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Identify and/or design CAD applications which suit vulnerable households</li> </ul>	<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Establish governance and a commercial model for Bristol Smart Energy City</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black;"></span> Map out compliance requirements</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black;"></span> Commercial viability modelling for 2020 operation</li> </ul>	
<p><b>EXPLORING</b></p> <p>Creating conditions which make impact possible in future</p>	<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: cyan; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> Build consensus over Smart Energy City serving public interest and inclusivity</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; border: 1px solid black;"></span> Ensure city strategy specifically includes smart energy as part of goal to achieve 'digital inclusion'</li> </ul>		

Background against which events on this timeline are taking place

DCC goes live and domestic smart meter mass roll-out starts

ToU tariff trials

CADs widely available

Smart Energy GB engages with local partners

New Supplier Obligations in place

'Next day' supplier switching goes live

Energy Settlement to half-hourly

Plans for RIIO-ED2 emerging

Rollout complete

