

Capacity to Customers

Leading the way in smart grid technology

- Releases previously untapped network capacity for everyday use
- Enables customers to make savings by changing the way they use electricity
- Reduces the need for network reinforcement
- Helps meet the UK's tough low carbon targets

In November 2011 Electricity North West, who operate the local electricity distribution network in the North West of England, was awarded over £10 million from Ofgem's Low Carbon Network Fund to develop its ground-breaking Capacity to Customers (C2C) initiative.

C2C is one of the UK's key smart grid projects and will trial the use of new technology and commercial arrangements to increase the amount of energy transmitted through the existing network. Essentially C2C allows customers to receive payments or lower connections charges in exchange for reducing their demand during a fault. If the trial is successful it could form the blue-print for the UK's future electricity network.

The project has generated a lot of interest from Ofgem, customers, other distribution network operators with international interest coming from the US, Australia and Europe.

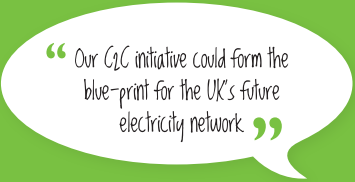
Since the announcement of the bid Electricity North West has recruited project partners, identified all the equipment needed to start the trial, selected the trial circuits which serve around 1300 industrial and commercial customers and begun a detailed customer engagement programme.

Initial findings showed that over 50% of customers surveyed found the concept of C2C appealing. You can see the full survey results on our website.

One of the most important things to get right about the trial is the commercial arrangements with customers taking part to ensure that the customer and Electricity North West get the best value from the C2C contracts. To help understand this, customers were asked what they value most and how disturbance to their business can be reduced.

During the trial C2C contracts will be offered to new and existing customers who could receive significant financial reward by signing up to this type of flexible contract. The more flexible a customer can be, the greater the savings.

Find out more at:
www.enwl.co.uk/C2C



“ Our C2C initiative could form the blue-print for the UK's future electricity network ”

