

# Your views on the opportunities and challenges of a digitalised electricity system

User:

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## Summary of information submitted

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***Terms and Conditions: We will publish your name and organisation (if this applies), but not your contact details. If you think we should not publish any part of your survey response, please tell us which part shouldn't be published and why at the end of this survey.***

Yes

***Who are you submitting as? \****

Innovator or technology company

***First name \****

Leighton

***Last name \****

Fletcher

***Email \****

[REDACTED]

**1. What could stop or slow digitalisation of the electricity system? What would make it successful? How far should digitalisation go?**

**2. Do you agree with how we have defined 'data' and 'information', especially in the context of making data more visible?**

Yes I agree with the definitions, as long as 'data' is extended to include all types of usage and metering including time of use.

**3. What data do you think needs to be more visible?**

All customer data (not necessarily information) needs to be centralised and accessible by industry participants. This includes all usage, metering, time of use, etc. This should be held by a centralised organisation (not a Retailer) - maybe even the EA.

This data needs to be held centrally so there is no "switching" of data between retailers and delay for customers in accessing their data or industry participants accessing data.

**4. What challenges do you think we might face in trying to increase visibility? What considerations need to be given to data privacy or cybersecurity? How could increasing visibility create more opportunities for consumers, participants and innovators?**

Having individual participants (retailers) holding customer data including usage is a powerful tool in preventing other participants or innovators joining the market. There is no ability for an innovator to make a business case or determine what customer products etc would be useful if they can't access the nationwide data.

The need for a customer to "switch" between Retailers, (despite the supply coming from the same network) and that the retailer holds the customer data is archaic.

Holding this data is powerful leverage for retailers, you will face push-back on opening this up...but technology is advanced enough to manage cyber-security risks and privacy etc.

**5. What work are you planning or doing to increase visibility within the electricity system? Are you aware of any work that contributes to this goal?**

We would like to enter the market as either:

An innovative Retailer. However we are facing difficulties in developing a viable business case when competing with large retailers. The inability to on-sell existing retailer offerings is hindering us.

or

As an innovator & Big Data operator - holding customer data (not necessarily information) on behalf of all retailers and the EA. This requires a legislative shift, and the EA to compel Retailers (and Meter owners) to have all data centralised.

**6. What challenges do you think we might face in increasing interoperability? What other opportunities do you think greater interoperability will bring?**

See comments above - they are linked

**7. What work are you planning or doing to increase interoperability within the electricity system? Are you aware of any work that contributes to this goal?**

see comments above - they are linked

**8. What challenges do you think we might face in simplification? How could simplifying create more opportunities?**

**9. What work are you planning or doing to increase simplification within the electricity system? Are you aware of any work that contributes to this goal?**

**10. Do you have any other comments on this paper?**

**Written feedback and/or supporting documentation**

**We will publish all survey responses on our website alongside your name and organisation (if applicable). Are you happy for the Authority to publish your submission? If you think we shouldn't publish any part of your survey response, please select 'No' and let us know what parts should not be published and why in the box below. \***

Yes

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