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## Creating a people centred energy system

- To enable a low carbon, secure and affordable transformation we have to recognise the drivers of demand and take a whole systems approach to the changes that are occurring across different vectors.
- Need to move away from the centralised, supply side, dominance towards the demand side and the opportunities offered by D3
- This links to locality and recognises there are shifts in ownership and in expectations in terms of how people use, produce, value energy and services
- The governance system needs to be recognised and support these changes, to:
  - put people at the heart of the energy system
  - start a conversation to build legitimacy, credibility and trust
  - move away from seeing people as consumers, sitting within sectors, to an approach based on how able or willing they are to engage

# Empowered – Engaged – Essential

Source: adapted from ENA/CSIRO (2015) Electricity Network Transformation Roadmap: Interim Program Report



- want high levels of control
- happy to invest in DER
- interact with markets
- seeks highly customised products and services
- may become independent of system

- wants some control
- willing to invest, but cost important
- some involvement with markets,
- wants to remain system integrated

- prefers solutions that provide ease and convenience
- desires agent to provide options that can reduce costs and complexity
- may invest in cost saving measures

- needs affordable services and support for most suitable options
- includes vulnerable customers
- includes those that cannot adopt new solutions due to access to funds, private rented accommodation, etc.

# Question (s)

- Do you think it is important that we develop a meaningful conversation with people about our energy future? If yes, how can we best do that?