

## General Update

It was found that the Greenlet smart plug had a number of issues which would prevent it gaining CE marking in the UK. Whilst there was an attempt to address these issues the decision was ultimately made to find an alternative hardware supplier. Because of these delays an extension to the project to January 2016 has been agreed with Ofgem.

WIFI Plug was chosen as an alternative hardware supplier with Greenlet still providing the energy management software.

To date, 187 households have signed customer agreements (103 Private Tenants/Owner Occupiers & 84 Social Tenants). Although well over 200 participants were originally recruited, many opted out after being given more information about the project.

The number of connected plugs fluctuates; the most number of connected plugs at any given time has been 137 across 74 households; and the least 37 across 37 households. 79 participants are yet to connect.

## Challenges

**Technical Issues** – Reasons for poor connectivity include participant disengagement, householders not having a smart device in order to initially setup the hardware, householders being in the habit of switching their appliances off at the wall when not in use, poor Wi-Fi signal and issues with dual band routers.

**Recruitment** – EST are still recruiting new participants with WIFI plugs being returned from original householders who could not connect. It has been significantly more difficult to recruit and maintain engagement from social tenants due to suspicions on the project aims, a wariness of granting access to usage data or an unwillingness to sign the customer agreement. However, private tenants were recruited using existing Energy Saving Trust contact lists which may mean they are more engaged than the average consumer.

## Approach Revisions

**Communication** - E-mails are by far the most effective means of communication although these must be kept short, concise with clear calls to action. Long detailed e-mails tend to create confusion for participants.

**Participant Pre-Requisites** - Based on previous issues pre-requisites for participation are now that the homeowner has a Wi-Fi connection, owns or has access to a smart device and is confident in their ability to download and use apps.

## Future Dates

**First Demand Response Event** - 17th June 2015

**Next Update** - September 2015