

Distributed ReStart



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Distributed ReStart Project



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Who are we? Why do we care about this project?



Citizens Advice is the official consumer advocate for energy and is a source of free and independent energy advice and support.

What do consumers want from energy networks?



Reliability

Consumers experience as few interruptions to their energy supply as possible.



Safety

Consumers can count on their energy network being safe and secure.



Value for money

Consumers receive good value for money from energy networks. Companies run the networks as efficiently as possible to reduce the impact on people's bills.



Quality service

Consumers receive services that meet or exceed their reasonable expectations. If things go wrong they are put right quickly with compensation provided as appropriate. Consumers find energy networks to be accessible and transparent.



Impact on our environment

Energy networks minimise their direct impact on the environment and assist others in doing so where possible. They contribute to reducing greenhouse gas emissions and improving air quality in Great Britain.



Future-proof

Energy networks anticipate and respond to changing consumer needs and behaviours. Energy networks are highly resilient.



Fairness

All types of consumers are served well, with those in vulnerable situations receiving additional attention and support. The needs of future energy consumers are considered without jeopardising the needs of current consumers.

The need for change

- Black start capability is currently provided by a **handful of stations**
 - This is a declining market
 - Limited options for procurement
- Keeping stations open **artificially** is not good for:
 - The environment and **net zero** objectives
 - Consumer bills

Opportunities?

Lower bills?



Maybe

Cleaner energy system?



Yes

A source of income?



**Maybe, for those
that can and want to**

Thank you

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