



sunshine tariff frequently asked questions

December 2015

sunshine tariff about the trial

Our frequently asked questions aims to help you, but if you have a question for which you can't find an answer here, please contact us on sunshine@wren.uk.com

What is the trial and why are you doing it?

The trial is called the Sunshine Tariff project and is only being trialled in Wadebridge. The trial is unique and all learning will be shared with other electricity companies for potential replication.

The trial is looking to understand how different customers engage with a cheaper daytime tariff and how active they become in changing their consumption patterns in response to this price signal. For the project we are keen to shift electricity usage to between 10am and 4pm from 1 April to 30 September 2016, which is often when solar generation is at it's greatest. It is likely that this shifted use of electricity during the day will be offset by corresponding reduced use of electricity in the evenings.

The Sunshine tariff is designed to save you over 60% on your bills when using electricity between 10am-4pm compared to using it at other times.

sunshine tariff about the trial

The project will comprise four groups:

We understand it's your choice, but whether it's laundry, home-working, family meals or simply watching catch up TV – we'll let you know how you could generate big savings.

It's up to you, group 1:

We will provide you with some tips at the start, but once you've signed up, it's up to you what you do

Notifications, group 2:

How low can you go? We will provide you with some tips at the start, and during the trial we will remind you of the many easy ways you can save money

Immersion heater only, group 3:

This group is all about generating savings when you heat your water. You don't need to do a thing – we'll use a timer to connect you to the cheapest possible electricity and save you money

As many electrical devices as you have, group 4:

Let's go all the (electrical) way! Do you have devices such as an electric storage heater, air-conditioning, heat pump, water heating, underfloor heating or electric vehicle charging? We'll use a smart controller to connect you to the cheapest possible electricity and save you money

sunshine tariff about the trial

How often will I be contacted if I join Group 2?

You will be contacted three times during the trial to give you feedback on your demand shifting so far, and share some tips on how to save more money by shifting more of your consumption into the cheaper price periods.

What are the benefits of being in Group 3?

This group will be basically the same as Group 1, except that we will fit an immersion heater timer in your home. The timer will be set to operate between 10am and 4pm, but at the end of the trial, it is yours to keep, and can be reset to whatever times you would prefer.

What electrical appliances will be shifted for Group 4?

We work with the following types of electrical appliances to shift them from peak times to off-peak to save you money; however, in each case we will make sure your device is compatible with our flexibility system before confirming your involvement:

- Heat pumps
- Electric storage heaters
- Water tanks with immersion heaters
- Electric vehicles
- Air conditioning
- Electric underfloor heating
- Any other type of storage, including batteries

How does it work for Group 4?

Tempus Energy's smart technology can 'see' the wholesale market and automatically make minor adjustments to when your electrical devices draw electricity from the grid without you even noticing. These minor changes will save you money. Here are some examples of how it works...

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Heat Pumps

Heat pumps are a great appliance for us to use as they can be turned up and down for brief periods without significantly changing the temperature of the areas they heat. For example, if the price of energy is very high one evening, we might heat your rooms up half an hour early when it's less expensive, therefore using less energy when it's more expensive. Of course, we'll always make sure it never gets too warm or too cold, and you're always able to make manual adjustments.

Water Tanks with Immersion Heaters

Electrically heated water tanks are a great appliance for us to use as they act as miniature energy stores that hold their heat for hours or even days. We'll top up their heat when energy is cheapest throughout the day, which may be because there's a lot of solar energy one afternoon or perhaps due to excess wind power overnight.

We make the adjustments automatically, but you can boost or stop your water tank heating manually at any point; it's your water tank after all.

Electric Storage Heaters

Electric storage heaters are great for time-shifting energy usage as they hold their heat over a number of hours. This means we can heat them up at times when energy is cheapest and your rooms will still be warm when you need them to be. We have devised a calculator that can ensure the new tariff will save you money even if you are currently on Economy 7.

Other Storage

Storage is great for lowering your bills because we can draw from the grid at the cheapest times and store electricity until you are ready to use it. Storage types include batteries or electric vehicle charging equipment. If you are not sure if you have a storage solution please contact us to discuss, our contact details are at the back of this booklet.

sunshine tariff about the trial

Who are the project partners and how are they involved?

There are four project partners:

Western Power Distribution (WPD)

- Responsible for the electricity network in Wadebridge.
- Project lead.
- Monitor how the electricity network performs during the trial. They will contact you directly twice during the trial, firstly to welcome you to the trial (part of trial welcome pack), and secondly, to thank you for your participation at the end of the trial.

Wadebridge Renewable Energy Network (WREN)

- Not-for-profit cooperative that helps residents and businesses reduce their energy costs through energy management and generation, and works to produce local economic benefits, including jobs.
- Works with the local community to engage and support those who join the trial. WREN will be the first point of contact for any enquiry. WREN will arrange timer installation for Group 3, and give feedback to Group 2.

Tempus Energy

- Innovative electricity supplier that buys and sells power in a more efficient way, matching customers to the cheapest market price at all times.
- The electricity supplier, that will also install a smart meter for all participants. Tempus Energy are responsible for all customer electricity bills and they will also install additional switching equipment for Group 4.

sunshine tariff about the trial

Regen SW

- Independent not-for-profit organisation that uses their expertise to work with industry, communities and the public sector to revolutionise the way we generate, supply and use energy.
- Project manages the trial and you will not hear directly from them at any stage.

How is the project funded?

The £325,000 project is funded by WPD via Ofgem's Network Innovation Allowance (NIA), which is a fund aimed at supporting small technical, commercial or operational projects that are directly related to the local network. The aim of the funding is to deliver financial benefits to local customers as customers are paying for the project.

What are benefits of taking part?

Customers will benefit from

- Reduced electricity bill - the more you take advantage of the cheaper rate of the Sunshine Tariff, the cheaper your bill will be
- No 'standing charges' and a much cheaper unit cost
- Transparent and accurate electricity bills
- More cleaner electricity (greater proportion of low carbon generation instead of fossil-fuel generation)
- No exit fees
- Free smart meter

What happens at the end of the trial?

We will contact you to remind you of your options. If after the trial you would like to remain a Tempus Energy customer we assess your eligibility for one of our standard tariffs. Of course you have the right to choose another supplier too.

sunshine tariff about the trial

What is the target area for the project?

The target area for the project is those homes connected to a particular electricity distribution substation known to the industry as 'Wadebridge Primary Substation'. Around 4,300 homes are eligible to take part directly, and those outside the target area are welcome to sign up to control group on a competitively priced flat rate tariff. Broadly, all of Wadebridge is included, and the area extends towards St Breock and Burlawn in one direction, and as far as the outskirts of St Mabyn, St Minver and Port Isaac and including St Kew and Chapel Amble.

Can I take part in the project if I am outside the target area?

Yes, you can if you live in the PL27, PL28 or PL29 postcode area.

In addition to those in the target area who are eligible for the Sunshine Tariff, we are also engaging a control group. For this group we will sign up customers to a competitive flat rate tariff of 13.4p per kilowatt hour – this includes VAT and there is no additional standing charge.

Do I need solar panels on my roof to take part?

No - the tariff is available whether or not you have solar panels.

Are there any additional requirements to take part in the trial?

You must be 18 years old or over and responsible for paying the electricity bill.

sunshine tariff technical questions

Can you provide a practical example of shifting electricity?

The difference between peak energy prices and off-peak prices can be considerable. In general, the peak price times are known, as are the off-peak times, but the prices can vary depending on all sorts of factors relating to the mix of generation at the time. For the purposes of this trial, it is assumed one of the low price period coincides with maximum output from large scale solar generation, thus we are offering a low priced tariff to encourage use of this electricity as it is being generated.

A practical example of demand shifting would be to ensure your immersion heater only comes on during the low price period, rather than at any other time of day.

Can I still take part if I'm on a dual fuel tariff?

If you have the same supplier for your gas and electricity you will only be able to move the electricity supply to Tempus Energy as the project is based on electricity only. If the project still appeals to you, you could sign up to receive your electricity this way, but remain with your existing gas supplier. We will help you calculate whether or not this might benefit you, please call us on 01208 812 992.

I have an Economy 7 meter, can I join?

Yes you can join.

If you join the Sunshine tariff trial, we will upgrade your Economy 7 meter to a new smart meter. If after the trial, you would like to remain a Tempus Energy customer, we assess your eligibility for one of our standard tariffs. Of course you have the choice to choose another supplier.

I have a pre-payment meter, can I join?

Unfortunately, pre-payment customers are unable to join this trial.

sunshine tariff technical questions

I have two electrical meters at my property. Can I get your tariff on both meters as one account?

Yes, different meters can be signed off under a same account and can be managed via your online account.

I already have my own solar PV, can I join the trial?

Yes you can join the trial and join any of the groups. Please remain with your existing Feed-in tariff (FIT) provider for the trial.

What happens to the deemed 50% export tariff from my PV system if I install a smart meter?

Some smart meters do not have the capability to meter exports, but future models will. DECC states that it intends to end deemed exports in favour of metered exports in the foreseeable future, and has set out some options on how this could work. The process and timescale has not been decided yet, but eventually all export will be metered.

My old-fashioned gas boiler has just a thermostat and no timer. Will it work with the smart demand-shifting kit you are using?

We will not be managing your gas boiler timer as this is an electric only project. If you have an electric immersion water tank, it is possible for us to manage that, but only to prevent it heating water at times when electricity is expensive.

sunshine tariff once signed up

What happens once I have signed up?

Please refer to customer journey, which is available on the project website, wren.uk.com/sunshine

Will any equipment be installed in my home?

Yes. We will visit your property to upgrade your existing electricity meter to a new smart meter. This will help you manage your electricity usage in real-time. The new smart meter will be located in the same place as the old one and will provide you with accurate bills. The cost of installing the new smart meter in your home is covered by Tempus Energy.

If you are in Groups 3 and 4, you will have already been in discussion with WREN to install some additional equipment such as a switch which allows us to shift some of your electricity usage away from expensive peak periods and to offer you an even more competitive tariff.

Can I leave the trial?

We hope you won't want to leave, but if you would like to, please contact WREN who will arrange this.

The smart meter that was installed in your home will become the responsibility of your new chosen supplier and for Group 4 customers, Tempus Energy will remove any secondary equipment that was installed at no cost, excluding the smart meter which will remain at the property for your new supplier. Group 3 customers will get to keep their immersion timer regardless.

sunshine tariff smart meters and secondary equipment

What are smart meters?

Smart meters are the next generation of electricity meters with a range of additional functions that can help consumers understand - in near real-time - how much energy they are using and at what price. In Britain, smart meters are part of the Government's plan to bring our energy system up to date. By the end of 2020, around 50 million smart meters will be fitted by suppliers in over 26 million households across Wales, Scotland and England. Tempus Energy currently only installs electricity smart meters and uses them to offer 'flexible' customers cheaper electricity tariffs.

Smart Energy GB is responsible for the national campaign for the smart meter roll out. Please visit their website for further information:
www.smartenergygb.org/

sunshine tariff smart meters and secondary equipment

How do they differ from current meters?

Rather than the old estimated bills, you will have a much more accurate electricity bill! Smart meters have two-way communications, which means you know how much energy you are using. This also means that suppliers like Tempus Energy don't have to visit your home to take a meter reading as it's done automatically. This will save customers from reading their own meter, or allowing entry to a meter reader to do it for them.

How long will it take to install my new smart meter?

From signing your agreement letter, the entire process should take no longer than six weeks. Shortly after you switch to Tempus Energy, we will contact you and book a convenient installation visit. Our Tempus Energy Approved Technician, who will always show you ID, will install your smart meter, which will take around 60-90 minutes. If you are in Group 3 or 4, you will have additional secondary equipment installed.

All equipment will be installed by mid-March 2016 ready for the trial starting on 1 April 2016.

sunshine tariff smart meters and secondary equipment

My meter is outside; do I need to be at home?

Yes, we need you to be at home during the installation as we will need to test the meter with appliances in your home to ensure it works properly.

Will my electricity supply be turned off and will I have to reset my appliances?

Yes, your supply will be turned off for a short while during the installation. Some appliances will need to be reset. Please check with our Tempus Energy Approved Technician if you are concerned about anything set up in your home.

Does the secondary equipment talk through my smart meter?

No. Your smart meter relays your usage information to us. With your permission, the secondary equipment talks to us via your internet connection.

How much bandwidth will your switch box use? Will this affect my internet speed?

No. The bandwidth usage is very small and you shouldn't notice a thing.

What happens if I don't have wifi or I don't want you to use my wifi?

If you don't have wifi or we are unable to use your wifi we may be able to manage some of your flexibility by using the smart meter itself. If it turns out we can't unlock any flexibility with the methods available to us, then you could still join the sunshine tariff but Group 4 would not be suitable.

Who will install the secondary equipment?

The equipment will be installed by our Tempus Energy Approved Technician, who will always show you ID. We will contact you and book an appointment that is convenient with you. The installation will take around 60-90 minutes and maybe longer if more than one switch needs to be installed.

sunshine tariff price and billing

Why can't all the equipment be installed at the same time?

Demand Flexibility is a new way of connecting customers with the cheapest available electricity and we have not found a technician that is able to install both the smart meter and the secondary equipment, so we are currently using two different Tempus Energy Approved Technicians.

Will installing a smart meter and switching affect my internet and phone line?

Tempus Energy is responsible for your smart meter and any secondary equipment installed on your premises. Tempus Energy does not affect your phone line, internet connection or other services connections in your home or any other flat in your building.

My flat is on a leasehold, do I need to ask permission from the service company to update the meter?

You do not need to get permission. However, if you are renting, you will need to get permission from the landlord.

I rent my home and cannot change my electricity supplier.

Yes, you can. If you are unsure, the industry regulator, Ofgem, has produced some guidance notes for tenants: More info: Factsheet 122 - Tenants' Energy Rights Explained - on Ofgem's website.

What will happen with the old meter?

By law, the old meter will be removed when it is replaced by the new smart meter. We will return your old equipment to your previous supplier.

sunshine tariff price and billing

Do your tariffs include VAT?

Yes, they do, which means there are no hidden fees. Also, there is no standing charge.

What is the Tariff Comparison Rate (TCR)?

The Tariff Comparison Rate is a single figure that takes into account any standing charges, unit rates and discounts that go into providing a tariff's overall cost. Customers can quickly take this Tariff Comparison Rate, compare it against another tariff - either from the same supplier or a different supplier - and tell instantly which one is cheaper. This was introduced in Spring 2014 by the electricity industry regulator, Ofgem, to help customers.

How does Tempus Energy send the bill? It is online or via post? Does it include the breakdown cost?

Our customers will receive a statement every month by email. Tempus Energy encourages email communications as it is better for the environment but we understand that this is not always possible. In these cases, we will post you your statement. The statement is based on actual consumption, not estimates. Our customers agree to pay their bill by direct debit.

What happens if I don't have an email address?

We will send you your statement by post.

sunshine tariff price and billing

Do I have to pay to get the equipment installed?

No. Domestic customers will be given a smart meter and secondary equipment at no extra charge.

Why do I have to pay in advance by Direct Debit?

We ask you to pay each month in advance so that we can buy your energy in advance. This is cheaper for us and we can then pass these savings on to you.

Why was my direct debit payment taken when I have been on holiday for a month?

If you have not used any electricity for a month, your statement will show this. Your direct debit payment will help us buy energy in advance. We can then pass these savings on to you. We will review and reconcile your energy usage against your payment at the end of the six month trial.

sunshine tariff renewables and green energy

How much of your energy comes from renewables?

Tempus Energy buys electricity from the wholesale market. Your electricity mix is dependent on what is being generated at the time and what is the cheapest. Tempus Energy supports greater renewable capacity across the whole of the GB grid because its flexible model shifts demand into off cheaper peak periods when renewable generation is often high.

How am I helping to save the environment?

The environment matters to Tempus Energy. By helping you become more flexible with the electricity you use, you can access cheaper, cleaner electricity. By shifting your non-critical demand away from peak periods of expensive fossil fuel power we are helping our customers and the planet.

Do you offer a green tariff?

Tempus Energy is not offering a green tariff for this trial as the objective is to maximise the use of renewables across the whole energy system. This is good for your electricity bills and good for the planet.

sunshine tariff renewables and green energy

Are there any environmental benefits?

Yes. Electricity is hard to store and generally needs to be generated and consumed in real-time. By helping you shift your electricity demand away from peak consumption periods, Tempus is driving greater demand for UK renewable energy which is often plentiful in cheaper off-peak periods.

Our flexible customers boost commercial demand for low cost, low carbon power, removing the need for public subsidies. This will create greater confidence for renewable energy investors and will make the grid greener. By using less electricity at peak times, Tempus customers will also help delay or reduce the need for new investment in expensive fossil fuel or new nuclear generating capacity.

We think customers deserve a system that is smart and efficient enough to be both green and low cost. This means a cheaper bill for customers and also a better deal for renewable generators.



sunshine tariff data protection

How will you keep my data secure?

Tempus Energy takes its customers' data security extremely seriously and is fully compliant with UK data protection law. We are committed to keeping your information secure and keep our systems under constant review.





As the Sunshine trial is an innovation and research project to benefit customers and Wadebridge, customers' data is extremely important for analytical purposes. By agreeing to the terms and conditions of this project, you are agreeing to share your data with the project team. Ofgem, the electricity regulator, has reviewed and approved the access and reasons for the data for each of the project partners.

sunshine tariff data protection

Project Partner	Access to data	Reason for data
Tempus Energy	Personal data and full electricity consumption data	Business as usual activities as an electricity supplier
WREN	Personal data and full electricity consumption data	Communicating with customers as part of trial
Regen SW	Anonymised data set including electricity consumption at 15 minute resolution plus non-identifying metadata.	Producing learning reports, which will be in the public domain
WPD	Identifying personal data and anonymised data set including electricity consumption at 15 minute resolution plus non-identifying metadata	Personal data required for cross referencing the Priority Services Register (PSR). Non personal information for producing learning reports, which will be in the public domain.

Who do I contact if I have an enquiry?

WREN will be the first port of call for all enquiries and will be able to advise on most issues that arise:

-  In person
-  The Energy Shop, Hamilton House, The Platt, Wadebridge, Cornwall, PL27 7AA
-  01208 812992
-  dominic.comonte@wren.uk.com

Emergencies

In an emergency, please call the local electrician who installed the immersion timers and/or the load switching equipment on: 07547 456521

In the event of a power failure, you should call the usual emergency number for WPD's power outage team: 0800 6783 105

Billing enquiries

Tempus Energy can be contacted directly for all billing related enquiries on: 0330 900 1001 and help@tempusenergy.com

Could you please send me my bill in Braille/non-English/large text?

Yes, of course! Just get in contact with us and let what you need and we are happy to help.

Complaints

WREN will handle and direct all complaints to the relevant partners – contact for this will be:



In person



The Energy Shop, Hamilton House, The Platt, Wadebridge, Cornwall,
PL27 7AA



01208 812992



dominic.comonte@wren.uk.com

Further Information

For further information about the Sunshine Tariff please refer to our website:

wren.uk.com/sunshine



the
sunshine tariff