

# Technology Trends and the consumer perspective

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# What might some new energy technologies do for consumers?

- Low carbon heating systems e.g. heat pumps
- Electric Vehicles
- In-home storage?
- **‘Smart’ appliances and automation**



## Smart appliances and automation: potential consumer benefits

- Management of energy use
- Engage with demand side response (DSR) tariffs with less need for consumer action
- Can reduce short-term balancing costs on network; these benefits should come back to consumers

# Potential risks and issues of automation

- Lack of control/opt out
- Negative perception in media
- Compensation for provision of DSR
- Affordability of automated appliances?
- Our view on ENSTO-E proposals



# Thank you!

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