

*Value from strong customer relationships*  
**Clean Heat Accelerator**

---



[david.trevithick@lcp.com](mailto:david.trevithick@lcp.com)

**SEPTEMBER 2024**

# Introducing LCP Delta

Our mission is to enable a better, faster energy transition for all by supporting the energy sector to drive the transition.

## LCP Delta is a specialised energy transition practice providing

Subscription research	Consulting	Technology and data	Training
-----------------------	------------	---------------------	----------



~ 100 people

## ...to organisations that are active in all parts of the value chain

Generation & storage	Networks	Demand & customer propositions
----------------------	----------	--------------------------------



Active since 2004

## ...delivering expertise and advice in

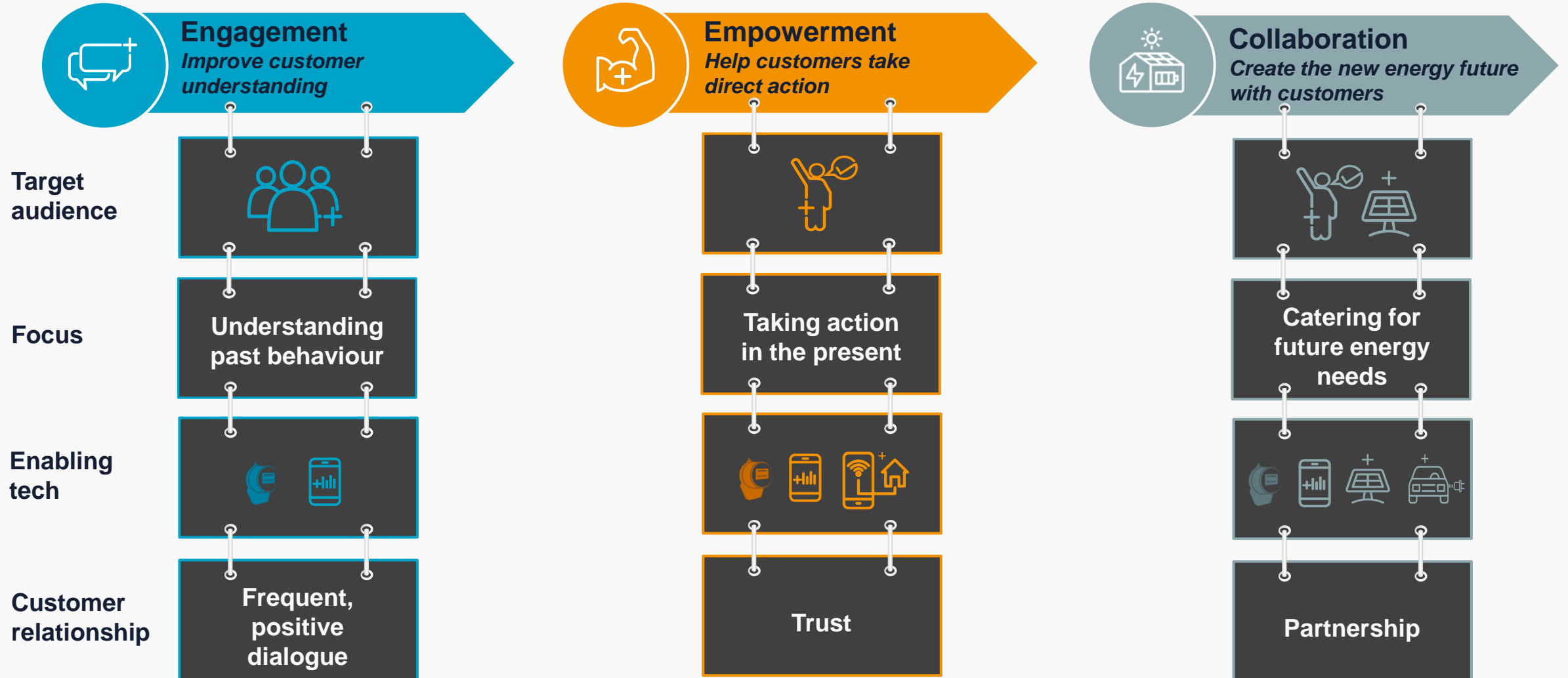
Power market forecasting	Energy storage & flexibility	Hydrogen	Power trading	PV
Distributed power	Policy impact analysis	System modelling	Business models	Energy management
EV charging infrastructure	Connected home	Low carbon heat	Customer engagement	Community energy



200+ clients

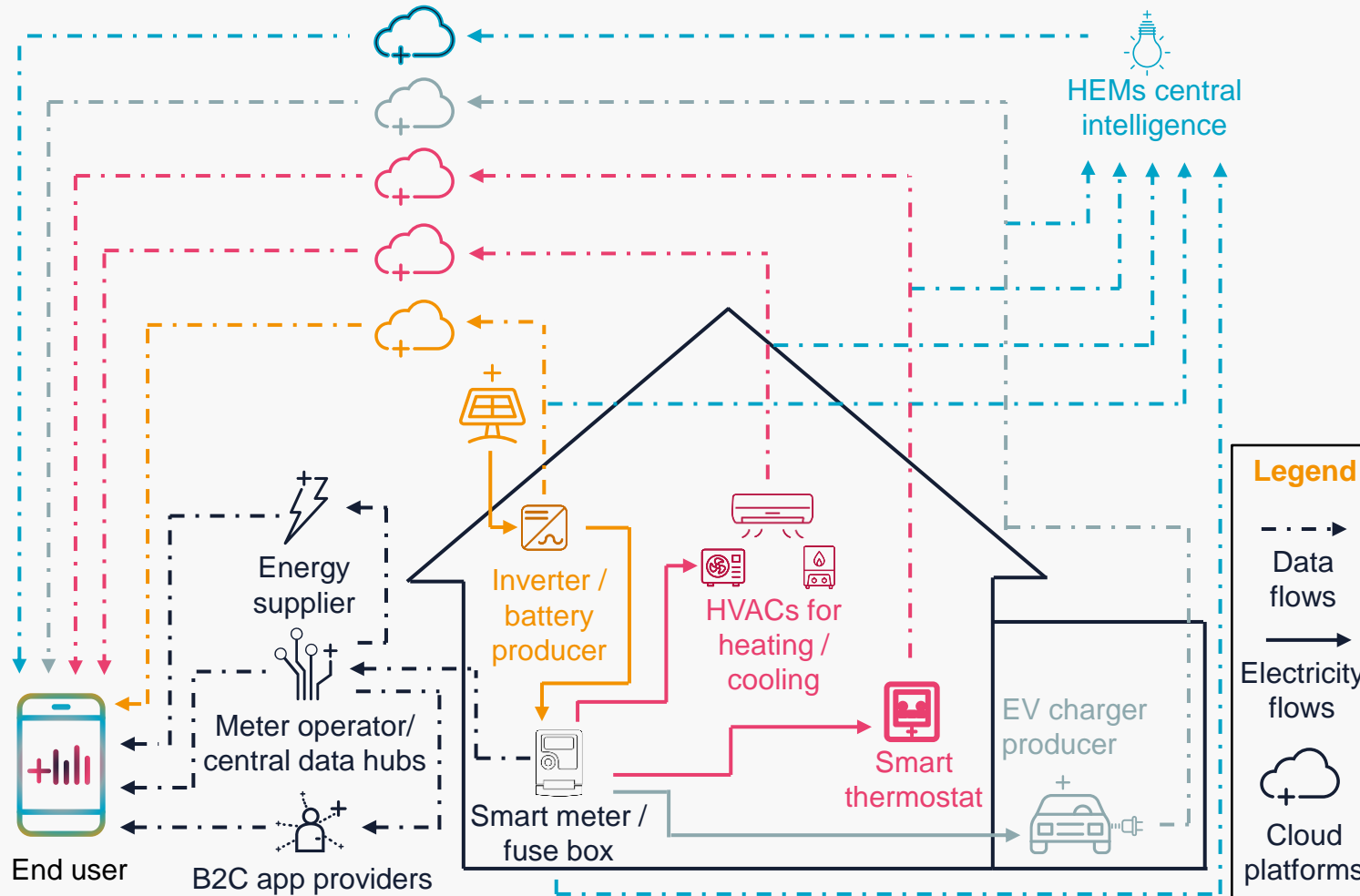
# Customer engagement framework

How should energy companies help customers engage with the energy transition?









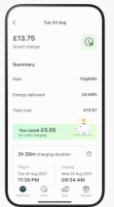



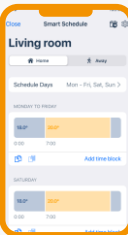



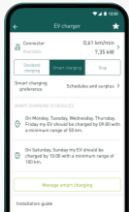

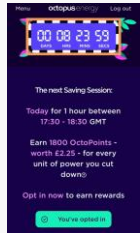





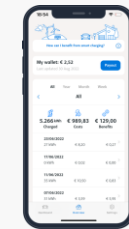

# 'Whole home' energy awareness and management

How will the energy transition impact customers across energy domains in the home?



# Functionality throughout the customer journey

How can products remain relevant to customers over time?

	Consumption insights	Heating insights	Generation insights	EV charging insights
<p><b>Engagement</b> Improve customer understanding</p>	 <p>Energy category breakdown and change in € and kWh</p> 	 <p>Savings in heating energy through usage of energy saving modes</p> 	 <p>Visualisation of self-consumption percentage</p> 	 <p>EV charging savings through smart charging</p> 
<p><b>Empowerment</b> Help customers take direct action</p>	 <p>Remote control of connected home energy devices</p> 	 <p>Heating schedules and away mode to help users save energy</p> 	 <p>PV panel fault detection to enable prompt action</p> 	 <p>EV smart charging to allow algorithm to decide best time to charge</p> 
<p><b>Collaboration</b> Create the new energy future with customers</p>	 <p>Rewards for reducing peak time usage at times of grid stress</p> 	 <p>Balancing the grid through heating load, customers can manually override</p> 	 <p>Savings simulation for different solar and battery size combinations</p> 	 <p>Balancing the grid through EV charging, direct revenue</p> 



*Value from strong customer relationships*  
**Clean Heat Accelerator**

---



[david.trevithick@lcp.com](mailto:david.trevithick@lcp.com)

**SEPTEMBER 2024**

# Contact us



**David Trevithick**  
*Head of Digital Energy*  
+44 (0) 131 285 1773  
david.trevithick@lcp.com



**Tim Zhou**  
*Analyst*  
+44 (0) 131 285 1761  
timothy.zhou@lcp.com

## About LCP Delta

LCP Delta is a trading name of Delta Energy & Environment Limited and Lane Clark & Peacock LLP. References in this document to LCP Delta may mean Delta Energy & Environment Limited, or Lane Clark & Peacock LLP, or both, as the context shall require.

Delta Energy & Environment Limited is a company registered in Scotland with registered number SC259964 and with its registered office at Argyle House, Lady Lawson Street, Edinburgh, EH3 9DR, UK.

Lane Clark & Peacock LLP is a limited liability partnership registered in England and Wales with registered number OC301436. All partners are members of Lane Clark & Peacock LLP. A list of members' names is available for inspection at 95 Wigmore Street, London, W1U 1DQ, the firm's principal place of business and registered office. Lane Clark & Peacock LLP is authorised and regulated by the Financial Conduct Authority and is licensed by the Institute and Faculty of Actuaries for a range of investment business activities.

LCP and LCP Delta are registered trademarks in the UK and in the EU. Locations in Cambridge, Edinburgh, London, Paris, Winchester and Ireland.

Copyright © 2024 LCP Delta.

<https://www.lcp.uk.com/emails-important-information> contains important information about this communication from LCP Delta, including limitations as to its use.

## Disclaimer and use of our work

This work has been produced by LCP Delta under the terms of our written agreement with the Subscriber (Client) for the Client's sole use and benefit, subject to agreed confidentiality provisions, and for no other purpose. To the greatest extent permitted by law, unless otherwise expressly agreed by us in writing, LCP Delta accepts no duty of care and/or liability to any third party for any use of, and/or reliance upon, our work. This document contains confidential and commercially sensitive information. Should any requests for disclosure of information contained in this document be received, LCP Delta request that we be notified in writing of the details of such request and that we be consulted and our comments taken into account before any action is taken.

Where this report contains projections, these are based on assumptions that are subject to uncertainties and contingencies. Because of the subjective judgements and inherent uncertainties of projections, and because events frequently do not occur as expected, there can be no assurance that the projections contained in this report will be realised and actual events may be difference from projected results. The projections supplied are not to be regarded as firm predictions of the future, but rather as illustrations of what might happen. Parties are advised to base their actions on an awareness of the range of such projections, and to note that the range necessarily broadens in the latter years of the projections.