

This project will quantify how customers' attitudes, behaviours, needs and expectations are likely to change in the future. This will deliver a blueprint for the implementation of bespoke customer service solutions and begin the evolution of DNO customer service strategy.



Consumer  
vulnerability



Net zero & energy  
system transition



Optimised assets and  
practices



Flexibility and  
commercial evolution



Whole energy  
system

## Benefits



Creation of a customer service blueprint



Improved investment plans



Inform optimal communication with customers



Improved methods of disseminating information



Easily adopted by other DNOs



Timescales

Start:  
**Oct 2016**

End:  
**Dec 2021**

**LIVE  
PROJECT**



What next

The Virtual Worker element of this project has reached the User Acceptance Testing phase – this is ongoing.

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