

**The Office of Gas and Electricity Markets**

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**DIRECTION TO SUBMIT SMART METERING DEPLOYMENT PLANS****Date:** 2 June 2026

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**DIRECTION MADE BY THE GAS AND ELECTRICITY MARKET AUTHORITY (THE “AUTHORITY”) UNDER STANDARD LICENCE CONDITION 38 OF THE GAS SUPPLY LICENCE AND STANDARD LICENCE CONDITION 44 OF THE ELECTRICITY SUPPLY LICENCE REQUIRING SUBMISSION OF SMART METERING DEPLOYMENT PLANS.**

1. The Authority issues this direction to all holders of a gas supply licence granted or treated as granted under section 7A(1) of the Gas Act 1986 who are authorised to supply Domestic Premises, and to all holders of an electricity supply licence granted or treated as granted under section 6(1)(d) of the Electricity Act 1989 who are authorised to supply Domestic Premises; each a licensee and together the licensees.
2. This direction takes effect on 2 June 2026 and remains in effect until this direction is revoked, varied or superseded in writing by the Authority.
3. All capitalised terms used in this direction that appear in the licence have the same meaning given to them in the licence.

**Background**

4. Where standard licence condition (“SLC”) 38 of the gas supply licence and SLC 44 of the electricity supply licence (the “relevant licence conditions”) apply to the licensee (in that the licensee, together with its Affiliates, supplies gas or electricity to Customers at Domestic Energy Premises via, in each case, more than 20,000 Energy Meter Points), the licensee must prepare and submit to the Authority a Deployment Plan under paragraph 5 of the relevant licence conditions, which contains:
  - a. Paragraph 6 of the relevant licence conditions – proposals, plans and projections for how the licensee will, in each Relevant Period, meet its obligations under SLC 33 and 39 (Smart Metering System – Roll-out,

Installation and Maintenance) of the gas and electricity supply licence respectively and SLC 43 and 49 (Smart metering Systems and In-Home Displays – Operational Requirements) of the gas and electricity supply licence respectively;

- b. Paragraph 7 of the relevant licence conditions – a demonstration of how the licensee will comply with the obligations referred to in paragraph 6 of the relevant licence conditions and achieve the Annual Milestones;
- c. Paragraph 8(a)-(b) of the relevant licence conditions – Annual Milestones set by the licensee for each Relevant Period, alongside a detailed explanation of any assumptions, and the reasons and justification for each Annual Milestones (including, in respect of the Annual Roll-out Milestones, the Annual SMETS1 Milestones, and the Annual Communications Hub (“CH”) Milestones, if the licensee has not set these on the basis of a Straight-line Trajectory, the reason for not doing so);
- d. Paragraph 8(c) of the relevant licence conditions – details of the number of meter operatives which the licensee determines it will need to engage for the purposes of meeting the Annual Milestones and the licensee's proposals for deploying the required level of meter operatives; and
- e. Paragraph 8(d) of the relevant licence conditions – the licensee's proposals for developing and implementing consumer engagement measures taking account of the Central Delivery Body's Consumer Engagement plan; and the interests and needs of customers on the basis of their Personal Characteristics and/or vulnerable situation.

## Directions

5. Paragraph 8(e) of the relevant licence conditions provide that Deployment Plans must contain such other Information as may be specified in a direction issued by the Authority.
6. The **Authority directs** that the Deployment Plan must also contain:
  - a. Details of the number of first-time Smart Metering Systems installed from 1 January 2026 to 30 June 2026;
  - b. A breakdown of each Annual Milestone by the number of credit, prepayment and Priority Service Register (“PSR”) customers, for each Relevant Period;
  - c. For the Annual SMETS1 Milestone, a breakdown of the planned activity by Initial Operating Capability (“IOC”)/Middle Operating Capability

(“MOC”)/Final Operating Capability (“FOC”) cohorts, reflecting the planned DCC end-dates; and

- d. For the first and second Relevant Periods of the Annual Operational Milestone, a breakdown of the number of meters operating in traditional mode which simultaneously fall within the Annual SMETS1 Milestone and the Annual CH Milestone within those periods.
7. Paragraph 5 of the relevant licence conditions provide that the Authority may issue a direction requiring the licensee to prepare and submit the Deployment Plan in such format as may be specified by the Authority in a direction, by no later than 30 June 2026 or such later date as may be specified in a direction issued by the Authority.
8. The **Authority directs** that the licensee must:
- a. Complete the Deployment Plan templates, **both** the MS Excel spreadsheet template titled ‘Template A - Post 2025 DP\_Excel Template\_Relevant Period\_1 **and** MS Word document template titled ‘Template B - Post 2025\_DP\_Word Template\_Relevant Period\_1’ and
  - b. Upload both completed templates to the secure Huddle workspace as outlined in the additional communications sent to licensees.
  - c. Complete a. and b. above by **no later than 15 July 2026**. The Authority directs that the first submission date be moved from 30 June 2026 to 15 July 2026 to enable licensees to complete their Deployment Plans using the same baseline data that they will submit to DESNZ in the Q2 quarterly update.
9. Paragraph 19 of the relevant licence conditions also requires the licensee to comply with any directions the Authority may issue for the purpose of this condition. Paragraph 19(f) specifies that a direction issued by the Authority may, in particular, specify, the manner and method by which any specified Information from the Deployment Plan and any Progress Report must be published by the licensee.
10. The **Authority directs** that the licensee must, where the Authority has not rejected a Deployment Plan submitted to it by the licensee, no later than 1 September 2026, publish prominently on its website the Annual Milestones set out in the Deployment Plan for each Relevant Period covered by that Deployment Plan.
11. If the initial Deployment Plan is rejected and a revised Deployment Plan is requested by the Authority, the licensee must publish prominently on its website the Annual Milestones set out in the Deployment Plan no later than two weeks

after the Authority communicates that the Deployment Plan is not rejected to the licensee.

**Confidentiality and Disclosure**

12. Any information provided to the Authority in response to under this direction which relates to the affairs of an individual or a particular business is subject to section 105 of the Utilities Act 2000, including relevant exemptions.
13. A failure to comply fully with this direction may result in the Authority taking enforcement action for a breach of an obligation contained in the supply licence. Should you have any questions regarding this direction, please contact [smartmetering@ofgem.gov.uk](mailto:smartmetering@ofgem.gov.uk)

Yours sincerely,

A handwritten signature in black ink, appearing to read 'H Stewart', written in a cursive style.

**Heather Stewart**

**Deputy Director, Retail Systems and Processes**