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To: David Howdon
Subject: Competition in Electricity Metering Services

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Competition in Electricity Metering Services

I refer to your consultation paper 13/03, version V1.1, issued this month. While it is a helpful paper for those deeply involved with metering, it is largely restricted to stating that which metering service providers must do, and must not do.

The paper is helpful, therefore, to users, though mainly users as consumers, rather than as generators.

However, given that many newcomers to generation these days (and there are likely to be many more, with the present governmental emphasis on renewables) are not industry experts, what is really needed is a document that explains in simple English what meter operators do, and do not do, where to find them, where to find metering codes of practice, and which codes apply to which function.

It sounds as though this should already be available, or should be readily obtainable through the "in area" distributor. This may well be the case for domestic and small commercial supplies, but for anything larger, difficulties arise. This is in part due to the "arm's length" relationship that now exists between the various licensed activities of the larger companies; staff can actually find it difficult to contact metering divisions themselves (or, at least, make it sound as though they do). The process of change also results in metering companies changing names, addresses and owners fairly rapidly, so it is quite difficult to keep up with them.

I am aware of the existence of a meter operators website, though even this does not seem to be well publicised. It should be.

I would conclude by asking that Ofgem give consideration to such a guide. It may have to be electronic, so that it can be kept up to date, and should include the names of the parent companies of the meter operators, along with addresses, telephone numbers, etc. Having prepared it publicise it!

I hope this is seen as helpful, rather than critical. It really reflects difficulties that I have had recently in tracking down meter operators and

I thought I knew my way round the system. Perhaps others have the same problems too.

Kind regards

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