

Agenda: Workshop on code of practice for installation

Agenda for the workshop on the installation code of practice.	From	Ofgem E-Serve
	To	Stakeholders
	Date	30 September 2010

Objective

The Smart Metering Implementation Programme: Prospectus proposed to require suppliers to develop a code of practice for the installation process. This workshop aims to discuss and seek views on this proposal. It will also cover the more detailed proposals set out in the Rollout Strategy supporting document for what might be included in the code of practice, as well as the process for implementing such a code.

Agenda

- 1. 14.30 – 14.50** Introduction - Ofgem
- 2. 14.50 – 15.10** Energy Retail Association perspective
- 3. 15.10 – 15.30** Consumer perspective – Consumer Focus
- 4. 15.30 – 17.20** Discussion on the following questions:

If a code of practice covering standards for smart meter installation were to be mandated, what might be included? (1 hour 25 minutes)

- What can customers expect before the installation visit? Examples of what might be covered in a code of practice include:
 - A commitment to provide advanced notification of an installation visit;
 - A commitment from suppliers to make an appointment; and
 - Other information about the installation visit or smart meter.
- What can the customer expect on the day? Examples of what might be covered in a code of practice include:
 - Practical steps to address security concerns;
 - ‘Hygiene factors’, such as putting back furniture after installation;
 - Information provided at the point of installation, including training in the use of IHDs and meters;
 - Validation that the correct meter has been installed in the correct property;
 - Additional protection for vulnerable consumers; and
 - Accessibility requirements for particular groups of consumers, such as making information available in large print, Braille and a range of languages.
- Rules around not using the installation visit for unwelcome sales activity
- What follow up support can the customer expect? Examples of what might be covered include:

- Processes for dealing with billing and meter errors; and
- Options for further information and contact details in case things go wrong.
- What might not be included in a code of practice for the installation process?

How might a code of practice for the installation process be developed and implemented? (25 minutes)

- Should industry be required to develop a code of practice for the installation process?
- How should consumer groups and other stakeholders be involved in the development of a code of practice?
- How long might a code take to be developed?
- How might compliance with a code of practice be secured?

5. 17.20 – 17.30 Wrap up and review - Ofgem