

Installation Code of Practice ERA Development and Views

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Objective of a CoP

- To protect Consumers' interests during the different phases of the roll-out of smart meters
- Ensure all customers get good service
- Give customers confidence
- To set out high-level expectations for both consumers and industry participants;
 - Pre-visit
 - During the visit
 - After the visit
 - Who to contact for advice/assistance during the installation process
- Will help suppliers develop their own customer facing materials e.g. Customer Charters

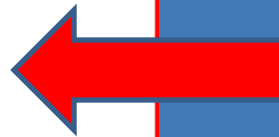
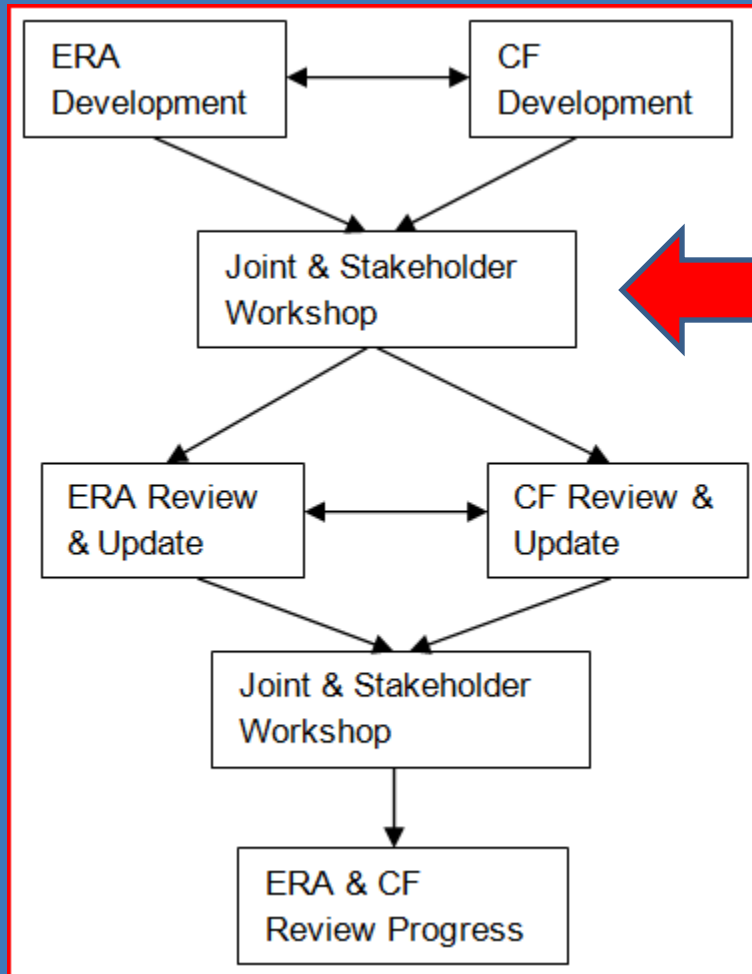
Scope

- Specific to Smart Metering installation and surrounding activities
 - run up to installation, the installation itself and after
 - not operational activities in smart world – they are covered under existing operational codes
- Focus on the domestic market for electricity and gas smart metering
- Large Non Domestic customer market (I&C) & SME out of ERA scope

Principles of the Code

- To be developed collaboratively with consumer groups, Ofgem etc.
- Installation CoP should complement not duplicate existing obligations
 - Relevant Regulations i.e. Licences, Gas & Elec Regs
 - Relevant Legislation i.e. DPA, H&S@W etc
 - Requirements of MAMCOP/MOCOPA
- CoP reference other CoPs/Regulations/Legislation
 - Review and update them for smart specific requirements (where necessary)

Collaborative Approach



Today is here

Future Approach?
We will continue
to develop
content from
here

ERA Development Work

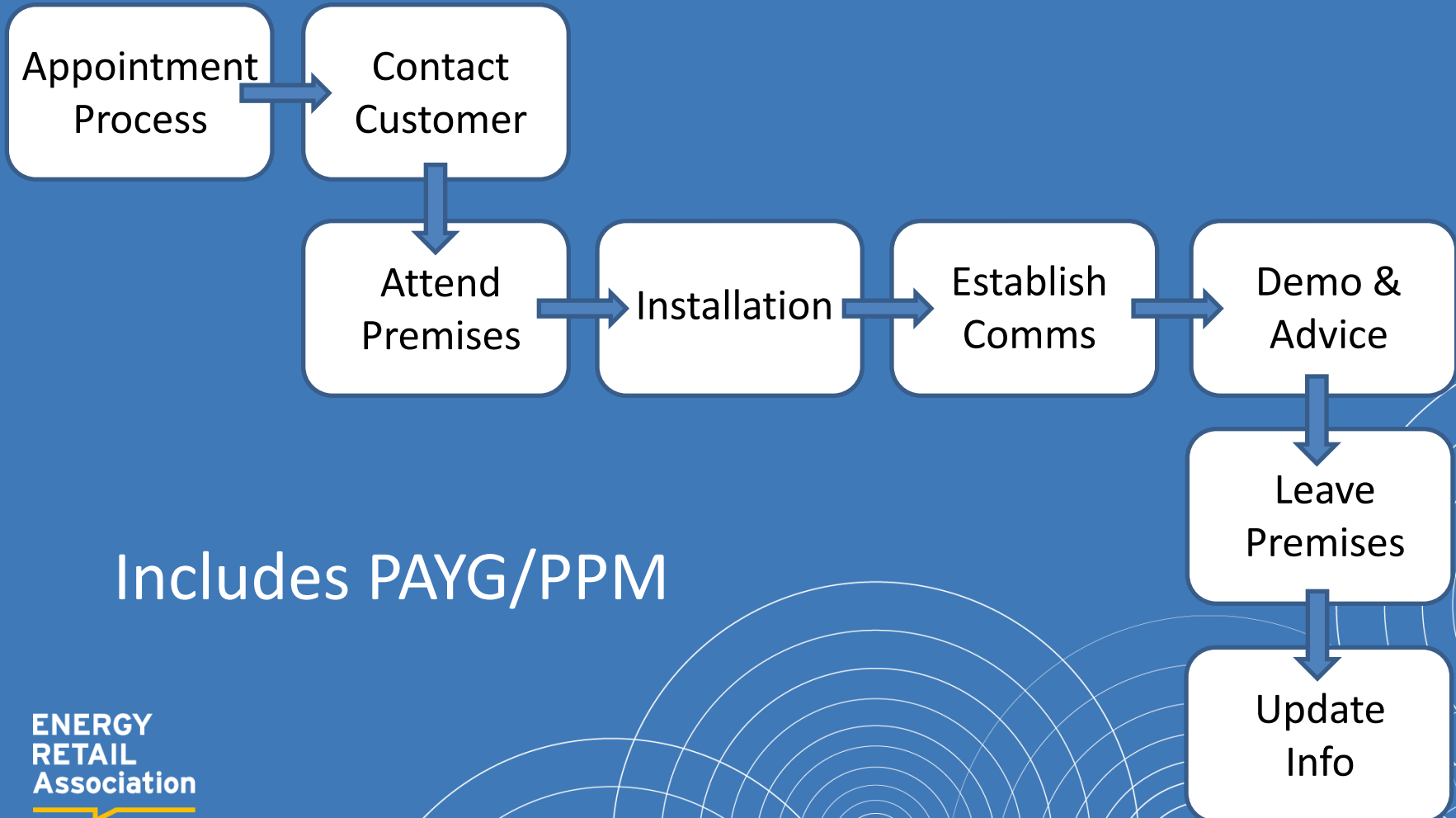
- “Routine Installation” early high level draft
- Collation of known issues – project, Consumer Focus, International experience – to drive CoP requirements;

No:	Summary Issue	Source	Proposed Mitigating Action/Strategy	Impact on Existing Legislation / Obligations	Inclusion in CoP	High Level Requirement
2	There are concerns that Data from the Metering System may be Mis-Used by a Party	<ul style="list-style-type: none"> * International experience * Age UK 	<ul style="list-style-type: none"> * Ofgem state that consumers should be able to "opt-in" to making data available to industry (except for regulated needs) 		Yes	3) Provide clarity on what data will be collected from smart meters in order for suppliers and network operators to meet regulated duties 4) Provide clarity on what additional data may be collected and what that data could be used for 5) Provide principles of the opt-in/opt-out processes for customer consent
4	Consumers are not adequately aware of the Smart Metering Deployment plan	<ul style="list-style-type: none"> * International experience (PG&E) 	<ul style="list-style-type: none"> * Centrally co-ordinated comms to inform consumers of smart metering install programme * Suppliers likely to carry out own more local comms to coincide with local install activity. * Suppliers and their agents also likely to write to consumers informing them on installation to improve smart meter awareness and installation access rates 		Yes	7) Provide clarity on pre-installation comms to consumers 8) Provide clarity on installation appointment arrangements 9) Provide details on how consumers can verify that the installer is legitimate

Content of the CoP

- Pre-install activities
 - National awareness campaign, more targeted customer communications , training and appointments
- Standard processes for installation
 - Routine installs, equipment demonstration & advice
- Non-standard installations
 - Identify further work required, unsafe situations & resolution
- Post Installation
 - Closing down legacy meter & updates / maintenance
- Consumer Protection
 - Data Privacy
 - Vulnerable Customers
 - Fault & Complaint Resolution

“Routine” Installation



Includes PAYG/PPM

Governance Principles of the CoP

- Consistent with existing governance principles
- Efficient and timely to implement
- Requires flexibility to be able to improve the CoP as we learn from practical experience
- Need responsive and proportionate escalation & redress processes and measures

Governance of the CoP

- We are committed to delivering this
- Code should be owned & maintained by suppliers
- Has relevant stakeholder input (including Consumer Bodies, Ofgem)
- Current examples with and without licence conditions
- Should compliment existing obligations, legislation and agreements – but not duplicate
- If there is a licence condition, it needs to be overarching to allow efficient change at lower level in CoP