

# Code of practice for the installation process

Stakeholder Workshop  
30<sup>th</sup> September 2010

# Code of practice proposal

- Prospectus proposes that suppliers be required to develop a code of practice for the installation process.
- Development of a code of practice should take into account the views of consumer groups
- If developed, a code of practice would help to:
  - Provide consistent messages for customers about what to expect
  - Ensure certain standards are maintained
  - Give consumers confidence about the installation process

# Code of practice proposal: Content

Rollout Strategy supporting document identifies a number of topics that could be included in a code of practice

Before the visit

Information that customers can expect to receive about installation  
Advanced notification of an installation visit  
A commitment to make an appointment

During the visit

Information provided at the point of installation  
Sales and marketing activities  
Hygiene factors  
Validation that the correct meter has been installed at correct property  
Additional protection for vulnerable consumers  
Accessibility requirements for particular consumer groups

After the visit

Options for further information and contact details  
Processes for dealing with meter and billing errors

# Code of practice proposal: Non-Domestic

- Rollout Strategy supporting document also recommends a code of practice is developed for non-domestic customers
- The code would be tailored to the needs of non-domestic customers, for example:
  - Providing advance advance warning about meter replacement
  - Minimising business interruptions

Today's workshop will focus on domestic customers

# Code of practice proposal: Implementation

Code of practice underpinned by licence obligations  
and subject to approval by the Authority

- In practice this might mean:
  - Licence obligation to develop and comply with a code of practice, approved by the Authority
  - Licence obligation to develop and comply with a code of practice, which must cover specific topics specified by the Authority
  - High-level licence obligations on key issues and an obligation to develop code of practice

# Code of practice workshop: Context

- Two dates for responses to consultation:

**-28 September:** Priority questions asterisked in Appendix 1 of the Prospectus

Supporting documents: Statement of Design Requirements, Implementation Strategy and Rollout Strategy

**-28 October:** All other documents

This workshop forms part of the consultation on the installation code of practice proposal

## Code of practice workshop: Aims

- To discuss and seek views on the proposal to require industry to develop a code of practice for the installation process
- To discuss and seek views on the detailed proposals for the code of practice, set out in the Rollout Strategy supporting document

# Agenda

- 14.30 – 14.50** Introduction - Ofgem
- 14.50 – 15.10** Energy Retail Association perspective
- 15.10 – 15.30** Consumer perspective – Consumer Focus
- 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)**

**How should a code of practice for the installation process be developed and implemented? (35 minutes)**



# *ofgem* E-Serve

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