

# Data Use Workshop 2

Maxine Frerk

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## Conclusions from First Workshop

### Consumers:

- Concerns re privacy: strong media influence
- Consumers increasingly aware of value of their data

### Suppliers:


- Range of benefits (high level explanation only)
- Difficult to explain to consumers (price?)

### Network:

- Requirements will evolve over time

Support from ICO for sector specific rules

## Actions from First Workshop

- Companies to explain benefits at next level of detail
  - aggregated/anonymised/sample?
- If aggregating, how could this be done? Role for DCC? (But beware giant central database!)
- 'Privacy by Design'  Minimisation etc. – is this for suppliers?

January workshop to look at technical options

## European Experience

- Italy/Sweden
  - near 100% rollout
  - no major privacy issues
  - but not clear what data collected? (Sweden focus was on monthly reads, but capability exists for hourly reads; Italy focus was on remote disconnection for debt management)
- Netherlands
  - started with 15 000 euro fine/6 months in prison for refusal
  - major public backlash/threat of HRA challenge
  - political decision to rein back

## Current Netherlands Model

[Refusal]

Administrative Off

- \* Meter data available locally
- \* Alarms
- \* Switching between settings

2 monthly read  
(Default)

- \* 2 monthly read/  
read on COS etc.
- \* Remote disconnection
- \* Electricity quality  
monitoring

Detailed  
read

- \* Detailed read  
(TOU tariff  
option)

## Current Netherlands Model - IA

- Range of assumptions on take-up:
  - 2% refusal
  - 20% “administrative off”
  - 20% detailed read
  - 60% 2 monthly read
- Delivery of consumer energy efficiency savings key:
  - Even in ‘administrative off’ can still provide services via e.g. IHD (not mandated)
  - Standard reads allow some indirect feedback
  - Increased benefits from detailed read (but consider segmentation – interest in energy saving).
- “Administrative off” gives negative NPV (still have installation cost but minimal benefits).

## GB - IA

- Energy efficiency savings
  - IHD seen as key driver
- TOU tariffs: 20% take-up
- Fraud
  - tamper alert
  - regular reads
- Change of supplier etc.
- Debt management
- Avoided meter reading

## Issues with Netherlands Model

- Do we need to offer 'administrative off'?
  - helps to reduce refusals?
  - not really a privacy issue?
  - tools for debt management/fraud - should customers be able to opt out?
  - available but not offered?
- Having a "standard read" would deliver most/all of the GB IA?
  - Monthly rather than 2 monthly reads?
- Any case for detailed read to be the default?
  - what are the additional benefits?
  - privacy implications?
  - ESCO competition implications?

The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

*ofgem*

Promoting choice and value  
for all gas and electricity customers