

Dear Margaret,

Please find below Thames Water's responses to the Prospectus.

Regards.

**Question 3: Do you have any comments on the proposed approach to ensuring customers have a positive experience of the smart metering rollout (including the required code of practice on installation and preventing unwelcome sales activity and upfront charging)?**

Thames Water believes that customers should be informed and made aware of the code of practice on installation and should be made aware of what to expect before the work starts.

With most properties empty during working days, Thames Water is concerned regarding the protection offered to customers and the envisaged service levels associated with the appointing process for internal installations?

Thames Water would like to see standards within the industry regarding complaint handling. Has there been any consideration on whether a blanket or target roll out programme is most effective?

Is it clear yet as to the cost and maintenance charges that will be levied at customers?

Will legal powers be available to the installer to fit a meter at customer properties if they prove reluctant to have a meter fitted?

**Question 6: Do you have any comments on the functional requirements for the smart metering system we have set out in the Functional Requirements Catalogue?**

From a water industry perspective – the comment 'enable other devices to link to the meter system' is very vague. Can a commitment be produced that allows data transfer via either HAN or WAN for 3<sup>rd</sup> party users such as the water utilities?

It would be useful to make sure multiple meters can be connected to the HAN/WAN (e.g., properties with cold and hot water meters).

Has any thought been given to the reaction of customers to the potential requirement for aerials to be installed on the outside of their properties?

**Question 7: Do you see any issues with the proposed approach to developing technical specifications for the smart metering system?**

It is important for the water companies to be part of the working groups involved in the technical specifications for the smart metering.

Will existing water industry AMR meters be compatible with proposed systems? Who will fund the replacement if not?

**Question 16: Do you have any comments on the proposals for requiring suppliers to deliver the rollout of smart meters (including the use of targets and potential future obligations on local coordination)?**

Rollout schedule should be available to water companies as there is an opportunity to minimise disruption to customers with the possibility to combine the meter installation work of the water companies.

**Question 17: Do you have any comments on our implementation strategy? In particular, do you have any comments on the staged approach, with rollout starting before DCC services are available?**

Biggest area of risk is the customer experience, this will translate to an aspiration of 'no complaints' and a 'right first time' approach. We would rather see a series of trials, increasing in size over time culminating in a country wide programme, than a big-bang staged approach.

In terms of customer expectation, the meter roll out must coincide with DCC go live. That is once the meter is installed and the IHD provided, the WAN must be active. Must avoid installing equipment and then having to wait for access to the WAN.

**Question 18: Do you have any other suggestions on how the roll out could be brought**

**forward? If so, do you have any evidence on how such measures would impact on the time, cost and risk associated with the programme?**

Thames Water does not think it would be appropriate to accelerate the programme any further as we believe that the risk is too great. Thames Water envisages the potential for stranded assets if early installations quickly become obsolete or old technology.

Has any consideration been given to the availability of approved workforce needed to achieve the timescales required? This workforce is often shared with the Water industry who have their own meter installation programmes, with many companies scheduling significant investment in water metering over the next ten years.

**Question 19: The proposed timeline set out for agreement of the technical specifications is very dependant on industry expertise. Do you think that the technical specifications can be agreed more quickly than the plan currently assumes and, if so, how?**

No comments.

**Question 20: Do you have any comments on our proposed governance and management principles or on how they can best be delivered in the context of this programme?**

No comments.

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Our vision: If customers had a choice, they would choose Thames Water.