

Dear Ms Chester,

I would like to add some information to your spring package Smart Metering consultation document. This is a dental practice. In January 2011 we had a smart meter fitted. Due to incorrect wiring to this meter when it was fitted, we experienced a number of electrical problems afterwards and made a complaint due to the costs of damage repair and loss of earnings as we had to close the practice. We have received no written acknowledgement of this complaint and have had only 2<sup>nd</sup> hand information from Global Metering via British Gas every time we have contacted them. Despite their own senior engineer having to re-open the meter and redress the problems on the same day and having his name as a contact – he took photos, they have claimed the engineer left all in good order. This was not the case.

I have made numerous contacts with different people and resent the information twice, but am still no nearer to having the matter resolved and have had only verbal contact- no written acknowledgment or written details of complaints policy.

I don't think this is acceptable and certainly would not be within our own policies, were we to receive a complaint.

I am not expecting you to address this, I only wished to include our situation in your consultation work.

Regards

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