

Liz Chester  
Social Policy Manager  
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12 April 2011

Dear Liz

**Smart Metering Spring Package – Addressing Consumer Protection Issues (ref 13/11)**

Thank you for the opportunity to respond to the above consultation. I am responding on behalf of our four licensees, Eastern Power Networks plc, London Power Networks plc, South Eastern Power Networks plc and UK Power Networks (IDNO) Ltd.

As you may be aware, we have been working with other DNOs and the ENA to consider how DNOs use of data available through the introduction of smart metering can benefit the nation as a whole and how concerns regarding data protection and privacy can be successfully managed. We refer you in particular to the paper prepared by Engage Consulting on this topic that we support.

We believe that work needs to be done to ensure that when a DNO receives a no supply call it has the ability to check if the supplier has purposely de-energised the customer before it dispatches any resources to site. Such a check needs to be as automated as possible and not involve the DNO having to call the relevant supplier to check. A process in this area will help minimise any customer relationship issues and confusion for the customer, supplier and DNO.

If you have any queries on the above, please do not hesitate to contact me.

Yours sincerely

Paul Measday  
Regulation Manager