



ElectraLink Ltd.
Ground Floor
Grafton House
2/3 Golden Square
London W1F 9HR

Tel: 020 7432 3000
Fax: 020 7432 3015
www.electralink.co.uk

Mr Paul Fuller
Analyst
Smarter Markets
Ofgem
9 Millbank
London
SW1P 3GE

Supporting effective switching for domestic customers with smart meters, further statutory consultation and notice.

Dear Paul,

ElectraLink welcomes the opportunity to respond to the consultation "Supporting effective switching for domestic customers with smart meters, further statutory consultation and notice".

ElectraLink operates at the heart of the UK gas and electricity industries, dedicated to supporting and delivering industry change through a unique blend of Network and Data Services, Industry Governance and Professional Services.

ElectraLink was established in 1998 to deliver the data transfer service that underpins the competitive domestic electricity supply market. Our services supports circa 90+ energy market participants including all electricity suppliers. Our service supports business critical processes, such as data collection, data aggregation, settlement, change of supplier and metering (across gas and electricity).

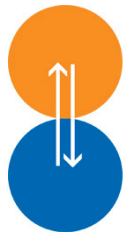
ElectraLink has established a unique arrangement with the Data Transfer Network Users to facilitate the use of industry data to drive innovation in industry process, specifically customer insight programmes. The gas market, recognizing the benefits of utilizing a state of the art MPLS network and the convergence of gas and electricity processes have also contracted with ElectraLink to provide services in support of commercial metering arrangements.

As a central body, we have provided market process expertise to DECC to support the development of the smart meter programme, and are currently involved in a number of workgroups including those working on the arrangements for Foundation. We are engaging with the service companies to see if there is Supplier demand for an inter-operability service (that we can facilitate) in advance of the regulated arrangements emerging from SMIP

We fully support your plans to mandate maintaining smart meter functionality on change of supply from 1st Jan 2013. We believe it is essential that robust arrangements are put in place to ensure the information exchange requirements (inclusive of an audit trail) are implemented to safeguard



FS 559738 EMS 559739



ElectraLink

ElectraLink Ltd.
Ground Floor
Grafton House
2/3 Golden Square
London W1F 9HR

Tel: 020 7432 3000
Fax: 020 7432 3015
www.electralink.co.uk

the experience of those customers that adopt a smart meter early yet do not want to be penalised, through withdrawal of service or onerous tariff regimes, on subsequent change of supplier. We would highlight that any foundation arrangements are likely to endure beyond establishment of DCC but should not compromise the core purpose of DCC.

We believe that ElectraLink can assist Ofgem in its role in SMIP, firstly by helping enable smart interoperability and customer switching, and secondly by using our data services capability on data flows notifying smart meter implementation that could enable Ofgem, DECC and other approved parties to monitor the progress of the Smart Meter implementation across the country.

In summary, we welcome the plans to mandate smart change of supplier during Foundation and believe ElectraLink has the skills, services and infrastructure to help industry implement these new processes simply and efficiently to enable a smooth customer change of Supplier experience.

Yours sincerely

Gavin Jones
Business Development Director



FS 559738 EMS 559739