

SMICoP Consultation:

Consultation Questions:

Chapter Two:

Question 1: What are your views on the smart metering-specific accreditation and training requirements that should be set out in the SMICOP?

Answer:

We recognise that developing and training staff to maintain and demonstrate a professional and competent standard is an accepted cost of operating in the meter installation market. The introduction of SMICOP and adherence to good practice for customer service are complementary.

SMICOP introduces additional requirements to the installer's accreditation and training requirements, which can be routinely absorbed in the recruitment and training cycle for new starters and refresher training for existing staff. These training requirements do not appear burdensome in themselves, however there is a risk that training capacity will be unable to match demand as smart meter rollout progresses driving up training fees.

NSAP provides a number of routes to competence including an approval process for in house delivered provision, so that there is flexibility in accessing appropriate training. In addition membership of NSAP provides access to training materials and services, although the capacity of NSAP to match demand for its Quality Assured Training Provision is a smart metering programme risk.

It should also be noted that there may be a need for "accreditation" arrangements for CSP technicians that may need to visit consumer premises for comms issues.

Question 2: Is 'greater than two working days' an appropriate and reasonable notice period in the context of clause 2.7.9?

Answer:

Inefficiencies caused by cancellations or rescheduling of appointments will be necessarily factored into the cost of delivering the installation service. It is entirely possible that less notice can be accommodated and greater flexibility offered to the customer, but as a minimum standard, greater than 2 working days notice is reasonable from a pragmatic perspective to allow time to adjust work allocations and field resources.

However, we also feel that making a charge for cancellations may not be in the spirit of how EUA envisaged the implementation programme operating.

Question 3: Should the SMICOP specify that suppliers must inform customers during the pre-installation period of any charges that could be applied if the customer were to cancel or reschedule an installation visit?

Answer:

Yes but see above. (answer 2)

Question 4: Should the SMICOP specify that suppliers must inform customers during the pre-installation period, and before any installation appointment is agreed, that they are entitled to request a timed appointment as defined by the existing requirements of the Electricity (Standards of Performance) Regulations 2010 and the Gas (Standards of Performance) Regulations 2005?

Answer:

EUA believe that a more flexible approach of am/pm would be better and more efficient. This should be a process decided upon and managed by the suppliers.

Question 5: Should the SMICOP require suppliers, when they are seeking prior consent from a domestic customer to engage in face-to-face marketing at the installation visit, to tell these customers explicitly that they have no obligation to receive such marketing?

Answer:

EUA agree with the statement but also add that marketing must not become selling.

Question 6: Should the SMICOP require suppliers, when obtaining prior consent from a domestic customer to engage in face-to-face marketing at the installation visit, to notify the customer of the types of products and services that may be discussed during a marketing conversation? For example, a supplier seeking to market both energy tariffs and energy efficiency products would need to specify that both types of product may be offered.

Answer:

As 5

Question 7: Should the SMICOP require suppliers to maintain an auditable record of instances where a customer requests that the supplier contacts them at a future date to conduct marketing or sales activities?

Answer:

EUA believe that this in the interests of the suppliers.

Chapter 3:

Question 8: Do you have any views on whether it is practicable for additional information to be included in the SMICOP on the costs to suppliers of fulfilling the code requirements around monitoring and compliance?

Answer:

No comment at present.