

By e-mail

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Our Ref

Date

8th October 2013

Contact / Extension

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Consultation: Supplier reporting to Ofgem during the smart meter roll-out

Dear Colleague

In response to the consultation on supplier reporting to Ofgem during smart meter roll-out we have no specific comments on the questions raised. However, associated with the area of reporting we would like to reiterate our on-going concern about the level of detail which will be made available to DNO concerning supplier roll-out plans.

SP Energy Networks, like other DNO, will need to engage in significant training and recruitment of staff and implementation of new systems to ensure suppliers can be fully and effectively supported during rollout. This, in turn, will be crucial for ensuring consumers have a positive experience with smart meter roll-out.

SP Energy Networks believe we will be unable to support suppliers effectively and meet proposed Service Level Agreements for resolving network issues without postcode level information on supplier rollout plans. We also believe that DNO would require visibility of initial plans prior to January 2016 to allow adequate preparation time before roll-out commences.

We further see no reason preventing suppliers from sharing this level of detail with DNO as we do not believe the smart meter rollout in GB was intended to provide any competitive advantage to the supplier sector.

Yours sincerely

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