Rob Church
Smarter Markets and Smarter Metering
Ofgem
9 Millbank
London SW1P 3GE   15th January 2014

Dear Rob,

Smart and advanced electricity meters: Two-year meter inspection obligation and consumer access to data

In respect of the obligation to inspect meters, Npower support Ofgem's position of not amending the Licence Condition at this time. We support the industry intentions of focusing on safety, accurate billing of energy usage, and improving the investigation, detection and prevention of theft. We are also participating in the industry development of Licence Condition safety inspection requirements for 2015 onwards, and support the need for this review given the forthcoming evolution of the metering landscape.

Regarding safety inspections, we remind Ofgem of the Codes of Practice around half-hourly metering. These dictate safety standards which will continue during the interim period. Whilst we recognise the licence condition to carry out an LC12 inspection does not exist for half-hourly sites, a similar obligation contained in BSCP 502 requires the half-hourly data collector to visit the site, carry out a similar check, and report any issues to the supplier. Therefore, the level of customer service should not be negatively impacted.

In terms of billing, we will continue to provide customers with bills which reflect their consumption as accurately as possible. We will also continue to follow our meter read obligations under the BSC. Npower remain committed to putting the customer first, and will continue to provide our customers with access to their metering data as under 5.1.2 of the BSC. We endeavour to do this in a timely manner.

Yours sincerely

Oliver Jago

Regulation
RWE npower