

Paul Fuller
Smarter Markets Team
Ofgem,
9 Millbank
London
SW1P 3GE

smartermarkets@ofgem.gov.uk

Reference Number: None
Date: 9th January 2014

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

Dear Paul,

SmartestEnergy welcomes the opportunity to comment on Ofgem's consultation on the two-year meter inspection obligation and consumer access to data.

SmartestEnergy is a supplier in the half hourly electricity market and an aggregator of embedded generation. We have just entered the NHH retail market (group and corporate, not SME/Micro, sectors).

Once a site is transferred from PC 5-8 to half hourly settlement the obligation on suppliers is to have the meter inspected once a year. Assuming that P272 is approved, this will not be an issue from April 2015 onwards. For profile classes 1-4 we anticipate continuing to inspect meters once every two years until they move to half hourly metering where we intend to treat them as half hourly and will enter into agent contracts which ensure that there is an inspection every year.

As far as access to data is concerned we can state the following: all our half hourly customers on e-billing have access to their data via a web service we provide. Customers who still receive paper bills may request half hourly data on spreadsheets and we provide it in a timely manner. We consider this to be an important aspect of our customer service.

We answer the questions in the consultation document in order below:

Question 1: Do you agree with Ofgem's initial view that, given suppliers' commercial incentives, a move from Profile Classes 5-8 to half-hourly settlement should not adversely affect a consumer's ability to get timely access to their data?

Yes

If you have any questions, please do not hesitate to contact me.

Please note that our response is not confidential.

Yours sincerely,

Colin Prestwich
Head of Regulatory Affairs
SmartestEnergy Limited.

T: 01473 234107
M: 07764 949374