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Non-domestic electricity  
suppliers, consumers and their  
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interested parties

Direct Dial: 020 7901 7000  
Email: [Anil.Nai@ofgem.gov.uk](mailto:Anil.Nai@ofgem.gov.uk)

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Dear Colleague,

**Advanced electricity meters: Decision letter on timely access to data for larger non-domestic consumers**

On 4 December 2013, we published an open letter consultation, "Smart and advanced electricity meters: Two-year meter inspection obligation and consumer access to data".<sup>1</sup>

In this letter, we set out our decision on consumers' access to their consumption data once suppliers move them from Profile Classes 5-8 to half-hourly settlement.

**Background**

Standard Licence Condition (SLC) 12.20 of the electricity supply licence<sup>2</sup> requires that consumers with advanced meters in Profile Classes 5-8 must be given, on request, 'timely access' to the half-hourly consumption data held on their meter. However, as set out in the Balancing and Settlement Code (BSC), if a meter point with an advanced meter is moved from Profile Classes 5-8 to half-hourly settlement, the meter point is re-assigned to 'Profile Class 00'. As a result, under the current electricity supply licence drafting, the 'timely access to data' obligation no longer applies.

A modification to the BSC called 'P272' would mandate that consumers in Profile Classes 5-8 are settled using half-hourly consumption data, ie mandate to move all consumers in Profile Classes 5-8 to Profile Class 00. Our February letter<sup>3</sup> stated that we consider that this modification is in the interests of existing and future consumers. We also directed the BSC Panel to consult on a revised implementation date for P272 to allow our decision to take account of ongoing changes to distribution charging arrangements.<sup>4</sup>

In our December letter, we consulted on our initial view that where the obligation does not apply, suppliers are likely to continue providing half-hourly consumption data to their consumers, on request. This is because it is in their interest to provide it as part of delivering a high quality service, they already provide it to consumers as part of their existing customer offer and it can be delivered at a low cost.

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<sup>1</sup> <https://www.ofgem.gov.uk/ofgem-publications/84968/twoyearinspectionopenletterfinal.pdf>

<sup>2</sup> The Electricity Supply Licence can be found here:  
<https://epr.ofgem.gov.uk/Content/Documents/Electricity%20Supply%20Standard%20Licence%20Conditions%20Consolidated%20-%20Current%20Version.pdf>

<sup>3</sup> <https://www.ofgem.gov.uk/ofgem-publications/85909/letteronindustryroleinsupportingdelivertofsmartmeteringbenefits.pdf>

<sup>4</sup> <https://www.ofgem.gov.uk/ofgem-publications/85912/directiontobscpanelonmodificationp272.pdf>

## Responses

We received six responses to the consultation, one of which was confidential. All non-confidential responses are on Ofgem's website<sup>5</sup>. All respondents agreed with our initial view.

One respondent said that existing commercial incentives should be sufficient to ensure that consumers continue to get timely access to their data on request, if they move from Profile Classes 5-8 to a half-hourly settlement regime.

Another respondent said that as there is an existing obligation to provide this data to customers who have advanced meters, suppliers will have already invested in the IT systems and business processes to provide this data. Therefore, the incremental cost saving of not providing this information to consumers that may have experienced a BSC settlement class change would be insignificant.

As such, the reasoning set out in our consultation remains valid.

## Decision

**We will not be amending the licence condition.** However, if evidence arises that suggests consumers are not receiving timely access to their data, on request, we will take appropriate action to address the situation.

Please contact [Anil.Nai@ofgem.gov.uk](mailto:Anil.Nai@ofgem.gov.uk) or [Paul.Fuller@ofgem.gov.uk](mailto:Paul.Fuller@ofgem.gov.uk) with any further questions.

Kind regards,

**Rob Church**

**Associate Partner, Smarter Markets and Smarter Metering**

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<sup>5</sup> <https://www.ofgem.gov.uk/publications-and-updates/smart-and-advanced-electricity-meters-two-year-meter-inspection-obligation-and-consumer-access-data-0>