

Prevention of gas pre-payment overcharging issue in smart metering - statement of confidence from DECC

The text in the paragraph below is a statement of confidence from DECC as referred to in Ofgem's letter of 18 June 2015, *"Overcharging of Gas Prepayment customers – update on supplier refunds and lessons learned"*.

"There are a number of key differences between the current arrangements for dumb meters and those being introduced for smart meters which should ensure that this issue is not repeated for smart meters. Principal amongst these are requirements on suppliers to meet technical requirements which includes providing functionality to support prepayment mode in all smart meters. Suppliers will be required to undertake testing and retain evidence that shows that their smart meters meet these requirements, which must be provided to Ofgem when requested. Furthermore, suppliers must ensure that their devices can operate with the central communications provider (the Data and Communications Company), which will allow the information stored on smart meters to be updated remotely and suppliers to check that the actions have been successfully completed."