

From: Angela Joyce [<mailto:angela.joyce@economyenergy.co.uk>]
Sent: 30 September 2015 09:02
To: Bart Schoonbaert
Subject: Smart billing for a smarter market: our proposals

Good Morning Bart

Please find below our comments.

2. Proposed approach to our objectives on estimated bills and backbills

Questions for this chapter

Question 1: Do you agree with our assessment of the risk of estimates and backbills in the smart future? Please provide any evidence you have to support your answer.

- Yes. Customers have been made aware that SMART meters will remove the need to bill on estimates, and whilst it won't in all circumstances it will encourage suppliers to fix any issues relating to SMART meters.

Question 2: Do you agree that a time limit on smart backbills is an appropriate response to this risk?

- Yes

Question 3: Do you agree with our proposal to implement such a limit via licence obligations? If not, what alternative would you suggest?

- Yes. It will ensure a consistence approach.

Question 4: Do you have any comments on our proposal for suppliers to publish billing performance data for consumers with smart meters?

- No

Question 5: Do you agree with our proposed treatment of microbusinesses? Please provide details of any reasons why not

- Yes. Whilst we don't currently support microbusiness if we are treating customers fairly they should be included within the scope. A large back bill can have just the same impact on a small business as it can on a Domestic customer, but this customer could end up losing their supply and there business.

3. Practical considerations for a smart backbill limit

Questions for this chapter

Question 1: Do you agree with our proposal for the duration of a smart backbill limit?
YES

Question 2: Do you agree with our proposed implementation timescales? YES

Question 3: Do you agree with our proposed scope of a smart backbill limit? If you disagree with specifics, please provide details. YES

Question 4: If you are a supplier, do you agree with our assessment of the implications of the proposed backbill limit for your business? Difficult to say at this stage as we are in the early stages of rolling out SMART, and haven't yet seen all the implications. The assumption would be that whilst not all suppliers can talk to all meters, there may be an increase in back billing pre DCC.

Kind Regards

Angela Joyce
Industry & Compliance Manager

☎ 0247 601 9242

✉ angela.joyce@economyenergy.co.uk

🌐 www.economyenergy.co.uk



Economy Energy
164 Stoneleigh Park
Warwickshire
CV8 2LG