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Dear Colin

Consultation on large supplier smart meter roll-out plans and annual milestones

I welcome Ofgem's consultation outlining proposals to amend the framework for regulating large energy suppliers with respect to their smart meter roll-out plans, and the settling of annual milestones.

The Scottish Government recognises the importance of the roll-out of smart meters as a national modernisation programme that will bring benefits to Scottish consumers. Rolling out 53 million gas and electricity meters to all homes and small businesses in Great Britain by the end of 2020 requires careful planning and management. It is essential that robust processes are in place to ensure the benefits of the programme can be truly realised within this challenging deadline and that steps are taken to mitigate against identified and associated risks.


Alongside the risks connected with a programme of this scale and complexity there are a number of opportunities that we are keen to fully explore and take advantage of. To this end, consideration should be given to sharing both meter installation data and supplier roll out plans with the Scottish Government to a level of detail that will allow a thorough assessment of opportunities within the Scottish context. We welcome Ofgem's comments on this proposal.

Smart meters are the building block of our future energy system. It is crucial that we take this opportunity to balance the demands of the UK Government timeframe with the importance of delivering the programme effectively. It is vital that sufficient time is taken to take stock, not only of the number of meters installed, but more importantly the customer experience. We have long called for the programme to be delivered to the greatest number of Scottish consumers, at the lowest possible cost, whilst enhancing the benefits to the most vulnerable in our society and those at risk of fuel poverty. This is particularly relevant given that 32% of the programme's benefits are attributed to expected consumer energy saving behaviour which suggests it would be crucial to ensure that education of consumers is



properly planned to enable good practice to be communicated and ensure, in particular, that vulnerable customers are given the knowledge to get the most out of this technology.

The proposed amendments are an important step in formalising a process that must continually review the practicalities of the 2020 deadline and it's impact on the success of the programme as a whole and we are keen to engage as this work progresses.

Kindest regards


Paul Wheelhouse