



Making a positive difference
for energy consumers

Suppliers and meter operators

Direct Dial: 020 3263 9675
Email: switchingprogramme@ofgem.gov.uk

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Dear colleagues

Meter Technical Details Industry-Led Near Term Data Improvement

Ofgem is committed to making the energy market work better for consumers by improving their experience of switching, leading to greater engagement in the retail energy market.

In February, we published an open letter requesting that industry take forward near term data improvements on plot addresses and meter technical details.¹ We believe that collective industry-led work to improve data quality will reduce incidents of unreliable switching ahead of the introduction of faster switching. This will make the energy retail market work better for consumers by improving their experience of switching, leading to greater engagement in the retail energy market and increased competition.

Since then, various industry-led discussions have taken place in both gas and electricity industries regarding plot addresses and meter technical details. We continue to encourage the support of all industry participants for these near term data improvements.

Within the electricity industry, meter technical details data improvement has been taken forward as a Special Issues Resolution Expert Group (IREG), convened under the Master Registration Agreement (MRA). This group is seeking to reconcile meter technical details held by suppliers, meter operators and ECOES.

This group published a Request for Information (RFI) to all suppliers and meter operators (MOPs) on 16 April 2018 to help them determine which data items they should include within this reconciliation. They set a deadline of 30 April 2018 for responses.²

Considering the importance we attach to these near term data improvements, we encourage all suppliers and MOPs to respond to this RFI to enable the group to proceed with their work.

¹https://www.ofgem.gov.uk/system/files/docs/2018/02/request_for_near_term_industry_led_data_improvements_open_letter.pdf

² A copy of the RFI, as well as fuller details of IREG's work on meter technical details data improvement, is available here, <https://www.mrasco.com/changes/change-tracker/near-time-improvements-to-meter-technical-details/>

Responses to this RFI, or any specific questions regarding these proposals, should be sent to Amelia Bray at ireg@gemserv.com.

Yours faithfully

Rachel Clark
Switching Programme Director