



## BEAMA response to Ofgem Consultation on Modification to SMICoP

October 2019

### Link to Consultation Material and supporting information:

[https://www.ofgem.gov.uk/system/files/docs/2019/09/2019.09\\_draft\\_direction\\_under\\_slc\\_35\\_41\\_of\\_the\\_supply\\_licence\\_-\\_publication\\_of\\_smicop\\_customer\\_surveys.pdf](https://www.ofgem.gov.uk/system/files/docs/2019/09/2019.09_draft_direction_under_slc_35_41_of_the_supply_licence_-_publication_of_smicop_customer_surveys.pdf)

### About BEAMA

BEAMA represents manufacturers of electrical infrastructure products and systems from transmission through distribution to the environmental systems and services in the built environment, with over 200 members ranging from SMEs to large multinationals.

### Response

BEAMA is supportive of the proposal to place a requirement on the SMICoP Governance Board and Administrator to publish Domestic customer survey reports on the SMICoP website. We agree that improved transparency on supplier performance is likely to lead to an overall improved consumer experience during the smart meter installation process. We look forward to seeing improvements in the quality of data through the introduction of additional scrutiny and to working with all stakeholders to help maximise the consumer benefits of that data.

Kind regards

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