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14<sup>th</sup> February 2017

**WWU response to Open letter on Proposed direction pursuant to condition 44.3 of the electricity supply licence / condition 38.3 of the gas supply licence in relation to large suppliers' roll-out plans**

Dear Colin,

Wales & West Utilities (WWU) is a licensed Gas Distribution Network (GDN) providing gas transportation services for all major shippers in the UK. We cover 1/6<sup>th</sup> of the UK land mass and transport gas to over 2.5 million supply points.

Thank you for the opportunity to comment on the open letter. We are committed to supporting the smart meter rollout by responding to any network related issues that installers identify. Our ability to do this relies on us receiving accurate and updated rollout forecasts from the suppliers with the largest portfolios in our area so we can plan our resourcing to meet Suppliers' expectations. We therefore support both the proposals in your open letter.

- Proposal 1: Require suppliers to submit revised roll-out plans in January 2018 where new evidence exists that will or could have a material effect on previously submitted annual milestones or the assumed completion rate
- Proposal 2: Clarify the link between the revised roll-out plans and the 2020 roll-out obligation

WWU has already put in place an internal communications programme to ensure that both our office and operational employees are aware of the smart meter rollout project and its impact both on WWU and our customers.

In a collaborative approach with the other Gas Distribution Networks, WWU has been instrumental in developing the Service Termination Issues document to assist installers to achieve first time gas meter completions. We have also been party to the discussions regarding the technical viability of a Smart PEMS solution along with attending many of the BEIS Smart Metering forums.

WWU is currently installing both gas and electricity smart meters for one Meter Asset Manager and therefore has practical knowledge of the challenges faced by Suppliers, MAMs and meter

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installers. This is in addition to the many years' experience we have of installing and maintaining traditional domestic meters. Suppliers have obligations under the Supply Point Administration Agreement to provide forecasts to Transporters and we encourage you to ensure that all Suppliers comply with their obligations.

Yours sincerely,



Steve Edwards  
Director of Regulation and Commercial  
Wales & West Utilities

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