



15 February 2018

Via email: [fwp@ofgem.gov.uk](mailto:fwp@ofgem.gov.uk)

## Chameleon Technology's response to Ofgem's Forward Work Plan 2018-2019

Chameleon Technology is pleased to respond to Ofgem's Forward Work Plan 2018-2019. Chameleon Technology has been working alongside the wider energy industry for some years as part of the smart meter rollout, providing the vital customer engagement element of the smart metering solution to enable customers to visualise and act upon their real-time energy consumption and costs for the first time.

We are now looking at what revolutionary applications can be developed using the energy data on behalf of consumers, when combined with other high velocity data such as weather prediction, geo positioning, and technologies such as connectible devices, electric vehicles etc. This is a true 'Internet of Things' application, that will be accessible to all and will become an imperative as we approach the reality of a decarbonised, distributed energy solution for the whole of the country. It is of paramount importance to remove unnecessary complexity for consumers in order to encourage adoption of these new technologies that will deliver the decarbonised, distributed energy solution.

Ofgem has a critical and central role to play to ensure a successful evolution of the energy industry to a low carbon, decentralised, consumer focussed industry. With the roll out of smart meters progressing, and whilst it is now expected that the number of SMETS2 installs will increase rapidly in 2019, it is critical that the regulatory environment supports new innovation to capitalise on this new technology. In conjunction with this the regulatory environment must support and protect all customers, especially those who are vulnerable.

The data from the SMETS2 smart meter will be available to customers (the data owner), suppliers, network companies and other agents and it has the potential to encourage customer engagement and the uptake of innovative offerings as well as downstream market reform. Indeed, these new offerings and reform are important to ensure that the roll out of smart meters delivers the intended benefits. The data from the smart meter roll out should be used upstream to digitalise processes, with more accuracy and less waste, and with the intention that they become more accessible for all and any participant, whether they be an existing energy supplier, a new entrant, a community (which could be geographical, virtual or other) or potentially an individual.

We support Ofgem's Forward Work Plan, specifically:

- Facilitation of the transition to an energy system that is lower carbon, more decentralised, more flexible, more dynamic and responsive market
- Ensuring small businesses benefit from an innovative energy market as well as part of the roll out of smart meters. We also believe that small businesses should be enabled to see their energy

consumption in a direct, practical way so they can take action to better manage their bills, costs and energy use based on real time data and usage predictions

- Ofgem's review of vulnerability is critical to ensure that vulnerable customers do not get left behind in the new digitalised energy world. Ofgem could review initiatives that have taken place in other industries to encourage vulnerable customers also benefit from digitalisation
- Support work to ensure that the roll out of smart meters (specifically SMETS2) gathers pace so that more customers benefit sooner from this technology
- Whilst lower bills may be the priority for some customers, it may not be the primary objective for all customers who may be looking to have more de-centralised renewable energy (for heating, EVs etc.), which typically may have higher upfront costs, which they are aware of and are ready to commit to
- Activity that ensures that Ofgem is an enabler of the uptake of EVs
- A review of half hourly settlement and the new TOM to enable mass-market effective DSR
- Support suppliers and companies who aim to offer new customer experiences to engage with their energy use.

We believe that our technology has incredible benefits for all customers, and in order to make sure that they receive the benefits in a way that suits their needs and lifestyle is

I would like to take this opportunity to express our interest in attending future workshops on this important issue. If you have any questions regarding our response please contact me on [frances.williamson@chameleontechnology.co.uk](mailto:frances.williamson@chameleontechnology.co.uk)

Kind regards,

Frances Williamson  
Head of Communications and External Engagement