Smart Meter Roll Out Sub-group

Lois Gill

What is the group's aim and purpose?

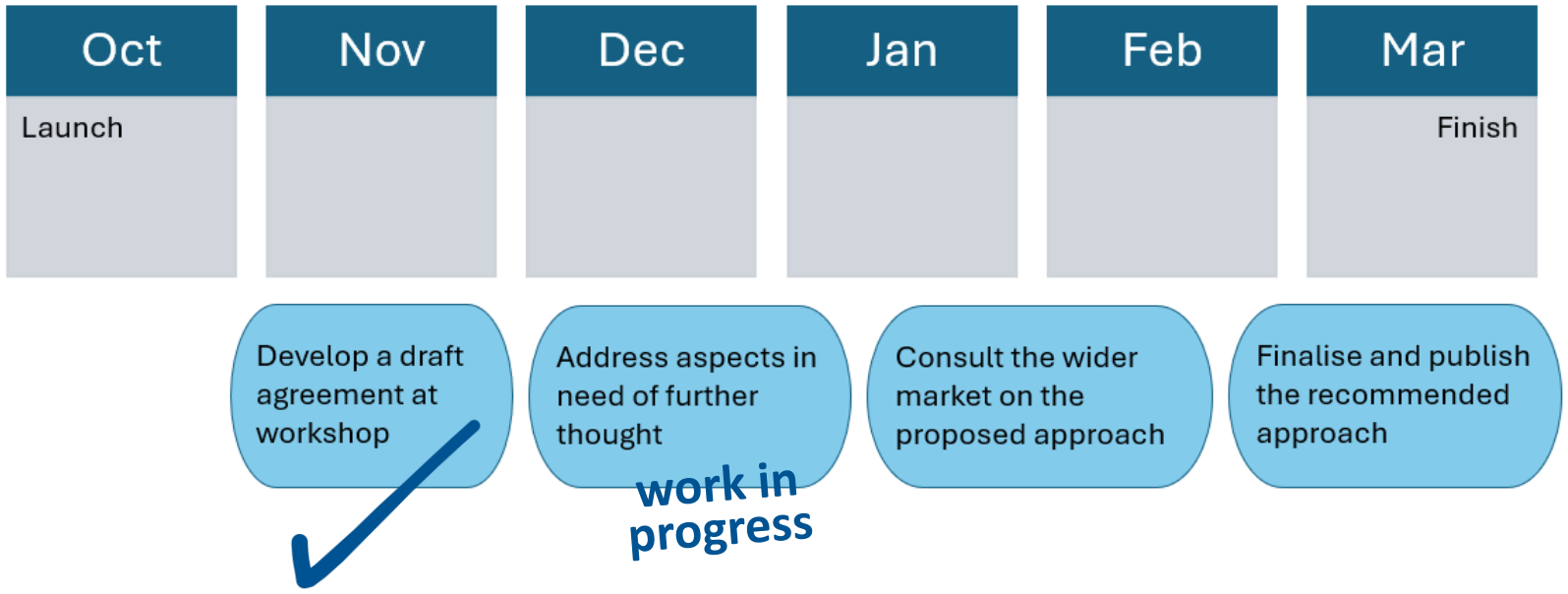
Aim

Document an agreed approach to customer engagement before, during and after the NHH smart meter roll out which clearly sets out the role and responsibility of retailer and wholesaler, with the aim of achieving national consistency to handling the smart meter roll out.

Purpose

All parties recognise the importance of customer engagement as critical to leveraging the benefits of smart meters. Therefore, a clear plan is required. In addition, we must ensure NHH customer experiences of the smart water meter roll out are positive and well managed or benefits will be diluted.

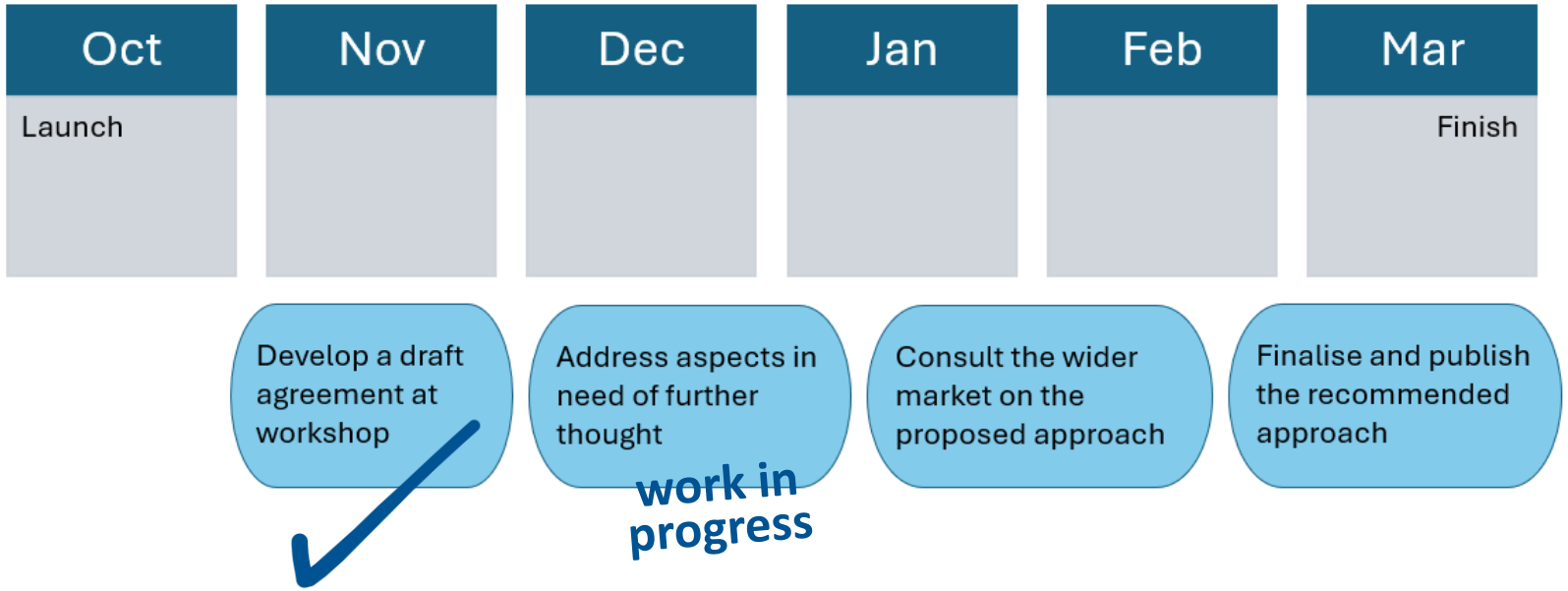
Timeline



We are currently working on:

1. Developing a national information point for customers that all parties can signpost to
2. A review of existing code/forms to check alignment to the agreed approach
3. Customer data sharing
4. Developing a standardised physical info pack for customer to be given on day of installation
5. Developing minimum standards for evidence gathering at point of installation (e.g. photos)
6. Developing minimum standards for retailer communications to customers after meter commissioned

Timeline



Next steps:

1. Complete the work on defining the happy path so that we can consult on this
2. Define a list of common exceptions to the happy path
3. For each common exception: Agree minimum customer communications and roles and responsibilities

How can you get involved?

1. Start conversations in your organisation now about standardisation

Raise awareness that this piece of work is going on and encourage your organisation to support standardisation in theory before the practical and specific issues are considered.

2. Plan to engage with the consultation

Developing the agreement has been reliant on the contribution of individuals but we need organisational buy in to actually deliver a standardised approach so please plan ahead and proactively encourage your organisation to engage and discuss the specifics that will be consulted on in late Jan/Feb.

Focus session: Smart Meter Roll Out

Lois Gill

Customer happy path: minimum comms

BEFORE METER INSTALLATION

- Customer is made aware of the smart meter roll out and can find answers to FAQs
- Customer is informed of a 3 month window in which they should be getting a smart meter
- Customer receives confirmation they will be getting a smart meter

DURING METER INSTALLATION

- Customer's smart meter successfully installed without disruption
- Customer is aware their smart meter was installed and can get answers to FAQs
- Customer's smart meter is successfully commissioned (i.e. linked to a network and transmitting data)

AFTER METER INSTALLATION

- Customer is aware their meter is now operational and can find answers to FAQs
- Customer is aware of smart enabled services available to them
- Customer can access their smart meter data if they wish to

Customer happy path: minimum comms

W Wholesaler

R Retailer

BEFORE METER INSTALLATION

Customer is made aware of the smart meter roll out and can find answers to FAQs

- National information hub online*
- All trading parties have a page on smart meter roll out on their website which links to the national hub

W R

Customer is informed of a 3 month window in which they should be getting a smart meter

- Planned installation batch notice (3 month window given)

R

Customer receives confirmation they will be getting a smart meter

- Confirmation of intended installation

W

DURING METER INSTALLATION

Customer's smart meter successfully installed without disruption

Customer is aware their smart meter has been installed and can get answers to FAQs

- Standard physical info pack delivered with every installation

W

Customer's smart meter is successfully commissioned (i.e. linked to a network and transmitting data)

AFTER METER INSTALLATION

Customer is aware their meter is now operational and can find answers to FAQs

Customer is aware of smart enabled services available to them

- Post commissioning communication confirming meter operational and services available

R

Customer can access their smart meter data if they wish to

*RWG and MOSL collaboration

Discussion questions

1. Is there anything missing from the happy path?
2. Are there any essential communications we have missed for a customer on the happy path?
3. Do you agree with the responsibilities assigned to wholesaler and retailer?
4. What common exceptions would you like to see considered by the group?
5. Acknowledging the challenges of moving towards national approach, what early actions do you think could be taken to overcome obstacles to delivering the national approach?