



**Name of Group: Smart Meter Roll Out**

**Meeting Number: 2**

**16 December 2024 10:00-13:00**

**Attendees:**

**Meeting Chair:** Lois Gill (LG) Everflow

**Members:** Mark Ashford (MA) Wave Utilities, Jamie Johnson-Mitchell (JJ) Thames Water, Michelle Thompson (MT) Anglian Water, Paul Baker (PB) Business Stream, Mark Whittall (MW) Water Plus, Sam Byrom (SB) Yorkshire Water, Liz D’Arcy (LD) MOSL, Lucy Byrnes (LB) CCW, Stan Petrov (SP) Ofwat, Tim Mead (TM) Waterscan, Adrian Smith (AS) MOSL, Kye Smith (KS) United Utilities, Simone Bhagat (SB) Defra, Sian Forward (SF) Northumbrian

**Secretariat:** Aimi Turnbull (AT) MOSL

Agenda Item	Meeting Minutes
<b>1. Welcome and Apologies</b>	LG welcomed everyone to the meeting.  Apologies were received from George Donoghue (GM) Southern Water, Chris Dawson (CD) MOSL, Simon Bennett (MOSL), Stephen Macintosh (SMc) Scottish Water, Paul Heron (PH) Castle Water and Cillian McCarthy (CM) Everflow.
<b>2. Actions Update and Progress Review</b>	LG confirmed that the focus of the meeting would be to determine the exceptions to the ‘happy path’ for the customer journey.  <b>ACTION 01</b> Confirm consultation timeline and deadlines in advance of the January meeting.  LG recapped the summary write up of the customer ‘happy path’ and the associated minimum communications. Three distinct areas had been identified – before, during and after meter installation.  <b>Actions Update</b> (noting all actions to be completed by January meeting):  <b>Develop content for a national smart metering info hub web page that all parties can refer and point to.</b> <ol style="list-style-type: none"><li>1. Working group had discussed goals, assumptions, unknowns and uncertainties.</li><li>2. Website would be primary source of information.</li></ol>

3. Website hosting to be confirmed – discussion whether this needs to be Open Water or separate platform. Branding TBC and, if new platform, an increase in costs and time would need to be factored in.
4. Key language to be defined in communications – this should not be too detailed and should manage expectations.
5. There is a lack of formal mandate/sign off process for a national info hub and governance arrangements for the website should be included in the consultation.
6. **ACTION 02** - AS and LG to approach Ofwat and the Strategic Panel to discuss formal mandate/sign off process for the national info hub.
7. **ACTION 03** – LG to include governance arrangements for the website in the consultation.
8. **Risk / Dependency** - [Baringa Report](#) from Ofwat made recommendations for a national campaign that may need to be taken account of.

**Review current code mandated processes and timescales / what is obliged to be communicated to customers (i.e. D1 3 months, D2 22 BDs). Do current structures support or need to be changed / enhanced?**

1. Noted that while the Codes do not completely align with the outlined approach the group concluded that the Codes do not necessarily prevent the delivery of the process.
2. Noted that retailers ideally needed more than three months notice.
3. **ACTION 04** –The Good Practice Guide should interpret the Codes subject to the outcome of the legal advice being sought by CD. Action owner to write up interpretation tbc..

**Customer Data Sharing:**

1. Retailer Terms and Conditions/Privacy Policies could be updated to accommodate the process.
2. The Codes were not clear on the contractual position between wholesaler and retailer.
3. The view of Andrew Johnson (Legal Counsel, MOSL) is being sought regarding data sharing.

**Wholesaler Handouts for Installation:**

1. Strong consensus that there should be guidance on content but that wholesaler branding would be appropriate.
2. **ACTION 05** – Guidance on content should include a positive opening message and also outline what not to include in order to manage customer expectations. KS & AS to collaborate to ensure alignment with national info hub messaging.

	<p><b>Minimum standards on evidence of installation:</b></p> <ol style="list-style-type: none"> <li>1. No progress made on action with new owner required.</li> <li>2. <b>ACTION 06</b> – JJ to lead on defining evidence standards supported by SF and PB and SB.</li> </ol> <p><b>Agree retailer and minimum communications after meter commissioning:</b></p> <ol style="list-style-type: none"> <li>1. Minimum standard communications are defined in the national strategy and there is an expectation that retailers will deliver or make way for wholesalers. It could be clearer that this obligation sits with retailers. There is some nervousness from wholesalers that retailers will not deliver and from retailers about taking on obligations. It was agreed that the obligation cannot apply until (a) meters are operational and transmitting data, and (b) retailers have access to the data.</li> <li>2. <b>ACTION 07</b>- LG to engage with retailer leaders via UKWRC regarding the question of the obligations proposed in the national strategy to clarify whether they have been recognised and if retailers will adopt them.</li> </ol>
<p><b>3. Identification of priority exceptions</b></p>	<p>The team identified key exceptions to the ‘happy path’ and set up the following groups to develop appropriate solutions:</p> <p><b>Group 1</b> (SF, TM and PB) - Guidance on how to handle customers who are sensitive to disruption because they are "critical water users" (SEMD plus).</p> <p><b>Group 2</b> (KS, MW and CM) - Guidance on how to handle customers who have a logger (including what happens for those with known and unknown loggers) and/or service will temporarily deteriorate upon a smart meter install.</p> <p><b>Group 3</b> (MW, MT and TM) - Guidance on handling multi-site customers.</p> <p><b>Group 4</b> (MS and JJ) - Guidance on what to do about failure to install/access issues/internal vacants - covering prevention and response to these situations.</p> <p><b>ACTION 08</b> – Each group to develop solutions to the identified exceptions to circulate to the wider group for consideration at the January meeting.</p> <p><b>Exceptions that should be addressed by ‘happy path’ plan:</b></p>

	<p>The Good Practice Guide (GPG) should identify that the most common exception relates to poorly informed/unhappy customers, and outline how this can be addressed.</p> <p><b>ACTION 09</b> – LG to ensure GPG incorporates how the most common exception relating to poorly informed/unhappy customers can be addressed.</p>
<p><b>4. Preparations for January Consultations</b></p>	<p>LG and team discussed the consultations preparations.</p> <p><b>ACTION 10</b> - Good Practice Guide Draft and Consultation questions to be drafted by LG and AS. MT, PB and GD to act as reviewers. Draft to be ready for meeting in January.</p> <p><b>Scope of consultation:</b> It was agreed that the consultation should focus on the ‘happy path’ agreement and testing support for key aspects such as the national info hub, data sharing and obligations on various parties.</p> <p>A view on whether to consult on the exception handling proposals will be taken depending on readiness.</p> <p><b>Amendment to ‘happy path’:</b> The communication issued by retailers to customers 3 months ahead of receiving a new meter should include an invitation for customers to make contact if arrangements will need to be made to enable access or if they consider themselves a "critical supply" customer. In addition, experience to date shows a significant need for education of customers and also retailers. The guidance should encourage retailers to upskill their teams to be prepared to handle as much as possible in the early stages as this will be more efficient and provide a positive customer experience.</p>
<p><b>5. Date of Next Meeting</b></p>	<p>Thursday 16<sup>th</sup> January 09:30-12:30</p>