



Name of Group: Smart Meter Roll Out

Meeting Number: 3

16 January 2025 09:30-12:30

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, Cillian McCarthy (CM) Everflow, Simone Bhagat (SB) Defra, Sian Forward (SF) Northumbrian, Chris Dawson (CD) MOSL, George Donoghue (GD), Southern Water.

Secretariat: Sam Mawby (SM) MOSL

Agenda Item	Meeting Minutes
1. Welcome and Apologies	LG welcomed everyone to the meeting. Apologies were received from Kye Smith (KS) United Utilities, Stephen Macintosh (SMc) Scottish Water, Paul Heron (PH) Castle Water
2. Review of timeline and key dates	Plan of action and Key Dates: LG confirmed the following dates for the consultation: <ul style="list-style-type: none">• 23rd January – deadline to submit all consultation materials to MOSL• 28th January -18th February – consultation• 29th January – webinar to provide an overview of the sub-group’s work, the consultation and provide an opportunity for Trading Parties to ask questions/provide feedback. LG encouraged members to attend the webinar. The sub-group noted that Aaron Burton had been seconded from Defra to Ofwat to focus on the smart meter roll out for both household and non-household. This presented a real opportunity to link into Ofwat’s work to maximise the benefits of smart metering and inform the regulator’s work in this complex area in the future.

<p>3. Consultation</p>	<p>Consultation: Consultation materials would focus on the ‘happy path’ which would include proposed minimum essential communications and who should be responsible for delivery.</p> <p>The exceptions identified by the sub-group to date would be flagged in the consultation.</p> <p>Consultation elements:</p> <ul style="list-style-type: none"> • General high-level questions e.g. is a national approach supported. • Six minimum communications outlined. • Exceptions <p>The sub-group noted the need to be careful not to constrain Trading Parties with too many specifics and focus on encouraging buy in to the proposed minimum communications.</p> <p>High level questions: The sub-group agreed the following high level introductory questions:</p> <ul style="list-style-type: none"> • To what extent do you agree with the need for some standardisation of customer communications in the rollout of smart metering? Score on a scale of 1-5, where 5 is “essential” and 1 is “unnecessary”. Please explain. • To what extent to you agree with the communications stages and roles and responsibilities identified in the proposal? Score on a scale of 1-5, where 5 is “fully support” and 1 is “do not support”. Please explain. • How challenging do you currently think it will be for your organisation to align with the proposed approach? Score on a scale of 1-5, where 5 is “extremely challenging” and 1 is “easy/already align”. Please explain. • If you think it will be challenging to align with the proposed approach, how might challenges be avoided or overcome? Any other comments? <p>Minimum Communications: The sub-group agreed to include a visual that highlighted the background interactions that needed to take place between Trading Parties to deliver the minimum communications and where that maps to the market codes. ACTION SM02_01 (PB/MT)</p> <p>National Information Hub: The sub-group discussed the smart meter roll out dashboard/map and concluded that it should be referenced in the consultation as a tool that</p>
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	<p>could be used alongside the communications to support Trading Party and customer conversations.</p> <p>The sub-group noted that wholesalers were taking different approaches to implementation and that having a view of this variety would be useful to identify situations where wholesalers might need more support from retailers.</p> <p>National information hub : The following questions in relation to the National Information Hub were agreed.</p> <ul style="list-style-type: none"> • To what extent do you support the creation of a central 'hub'? • Where do you think this information should be hosted? Two answers: “Independent website” or “other (please specify).” • What oversight and governance would you need to be in place for you to actively use, or refer your customers to, a central hub? • One of the key communications challenges is managing customers' expectations between meters being installed and going live. How is your organisation planning to approach this and is there anything specific the central 'hub' could do to support this messaging? • Is there any other content or features you would like included in the hub? <p>Trading party websites: The following questions were agreed.</p> <ul style="list-style-type: none"> • Will your website have pages dedicated to the rollout of smart metering? (tick “yes, it already does” or “yes, but it doesn’t yet” or “We do not plan to include this information”) • If you answered no to the previous question, please explain. <p>Pre-installation notices to customers: The following questions were agreed.</p> <ul style="list-style-type: none"> • The proposals outline an approach to pre-installation notices. Please indicate which aspects you support using the table (image below). Please provide comments on your answers.
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	Support	Do not support
Wholesalers to provide information to Retailers at SPID level	<input type="radio"/>	<input type="radio"/>
Retailers to give customers 3 months' notice of planned installation by Wholesaler, and encourage customers who consider themselves 'critical water users' to identify themselves	<input type="radio"/>	<input type="radio"/>
Retailers to provide customer contact information to Wholesalers and flag critical water users, using data sharing agreements	<input type="radio"/>	<input type="radio"/>
Wholesalers to confirm installation to customers one month in advance	<input type="radio"/>	<input type="radio"/>

- Retailers only:** MOSL currently plans to update the market's privacy notice. What else, if anything, needs to be in place when sharing customer data with Wholesalers? (multiple selections allowed: "We believe individual data sharing agreements between Retailers and Wholesalers will also be needed" and "We believe a code change will also be needed"). Please explain your response.

The sub-group discussed the sensitivities around data sharing in detail and noted the work of the RWG Customer Contact Details sub-group in this area and the need for alignment. LG will liaise with Gerard Lyden (Customer Contact Details sub-group Chair) to ensure the work of each group aligns. **ACTION SM_02_02.**

A sub-group member queried whether a separate data sharing agreement would be needed to cover the smart meter roll out programmes in addition to the existing licence agreement.

The sub-group noted that customer data is an area that retailers have invested in and that having data sharing agreements may be important in securing retailer support even if not legally required.

The sub-group agreed that the pragmatic way forward would be to propose putting in place data sharing agreements and asking Trading Parties for feedback on that approach.

Questions about the installation handout:
The following questions were agreed.

- Do you agree with the need for a physical 'leave behind' notice with every installation? Please comment.
- Please comment on the 'leave behind' template, sharing views on anything you consider to be missing or not appropriate for inclusion.

	<ul style="list-style-type: none"> • Do you agree that Wholesalers should be encouraged to keep to the contents of this template and why? <p>The sub-group noted the need for the customer to have clarity after installation whether the meter was smart ready and, if so, when it would be fully commissioned and submitting data. It was important to manage customer expectations in the 'leave behind' notice.</p> <p>Questions about the confirmation of meter commissioning and services available:</p> <p>The following questions were agreed.</p> <ul style="list-style-type: none"> • Retailers only: Were you aware of the national metering strategy's minimum requirements that Retailers will provide i.e. hourly readings, high usage alerts, continuous flow alerts? Choose one answer: "yes and we intend to provide these services", "yes but we do not currently plan/are not able to provide these services" or "no we were not aware". • Retailers only: Please explain your response. • Retailers only: The National Metering Strategy requires Retailers to confirm to MOSL that they are providing the minimum services. What is the best way to be transparent about which Retailers meet these standards? <p>The sub-group noted that it was the retailer's role to inform the customer that the meter had been commissioned.</p> <p>The sub-group also noted the sensitivity around the services offered in relation to competition. LG had raised this with retailers. Feedback received had indicated that there needed to be a way for a retailer to state that it did not provide a service and where these could be accessed.</p>
<p>4. Actions Update</p>	<p>The sub-group discussed the remaining actions that had not already been covered earlier in the meeting.</p> <p>Code Compatibility with RWG Process:</p> <p>The sub-group recognised that the codes and the proposed process did not completely align. It was noted that the codes did not prevent retailers from contacting customers, however they did place an obligation on wholesalers to make contact with customers.</p> <p>There was no plan at this time to amend the codes in favour of using the smart meter map and proposed matrix.</p>

	<p>Next Steps: The consultation questions will be shared with the sub-group for any final comments (post meeting note – no comments received).</p> <p>Consultation window confirmed as 28th January to 18th February.</p>
5. Exceptions Updates	The exceptions identified will be the focus of the next meeting.
6. Date of Next Meeting	Thursday 13 Feb 09:30-11:30