



Name of Group: Smart Meter Roll Out

Meeting Number: 6

6th March 2025 09:30-11:30

Attendees:

Meeting Chair: Lois Gill (LG) Everflow

Members: Matthew Glover (MG) Wave Utilities, Michelle Thompson (MT) Anglian Water, Mark Whittall (MW) Water Plus, Sam Byrom (SB) Yorkshire Water, Tim Mead (TM) Waterscan, Cillian McCarthy (CM) Everflow, Lucy Byrnes (LB) CCW, Sian Forward (SF) Northumbrian, Adrian Smith (AS) MOSL,

Secretariat: Sam Mawby (SM) MOSL

Agenda Item	Meeting Minutes
1. Welcome and Apologies	LG welcomed everyone to the meeting. Apologies were received from Paul Heron - Castle Water, Paul Baker - Business Stream, Liz D’Arcy - MOSL, Stan Petrov - Ofwat, Simone Bhagat - Defra, , Chris Dawson - MOSL. Mark Ashford - Wave Utilities Jamie Johnson-Mitchell - Thames Water, George Donoghue - Southern Water, Kye Smith - United Utilities and Stephen Macintosh - Scottish Water.
2. General Update following close of consultation	Update: Following the review of the consultation responses the sub-group considered delaying the publication of a good practice guide at the end of March. This was on the basis that a number of dependencies had been identified which needed to be taken account of before finalising guidance. The dependencies needed to be clearly defined, owners identified for each area of activity and indicative timescales outlined where possible. The impact of this would mean that a good practice guide was likely to be published late April/early May.

	<p>The sub-group recognised the need for Trading Parties to have some certainty around the way forward and agreed that an interim communication should be published at the end of March which would include confirmation of the direction proposed, the dependencies flagged and any materials that could be shared at that point e.g. ‘leave behind’ template. This could also assist with getting buy-in from Trading Parties.</p>
<p>3. Consultation Responses Review</p>	<p>Consultation Responses:</p> <p>Qu: 05 To what extent do you agree with the need for some standardisation of customer communications in the roll out of smart metering.</p> <ul style="list-style-type: none"> • Broad support for the need for standardisation. • Noted that a small number of Trading Parties were not completely bought into the need for standardisation. The sub-group concluded that using different terminology could create significant confusion for customers. • Action: the next step would be to define the standard minimum terminology for the market and socialise this with relevant stakeholders e.g. Metering Committee. (Michelle to lead on action supported by Lucy, Matthew/Mark A). <p>Qu: 07 To what extent do you agree with the communications stages and roles and responsibilities identified in the proposal (also linked in introduction)?</p> <ul style="list-style-type: none"> • Majority in support of outlined approach. • From a retailer perspective the feedback highlighted dependencies with a degree of nervousness around data sharing. • Concerns expressed regarding the advance notices, noting that the existing D1 and D2 processes do not work. • The guidance will need to be clear that the standards are minimum standards which the Trading Party can then build on as needed.

- Acknowledged the D1 and D2 processes as a dependency and that the Metering Committee were currently looking at this. In the interim the guidance would need to outline that the D1 and D2 processes would need to continue to be used.
- Noted the need to clarify the purpose of the Smart Meter map and dashboard being developed by MOSL and whether this was a potential tool for data sharing. **Action:** Adrian to clarify purpose of the map and dashboard with Liz D’Arcy at MOSL.

Question 09 – How challenging do you currently think it will be for your organisation to align with the proposed approach.

- Concerns highlighted regarding lateness of plan and cost of adoption.
- Noted that if Trading Parties feel they cannot align with the approach there is a danger that they will act independently. Important to highlight anticipated resolutions, timescales and what Trading Parties can take forward in the meantime.
- **Action** - Michelle to write the section of the good practice guide looking at data sharing.

Question 11: Wholesalers only – please confirm how you plan to roll out smart metering.

- The sub-group agreed to publish the information gathered in this section to Trading Parties. The information could also be useful to add to the Smart Meter map being developed and for the proposal central information website.
- From a retailer perspective there are concerns about differences in prioritisation/approach across the country and how that can be justified to customers.
- Recognition that wholesalers are constrained by PR24 settlements.
- Importance of ensuring that the focus is on customers being communicated with effectively to understand when a meter will be installed.

- The guide would encourage wholesalers to prioritise larger metres as per the National Metering Strategy.
- The guide should also acknowledge that some customers would be keen to get a smart metre and that this may not be possible if the network infrastructure was not in place. Trading Parties would be encouraged to consider these requests and look to install a meter if the infrastructure allowed for it.

Question 13,16 and 18:

13 – To what extent do you support the creation of a central hub?

14 – Where do you think this information should be hosted?

18 – Will your website have pages dedicated to the roll out of smart metering?

- Vast majority supportive or strongly supportive that there should be a central hub.
- Clear support for independent website.
- Some concerns expressed about central hub in terms of governance, cost and consistency of messaging.
- Majority of Trading Parties will have dedicated pages if they do not already exist.
- The sub-group identified a need for an enduring working group to take responsibility for developing the central hub including its content and maintenance.
- Noted the importance of managing expectations and signalling anticipated timescales to set up a central hub with associated content.
- Acknowledged the concerns raised particularly around the governance of a central hub. With RWG involvement in this area of work there be an opportunity for Trading Parties to provide feedback and shape the governance structure.
- **Action:** Set up enduring group to look at approach/content for central information hub that could also exist if the RWG sub-group dissolved. (Initial group – Adrian (lead), Lucy, Mark W, Michelle and Jamie. Potential for input from Wave and Everflow Comms teams.

Question 20 – The proposals outline an approach to pre-installation notices. Please indicate which aspects you support (views of both retailers and wholesalers welcomed)

- Majority support for proposals.

Question 22 – 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?

- Data sharing query flagged, highlighting a risk of not being able to move forward if there was not clarity in this area for Trading Parties.
- Noted that data sharing concerns could be due more to commercial sensitivity than GDPR.
- Important to work with MOSL to develop a standard data sharing agreement template which would need to address commercial sensitivities.
- **Action:** Matthew to contact Andrew Johnson (Legal Counsel at MOSL) regarding drafting a data sharing agreement template and to obtain a MOSL statement relating to GDPR.
- Aim to complete work by the end of April.

Questions 24-27: Leave Behind notice – template and approach.

- Supportive of template.
- Suggestion to have a digital alternative as an additional option to the leave behind notice.
- Acknowledged that some wholesalers will have already printed materials so guide would need to outline that the template should be used when existing supplies are exhausted.
- The suggested QR code to signpost customers to the anticipated central hub website would need to be added at a later stage.
- Guidance on the meter location should be included to ensure that customer friendly language is used.

	<ul style="list-style-type: none"> • A suggestion to include the Spid details on the template was not taken forward as sub-group members concluded that this would not be helpful information for customers. • Action: Sian to draft meter location guidance for inclusion in the good practice guide. • Agreed that the template could be published (QR code to follow). <p>Question 28: Retailers only: Are you aware of the National Metering Strategy (NMS) minimum requirements that retailers will provide i.e. hourly readings, high usage alerts, continuous flow alerts?</p> <ul style="list-style-type: none"> • Majority are aware of NMS minimum requirements. • Acknowledged that some smaller Trading Parties who did not respond to the consultation may not be aware of the requirements. • Acknowledged that the NMS is not code mandated, and any communications needed to be mindful of that. • Action: Raise awareness within the good practice guide and associated communications of the minimum requirements to support all retailers to be able to align to. <p>Next Steps:</p> <ul style="list-style-type: none"> • Publish consultation summary at the end of March, confirm commitment to proposed approach to enable Trading Parties to start planning, outline the work on dependencies as next part of plan with identified owners and timescales where possible. • Aim to publish good practice guide including update on dependencies at the end of April, if possible.
<p>4. Date of Next Meeting</p>	<p>Monday 17th March 09:30-11:30</p>