



## Each Home Counts Implementation Plan – Smart Meters

### 1. Workstream recommendation:

***Recommendation 20: Provide tailored home energy efficiency advice to consumers during the smart meter installation visit, and ensure key delivery partners work together to deliver a good customer journey throughout the roll-out.***

### 2. Purpose and Objectives

BEIS has identified that tailored energy efficiency advice contributes to a positive customer journey and helps consumers take full advantage of their smart meter, while strengthening their relationship with the energy supplier and their understanding of how they use energy. The workstream seeks to ensure that Industry works together so that:

- Customers receive tailored and effective energy efficiency advice during the smart meter installation visit, enabling them to obtain the full customer benefits of smart.
- Customers receive high quality advice information and materials, including the use of good practice materials and approaches, such as those developed by BEIS, to provide tailored home energy efficiency advice at smart meter installations.
- Customers have a positive experience throughout their smart meter installation journey strengthening the relationship with their suppliers. In rare cases, this may include appropriate support provided through an effective complaints handling and redress landscape to provide an important safety net for consumers who experience difficulties in their smart meter journey.

### 3. Workstream Lead

Audrey Gallacher - Energy UK

### 4. Members of the Workstream

The workstream will be shaped and agreed by the governance fora of the Smart Meter Implementation Programme, specifically the Consumer Reference Group (CRG). It will also include input from the Smart Meter Implementation Code of Practice (SMICoP), EUA Skills/NSAP working groups and Citizens Advice and the Ombudsman Services:Energy.

### 5. Connection with other workstreams

Outline the workstream connections with other workstreams



Compatibility Review  
Sheet.xlsx

Expect close participation with EHC Advice and Guidance strand, and also the Smart Meters Operational Group (SMOG) under the governance of the smart meter implementation programme.

Existing materials for reference include: Energy Supply Licence Conditions, Smart Metering Installation Code of Practice (SMICoP), BEIS Energy Efficiency Advice toolkit<sup>1</sup>.

Organisations inputting into and agreeing the response include: Citizens Advice, Ofgem, BEIS, Energy Suppliers, NEA, SMICoP governance structure (SMICoP Governance Board, SMICoP Energy Efficiency Working Group), Energy UK.

## 6. Key Activities (with timings and outputs)

Identify milestones for key activities or outputs – including intermediate milestones leading to outputs. i.e. milestone template and compatibility register:



160117 EHC Timeline  
template.pptx

Activity	Timing	Output	Status
BEIS CRG meeting	13 June	Introduction to programme and Energy UK role	Complete
Post-Installation Support sub-group meets	13 June	Group develop draft smart post-installation support principles	Complete
Proposed implementation plan template circulated to CRG for comments	20 June	Implementation plan draft	Complete
Deadline for comments from CRG on proposed implementation plan	28 June	Implementation plan draft	Complete
SMICoP Governance Board	29 June	Citizens Advice present project on exploring options for making changes to SMICoP to reflect the intent of the recommendation via the introduction of the specification that energy efficiency advice must be 'tailored'.	Complete
Implementation Board	12 July	Feedback on progress	Complete
Post-Installation Support principles draft published	24 July	BEIS share post-installation support principles for stakeholder feedback	Complete
Implementation template final draft to	25 July	Final comments from CRG members to	Complete

<sup>1</sup> This consists of: a toolkit guide to help energy suppliers develop training and guidance for their installers; ten factsheets covering a range of energy advice that installers can pick from to match customers' circumstances'; two research reports outlining the findings from the pilot study and an initial small-scale evidence review.

be circulated to CRG		guide discussion at CRG	
BEIS CRG meeting	25 July	Group discussion on Post installation support principles	Complete
EHU Supplier Liaison meeting	26 July	Ensuring the complaints handling and redress landscape is responsive to smart issues.	Complete
SMICoP Energy Efficiency Working Group	27 July	Feedback process to evaluate suitability of tailored energy efficiency advice CR	Complete
CR49 Tailored energy Efficiency Advice published	31 August	SMICoP	Complete
BEIS Customer Experience Survey published	31 August	This reports on customer experience in relation to energy efficiency advice offered at point of smart meter install.	Complete
Ombudsman Sector Liaison Panel meeting	7 September	Ensuring the complaints handling and redress landscape is responsive to smart issues	Complete
CRG meeting	19 September	Post-installation support principles signed off by group	Complete
Energy UK Complaints Group	26 September	Ensuring the complaints handling and redress landscape is responsive to smart issues	Complete
SMICoP SGB	28 September	SMICoP vote rejecting CR49	Complete
SMDG	12 October	Post Installation support principles reviewed by the group	Complete
Authority Decision on CR49	14 November	Ofgem approve CR49	Complete
SMICoP SGB	23 November	Ofgem discuss Tailored Energy Efficiency advice approach with SMICoP, outlining supplier expectations and implementation timelines (scheduled	Complete

## 7. Resourcing

Suppliers currently have smart metering delivery programmes in place which aim to comply with the requirements of the SMICoP, including the provision of energy efficiency advice. As referenced above BEIS has already developed a resource - an Energy Efficiency advice toolkit and materials to provide a minimum point from which to build. These have been shown to be effective and BEIS is currently engaging with suppliers on improving the standard of energy efficiency advice provided during smart meter installations.

## 8. Risk Management

Set out the top 3 risks/issues to delivering the workstream and outline how these will be mitigated. Identify any key dependencies.

### Risks/issues:

1. The provision of tailored energy efficiency advice impacts the cost and length of smart meter installations. This could also cause the customer to become “fatigued” or switched off during the visit with all of the activities offered and information presented/discussed.  
**MITIGATION:** Use of/ building upon energy efficiency advice materials and installer toolkit to aid efficient provision of tailored advice, designed to enable the delivery of energy efficiency guidance to individual consumers in a tailored, efficient way and at scale. Feedback on impacts on customers via SMICoP surveys will help inform the extent of the ongoing risk.
2. Inconsistent quality in the provision of tailored energy efficiency advice leading to variation in the extent to which consumers are able to benefit from smart metering.  
**MITIGATION:** BEIS toolkit on ‘Supporting the delivery of energy efficiency advice to consumers during smart meter installations’; SMICoP change request to be implemented by February 26 2018, following which Ofgem will monitor supplier implementation.
3. Customer journey challenges identified during the course of the installation journey impact the quality of consumer experience and the potential receptiveness of customers to receiving information not directly related to the installation.  
**MITIGATION:** All work stream stakeholders to identify challenges and utilise the Consumer Reference Group (CRG) and the Smart Meters Operational Group (SMOG) to share good practice and where appropriate share effective approaches to deliver a good customer journey.

Energy UK will work with workstream stakeholders to mitigate the key risks highlighted above and ensure implementation of the recommendation.

## 9. Activities in the last month

List high level activities completed in last month:

## 10. Activities in the next month

List high level activities aiming to complete in next month

- See key activities schedule above.