

Smart Metering and Consumer Engagement

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Smart metering has the opportunity to transform the energy industry

- ▶ Nation wide upgrade of 53 million gas and electricity meters

- ▶ **Consumer benefits**
 - ▶ People will see the energy they use as they use it in pounds and pence
 - ▶ Opportunity to see where to save money
 - ▶ Automatic meter reads will end estimated reads
 - ▶ Data services to help consumers save money

- ▶ **Industry benefits**
 - ▶ Efficiency savings through modernised processes
 - ▶ Opportunity to have face-to-face interaction with all customers

Consumer engagement will be key to the success of the roll-out

- ▶ DECC impact assessment states that there are over £6bn in consumer benefits through energy savings
- ▶ The last programme to touch this many households was the upgrade to natural gas from town gas in the 70's
- ▶ Importantly this roll-out includes micro-businesses

International roll-out have shown us that consumer engagement is essential to delivering these benefits

The foundations have been laid to provide the right protections for customers

Smart Metering Industry Code of Practice

- Over two years of transparent and inclusive design
- Absolute transparency on the process
- Provision of energy efficiency advice
- Ban of sales at the installation visit
- Provision of support for vulnerable customers

Data Privacy Charter

- The data privacy charter will explain to customers their rights and choices
- The final document will be produced by suppliers
- To ensure that it is fit for purpose we have co-funded research with Consumer Focus

Energy UK, on behalf of large suppliers, are leading the work to set up the Central Delivery Body

- ▶ DECC's strategy sees the 'Central Delivery Body' being set up by suppliers by the 1st July
- ▶ The CDB will be a not for profit organisation funded by suppliers and run by a board that also includes consumer representation
- ▶ Energy UK has completed numerous stakeholder engagement activities that have raised a number of areas for the CDB to look at

Activities to consider

Branding

Trusted third parties

Website

Contact Centre

Social Media

Community engagement

Word of mouth

Alignment with suppliers
roll-outs

Audiences to consider

Domestic customers

Non-domestic customers

Vulnerable customers

Hard to reach customers

The CDB has a great starting point....

