



Smart Meters Implementation Programme 2017 progress update

In 2017, BEIS has continued to focus on ensuring all parties are making the necessary preparations to begin installing SMETS2 meters at scale and transition from SMETS1 metering. Good progress continues to be made on the rollout of smart meters, with the latest [statistics](#) showing over 8.6 million smart and advanced meters operating across homes and small businesses in Great Britain up to 30 September 2017 and a total of 3.3 million meters installed in the first three quarters of 2017 - putting consumers in control, ending estimated bills and helping people save energy and money.

Key activity in 2017 included the following:

- In February BEIS published a [toolkit and factsheets on energy efficiency](#) to enable meter installers to give tailored energy efficiency advice during smart meter installation visits, making it easier for householders to adopt energy efficient behaviours.
- At the end of August we published findings from the first phase of the [Smart Meter Customer Experience Study](#), which seeks to assess customers' experiences of their smart meters post-installation. The first phase focused primarily on the installation experience and found high levels of satisfaction with the installation visit (80%) and the smart meter itself (80%).
- Smart metering will enable the development of new products and services for energy saving and load shifting or demand-side response (DSR). In November, we published [research on realising the potential of DSR for smaller users](#). We also published the results of a major [programme of non-domestic research](#) to understand how smaller non-domestic premises manage energy use, and what can be done to help them make best use of smart meter data. In parallel we launched the £8.8 million [Non-Domestic Smart Energy Management Innovation Competition](#) which aims to help develop the market for energy products and services for this segment of the market, and to help develop new ways of supporting small businesses to maximise savings in three target sectors: hospitality, retail and schools. On the domestic side, trials of [alternatives to In Home Displays](#), announced in 2016, are underway.
- In September 2017, BEIS issued guidance to Smart Energy Code parties in respect of data protection where the account holder does not occupy the premises to which energy is supplied (such as where tenants pay 'all inclusive' rent to their landlords). This was developed in collaboration with Ofgem and other stakeholders.
- In the light of research conducted early in the smart meter roll-out, we have worked with energy suppliers and consumer groups to develop principles for the provision of support for prepayment consumers and those with particular needs who are likely to require tailored support to realise the full benefits of smart metering. These principles will complement supplier-specific policies



already in place and wider industry initiatives, such as the development of a fully accessible IHD. The principles were agreed in October 2017, and cover two areas:

- Raising awareness of support across an energy supplier's customer base in a way that highlights the relevance of support and encourages households to register for it.
- Enhanced support for consumers who require further information and reassurance in order to realise the full benefits of smart metering including, for example, through one-to-one support or community partnerships.
- Throughout 2017, BEIS has worked with the Health and Safety Executive, Gas Safe, Electrical Safety First and the London Fire Brigade to seek independent and external advice and share best practice on safety. Work has also been undertaken to improve reporting of safety incidents between organisations.
- The Data Communications Company (DCC) has been developing a solution that will remotely move first generation smart meters (SMETS1) into the national communications infrastructure to enable all consumers with those meters to retain their smart services upon switching. In May 2017, the DCC published its final Initial Enrolment Project Feasibility Report (IEPFR), which evaluates the options for the initial enrolment of SMETS1 meters into a DCC SMETS1 service. This informed the DCC's delivery plan for enrolment, which it also consulted on in May. In the light of consultation responses, the DCC set out its plan and milestones for the delivery of the SMETS1 service in October 2017. The plan forecasts that the DCC will start enrolling SMETS1 meters in late 2018.
- **Smart Energy GB** has continued to roll out its national awareness campaign, focusing on how consumers can get their energy bills under control with smart meters. Smart Energy GB has partnered with a range of third party organisations at national, regional and local level to promote smart meter messaging to priority groups of vulnerable consumers. In August, Smart Energy GB published Smart Energy Outlook research by Populus, that showed that almost everyone in Great Britain (97 per cent) are now aware of smart meters, and almost half (49 per cent) of those in Great Britain who don't have a smart meter yet would like to have one installed in the next six months.

Smart Meters bill

In October 2017, the [Smart Meters Bill](#) was introduced to Parliament in the House of Commons. At introduction the Bill contained two measures:

- The first measure would extend by five years the ability for Government to make changes to regulations for smart meters until 1 November 2023, to make sure the rollout is delivered on time, that benefits are maximised and that consumers are protected during the rollout and in the years beyond.



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- The second measure would introduce a Special Administration Regime to ensure continuity of smart meter services for consumers in the unlikely event the company responsible for the national data and communications service becomes insolvent. Similar regimes are already in place for the energy network companies and energy suppliers.

During the Commons Committee stage, a third measure was added to the bill by means of a Government amendment. This measure would allow Ofgem to deliver market-wide half-hourly settlement more swiftly and smoothly than currently, without them having to rely on industry-led processes to the same extent. Half-hourly settlement is a central aspect of the Government's Smart Systems & Flexibility Plan. It will deliver benefits to consumers by encouraging them to use energy when it is cheaper, reduce the costs of the future energy system and make it more resilient as we move towards an increasingly low carbon generation mix. This would help ensure that the benefits to consumers of new tariffs, products and services enabled by smart metering and half-hourly settlement would become available sooner.

The Bill passed the House of Commons Committee stage on 28 November 2017 and will next move to Commons Report and Third Reading.