

Consumer Engagement Strategy

18. What role, if any, should network companies and communications service providers have in central engagement?

While NGET doesn't anticipate having a direct role in the consumer engagement strategy, we would expect to have input into the key messaging affecting networks. The introduction of smart meters and their benefits will empower consumers by providing them more choice and control in how they use and procure demand. It is important that the consumer engagement's main focus is on this benefit. However, the engagement should also encompass network benefits and outline how these benefits transfer to the consumer.

We agree that the focus of engagement should be on the near term benefits with clear linkages to those that will develop in the future e.g. development of smart grids.