



# SP ENERGY NETWORKS

[by e-mail -  
smartmetering@decc.gsi.gov.uk]

Smart Metering Implementation  
Programme – Regulatory Design Team  
DECC  
55 Whitehall  
London  
SW1A 2EY

Your ref

Our Ref

Date

1 June 2012

Contact / Extension

Dear Sir/Madam

## **Smart Metering Implementation Programme - Consultation on Consumer Engagement Strategy**

Thank you for this opportunity to respond to your consultation on proposals on Consumer Engagement Strategy as part of the Smart Metering Implementation Programme.

We are supportive of the principle of establishing such a strategy. We have a response in relation to one question which have we set out in an annex to this letter.

Smart Metering Implementation will involve significant resources on the part of electricity distributors and we will fully engage with Ofgem as part of the forthcoming "RIIO ED1" price control review to ensure that we are able to recover the reasonable costs incurred.

Should you wish to discuss any aspect of our response or the matters raised, please do not hesitate to contact me ([Martin.hill@scottishpower.com](mailto:Martin.hill@scottishpower.com)).

Yours sincerely

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## SP Energy Networks

Att.

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[www.scottishpower.com](http://www.scottishpower.com)

SP Transmission Ltd, Registered Office: 1 Atlantic Quay, Glasgow, G2 8SP. Registered in Scotland No. 180120. Vat No. GB 559 3720 08  
SP Networks plc, Registered Office: 3 Panton Way, Preston, CH43 3ET. Registered in England and Wales No. 2366907. Vat No. GB559-3720-08  
SP Distribution Ltd, Registered Office: 1 Atlantic Quay, Glasgow, G2 8SP. Registered in Scotland No. 189125. Vat No. GB 559 3720 08

**Attachment – SP Energy Networks response to Smart Metering Implementation Programme – Consumer Engagement Consultation document**

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

As a network operator, we believe that network operators will require to be involved in central engagement. As part of the meter installation process, network operators will be required to visit a proportion of customers' properties to rectify network issues which impede the installation of a smart meter, e.g. to replace the cut out fuse.

Further, smart meters are likely to provide network related benefits to the customer such as outage notification which will mean that the DNO will receive an alarm should a customer's electricity supply be interrupted. This new functionality will need to be explained to the customer to ensure that they recognise these benefits.

It should also be recognised that as part of the Electricity Network Price review, RIIO-ED1, there is a possibility that DNOs will be further incentivised in relation to customer and stakeholder engagement which may have a degree of overlap with the central engagement programme.