

Citizens Advice



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Consultation on further changes to the Smart Energy Code

About Citizens Advice

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Since 1 April 2014, Citizens Advice service took on the powers of Consumer Futures to become the statutory representative for energy consumers across Great Britain.

Consultation response

Delivering a high-security, reliable smart metering infrastructure at minimum cost to consumers is a key priority for the rollout. Citizens Advice does not have a view on the technical details in the consultation, but we would urge all parties:

- to act responsibly to achieve high standards of security and reliability without over-engineering, overspending and further delays;
- to consider and mitigate the consumer impact of anomalous events – such as failure to complete post-commissioning checks – as rigorously as those under BAU, even if these are only expected to affect small numbers of people.

In this area, we would welcome further clarification of the implications of the move towards device suspension rather than device removal (q.7-9). We welcome the potentially reduced disruption, but are concerned that suspension might lead to situations where consumers' expectations from their meter are not set clearly or fulfilled. If a device is to be suspended, there must be strict standards for communicating the impacts on service this might have and the schedule for reactivation. We are content with the proposed approach and drafting but would welcome the chance to discuss the practical implications for consumers in future.

Yours sincerely,

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