Appendix 20: Smart Meter Installation Survey Minimum Sample Size (Electricity and Gas, Smart Only)

Installations at Domestic Premises

Fewer than 5,000 planned installation-visits per annum

If an Energy Supplier is planning fewer than 5,000 installations in respect of Domestic Premises within the calendar year, there is no requirement to survey Domestic Consumers for compliance purposes.

5,000-20,000 planned installation-visits per annum

If an Energy Supplier is planning between 5,000-20,000 installations in respect of Domestic Premises within the calendar year, a total of 500 surveys will need to be completed to cover the 12-month period. The Energy Supplier will advise the Code Manager before ~~the of~~ the first Calendar quarter (January-March) if they are planning on installing between 5,000-20,000 installations in respect of Domestic Premises within that calendar year. Results from surveys will be submitted in full by the end of the calendar year, and could be passed to (or requested by) the Authority and be used for compliance purposes.

More than 20,000 planned installation-visits per annum

If an Energy Supplier is planning more than 20,000 installations in respect of Domestic Premises within the calendar year, a minimum of 500 surveys will need to be completed each calendar quarter where 5,000 and above installations have taken place. Results from these surveys could be passed to (or requested by) the Authority, and used for compliance purposes.

Installations at Premises of Micro-Business Consumer

Fewer than 1,000 planned installation-visits per annum

If an Energy Supplier is planning fewer than 1,000 installations in respect of Premises of Micro-Business Consumers in the next 12 months, there is no requirement to survey Micro-Business Consumers for compliance purposes.

1,000 to 5,000~~Fewer than 5,000~~ planned installation-visits per annum

If an Energy Supplier is planning between 1,000-~~fewer than~~ 5,000 installations in respect of Premises of Micro-Business Consumers in the next 12 months, then reasonable endeavours should be used to gather as many survey returns as possible. Results from these surveys should be submitted on an annual basis.

Interim results from these surveys could be passed to (or requested by) the Authority, but only the annual results would be used for compliance purposes.

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More than 5,000 planned installation-visits per annum

If an Energy Supplier is planning more than 5,000 installations in respect of Premises of Micro-Business Consumers in the next 12 months, reasonable endeavours should be taken to carry out 500 surveys each calendar quarter. Regardless of whether the 500 survey target is met, results from these surveys should be submitted on a quarterly basis. Results from these surveys could be passed to (or requested by) the Authority, and used for compliance purposes.

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