R0033 – MICRO-BUSINESS SMART METER INSTALLATION REPORTS – CONSOLIDATED RESPONSES

QUESTION SOLUTION 1	RESPONDENT DETAILS	RESPONSE
1. Do You agree with the Proposed Solution	Kelly Austin (EDF) **Energy Supplier**	Yes, we agree with the proposed solution dependant on the cost of providing retrospective reports
	Rachel Norberg (Utilita Energy Limited) **Energy Supplier**	Yes
	June Mallett (Drax Group - Drax Energy & Opus Energy) **Energy Supplier**	Broadly speaking we agree with the proposed change, as we found the SMICoP reports useful for identifying opportunities for performance improvement. However, the Initial Assessment Report and draft legal text indicate that there is more to R0033 than simply reintroducing the previous SMICoP Microbusiness Smart Meter Installation consumer survey reports under the REC, which is what is implied in the headlines relating to this change (see response to Q3).
2. What are the benefits of retrospective publishing of SMICOP reports prior to the Designation of the REC?	Kelly Austin (EDF) **Energy Supplier**	Energy Suppliers would have the ability to assess their Micro-Business Smart Meter installation performance relative to other Energy Suppliers through Consumer Survey Reports and take any appropriate action to address any areas of underperformance or respond to trends in Consumer feedback, wider than their own Consumer base. This could have a positive effect on the Smart Meter installation service received by Micro-Business Consumers. Ultimately the backdated reports would be a 'nice to have' and we can see some benefits, as stated, but it would depend on the cost of producing the reports.
	Rachel Norberg (Utilita Energy Limited)	There is no essential need to publish SMICoP reports before the Designation of the REC, but it is a nice to have, as it means we a have a complete set of reporting results available.

	Energy Supplier	If it is decided not to publish previous SMICoP reports 6.10 of the legal text needs to be amended to reflect this with the correct dates that align with this implementation.
	June Mallett(Drax Group - Drax Energy & Opus Energy) **Energy Supplier**	While there may be some benefits to publishing historical reports, factors such as Covid, that had a significant impact on SMICoP installations in 2021, are not so relevant in the current climate. Therefore, comparing supplier performance at that time with more recent findings is likely to be of limited use.
3. Do you have any additional Comments?	Kelly Austin (EDF) **Energy Supplier**	EDF would like this change to be low cost and easy to implement.
	Rachel Norberg (Utilita Energy Limited) **Energy Supplier**	No further comments.
	June Mallett (Drax Group - Drax Energy & Opus Energy) **Energy Supplier**	The Initial Assessment Report states that "prior to REC v2.0 go live, both domestic and microbusiness Smart Meter Installation consumer survey reports were published on a quarterly basis". While it's true to say that, under the SMICoP, both sets of consumer survey reports were published and shared with industry parties, the microbusiness reports showed high-level, anonymised data. Only the domestic survey reports were published in the public domain identifying individual suppliers. This should be made clearer in the change report so that microbusiness suppliers are aware this change is not simply about reintroducing the anonymised reports under the REC and can assess the impacts of R0033 accordingly. The SMICoP reports also included free text comments which we note are to be excluded from the REC reports. The free text comments were helpful for suppliers looking to identify trends and emerging issues; however, we acknowledge it would be inappropriate to include them if the intention is to publish the microbusiness reports in the public domain.