Department for Energy Security & Net Zero

Smart Metering product issue and incident resolution guidance

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Department for Energy Security & Net Zero

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ADVISORY GUIDANCE

Purpose and scope

Purpose

A common reference for coordinating significant consumer-impacting incidents, supporting prompt notification and sharing anonymised lessons.

Status

Advisory guidance. It creates no mandatory obligations and does not override legal, regulatory or contractual duties.

Product issues: continue to follow PAS 7100 and PRISM. This guidance complements existing processes.

In scope

- Significant consumer-affecting product or procedural issues potentially involving or affecting one or more parties.
- Products deployed at consumer premises, or processes widely used to install them.

Outside scope

- Company-specific issues without consumer impact, and individual or localised issues where no wider impact is expected.
- Security incidents follow the Smart Energy Code route.

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Process overview

1 2 3 4 5 6 7

Seven steps in four phases

STEPS 1 AND 2

Notify and inform

Notify affected parties and DESNZ. Assess scope and coordinate messages.

STEPS 3 AND 4

Assess and report

Impacted parties assess consumer and industry impacts, keep others updated and report findings to DESNZ.

STEP 5

Plan and act

Impacted parties remedy the issue. DESNZ monitors progress and considers consistency across parties.

STEPS 6 AND 7

Learn and share

DESNZ reviews the handling of the issue and may share anonymised learning through SMOG and HSSG.

Impacted parties own remediation.

DESNZ supports coordination and monitors progress.

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Steps 1 and 2

Initial notification and communications

STEP 1

Notify affected parties

Manufacturer: inform all customers.

Supplier or other party: inform the manufacturer so it can notify its other customers.

Notify DESNZ

Contact SMIP senior leadership or delegated officials. DESNZ makes an initial scope assessment.

STEP 2

Inform wider parties

If in scope, DESNZ confirms its assessment. Informed parties notify others and coordinate messages.

Early communication and confidentiality

- For safety incidents, identify and notify other organisations using the same products as early as possible.
- Agree clear, proportionate consumer messages, even before the full extent of the issue is known.
- DESNZ normally maintains confidentiality until parties have had reasonable investigation time and engages before wider sharing where practicable. Exceptions cover consumer protection, the public interest and regulatory requirements.

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Steps 3 and 4

Impact assessment and reporting

STEP 3

Impacted parties assess

- Identify affected consumer groups and industry parties, and the severity of impact.
- Consider consumer safety and supply chain disruption. For incidents, set out measures to mitigate and prevent recurrence.
- Suppliers identify and inform parties who have inherited affected customers, with details of earlier consumer communications.

STEP 4

Report to DESNZ

- Explain assessment findings and consumer and public safety implications.
- Set out corrective action, future risk mitigation and resolution timescales.
- DESNZ records incidents and progress to identify good practice.

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Step 5

Remediation and responsibilities

STEP 5

Impacted parties

- Own the remedy and the action needed to resolve the issue.
- Assess likely impacts and resolution timescales.
- Cooperate with other affected organisations.

Product manufacturer - across the process

- Holds responsibility for any product notice or recall where one is necessary.
- Receives notification from suppliers or other parties and informs its other customers.
- Full cooperation from other parties supports the response.

DESNZ

- Monitors progress and the priority given to timely, proportionate resolution.
- Considers risks and differences in consumer experience across parties.
- Does not determine remedies or commercial liabilities or direct a specific action.

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Steps 6 and 7

Lessons learned and sharing

STEP 6

Capture lessons learned

DESNZ reviews how the issue was handled to identify weaknesses and good practice.

Insights can improve future processes and help reduce repeat incidents.

STEP 7

Disseminate output

DESNZ may share an anonymised summary where appropriate.

Sharing takes place through the Smart Meters Operations Group and the Health and Safety Subgroup.

Purpose

- Help prevent future issues and incidents.
- Refine remediation procedures using learning from previous cases.
- **Sharing remains anonymised and proportionate to the circumstances.**

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Metering Forum

Key takeaways and publication

Early notification

- Affected parties and DESNZ hear about significant consumer-impacting issues promptly.
- Publication destination: final guidance provided to RECCo for the Metering Portal.

Clear responsibilities

- Impacted parties assess and remedy the issue. DESNZ coordinates and monitors.
- Publication timing: during soft launch, otherwise at full go-live on 18 November 2026.

Consistent response

- Coordinated messaging and anonymised learning support consumers and reduce repeat incidents.
- Document ownership: DESNZ retains ownership of the guidance.