

Appendix 3 – Initial Proposals Response Template

Name/Organisation:	Energy and Utilities Alliance (EUA)

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Q: Do you consider our initial proposals to be reasonable? If you have alternative views, please outline where they differ.

EUA believes that the initial proposals are a reasonable approach on the whole.

However, we do have some concerns on the arrangements for emergency meter replacement after mass rollout is mandated or when a Smart meter has been installed.

The approach as stated in section 3.10 appears somewhat vague and open to commercial differences between individual suppliers. This should perhaps be a more regulated and equal approach for all consumers, thus ensuring that once smart meters are installed that the consumer does not, at any point, not have continuous Smart services.

We also have concerns on the predicted transition to Smart as we believe that, due to increasing uncertainty over foundation/ SMETS 1 meters, the actual installation of Smart meters will be concentrated towards the end of the mandated rollout period. Therefore NGM may have a significant role to play for much longer than envisaged in your proposals.

There appears to be a presumption that NGM will continue to traditional meters even after rollout begins. Does this conflict with the suppliers' licence obligations to install Smart after 2014. Is there any Ofgem guidance on this?

If, after the suppliers cut off for traditional meters, there is a remaining traditional meter that is leaking, is it replaced with Smart or traditional?

These are concerns that may already be being dealt with but we wished to be sure that they were being taken into account.

Please return your completed response to the following:

Email	ngm.priceconsult@nationalgrid.com
Post	Commercial and Regulatory Affairs, 35 Homer Road, Solihull, B91 3QJ

THANK YOU FOR YOUR REPLY