RETAIL ENERGY CODE

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ADDITIONAL CLARITY ON DEMOGRAPHIC QUESTIONS FOR SMART METER INSTALLATION SURVEY

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1 PURPOSE

The purpose of this paper is to gather feedback from the Change Issues Group as to whether additional clarity is required within the Smart Meter Installation Surveys regarding demographic questions.

2 BACKGROUND AND INFORMATION

The Code Manager has taken an action out of the R0152 Revision to the Consolidated Metering Code of Practice (CoMCoP) working group, regarding whether a change is required to add additional clarity into the Smart Meter Installation Surveys templates about the demographics questions.

Currently in the templates, the main Survey Questions are summarised on the Notes tab. However, within the Data Entry Sheet – count data tab, there are additional demographics questions Energy Suppliers need to ask as part of the survey.

For Domestic Consumers, this question is:

- In which of these ways do you occupy this accommodation?
    - Own outright/with mortgage
    - Rent from a private landlord
    - Rent from a social landlord
    - Other
    - Refused

Note: there are other demographic questions within the Domestic Survey (PSR, Meter Mode, GSP Group, Payment Type) but these are taken from the Suppliers system rather than asked as a question.

For Micro-Business Consumers, these questions are:

- What is the size of your business (including all sites), in terms of employee numbers?
    - Sole trader
    - 2-10 employees
    - 11-50 employees
    - More than 50 employees
    - Don’t know
- What of the following best describes your type of business?
    - We are based in a residential house or flat (we have no separate business premises)
    - We rent our premises as tenants - and we have no right to change our energy meters (this is solely the landlord's decision)
    - We rent our premises as tenants - and we have the right to change our energy meters if we choose
    - We rent our premises as tenants - but I don't know if we can change our energy meters if we choose
    - We are owner occupiers of our premises
    - Don't know
- From the following list, what is your industry sector?
    - Public sector (including health / social work / education)
    - Hospitality/accommodation/food service
    - Retail
    - Administrative (private sector)
    - Manufacturing
    - Agriculture/forestry/fishing
    - Construction
    - Transport/storage
    - Information and communication
    - Financial/insurance/real estate/ professional services
    - Arts/entertainment/leisure
    - Other business sector
    - Don't know

These questions were originally held in an appendix within the Smart Metering Installation Code of Practice (SMICoP) but were not moved within CoMCoP. It is still mandatory for Suppliers to report on them when submitting their Smart Meter Installation Survey results using the template.

3 QUESTIONS FOR THE CHANGE ISSUES GROUP

The Code Manager would like the opinion of the Change Issues Group on the following questions:

- Do the Smart Meter Installation Survey templates make it clear these demographic questions must be asked as part of the survey?
- Is there benefit to adding these questions to the Notes tab of the template, alongside the survey questions?
- If yes, for the Domestic Survey would you want all demographic questions (including those taken from the Suppliers own system rather than asked) or just the question which is asked as part of the Survey?