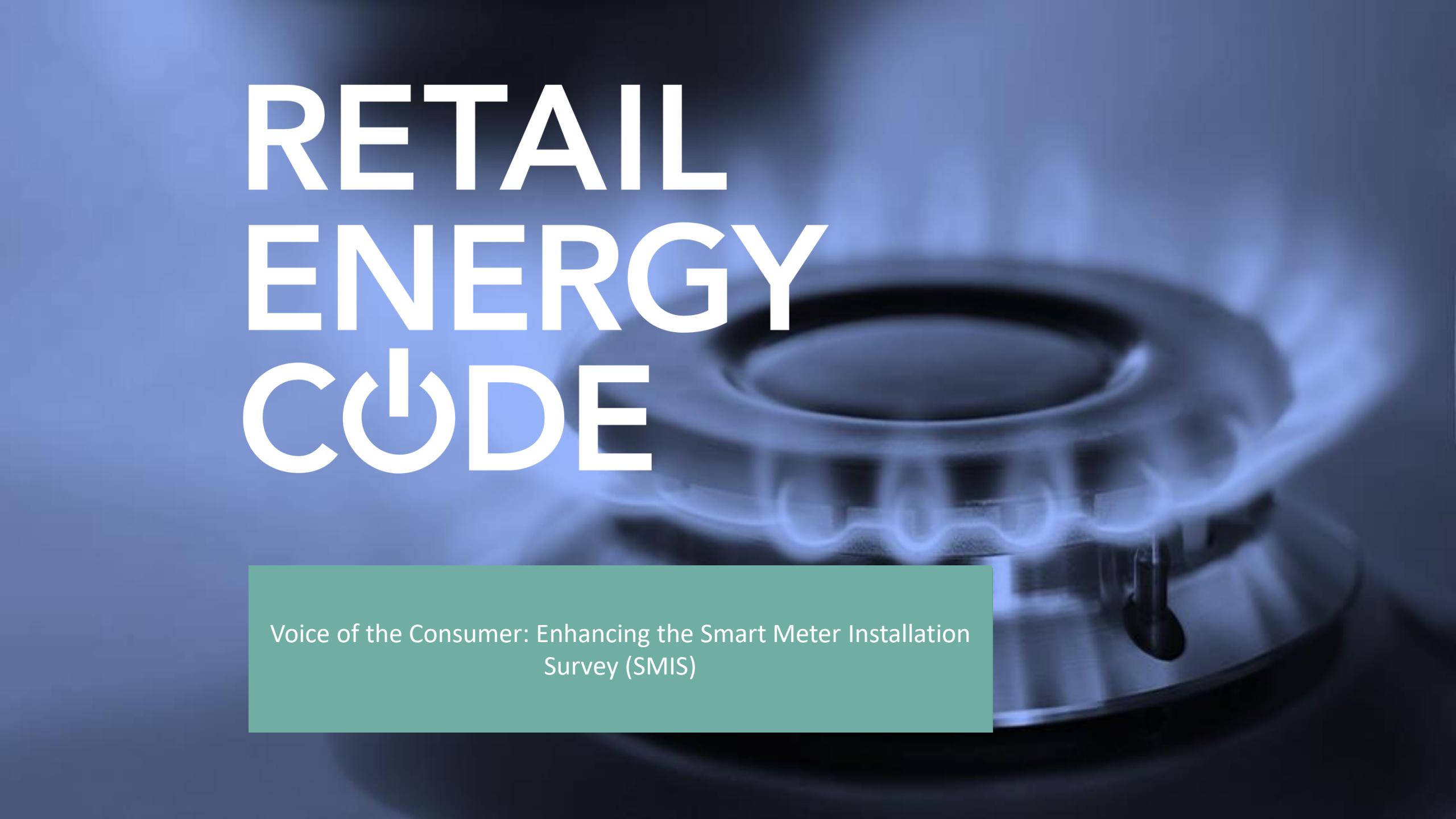


Voice of the Consumer: Enhancing the Smart Meter Installation Survey (SMIS)

DISCUSSIONS WITH DESNZ

In December 2024, the code manager met with DESNZ and discussed the 'Voice of the Consumer' initiative:

DESNZ expressed support for the 'Voice of the Consumer', seeing it as complimentary to their 'Consumer Codes of Practice', rather than a duplication of effort.

They also confirmed there were no issues with the centralization of the survey as opposed to suppliers using third parties.

In relation to the SMIS survey:

While we explore improvements to the SMIS questionnaire, we'll prioritize the core survey questions to ensure alignment with DESNZ's data collection and policy decisions. Proposed changes will be submitted for their review and approval, recognizing their reliance on this data to monitor the smart meter rollout. Demographic questions will remain unchanged to maintain consistency with DESNZ's reporting processes.

We have reached out to DESNZ to confirm which questions cannot be altered due to their reporting processes and will update all relevant parties accordingly following their response at the next working group.

CURRENT SMIS QUESTIONS (DOMESTIC)

Domestic

RETAIL ENERGY CODE

These are the current SMIS survey questions relating to domestic respondents.

Q1 "Before someone came to change your meter, were you told that you were getting a smart meter?"

Q2 "Were you offered an in-home display?"

Q3 "Did the installer/technician provide a demonstration of the equipment installed?"

Q4 "Did the installer/technician offer advice or information on how to use less energy during the visit?"

Q4a "If the installer/technician did offer advice or information, did you take up the offer?"

Q4b "If yes, did the advice or information given take into account your home and/or how you use energy?"

Existing Questions

Overlaps both surveys

CURRENT SMIS QUESTIONS (DOMESTIC)

Domestic

RETAIL ENERGY CODE

These are the current SMIS survey questions relating to domestic respondents.

Q5	"Were you asked to pay for any goods and services before, during or after the installation visit?"
Q5a	"Had the Supplier asked for your permission to discuss goods and services before the visit?"
Q6	"Do you, or anyone in your household who was present at the installation, have any long-term illness, health problem or disability which limits your daily activities or the work you can do?"
Q6a	"Did this person have any additional needs or specific requirements that the installer needed to take into account during the installation?"
Q6b	"Did the installer take into account these additional needs or specific requirements during the installation?"

Existing Questions

CURRENT SMIS QUESTIONS (MICRO-BUSINESS)

Micro-Business

RETAIL ENERGY CODE

These are the current SMIS survey questions relating to micro-businesses.

Q1	"Before someone came to change your meter, were you told that you were getting a smart meter?"
Q2	"Did the installer/technician provide a demonstration of the equipment installed?"
Q3	"Did your supplier offer advice or information on how to manage your energy usage?"
Q4	"Was there a charge for installation of the smart meter?"
Q4a	"If yes, were you made aware of this before the visit took place?"

Existing Questions

Overlaps both surveys

CURRENT SMIS QUESTIONS (MICRO-BUSINESS)

Micro-Business

RETAIL ENERGY CODE

These are the current SMIS survey questions relating to micro-businesses.

Q5	"Did you indicate any specific operational business needs when the installation appointment was being scheduled?"
Q5a	"If yes, were these needs taken into account during the installation?"
Q5b	"If no, what were the operation business needs that you identified?"
Q6	"Did the Supplier check whether your premises has any domestic premises associated with it"

Existing Questions

CURRENT SMIS QUESTIONS (MICRO-BUSINESS)

Domestic/Micro-business

RETAIL ENERGY CODE

These are potential additional questions that focus mainly on post-installation experience and overall satisfaction.

AQ	"Before the installation, were you informed about the potential benefits of having a smart meter?"
AQ	"Were you informed about how your smart meter data will be used and protected?"
AQ	"Before the installation, were you informed about the potential benefits of having a smart meter?"
AQ	"Do you feel you now have a better understanding of your energy usage?"
AQ	"Overall, how satisfied were you with the smart meter installation process?" (Scale of 1-5)

Potential Additional Question

ANY FURTHER QUESTIONS

NEXT STEPS

Following this working group, we will record and examine the feedback received. Based on these insights we will develop a clear action plan and communicate updates to all stakeholders.

Document and Distribute



- Circulate a concise summary document with all participants and stakeholders to ensure understanding of outcomes.

Review and Refine Core Questions



- Incorporating feedback from Parties and DESNZ, we will develop a draft questionnaire with the revised questions.

Schedule the Next Working Group



- The agenda will focus one of the in-scope outcomes discussed in the December working group.