

Supplier Performance and the SMIS Domestic Monitoring and Compliance Survey Report:

Results for Smart Meter Installations
Occurring from April to June 2022

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Contents

Summary	3
Question 1: Before someone came to change your meter, were you told that you were getting a smart meter?	5
Question 2: Were you offered an In-Home Display?	7
Question 3: Did the installer/technician provide a demonstration of the equipment installed	9
Question 4: Did the installer/technician offer advice or information on how to use less energy during the visit?	11
Question 4a: If the installer/technician did offer advice or information, did you take up the offer?	13
Question 4b: If yes, did the advice or information given take into account your home and/or how you use energy?	15
Question 5: Were you asked to pay for any goods and services before, during or after the installation visit?	17
Question 5a: If yes, had the energy supplier asked for your permission to discuss goods and services before the visit?	19
Question 6a: Did anyone present at the installation have any additional needs or specific requirements that the installer needed to take into account during the installation?	22
Question 6b: Did the installer take into account these additional needs or specific requirements during the installation?	25
Summary of Energy Supplier Responses for All Questions	27
Annex A: Methodology	28
Annex B: Monitoring Compliance Customer Survey submission thresholds	29

Summary

The Smart Meter Installation Schedule (SMIS) within the Retail Energy Code outlines the set of rules that energy suppliers must follow when installing smart meters in homes and smaller businesses.

To make sure these standards have been met by the energy suppliers, a sample of customers are asked about their experiences when their smart meter was installed. These surveys are carried out by independent survey organisations on behalf of energy suppliers. More information regarding the methodology can be found within Annex A of this report.

The Monitoring and Compliance Customer Survey (MCCS) report was established to show if energy suppliers have met their obligations and responsibilities set out in the SMIS rules. This report summarises the result of surveys completed by customers following smart meter installations in their home. Some of the questions within the report show how each energy supplier is performing when installing smart meters in homes compared to other suppliers.

Some of the questions within the report do not demonstrate the performance of an energy supplier if looked at on their own. For questions that don't directly measure performance and are instead used to help qualify¹ a subsequent question, the information is presented in alphanumeric order. Where a question does indicate better or worse performance, suppliers' performance is ranked highest to lowest.

The PAB reviews this report to understand the responses gathered from the consumers surveyed by suitably qualified independent Smart Meter Installation Survey Organisations in order to monitor an individual Energy Supplier's compliance against the Smart Meter Installation Schedule; including results which may suggest poor or low performance when compared to others.

If an energy supplier is not in this report, or if they are not listed against a specific question, this could be for one or more of the below reasons:

- Some energy suppliers submit their results in a different name to the one that appears on your bill. For example a supplier could be owned by a company with a different name (a parent company). Another example would be where a supplier was part of a group of companies that used different brand names for different products and services.
- If a supplier doesn't appear in a graph or table, it does not mean they scored 0% from customers for that question.
- If a supplier plans on installing a small number of meters they might not need to complete surveys every quarter. Some suppliers report annually. The thresholds for when a supplier has to submit survey results, and how often, are set out in Annex B.

¹ Qualifying question definition - It is a question which either qualifies or disqualifies respondents from moving onto a certain question, depending on the answer that they chose. For example, for question 4a, if people answered "Yes" to this question, they are able to move onto question 4b. If people answered "No" to this question, they move straight onto question 5.

A full list of suppliers who submitted survey results can be found later on in this report, in Table 7.

If you have question about your own smart meter installation, please get in touch with your energy supplier whose contact details can be found on your most recent bill.

If you want more information about the Monitoring and Compliance Customer Survey, please visit the REC Portal or email enquiries@recmanager.co.uk. The rules about the Monitoring and Compliance Customer Survey can be found in section 6 of the Code, found [here](#).

QUESTION 1: BEFORE SOMEONE CAME TO CHANGE YOUR METER, WERE YOU TOLD THAT YOU WERE GETTING A SMART METER?

Your energy supplier should get in touch with you before a smart meter is installed.

The chart below shows the percentage of customers who said that, yes, their energy supplier told them they were getting a smart meter.

Figure 1: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 1 "Before someone came to change your meter, were you told that you were getting a smart meter?"

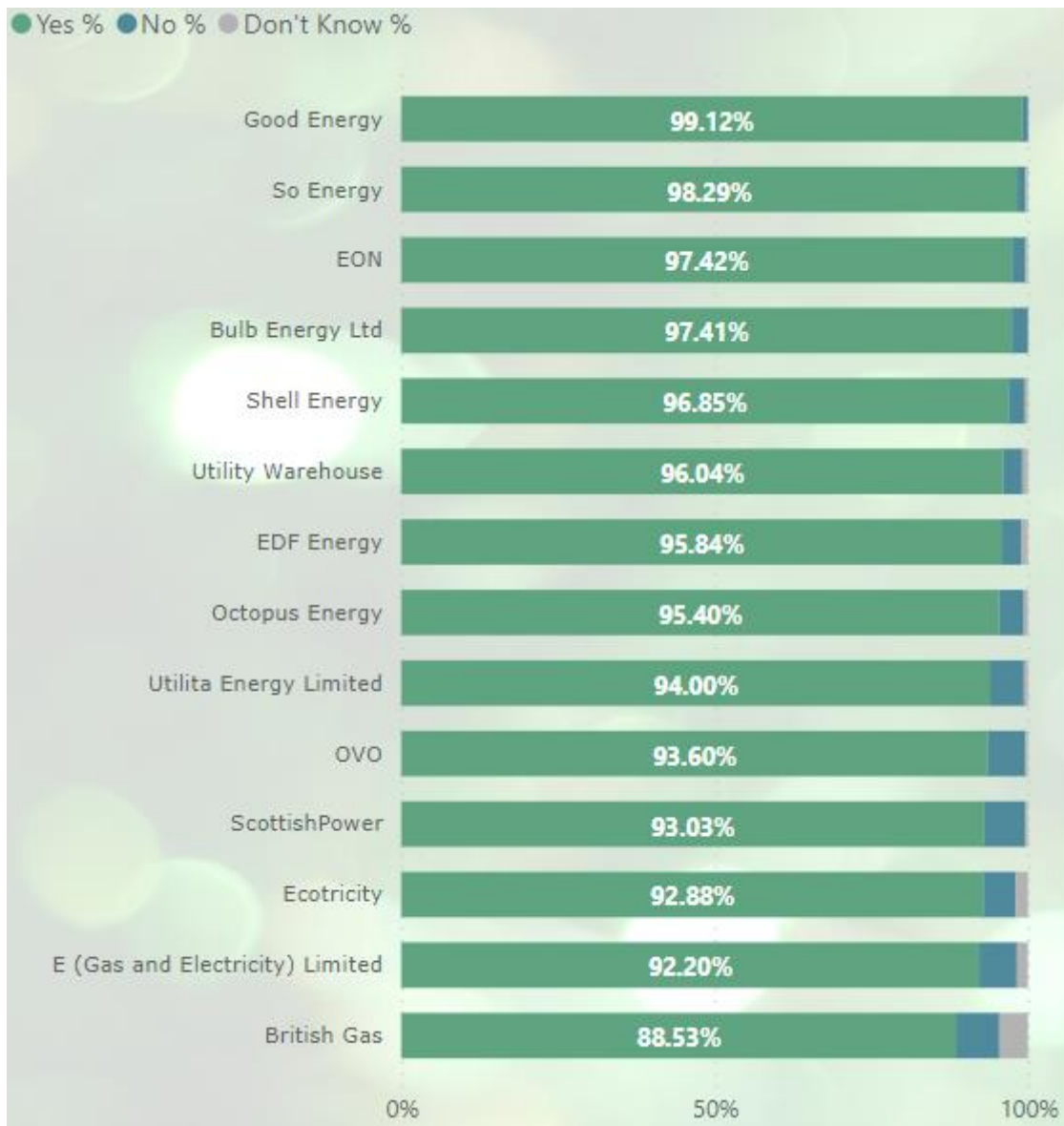


Table 1: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 1 "Before someone came to change your meter, were you told that you were getting a smart meter?"

Supplier	Yes %	No %	Don't Know %
Good Energy	99.12%	0.88%	0.00%
So Energy	98.29%	1.33%	0.38%
EON	97.42%	2.18%	0.40%
Bulb Energy Ltd	97.41%	2.59%	0.00%
Shell Energy	96.85%	2.59%	0.56%
Utility Warehouse	96.04%	3.08%	0.88%
EDF Energy	95.84%	3.03%	1.12%
Octopus Energy	95.40%	3.97%	0.63%
Utilita Energy Limited	94.00%	5.40%	0.60%
OVO	93.60%	6.00%	0.40%
ScottishPower	93.03%	6.47%	0.50%
Ecotricity	92.88%	5.13%	1.99%
E (Gas and Electricity) Limited	92.20%	6.03%	1.77%
British Gas	88.53%	6.93%	4.55%

QUESTION 2: WERE YOU OFFERED AN IN-HOME DISPLAY?

Your energy supplier should offer you an In-Home Display (IHD) when your smart meter is installed. IHDs are hand-held devices which show near real-time information about how much energy is being used, and what it costs in pounds and pence.

IHDs also have other helpful features, like showing how much energy was used in the recent past. With this information, you can easily understand what energy you are using, and how you might make changes to use less and save money on your bills.

Figure 2: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 2 "Were you offered an In-Home Display?"

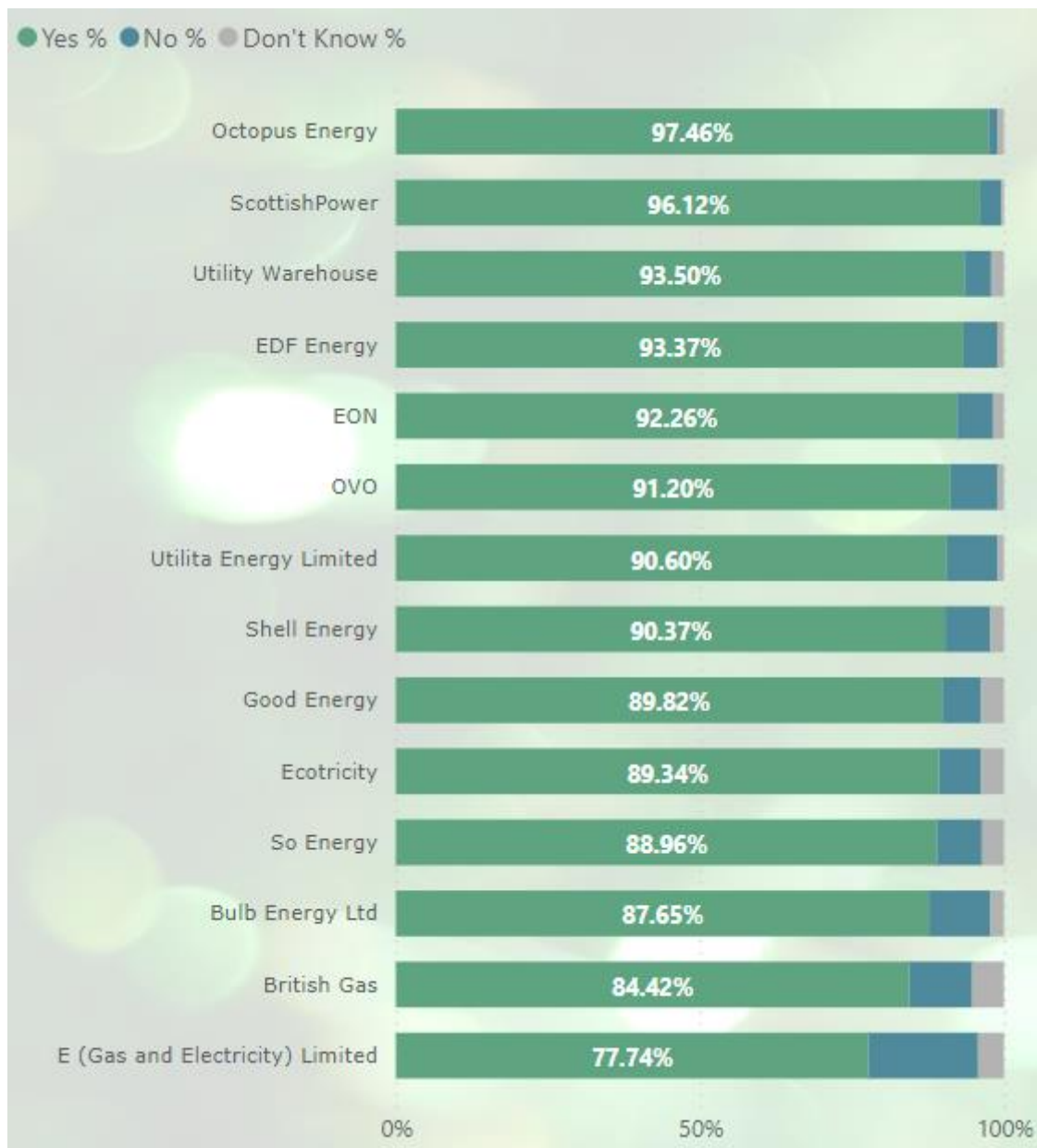


Table 2: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 2 "Were you offered an In-Home Display?"

Supplier	Yes %	No %	Don't Know %
Octopus Energy	97.46%	1.43%	1.11%
ScottishPower	96.12%	3.39%	0.50%
Utility Warehouse	93.50%	4.41%	2.09%
EDF Energy	93.37%	5.51%	1.12%
EON	92.26%	5.95%	1.79%
OVO	91.20%	7.80%	1.00%
Utilita Energy Limited	90.60%	8.40%	1.00%
Shell Energy	90.37%	7.41%	2.22%
Good Energy	89.82%	6.42%	3.76%
Ecotricity	89.34%	6.92%	3.75%
So Energy	88.96%	7.42%	3.62%
Bulb Energy Ltd	87.65%	10.16%	2.19%
British Gas	84.42%	10.39%	5.19%
E (Gas and Electricity) Limited	77.74%	18.02%	4.24%

QUESTION 3: DID THE INSTALLER/TECHNICIAN PROVIDE A DEMONSTRATION OF THE EQUIPMENT INSTALLED

You should be given an easy to understand demonstration of how to use a new smart meter, and the In-Home Display. You should be able to understand the information you can see on the IHD. This will help you get the most out your smart meter, and mean you are able to properly understand how you are using energy.

Note: Due to COVID-19 safety measures suppliers may have chosen to use alternate wording for this question: Did the installer provide instructions of how to use the equipment installed?

Figure 3: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 3 "Did the installer/technician provide a demonstration of the equipment installed?"

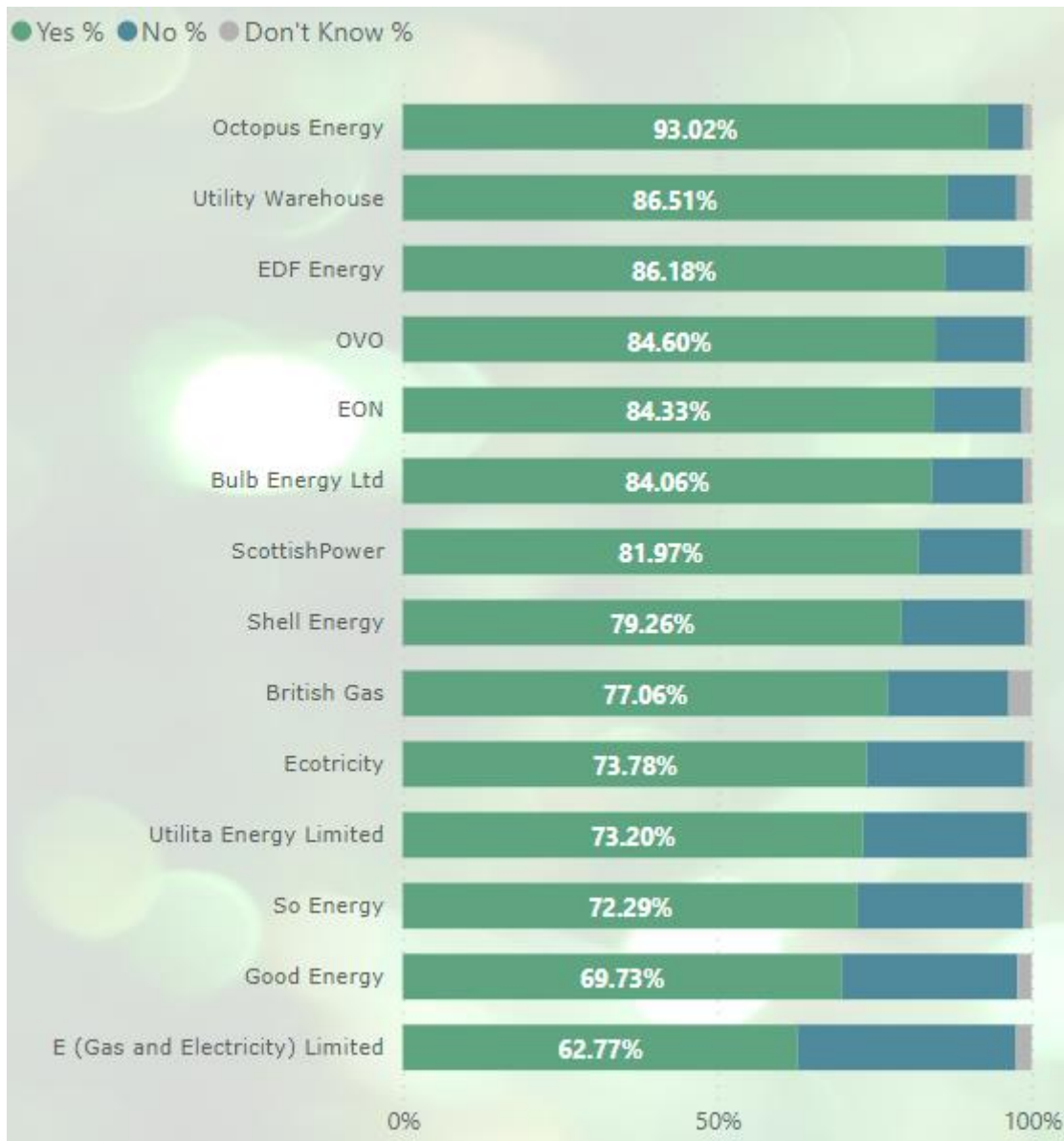


Table 3: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 3 "Did the installer/technician provide a demonstration of the equipment installed?"

Supplier	Yes %	No %	Don't Know %
Octopus Energy	93.02%	5.71%	1.27%
Utility Warehouse	86.51%	11.07%	2.42%
EDF Energy	86.18%	12.81%	1.01%
OVO	84.60%	14.40%	1.00%
EON	84.33%	14.09%	1.59%
Bulb Energy Ltd	84.06%	14.54%	1.39%
ScottishPower	81.97%	16.53%	1.49%
Shell Energy	79.26%	19.63%	1.11%
British Gas	77.06%	19.26%	3.68%
Ecotricity	73.78%	25.07%	1.15%
Utilita Energy Limited	73.20%	26.00%	0.80%
So Energy	72.29%	26.46%	1.25%
Good Energy	69.73%	28.03%	2.24%
E (Gas and Electricity) Limited	62.77%	34.75%	2.48%

QUESTION 4: DID THE INSTALLER/TECHNICIAN OFFER ADVICE OR INFORMATION ON HOW TO USE LESS ENERGY DURING THE VISIT?

When you have a smart meter installed, your energy supplier should also offer you advice about how to save energy.

To make sure the energy savings advice is relevant to you, the information should be tailored to your home and energy habits (see question 4b).

Note: Due to COVID-19 safety measures suppliers may have chosen to use alternate wording for this question: Did the installer offer advice or provide information on how to use less electricity and/or gas after the visit was arranged?

Figure 4.1: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 4 "Did the installer/technician offer advice or information on how to use less energy during the visit?"

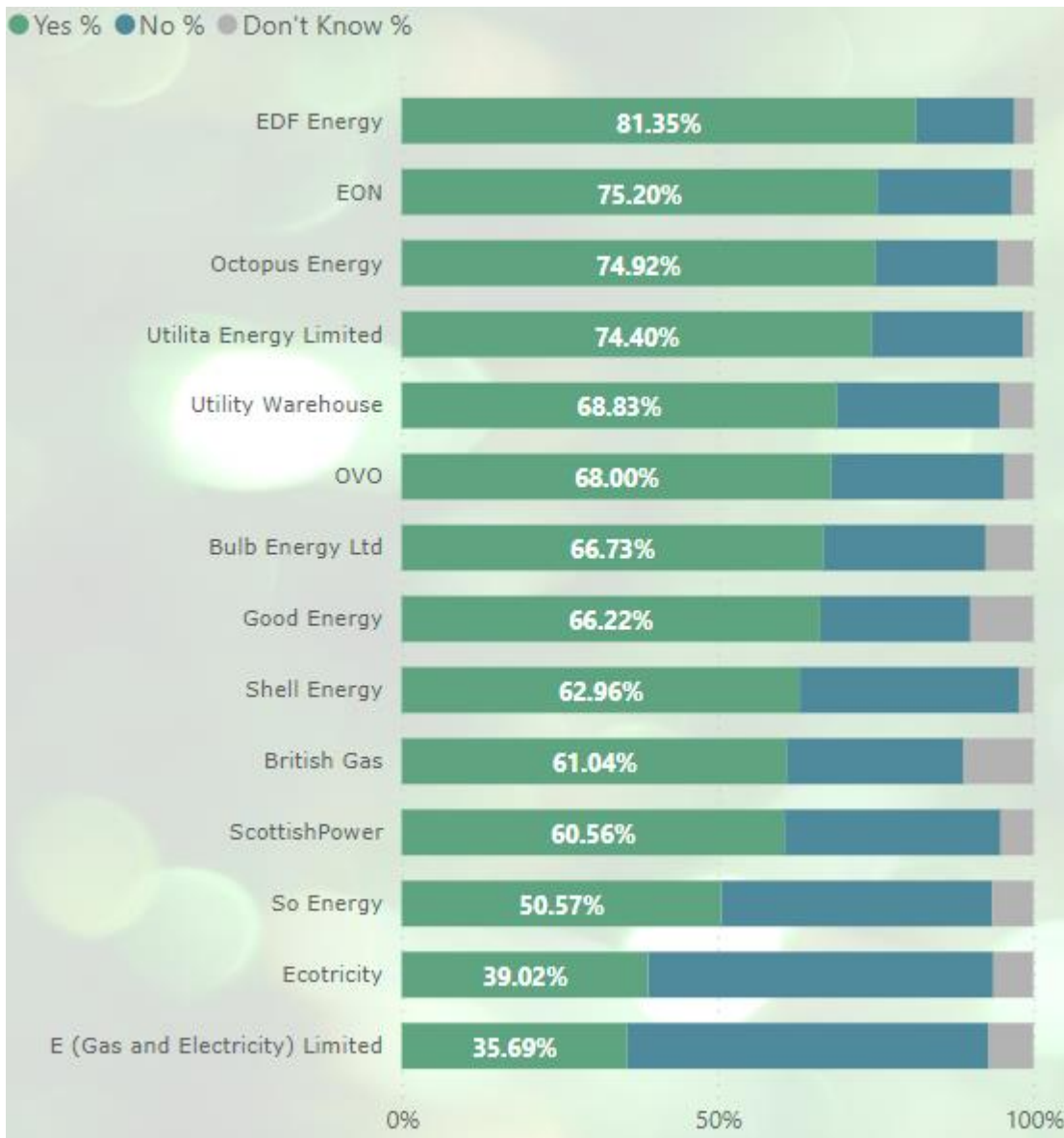


Table 4.1: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 4 "Did the installer/technician offer advice or information on how to use less energy during the visit?"

Supplier	Yes %	No %	Don't Know %
EDF Energy	81.35%	15.62%	3.03%
EON	75.20%	21.43%	3.37%
Octopus Energy	74.92%	19.37%	5.71%
Utilita Energy Limited	74.40%	24.00%	1.60%
Utility Warehouse	68.83%	25.77%	5.40%
OVO	68.00%	27.40%	4.60%
Bulb Energy Ltd	66.73%	25.70%	7.57%
Good Energy	66.22%	23.78%	10.00%
Shell Energy	62.96%	34.81%	2.22%
British Gas	61.04%	27.92%	11.04%
ScottishPower	60.56%	34.26%	5.18%
So Energy	50.57%	42.91%	6.51%
Ecotricity	39.02%	54.62%	6.36%
E (Gas and Electricity) Limited	35.69%	57.24%	7.07%

QUESTION 4A: IF THE INSTALLER/TECHNICIAN DID OFFER ADVICE OR INFORMATION, DID YOU TAKE UP THE OFFER?

People who said they were offered energy saving advice by meter installer were asked if they accepted the opportunity to find out about how they might save money and energy.

It is up to a customer if they want to get energy saving advice from the person installing the meter. So, the number of people who answer 'yes' to this question is likely to be less the number of people who respond to other questions.

The responses to this question are listed in alphabetical order by supplier as this question alone does not measure performance.

Note: Due to COVID-19 safety measures suppliers may have chosen to use alternate wording for this question: If your energy supplier did offer advice or information, did you take up the offer?

Figure 4.2: April to June 2022 results of "Yes" responses, in alphabetical order, to Question 4a "If the installer/technician did offer advice or information, did you take up the offer?"

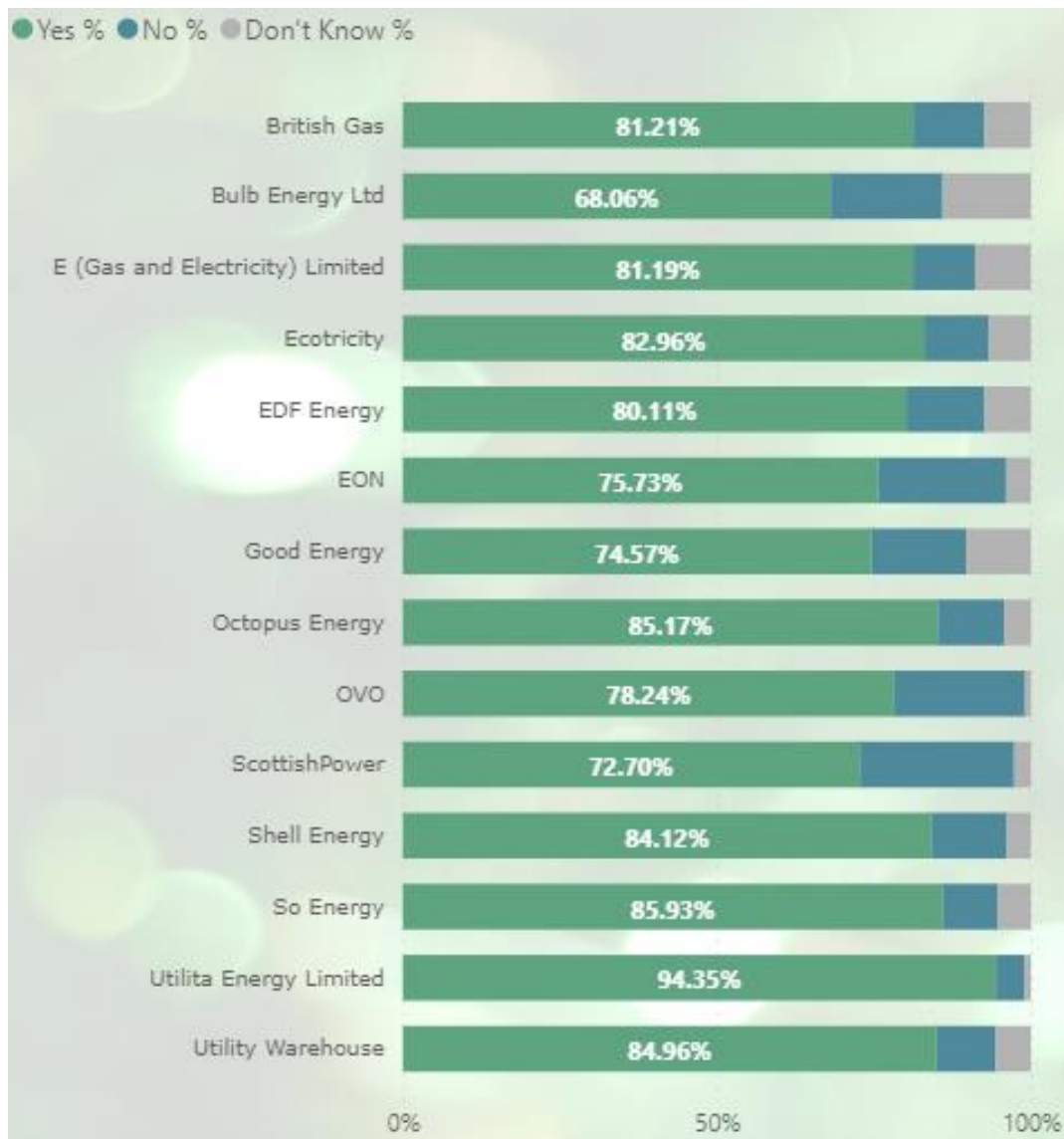


Table 4.2: April to June 2022 results of "Yes" responses, in alphabetical order, to Question 4a "If the installer/technician did offer advice or information, did you take up the offer?"

Supplier	Yes %	No %	Don't Know %
British Gas	81.21%	11.35%	7.45%
Bulb Energy Ltd	68.06%	17.91%	14.03%
E (Gas and Electricity) Limited	81.19%	9.90%	8.91%
Ecotricity	82.96%	10.37%	6.67%
EDF Energy	80.11%	12.57%	7.32%
Good Energy	74.57%	15.12%	10.31%
OVO	78.24%	20.88%	0.88%
ScottishPower	72.70%	24.67%	2.63%
Shell Energy	84.12%	12.06%	3.82%
So Energy	85.93%	8.86%	5.20%
Utilita Energy Limited	94.35%	4.57%	1.08%
Utility Warehouse	84.96%	9.36%	5.68%

QUESTION 4B: IF YES, DID THE ADVICE OR INFORMATION GIVEN TAKE INTO ACCOUNT YOUR HOME AND/OR HOW YOU USE ENERGY?

Energy suppliers should offer energy saving advice based on your home and how you use energy.

If a customer has said they accepted energy saving advice (4a) they are also asked if the advice was tailored to them. This question is likely to have fewer people respond than other questions.

Note: Due to COVID-19 safety measures suppliers may have chosen to use alternate wording for this question: Did the advice or information provided take into account your home and/or how you use?

Figure 4.3: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 4b "If yes, did the advice or information given take into account your home and/or how you use energy"

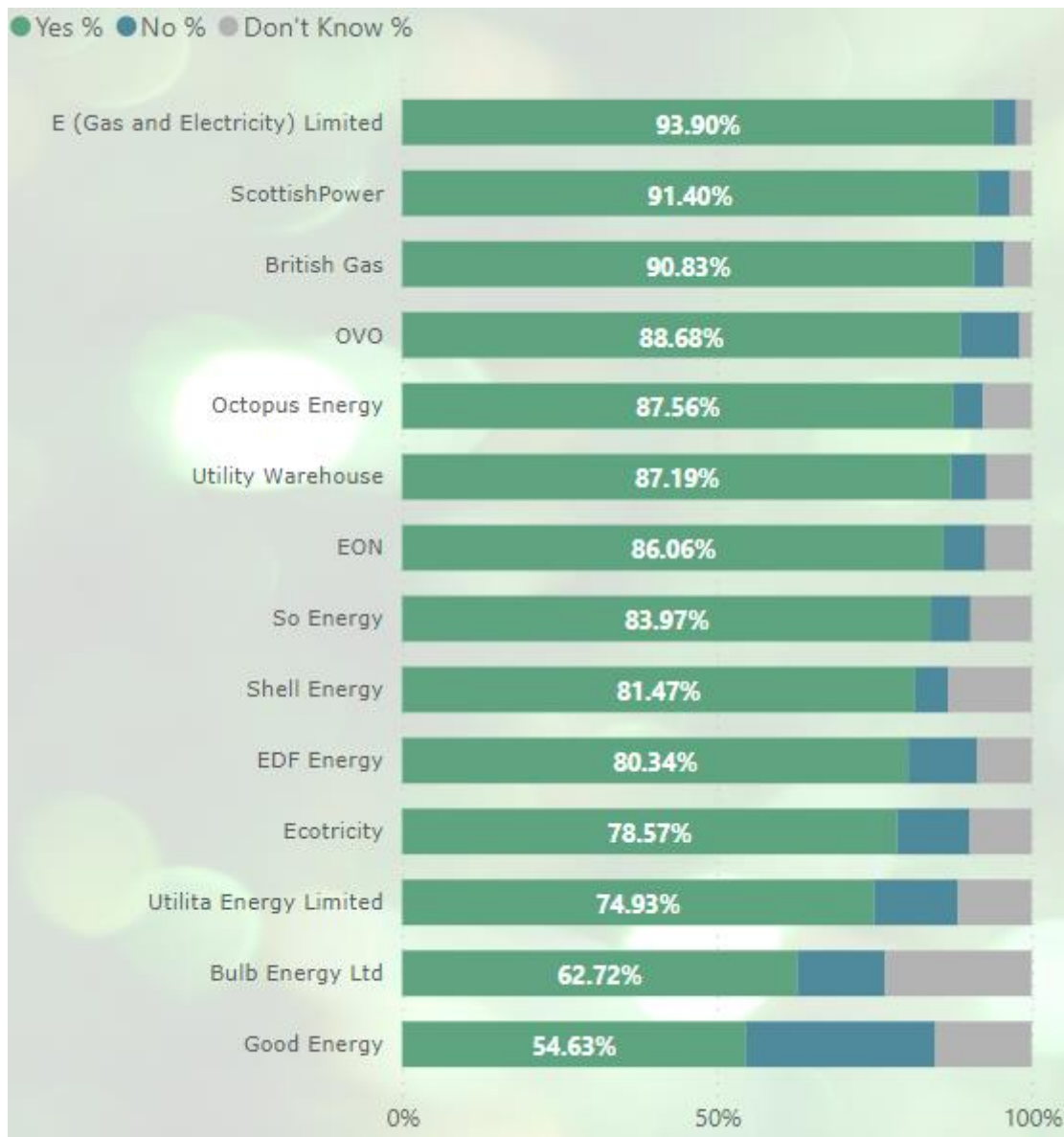


Table 4.3: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 4b "If yes, did the advice or information given take into account your home and/or how you use energy"

Supplier	Yes %	No %	Don't Know %
E (Gas and Electricity) Limited	93.90%	3.66%	2.44%
ScottishPower	91.40%	5.20%	3.39%
British Gas	90.83%	4.80%	4.37%
OVO	88.68%	9.43%	1.89%
Octopus Energy	87.56%	4.73%	7.71%
Utility Warehouse	87.19%	5.56%	7.25%
EON	86.06%	6.62%	7.32%
So Energy	83.97%	6.32%	9.71%
Shell Energy	81.47%	5.24%	13.29%
EDF Energy	80.34%	11.03%	8.62%
Ecotricity	78.57%	11.61%	9.82%
Utilita Energy Limited	74.93%	13.39%	11.68%
Bulb Energy Ltd	62.72%	14.04%	23.25%
Good Energy	54.63%	30.09%	15.28%

QUESTION 5: WERE YOU ASKED TO PAY FOR ANY GOODS AND SERVICES BEFORE, DURING OR AFTER THE INSTALLATION VISIT?

Energy suppliers must ask permission to discuss goods or services when a smart meter is installed.

The chart below shows the percentage of customers who confirmed they were not asked to pay for a goods or services.

The responses to this question are listed in alphabetical order by supplier as this question alone does not measure performance.

Figure 5.1: April to June 2022 results of "No" responses, in alphabetical order, to Question 5 "Were you asked to pay for any goods and services before, during or after the installation visit?"

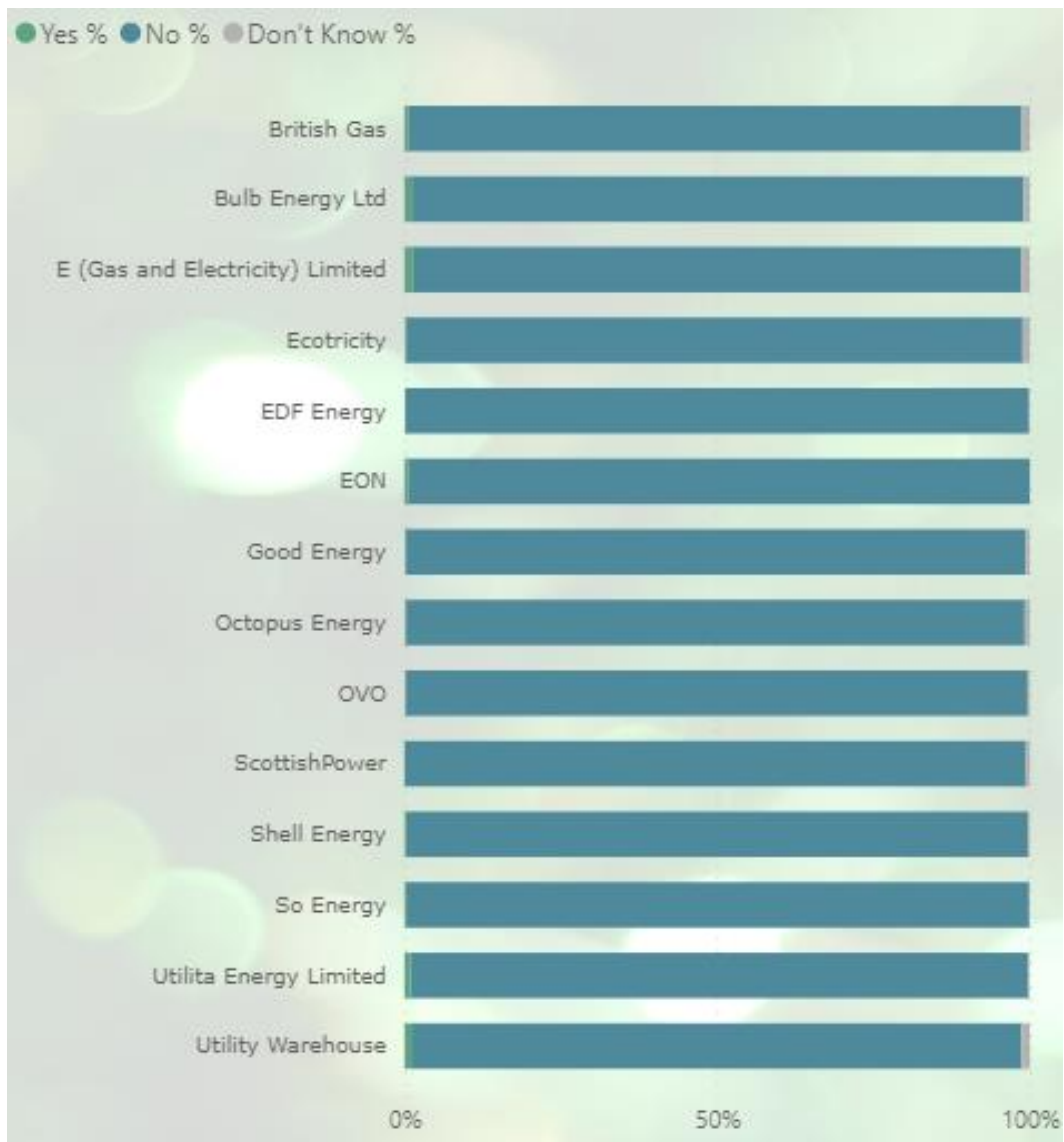


Table 5.1: April to June 2022 results of "No" responses, in alphabetical order, to Question 5 "Were you asked to pay for any goods and services before, during or after the installation visit?"

Supplier	Yes %	No %	Don't Know %
British Gas	0.65%	98.05%	1.30%
Bulb Energy Ltd	1.20%	97.81%	1.00%
E (Gas and Electricity) Limited	1.41%	97.17%	1.41%
Ecotricity	0.29%	98.55%	1.16%
EDF Energy	0.11%	99.78%	0.11%
EON	0.60%	99.40%	0.00%
Good Energy	0.22%	99.11%	0.67%
Octopus Energy	0.32%	98.89%	0.79%
OVO	0.20%	99.40%	0.40%
ScottishPower	0.00%	99.30%	0.70%
Shell Energy	0.37%	99.26%	0.37%
So Energy	0.38%	99.52%	0.10%
Utilita Energy Limited	1.00%	98.80%	0.20%
Utility Warehouse	1.16%	97.52%	1.32%

QUESTION 5A: IF YES, HAD THE ENERGY SUPPLIER ASKED FOR YOUR PERMISSION TO DISCUSS GOODS AND SERVICES BEFORE THE VISIT?

If a customer says they were asked to pay for goods or services before the visit (Q5), they are also asked if the supplier had asked permission to talk about this beforehand. This is because only some people are asked this question the number of responses may be fewer than for other questions.

Figure 5.2: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 5a "If yes, had the energy supplier asked for your permission to discuss goods and services before the visit?"

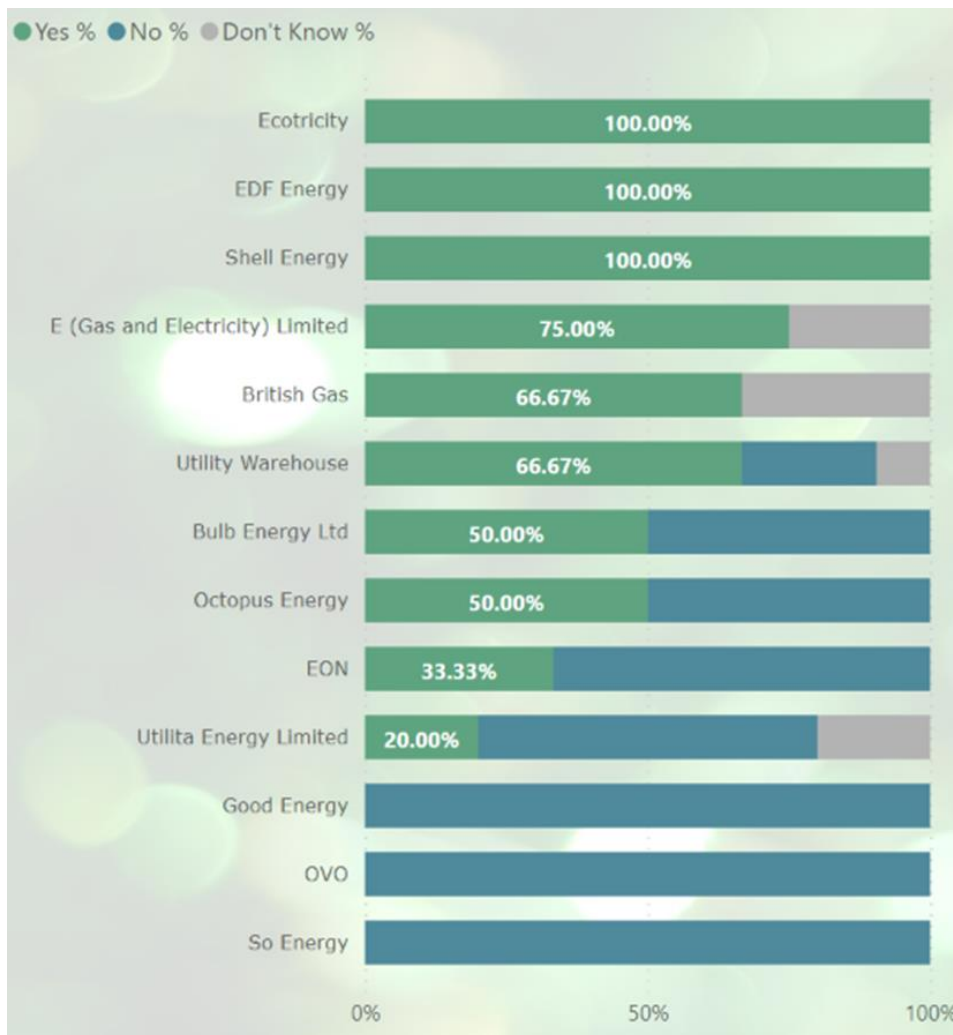


Table 5.2: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 5a "If yes, had the energy supplier asked for your permission to discuss goods and services before the visit?"²

Supplier	Yes %	No %	Don't Know %
Ecotricity	100.00%	0.00%	0.00%
EDF Energy	100.00%	0.00%	0.00%
Shell Energy	100.00%	0.00%	0.00%
E (Gas and Electricity) Limited	75.00%	0.00%	25.00%
British Gas	66.67%	0.00%	33.33%
Utility Warehouse	66.67%	23.81%	9.52%
Bulb Energy Ltd	50.00%	50.00%	0.00%
Octopus Energy	50.00%	50.00%	0.00%
EON	33.33%	66.67%	0.00%
Utilita Energy Limited	20.00%	60.00%	20.00%
Good Energy	0.00%	100.00%	0.00%
OVO	0.00%	100.00%	0.00%
So Energy	0.00%	100.00%	0.00%

² N/A values are where the responses to qualifying question did not trigger the subsequent question.

QUESTION 6: 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?

Energy suppliers must ask during installation whether anyone in the household has any long-term illness, health problems or disability which limits their daily activities. This is for information only to determine who should respond to the follow on questions, 6A and 6B.

The chart below shows the percentage of customers who confirmed had any long-term illness, health problem or disability which limited their ability to their daily activities or the work they could do.

Figure 6.1: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 6: "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?"

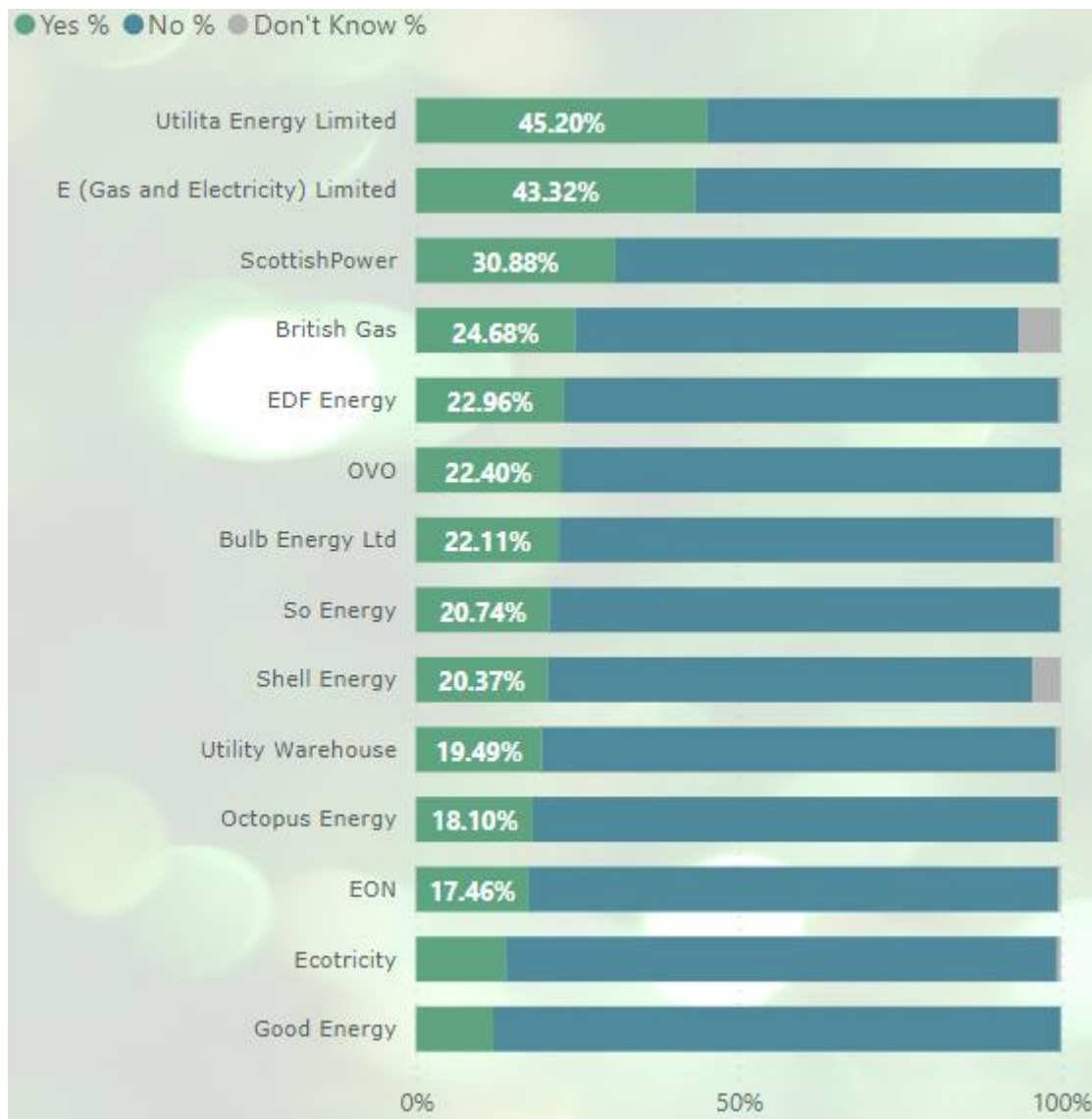


Table 6.1: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 6: "Do you, or anyone in your household who was present at the installation have any long-term illness, health problem or disability which limits your daily activities or the work you can do?"

Supplier	Yes %	No %	Don't Know %
Utilita Energy Limited	45.20%	54.40%	0.40%
E (Gas and Electricity) Limited	43.32%	56.68%	0.00%
ScottishPower	30.88%	68.82%	0.30%
British Gas	24.68%	68.83%	6.49%
EDF Energy	22.96%	76.71%	0.33%
OVO	22.40%	77.60%	0.00%
Bulb Energy Ltd	22.11%	76.89%	1.00%
So Energy	20.74%	79.16%	0.10%
Shell Energy	20.37%	75.19%	4.44%
Utility Warehouse	19.49%	79.74%	0.77%
Octopus Energy	18.10%	81.43%	0.48%
EON	17.46%	82.14%	0.40%
Ecotricity	13.91%	85.51%	0.58%
Good Energy	12.02%	87.98%	0.00%

QUESTION 6A: DID ANYONE PRESENT AT THE INSTALLATION HAVE ANY ADDITIONAL NEEDS OR SPECIFIC REQUIREMENTS THAT THE INSTALLER NEEDED TO TAKE INTO ACCOUNT DURING THE INSTALLATION?

A supplier should check if anyone in the home has any specific or additional needs where a smart meter is getting installed.

All people who responded to the survey were asked if anyone in the home had additional needs (this was Question 6). Where they answered that they did have additional needs or specific requirements they were asked a follow up question, checking that these were taken into account when the smart meter was installed.

An example of this might include medical equipment that needs a constant supply of energy, even when the electricity supply to the house is switched off. Or if a customer had a visual impairment, the meter installer might show them how to use the smart meter in a different way.

The responses to this question are listed in alphabetical order by supplier as this question as this question alone does not measure performance.

Figure 6.2: April to June 2022 responses, in alphabetical order, to Question 6a "Did anyone present at the installation have any additional needs or specific requirements that the installer needed to take into account during the installation?"

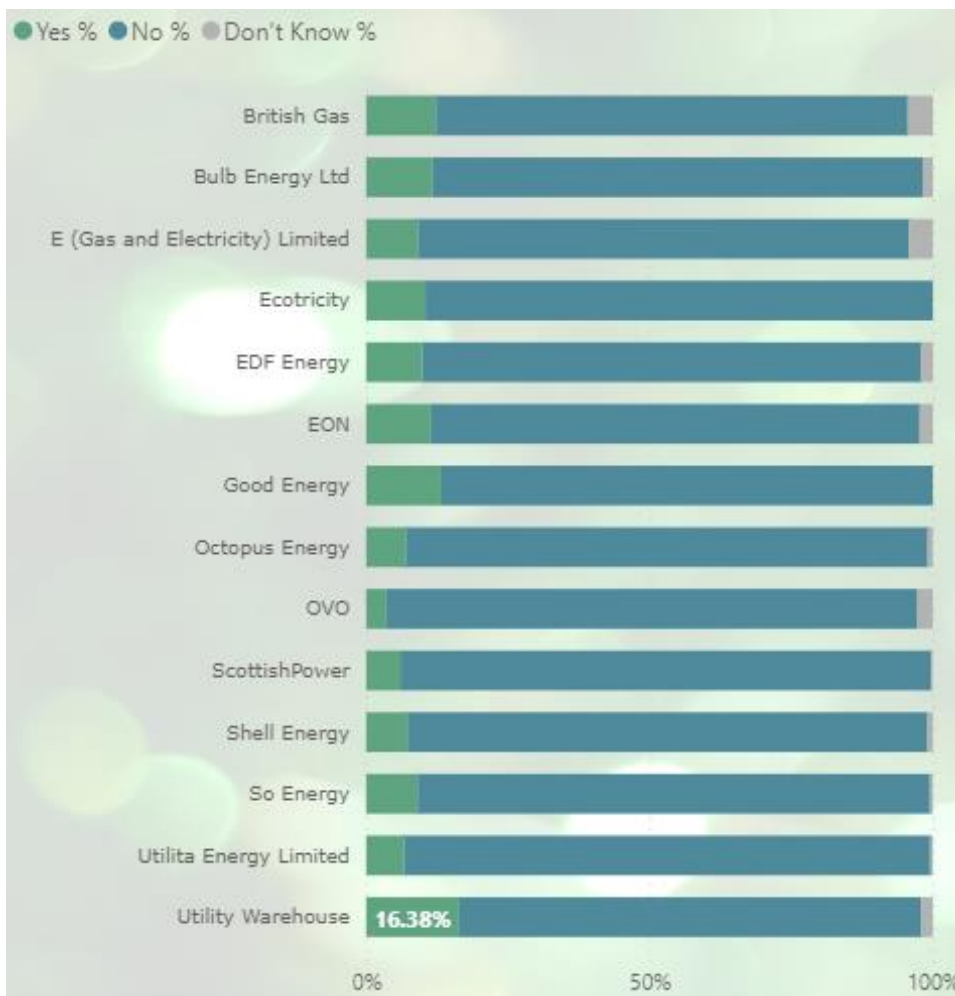


Table 6.2: April to June 2022 responses, in alphabetical order, to Question 6a "Did anyone present at the installation have any additional needs or specific requirements that the installer needed to take into account during the installation?"

Supplier	Yes %	No %	Don't Know %
British Gas	12.28%	83.33%	4.39%
Bulb Energy Ltd	11.71%	86.49%	1.80%
E (Gas and Electricity) Limited	9.17%	86.67%	4.17%
Ecotricity	10.42%	89.58%	0.00%
EDF Energy	9.93%	87.94%	2.13%
EON	11.36%	86.36%	2.27%
Good Energy	13.21%	86.79%	0.00%
Octopus Energy	7.02%	92.11%	0.88%
OVO	3.57%	93.75%	2.68%
ScottishPower	6.13%	93.55%	0.32%
Shell Energy	7.27%	91.82%	0.91%
So Energy	9.05%	90.48%	0.48%
Utilita Energy Limited	6.64%	92.92%	0.44%
Utility Warehouse	16.38%	81.64%	1.98%

QUESTION 6B: DID THE INSTALLER TAKE INTO ACCOUNT THESE ADDITIONAL NEEDS OR SPECIFIC REQUIREMENTS DURING THE INSTALLATION?

For those people who had said they did have additional needs, they were asked to say if they felt their needs were taken into account during the installation.

Figure 6.3: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 6b "Did the installer take into account these additional needs or specific requirements during the installation?"

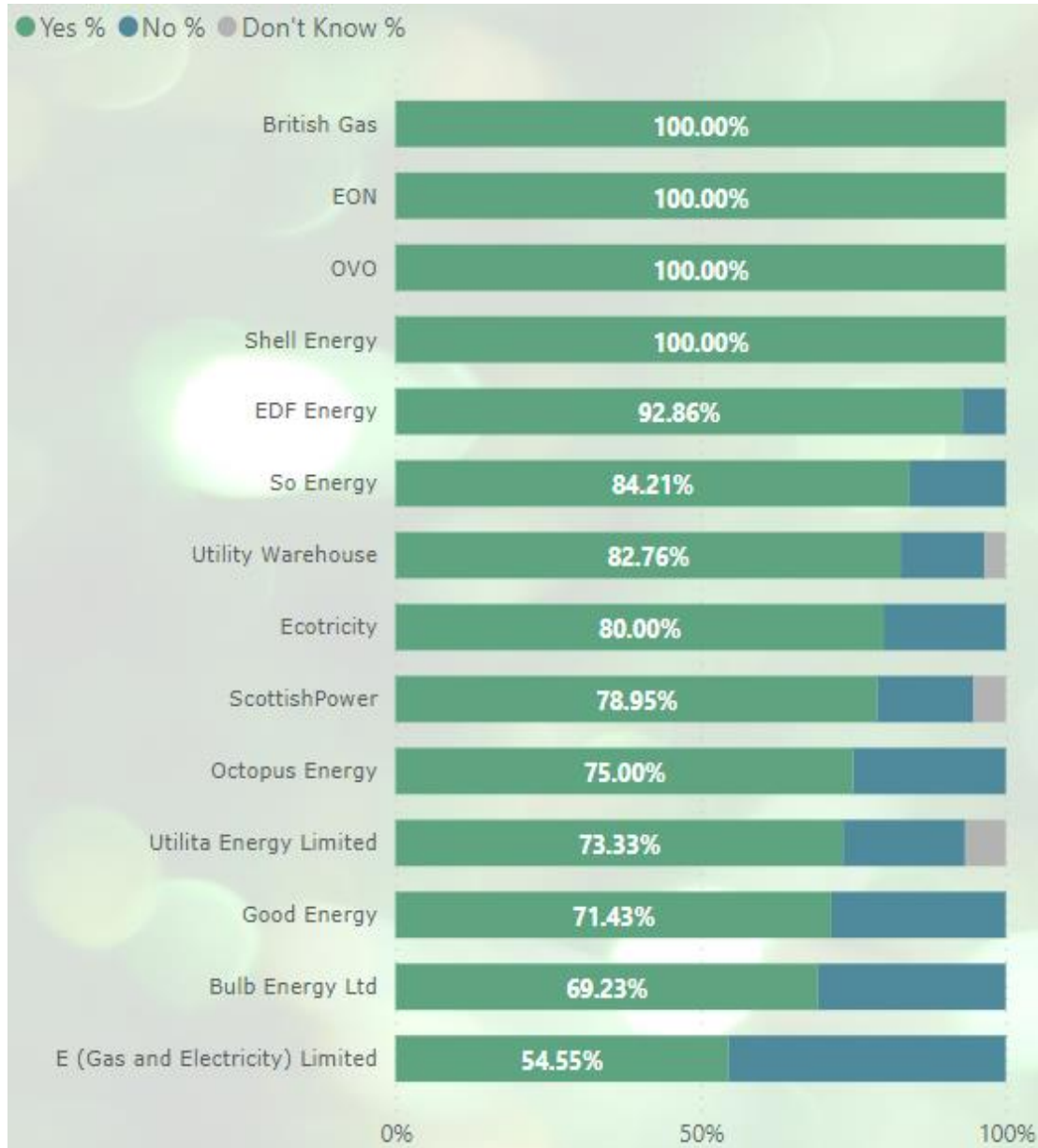


Table 6.3: April to June 2022 results of "Yes" responses, ranked highest to lowest, to Question 6b "Did the installer take into account these additional needs or specific requirements during the installation?"

Supplier	Yes %	No %	Don't Know %
British Gas	100.00%	0.00%	0.00%
EON	100.00%	0.00%	0.00%
OVO	100.00%	0.00%	0.00%
Shell Energy	100.00%	0.00%	0.00%
EDF Energy	92.86%	7.14%	0.00%
So Energy	84.21%	15.79%	0.00%
Utility Warehouse	82.76%	13.79%	3.45%
Ecotricity	80.00%	20.00%	0.00%
ScottishPower	78.95%	15.79%	5.26%
Octopus	75.00%	25.00%	0.00%
Utilita Energy Limited	73.33%	20.00%	6.67%
Good Energy	71.43%	28.57%	0.00%
Bulb Energy Ltd	69.23%	30.77%	0.00%
E (Gas and Electricity) Limited	54.55%	45.45%	0.00%

SUMMARY OF ENERGY SUPPLIER RESPONSES FOR ALL QUESTIONS

Table 7: Overall breakdown of 'Yes' responses per supplier for all survey questions³, in alphabetical order, for installations occurring in April to June 2022.⁴⁵

Supplier	1	2	3	4	4a	4b	5	5a	6	6a	6b
British Gas	88.53%	84.42%	77.06%	61.04%	81.21%	90.83%	0.65%	66.67%	24.68%	12.28%	100.00%
Bulb Energy Ltd	97.41%	87.65%	84.06%	66.73%	68.06%	62.72%	1.20%	50.00%	22.11%	11.71%	69.23%
E (Gas and Electricity) Limited	92.20%	77.74%	62.77%	35.69%	81.19%	93.90%	1.41%	75.00%	43.32%	9.17%	54.55%
Ecotricity	92.88%	89.34%	73.78%	39.02%	82.96%	78.57%	0.29%	100.00%	13.91%	10.42%	80.00%
EDF Energy	95.84%	93.37%	86.18%	81.35%	80.11%	80.34%	0.11%	100.00%	22.96%	9.93%	92.86%
EON	97.42%	92.26%	84.33%	75.20%	75.73%	86.06%	0.60%	33.33%	17.46%	11.36%	100.00%
Good Energy	99.12%	89.82%	69.73%	66.22%	74.57%	54.63%	0.22%	0.00%	12.02%	13.21%	71.43%
Octopus Energy	95.40%	97.46%	93.02%	74.92%	85.17%	87.56%	0.32%	50.00%	18.10%	7.02%	75.00%
OVO	93.60%	91.20%	84.60%	68.00%	78.24%	88.68%	0.20%	0.00%	22.40%	3.57%	100.00%
ScottishPower	93.03%	96.12%	81.97%	60.56%	72.70%	91.40%	0.00%	0.00%	30.88%	6.13%	78.95%
Shell Energy	96.85%	90.37%	79.26%	62.96%	84.12%	81.47%	0.37%	100.00%	20.37%	7.27%	100.00%
So Energy	98.29%	88.96%	72.29%	50.57%	85.93%	83.97%	0.38%	0.00%	20.74%	9.05%	84.21%
Utilita Energy Limited	94.00%	90.60%	73.20%	74.40%	94.35%	74.93%	1.00%	20.00%	45.20%	6.64%	73.33%
Utility Warehouse	96.04%	93.50%	86.51%	68.83%	84.96%	87.19%	1.16%	66.67%	19.49%	16.38%	82.76%

³ The positive response for question 5 is a 'No' response which is why the percentages are smaller.

⁴ Question 4a, 5 and 6a are qualifying questions.

⁵ N/A values are where the responses to qualifying question did not trigger the subsequent question.

ANNEX A: METHODOLOGY

Interviewing will be conducted via telephone (Computer Assisted Telephone Interviewing (CATI)) and/or online, taking into account Consumer preference and accessibility to telephone and online surveys.

Each Energy supplier shall take all reasonable steps to ensure that the interviews are completed within 10 Working Days of the Installation, however Energy suppliers have up to a maximum of 15 Working Days after Installation to complete the interviews.

The Interviews will be spread over the quarter and not a snapshot in time.

Interviews are carried out by the Energy Supplier's own Smart Meter Installation Survey Organisation. Energy Suppliers will need to provide Consumer data (for all completed installations except for those installations which include the provision, by the Energy Supplier to the Consumer, of an Alternative Display) to the independent Smart Meter Installation Survey Organisation.

The independent Smart Meter Installation Survey Organisation will sample the data and survey the Consumers using the Smart Meter Installation Consumer Survey Specification (see Appendix 1 of the Smart Meter Installation Schedule).

If an Energy Supplier is planning fewer than 5k installations in respect of Domestic Premises in the next 12 months, there is no requirement to survey Consumer for compliance purposes.

If an Energy Supplier is planning between 5k-20k installations in respect of Domestic Premises in the next 12 months, a total of 500 surveys will need to be completed to cover the 12-month period. Interim results from these surveys could be passed to (or requested by) the Authority, but only the annual results would be used for compliance purposes.

If an Energy Supplier is planning more than 20k installations in respect of Domestic Premises in the next 12 months, 500 surveys will need to be completed each calendar quarter where 5k and above installations have taken place. Results from these surveys could be passed to (or requested by) the regulator and used for compliance purposes.

More information about the SMIS Monitoring and Compliance Customer Survey methodology can be found in Section 6 of the Smart Meter Installation Schedule.

ANNEX B: MONITORING COMPLIANCE CUSTOMER SURVEY SUBMISSION THRESHOLDS

If an Energy Supplier fails to meet the minimum sample size then the results should still be submitted to the Code Manager, together with an explanation e.g. low response rate, fewer installations carried out than expected.

Energy Suppliers are to submit a completed report to the Code Manager in line with the reporting timetable below following the end of each relevant reporting period. This window of submission is to allow Energy Suppliers to conduct surveys for installations that take place up to and including the final working day of any given quarter.

The responses to the survey will be submitted in the format described via the REC Portal using the file structure provided in the Domestic Customer Survey Template. Within this file the checksum is the total of the No. of 'Y', 'N', 'Don't Know' and free text answers from within the survey summary report details.

Calendar Quarter (CQ)	Relevant Reporting Period	Reporting Submission Deadline	Results issued to REC PAB and Energy Suppliers	REC PAB Meeting where results will be presented	Publication of Domestic Survey Results
CQ1	1 Jan to 31 Mar	By no later than 20 Working Days after 31 March	By no later than 30 Working Days after 31 March	May REC PAB	By no later than the last Working Day of Jun
CQ2	1 Apr to 30 Jun	By no later than 20 Working Days after 30 Jun	By no later than 30 Working Days after 30 Jun	Aug REC PAB	By no later than the last Working Day of Sep
CQ3	1 Jul to 30 Sep	By no later than 20 Working Days after 30 Sep	By no later than 30 Working Days after 30 Sep	Nov REC PAB	By no later than the last Working Day of Dec
CQ4	1 Oct to 31 Dec	By no later than 20 Working Days after 31 Dec	By no later than 30 Working Days after 31 Dec	Feb REC PAB	By no later than the last Working Day of Mar

More information about the SMIS Monitoring and Compliance Customer Survey methodology can be found in Section 6 of the Smart Meter Installation Schedule.