

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

Results for Smart Meter Installations
Occurring from July to September 2021

Published on the 18th of January 2022

V1.1



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Change History

Version	Status	Issue Date	Comments
V 1.0	FINAL	13/01/2022	
V1.1	FINAL	18/01/2022	(Includes updated screenshots to reflect correct sorting order)

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.

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.

- 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.

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: July to September 2021 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?"

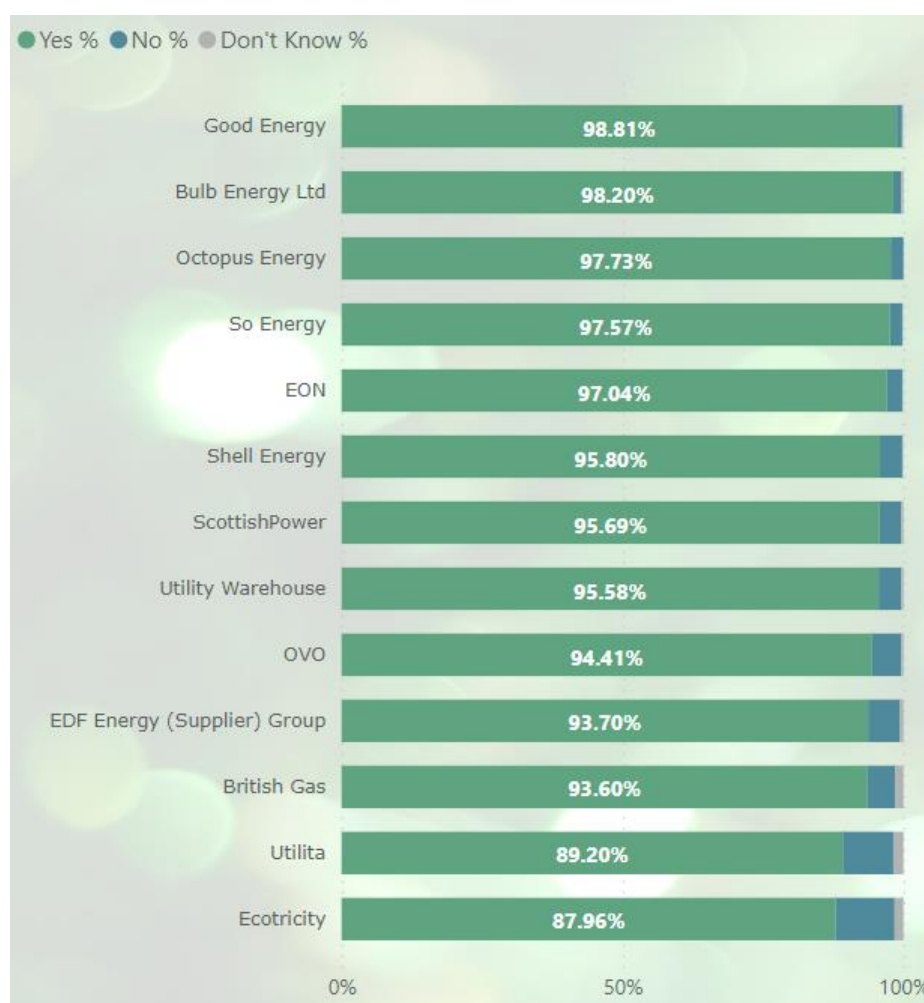


Table 1: Energy supplier results for Question 1, ranked highest to lowest, for installations occurring July to September 2021.

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
Good Energy	98.81%	0.96%	0.24%
Bulb Energy Ltd	98.20%	1.40%	0.40%
Octopus Energy	97.73%	2.27%	0.00%
So Energy	97.57%	2.24%	0.19%
EON	97.04%	2.77%	0.20%
Shell Energy	95.80%	4.00%	0.20%
ScottishPower	95.69%	3.92%	0.39%
Utility Warehouse	95.58%	4.02%	0.40%
OVO	94.41%	5.20%	0.39%
EDF Energy (Supplier) Group	93.70%	5.68%	0.62%
British Gas	93.60%	4.96%	1.44%
Utilita	89.20%	9.00%	1.80%
Ecotricity	87.96%	10.47%	1.57%

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: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 2 "Were you offered an In-Home Display?"

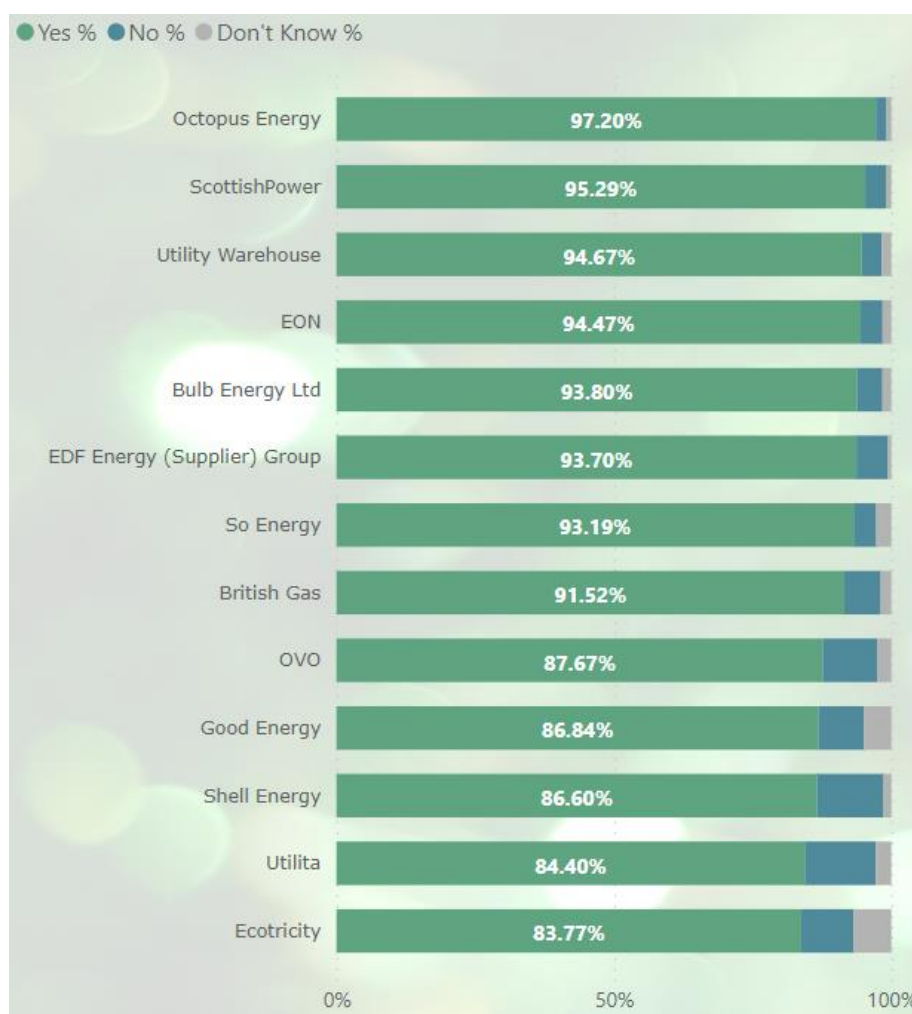


Table 2: Energy supplier results for Question 2, ranked highest to lowest, for installations occurring in July to September 2021

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
Octopus Energy	97.20%	1.92%	0.87%
ScottishPower	95.29%	3.73%	0.98%
Utility Warehouse	94.67%	3.62%	1.71%
EON	94.47%	3.95%	1.58%
Bulb Energy Ltd	93.80%	4.60%	1.60%
EDF Energy (Supplier) Group	93.70%	5.68%	0.62%
So Energy	93.19%	4.09%	2.72%
British Gas	91.52%	6.56%	1.92%
OVO	87.67%	9.83%	2.50%
Good Energy	86.84%	8.25%	4.90%
Shell Energy	86.60%	12.00%	1.40%
Utilita	84.40%	12.80%	2.80%
Ecotricity	83.77%	9.42%	6.81%

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: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 3 "Did the installer/technician provide a demonstration of the equipment installed?"

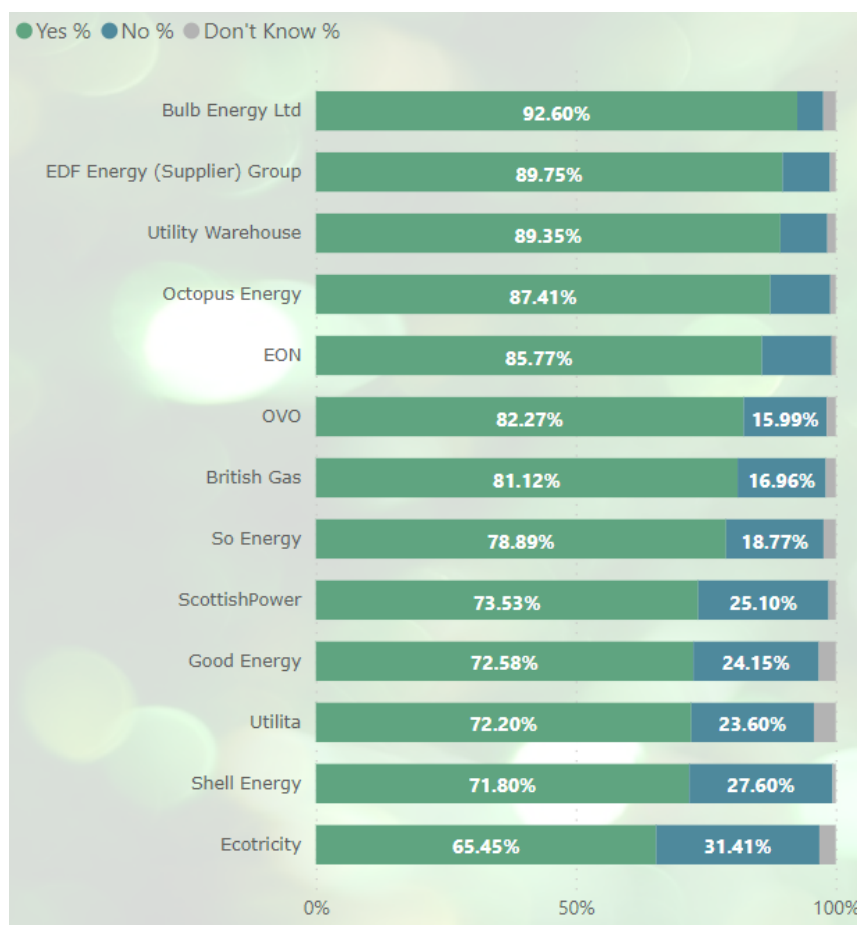


Table 3: Energy supplier results for Question 3, ranked highest to lowest, for installations occurring in July to September 2021.

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
Bulb Energy Ltd	92.60%	5.00%	2.40%
EDF Energy (Supplier) Group	89.75%	9.14%	1.11%
Utility Warehouse	89.35%	9.05%	1.61%
Octopus Energy	87.41%	11.54%	1.05%
EON	85.77%	13.44%	0.79%
OVO	82.27%	15.99%	1.73%
British Gas	81.12%	16.96%	1.92%
So Energy	78.89%	18.77%	2.35%
ScottishPower	73.53%	25.10%	1.37%
Good Energy	72.58%	24.15%	3.26%
Utilita	72.20%	23.60%	4.20%
Shell Energy	71.80%	27.60%	0.60%
Ecotricity	65.45%	31.41%	3.14%

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: July to September 2021 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?"

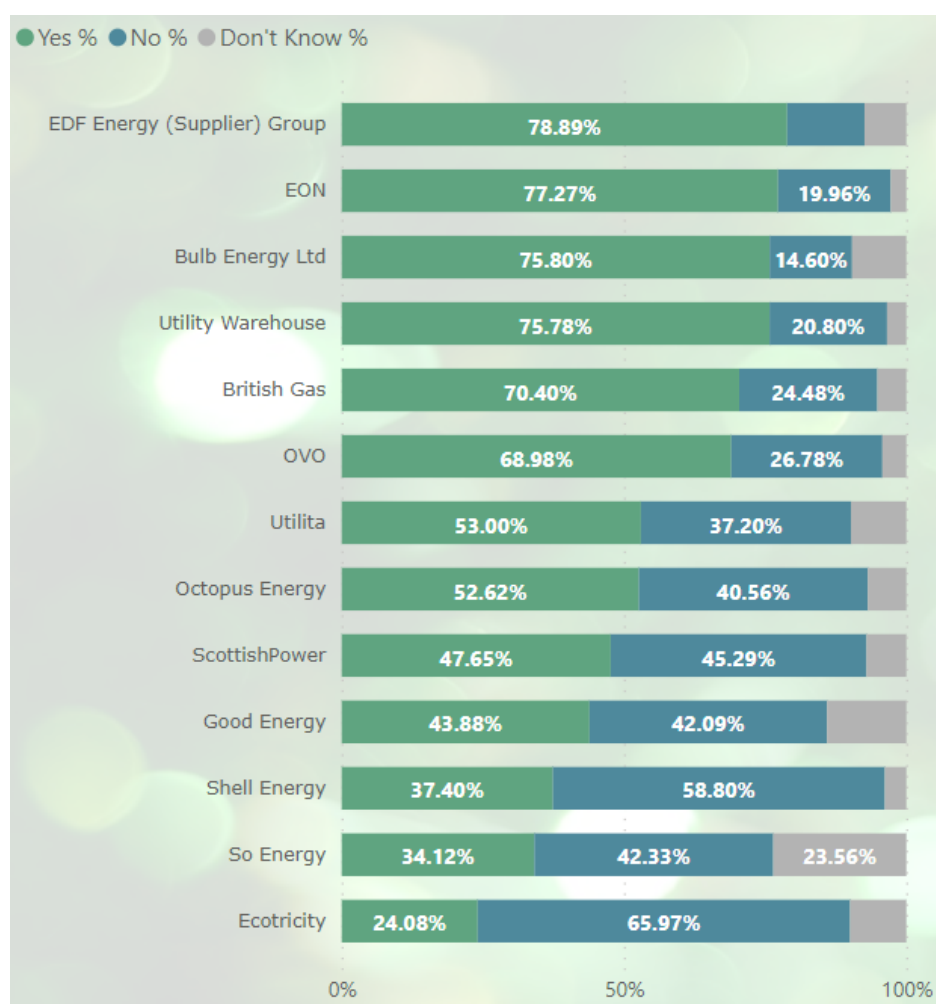


Table 4.1: Energy supplier results for Question 4, ranked highest to lowest, for installations occurring in July to September 2021.

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
EDF Energy (Supplier) Group	78.89%	13.70%	7.41%
EON	77.27%	19.96%	2.77%
Bulb Energy Ltd	75.80%	14.60%	9.60%
Utility Warehouse	75.78%	20.80%	3.42%
British Gas	70.40%	24.48%	5.12%
OVO	68.98%	26.78%	4.24%
Utilita	53.00%	37.20%	9.80%
Octopus Energy	52.62%	40.56%	6.82%
ScottishPower	47.65%	45.29%	7.06%
Good Energy	43.88%	42.09%	14.03%
Shell Energy	37.40%	58.80%	3.80%
So Energy	34.12%	42.33%	23.56%
Ecotricity	24.08%	65.97%	9.95%

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: July to September 2021 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?"

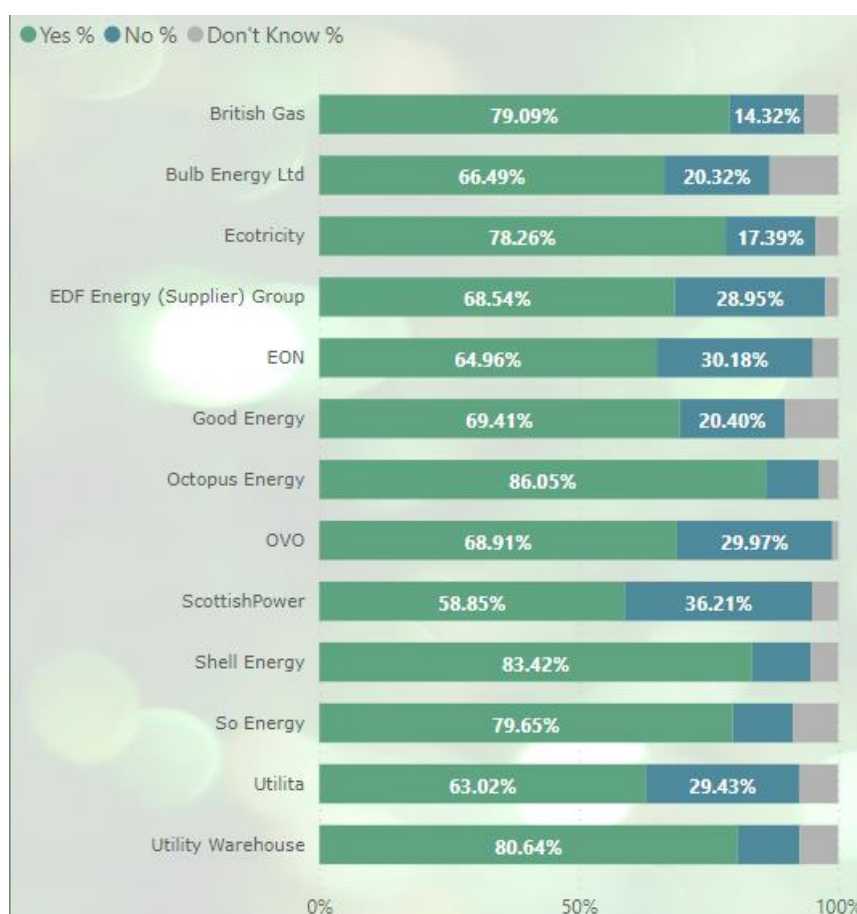


Table 4.2: Energy supplier results for Question 4a, in alphabetical order, for installations occurring in July to September 2021.

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
British Gas	79.09%	14.32%	6.59%
Bulb Energy Ltd	66.49%	20.32%	13.19%
Ecotricity	78.26%	17.39%	4.35%
EDF Energy (Supplier) Group	68.54%	28.95%	2.50%
EON	64.96%	30.18%	4.86%
Good Energy	69.41%	20.40%	10.20%
Octopus Energy	86.05%	10.30%	3.65%
OVO	68.91%	29.97%	1.12%
ScottishPower	58.85%	36.21%	4.94%
Shell Energy	83.42%	11.23%	5.35%
So Energy	79.65%	11.63%	8.72%
Utilita	63.02%	29.43%	7.55%
Utility Warehouse	80.64%	11.94%	7.43%

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: July to September 2021 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"

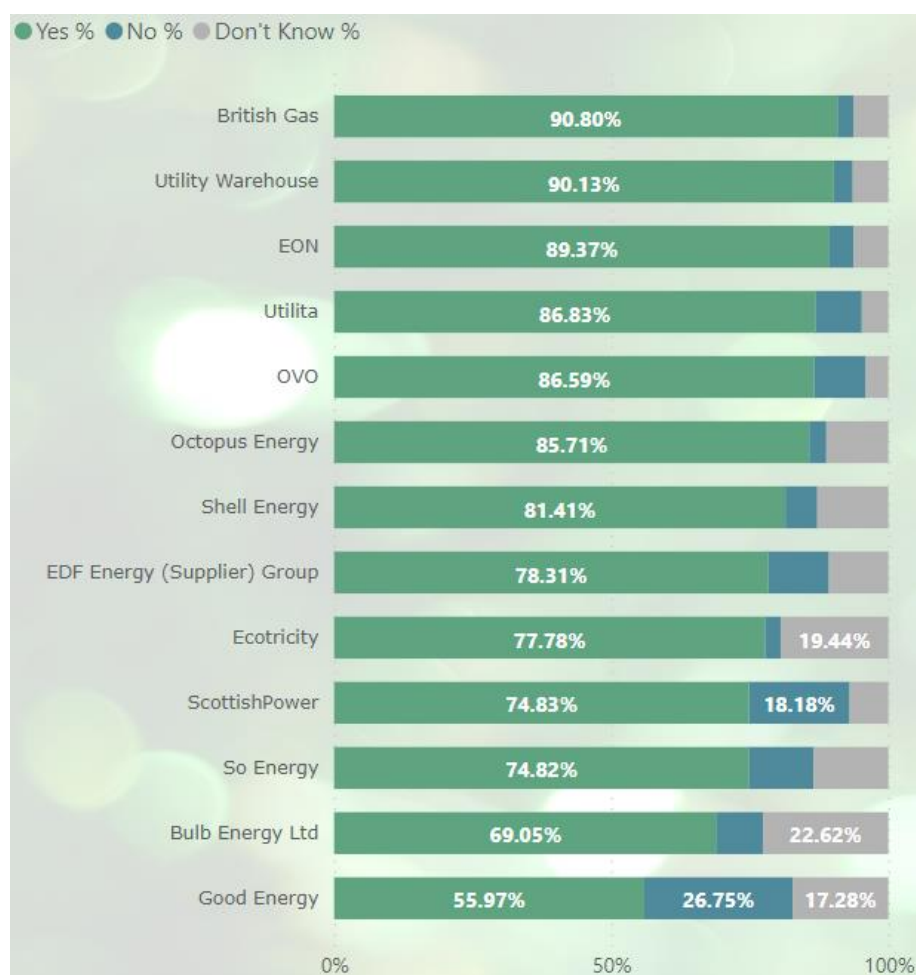


Table 4.3: Energy supplier results for Question 4b, ranked highest to lowest, for installations occurring in July to September 2021

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
British Gas	90.80%	2.87%	6.32%
Utility Warehouse	90.13%	3.45%	6.41%
EON	89.37%	4.33%	6.30%
Utilita	86.83%	8.38%	4.79%
OVO	86.59%	9.35%	4.07%
Octopus Energy	85.71%	3.09%	11.20%
Shell Energy	81.41%	5.77%	12.82%
EDF Energy (Supplier) Group	78.31%	10.96%	10.73%
Ecotricity	77.78%	2.78%	19.44%
ScottishPower	74.83%	18.18%	6.99%
So Energy	74.82%	11.68%	13.50%
Bulb Energy Ltd	69.05%	8.33%	22.62%
Good Energy	55.97%	26.75%	17.28%

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: July to September 2021 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?"

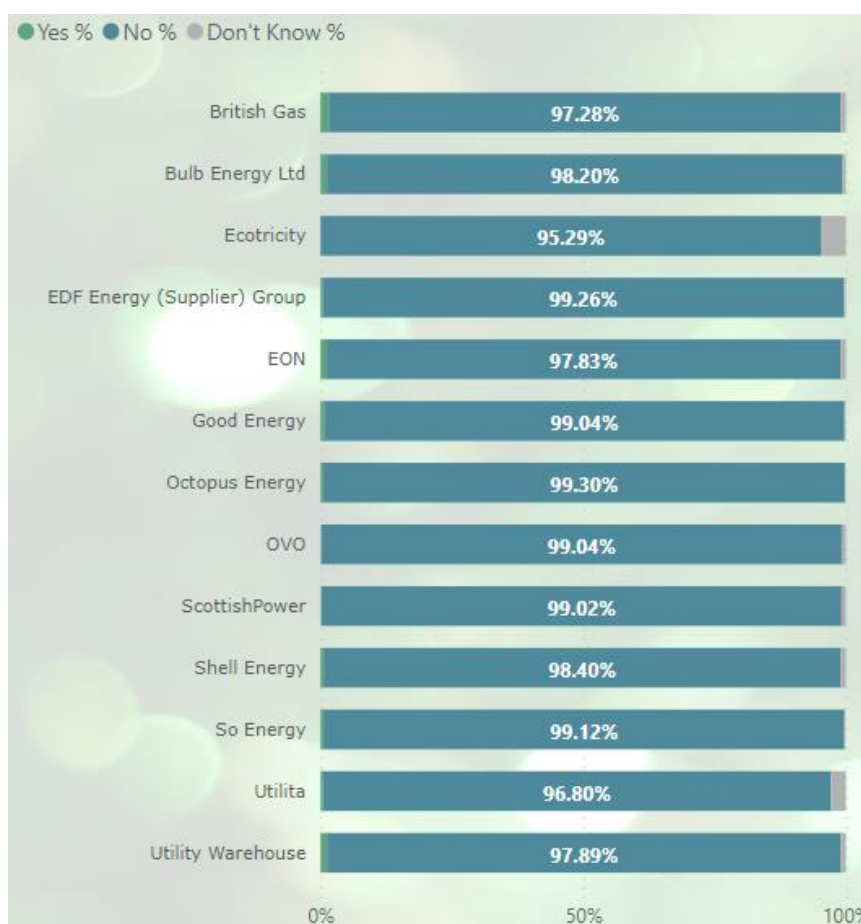


Table 5.1: Energy supplier results for Question 5, in alphabetical order, for installations occurring in July to September 2021.

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
British Gas	1.76%	97.28%	0.96%
Bulb Energy Ltd	1.20%	98.20%	0.60%
Ecotricity	0.00%	95.29%	4.71%
EDF Energy (Supplier) Group	0.37%	99.26%	0.37%
EON	1.19%	97.83%	0.99%
Good Energy	0.72%	99.04%	0.24%
Octopus Energy	0.52%	99.30%	0.17%
OVO	0.19%	99.04%	0.77%
ScottishPower	0.20%	99.02%	0.78%
Shell Energy	0.60%	98.40%	1.00%
So Energy	0.58%	99.12%	0.29%
Utilita	0.40%	96.80%	2.80%
Utility Warehouse	1.21%	97.89%	0.90%

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: July to September 2021 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?"

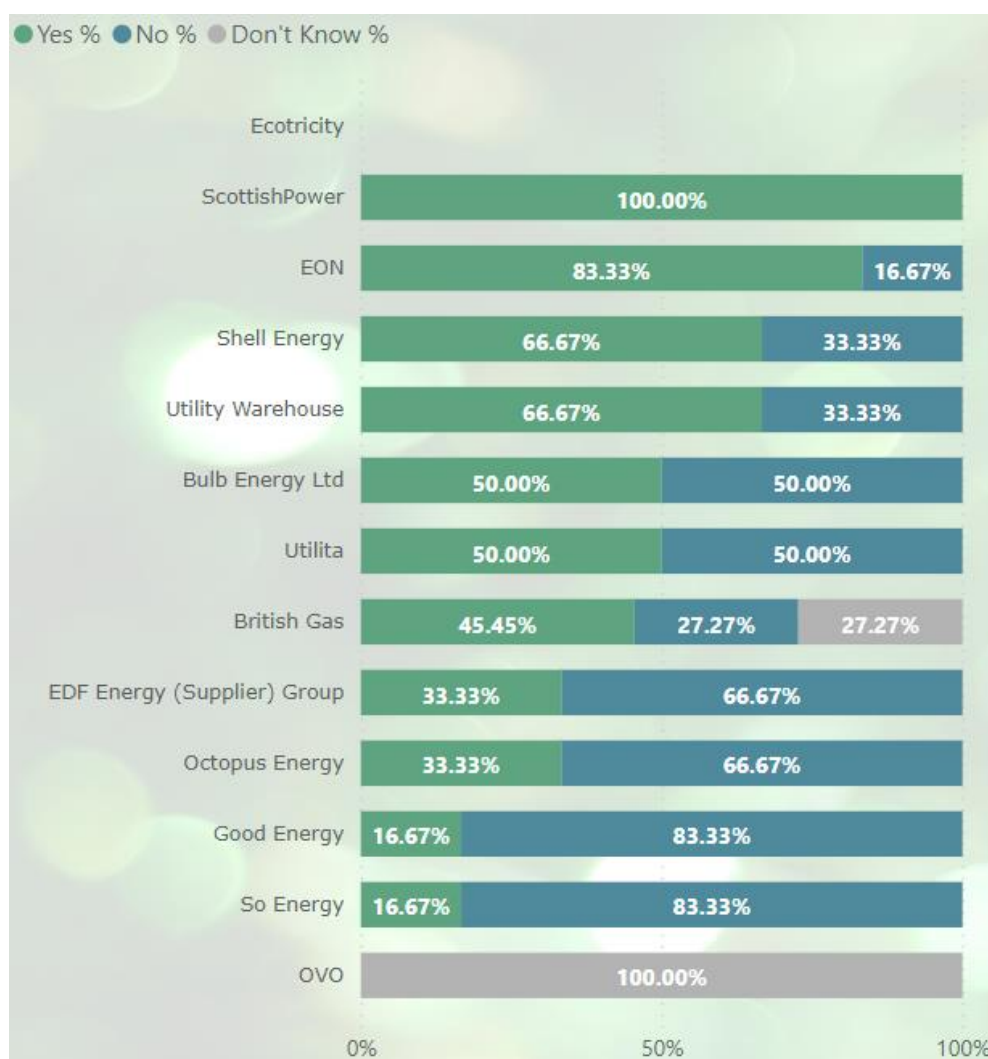


Table 5.2: Energy supplier results for Question 5a, ranked highest to lowest, for installations occurring in July to September 2021²

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
Ecotricity	N/A	N/A	N/A
ScottishPower	100.00%	0.00%	0.00%
EON	83.33%	16.67%	0.00%
Shell Energy	66.67%	33.33%	0.00%
Utility Warehouse	66.67%	33.33%	0.00%
Bulb Energy Ltd	50.00%	50.00%	0.00%
Utilita	50.00%	50.00%	0.00%
British Gas	45.45%	27.27%	27.27%
EDF Energy (Supplier) Group	33.33%	66.67%	0.00%
Octopus Energy	33.33%	66.67%	0.00%
Good Energy	16.67%	83.33%	0.00%
So Energy	16.67%	83.33%	0.00%
OVO	0.00%	0.00%	100.00%

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

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 6.1: July to September 2021 of "No" 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?"

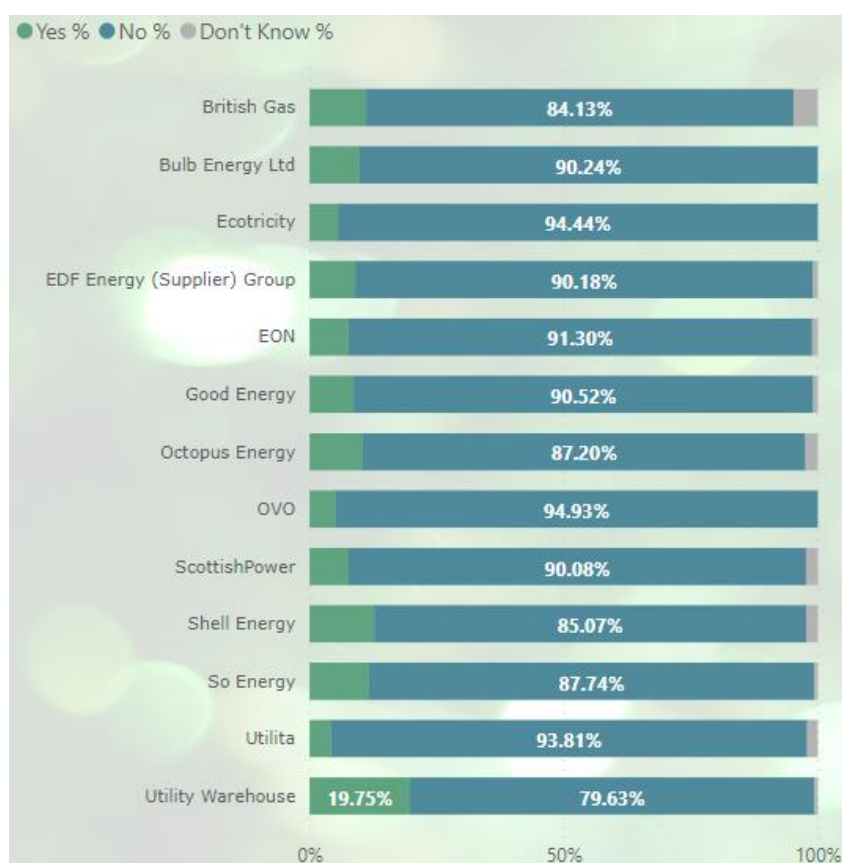


Table 6.1: Energy supplier results for Question 6a, in alphabetical order, for installations occurring in July to September 2021

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
British Gas	11.11%	84.13%	4.76%
Bulb Energy Ltd	9.76%	90.24%	0.00%
Ecotricity	5.56%	94.44%	0.00%
EDF Energy (Supplier) Group	8.93%	90.18%	0.89%
EON	7.61%	91.30%	1.09%
Good Energy	8.62%	90.52%	0.86%
Octopus Energy	10.40%	87.20%	2.40%
OVO	5.07%	94.93%	0.00%
ScottishPower	7.63%	90.08%	2.29%
Shell Energy	12.69%	85.07%	2.24%
So Energy	11.61%	87.74%	0.65%
Utilita	4.12%	93.81%	2.06%
Utility Warehouse	19.75%	79.63%	0.62%

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 6.2: July to September 2021 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?"

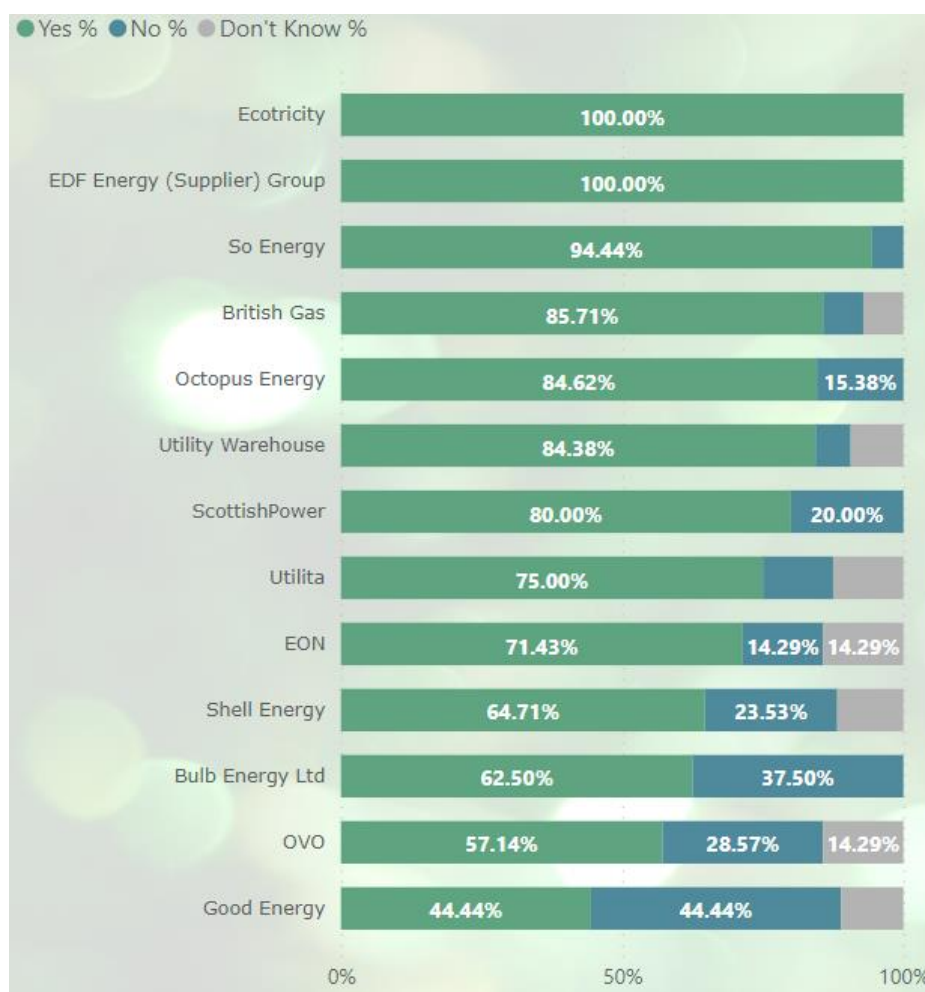


Table 6.2: Energy supplier results for Question 6b, ranked highest to lowest, for installations occurring in July to September 2021

Quarter Supplier	Qtr 3 2021		
	Yes %	No %	Don't Know %
Ecotricity	100.00%	0.00%	0.00%
EDF Energy (Supplier) Group	100.00%	0.00%	0.00%
So Energy	94.44%	5.56%	0.00%
British Gas	85.71%	7.14%	7.14%
Octopus Energy	84.62%	15.38%	0.00%
Utility Warehouse	84.38%	6.25%	9.38%
ScottishPower	80.00%	20.00%	0.00%
Utilita	75.00%	12.50%	12.50%
EON	71.43%	14.29%	14.29%
Shell Energy	64.71%	23.53%	11.76%
Bulb Energy Ltd	62.50%	37.50%	0.00%
OVO	57.14%	28.57%	14.29%
Good Energy	44.44%	44.44%	11.11%

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 July to September 2021.^{4,5}

Supplier	1	2	3	4	4a	4b	5	5a	6	6a	6b
British Gas	93.60%	91.52%	81.12%	70.40%	79.09%	90.80%	1.76%	45.45%	21.18%	11.11%	85.71%
Bulb Energy Ltd	98.20%	93.80%	92.60%	75.80%	66.49%	69.05%	1.20%	50.00%	16.40%	9.76%	62.50%
Ecotricity	87.96%	83.77%	65.45%	24.08%	78.26%	77.78%	0.00%	N/A	18.85%	5.56%	100.00%
EDF Energy (Supplier) Group	93.70%	93.70%	89.75%	78.89%	68.54%	78.31%	0.37%	33.33%	18.64%	8.93%	100.00%
EON	97.04%	94.47%	85.77%	77.27%	64.96%	89.37%	1.19%	83.33%	18.18%	7.61%	71.43%
Good Energy	98.81%	86.84%	72.58%	43.88%	69.41%	55.97%	0.72%	16.67%	14.22%	8.62%	44.44%
Octopus Energy	97.73%	97.20%	87.41%	52.62%	86.05%	85.71%	0.52%	33.33%	21.85%	10.40%	84.62%
OVO	94.41%	87.67%	82.27%	68.98%	68.91%	86.59%	0.19%	0.00%	26.59%	5.07%	57.14%
ScottishPower	95.69%	95.29%	73.53%	47.65%	58.85%	74.83%	0.20%	100.00%	25.69%	7.63%	80.00%
Shell Energy	95.80%	86.60%	71.80%	37.40%	83.42%	81.41%	0.60%	66.67%	26.80%	12.69%	64.71%
So Energy	97.57%	93.19%	78.89%	34.12%	79.65%	74.82%	0.58%	16.67%	15.73%	11.61%	94.44%
Utilita	89.20%	84.40%	72.20%	53.00%	63.02%	86.83%	0.40%	50.00%	45.12%	4.12%	75.00%
Utility Warehouse	95.58%	94.67%	89.35%	75.78%	80.64%	90.13%	1.21%	66.67%	16.28%	19.75%	84.38%

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.