

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

Results for Smart Meter Installations Occurring from July to September 2020

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Summary

The Smart Meter Installation Code of Practice ([SMICoP](#)) is a 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 SMICoP rules. This report provides a summary of the answers customers gave about what happened when a smart meter was installed in their home. Some of the questions within the report show how your 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 the questions that don't indicate a better or worse performance, that are intended to help qualify¹ a subsequent question, the information is presented listed by supplier in alphabetical order in black shaded tables and figures. Where suppliers' performance is ranked highest to lowest, these are shown in blue shaded tables and figures. Where suppliers are ranked, their score is rounded to the nearest whole number percentage.

[Ofgem](#) monitors suppliers' compliance with this code; including results which may suggest poor or low performance when compared to others.

If you can't see your energy supplier in this report, or for a specific question, there are a few reasons why this might be. Some suppliers are owned by other suppliers (the parent company) and so they could submit their results in a different name to the one that appears on your bill. Suppliers' results are only included for questions where 30 or more of their customers responded. A lower response rate can make it difficult to draw reliable conclusions and so they aren't included. 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.

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

From the end of Quarter 1 2020 onwards, the number of installations reduced in response to the COVID-19 pandemic. Meter installers spent less time inside homes to minimise the risk of

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.

transmission for customers and for installers, which may affect responses to Questions on Energy Efficiency advice and displaying meter functionality.

The energy industry temporarily reduced some non-critical activities in response to COVID-19, and therefore a report was not published for installations carried out in April, May and June (Q2) 2020. In the report below 'n/a' is shown in the April to June 2020 column.

Throughout the COVID-19 pandemic energy suppliers have followed UK and Regional Government Advice to make sure that smart meter installations are safe for the customer and the installer. Where installations took place, energy efficiency advice and other onsite activities may have changed from being provided in person, to be provided remotely. This may have affected some of the answers provided by respondents in Quarter 3.

Energy suppliers were able to temporarily change the questions they ask in this survey to take account of the safety measures they have adopted during the COVID-19 pandemic.

The questions energy suppliers were able to temporarily change are questions 3, 4, 4a and 4b. More information about the temporary wording can be found under each question within this report. 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 SMICoP website or email smicop@electralink.co.uk. The rules about the Monitoring and Compliance Customer Survey can be found in section C of the code, found here [here](#).

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Question 1: Were you told 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 2020 results of "Yes" responses, ranked highest to lowest, to Question 1 "Were you told you were getting a smart meter?"

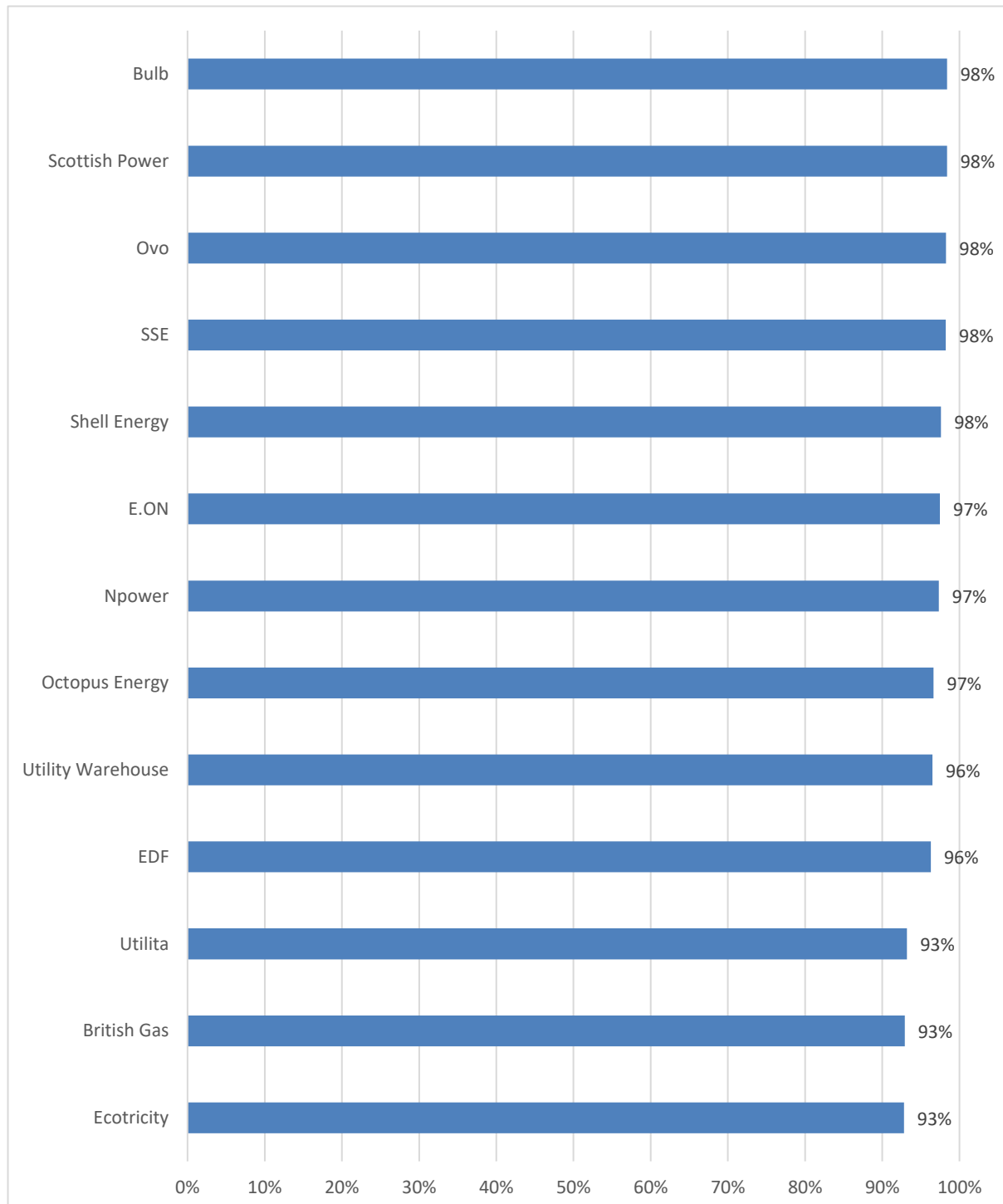


Table 1: Energy supplier results for Question 1, in alphabetical order, for installations occurring July to September 2020.

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	95%	96%	n/a	93%
Bulb	99%	99%	n/a	98%
E.ON	98%	94%	n/a	97%
Ecotricity	96%	95%	n/a	93%
EDF	95%	97%	n/a	96%
Npower	96%	95%	n/a	97%
Octopus Energy	83%	93%	n/a	97%
Ovo	98%	97%	n/a	98%
Scottish Power	97%	98%	n/a	98%
Shell Energy	98%	98%	n/a	98%
SSE	98%	95%	n/a	98%
Utilita	93%	93%	n/a	93%
Utility Warehouse	97%	98%	n/a	96%

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 2020 results of "Yes" responses, ranked highest to lowest, to Question 2 "Were you offered an In-Home Display"

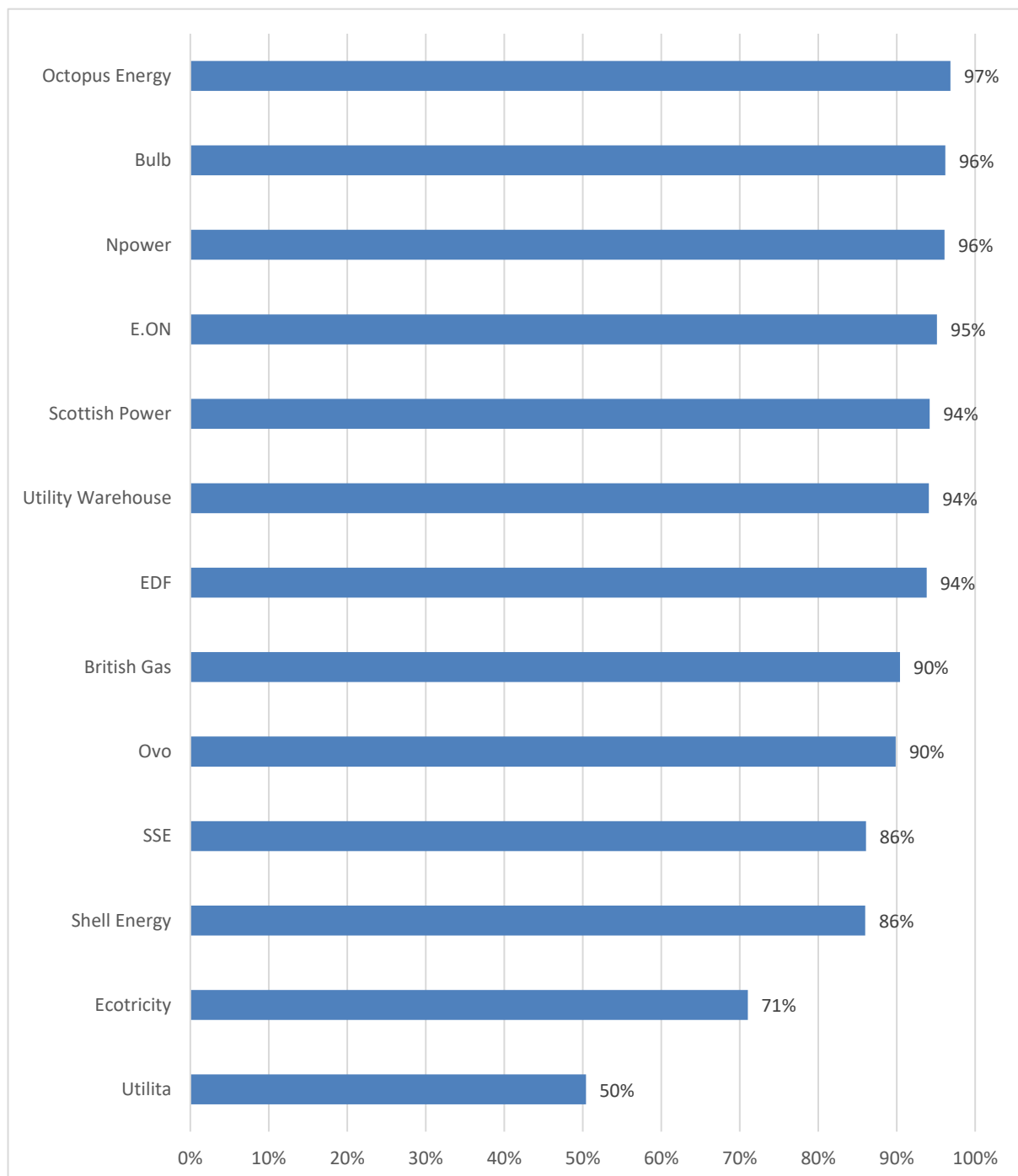


Table 2: Energy supplier results for Question 2, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	92%	92%	n/a	90%
Bulb	98%	96%	n/a	96%
E.ON	95%	96%	n/a	95%
Ecotricity	74%	74%	n/a	71%
EDF	95%	96%	n/a	94%
Npower	89%	90%	n/a	96%
Octopus Energy	46%	91%	n/a	97%
Ovo	91%	89%	n/a	90%
Scottish Power	95%	95%	n/a	94%
Shell Energy	87%	90%	n/a	86%
SSE	94%	90%	n/a	86%
Utilita	84%	84%	n/a	50%
Utility Warehouse	93%	93%	n/a	94%

Question 3: Did the installer 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 2020 results of "Yes" responses, ranked highest to lowest, to Question 3 "Did the installer provide a demonstration of the equipment installed?"

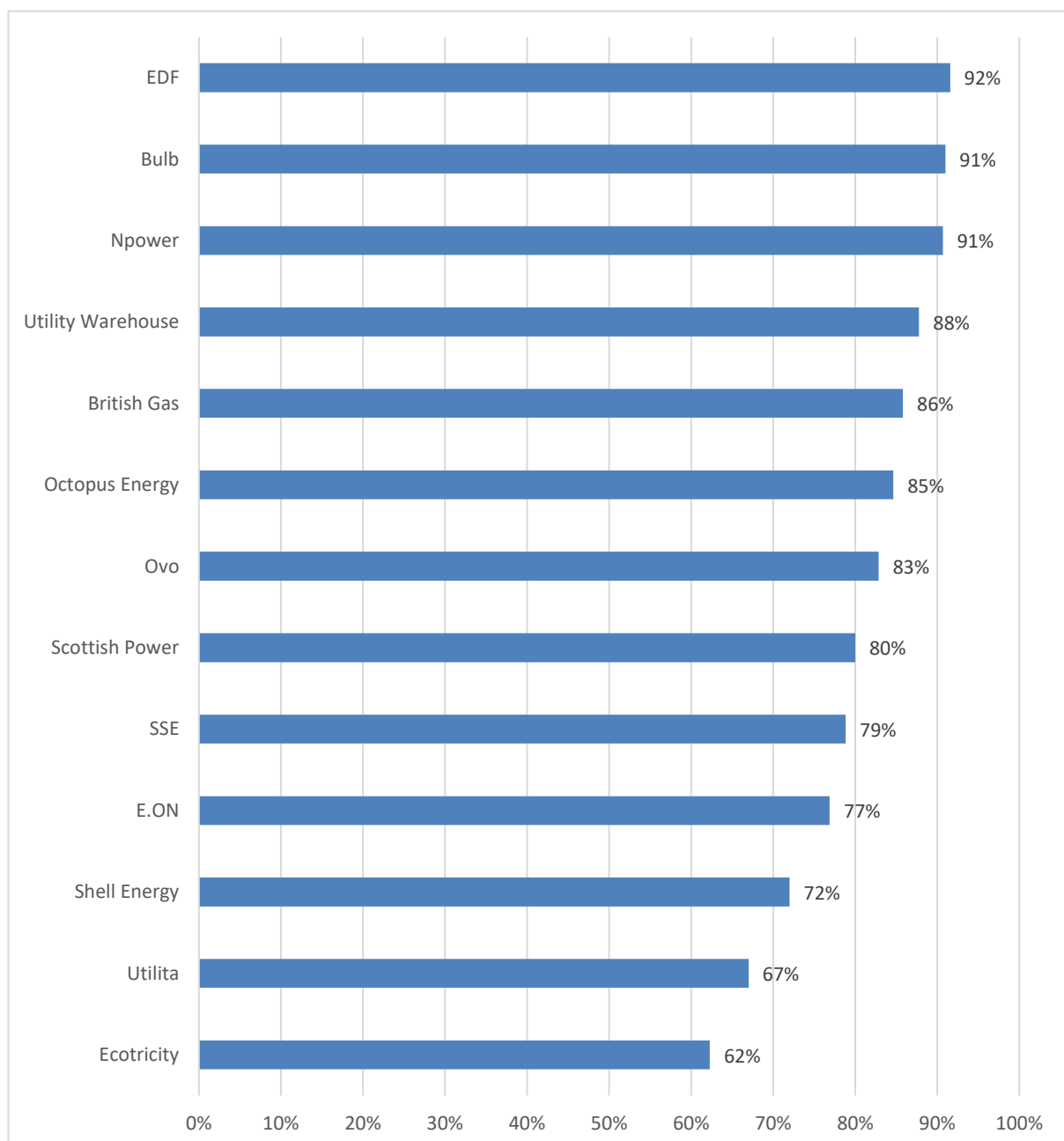


Table 3: Energy supplier results for Question 3, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	89%	90%	n/a	86%
Bulb	88%	91%	n/a	91%
E.ON	93%	90%	n/a	77%
Ecotricity	57%	59%	n/a	62%
EDF	93%	92%	n/a	92%
Npower	89%	89%	n/a	91%
Octopus Energy	40%	74%	n/a	85%
Ovo	87%	84%	n/a	83%
Scottish Power	87%	81%	n/a	80%
Shell Energy	68%	68%	n/a	72%
SSE	88%	83%	n/a	79%
Utilita	74%	71%	n/a	67%
Utility Warehouse	74%	79%	n/a	88%

Question 4: Did the installer offer advice or information on how to use less electricity and/or gas 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 2020 results of "Yes" responses, ranked highest to lowest, to Question 4 "Did the installer offer advice or information on how to use less electricity and/or gas during the visit?"

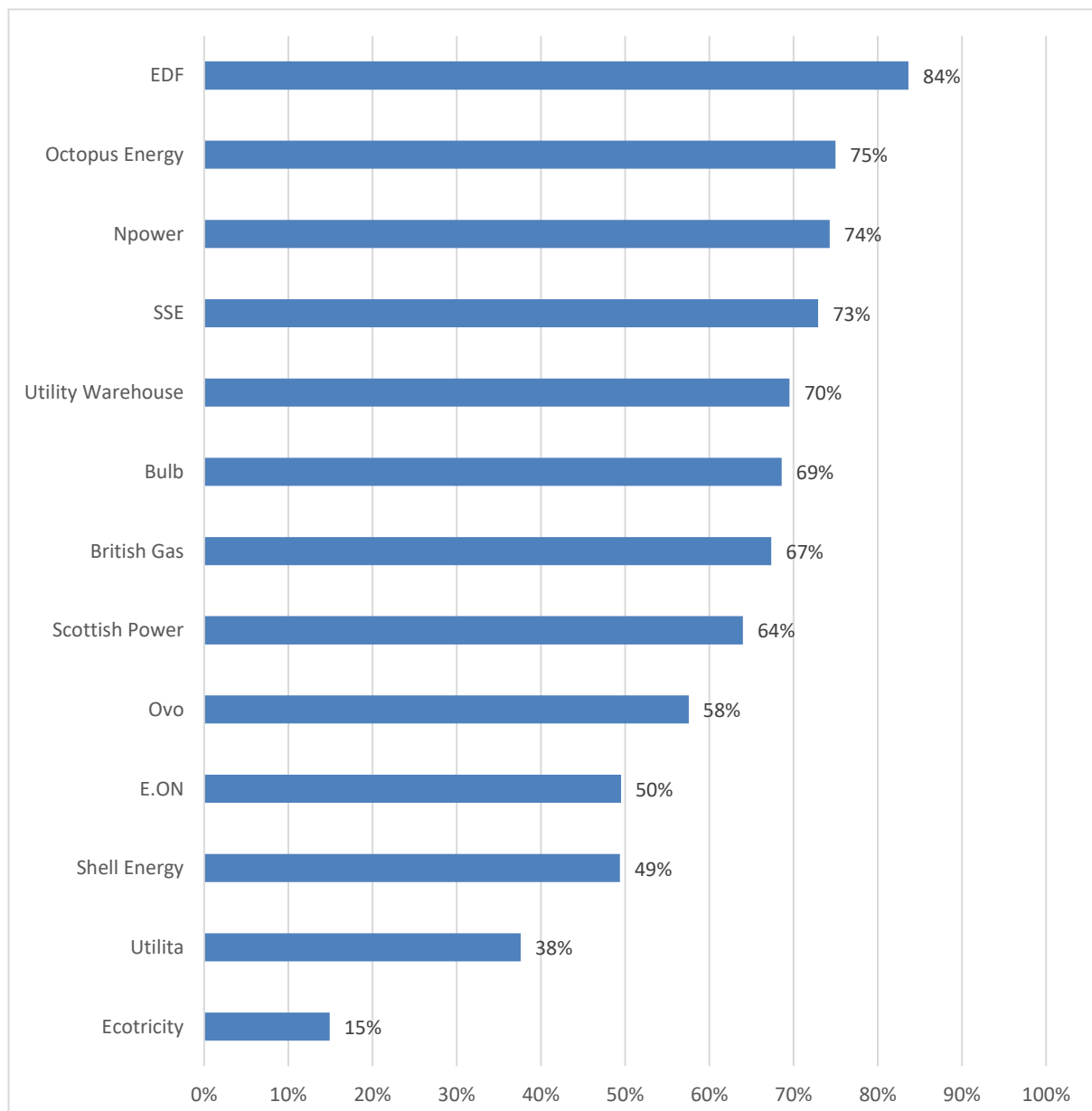


Table 4.1: Energy supplier results for Question 4, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	70%	76%	n/a	67%
Bulb	65%	64%	n/a	69%
E.ON	75%	74%	n/a	50%
Ecotricity	29%	20%	n/a	15%
EDF	85%	87%	n/a	84%
Npower	63%	71%	n/a	74%
Octopus Energy	22%	35%	n/a	75%
Ovo	70%	70%	n/a	58%
Scottish Power	72%	68%	n/a	64%
Shell Energy	64%	62%	n/a	49%
SSE	86%	83%	n/a	73%
Utilita	41%	45%	n/a	38%
Utility Warehouse	68%	71%	n/a	70%

Question 4a: If the installer did offer advice or information, did you take up the offer?

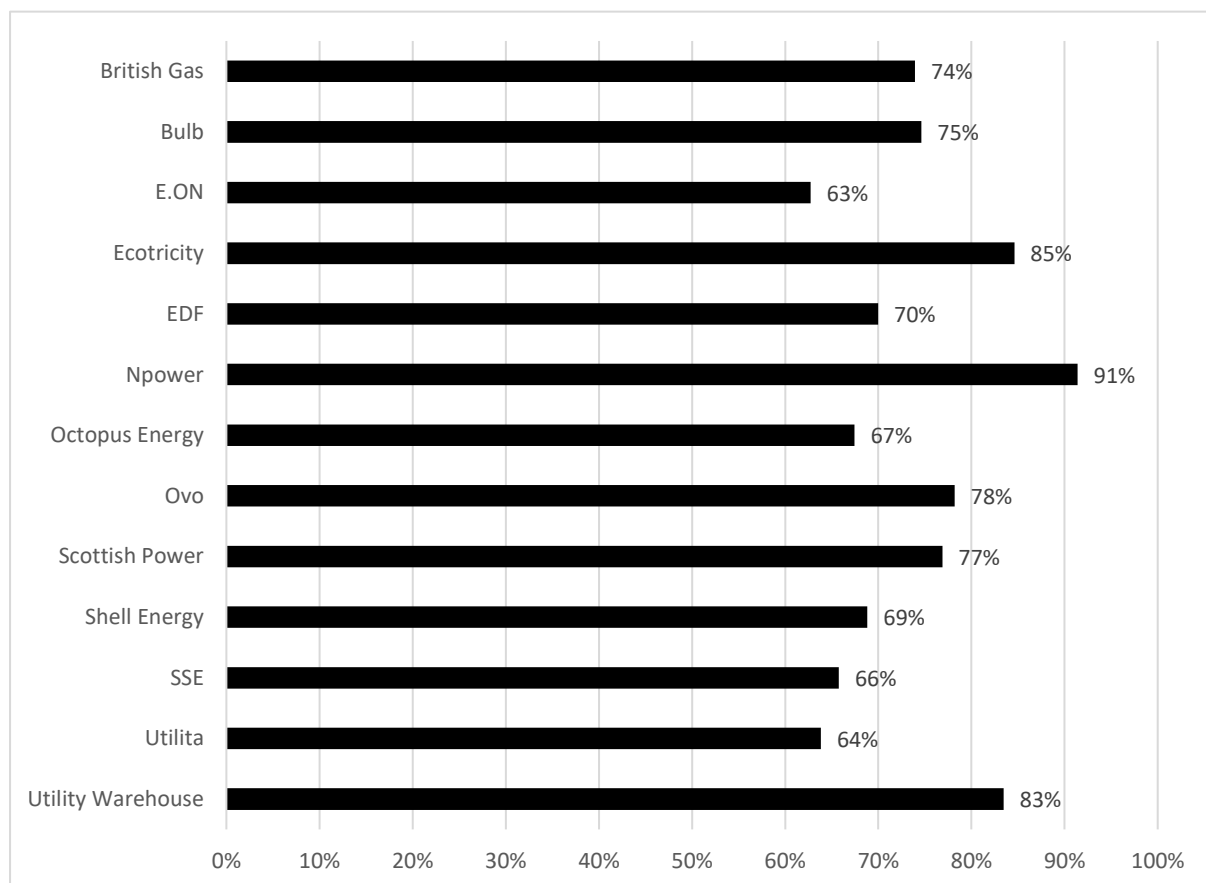
People who said they were offered energy saving advice by meter installer were asked if they accepted the opportunity to find out about how they might save money and energy.

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. Where the figure is presented in black, the question is a qualifying question² for a subsequent question, which does not demonstrate any comparison of performance between the energy suppliers.

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 2020 results of "Yes" responses, in alphabetical order, to Question 4a "If the installer did offer advice or information, did you take up the offer?"



² 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.

Table 4.2: Energy supplier results for Question 4a, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	79%	73%	n/a	74%
Bulb	73%	75%	n/a	75%
E.ON	72%	71%	n/a	63%
Ecotricity	83%	72%	n/a	85%
EDF	80%	82%	n/a	70%
Npower	75%	78%	n/a	91%
Octopus Energy	76%	81%	n/a	67%
Ovo	78%	74%	n/a	78%
Scottish Power	78%	75%	n/a	77%
Shell Energy	68%	68%	n/a	69%
SSE	76%	66%	n/a	66%
Utilita	69%	71%	n/a	64%
Utility Warehouse	82%	83%	n/a	83%

Question 4b: 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 2020 results of "Yes" responses, ranked highest to lowest, to Question 4b "Did the advice or information given take into account your home and/or how you use energy?"

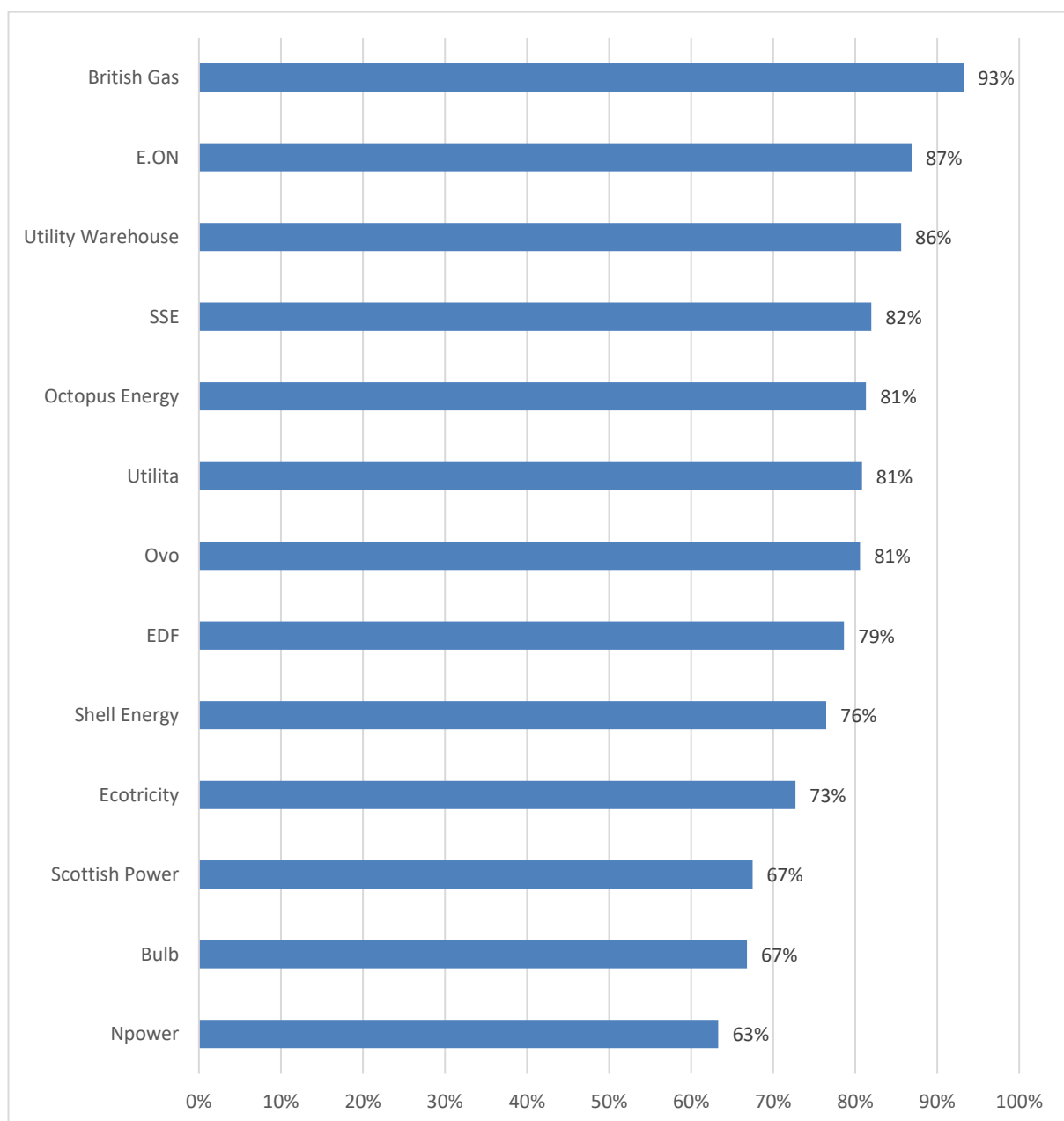


Table 4.3: Energy supplier results for Question 4b, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	98%	93%	n/a	93%
Bulb	85%	86%	n/a	67%
E.ON	90%	89%	n/a	87%
Ecotricity	88%	80%	n/a	73%
EDF	83%	81%	n/a	79%
Npower	79%	79%	n/a	63%
Octopus Energy	87%	85%	n/a	81%
Ovo	85%	85%	n/a	81%
Scottish Power	79%	79%	n/a	67%
Shell Energy	81%	80%	n/a	76%
SSE	78%	78%	n/a	82%
Utilitta	90%	93%	n/a	81%
Utility Warehouse	87%	87%	n/a	86%

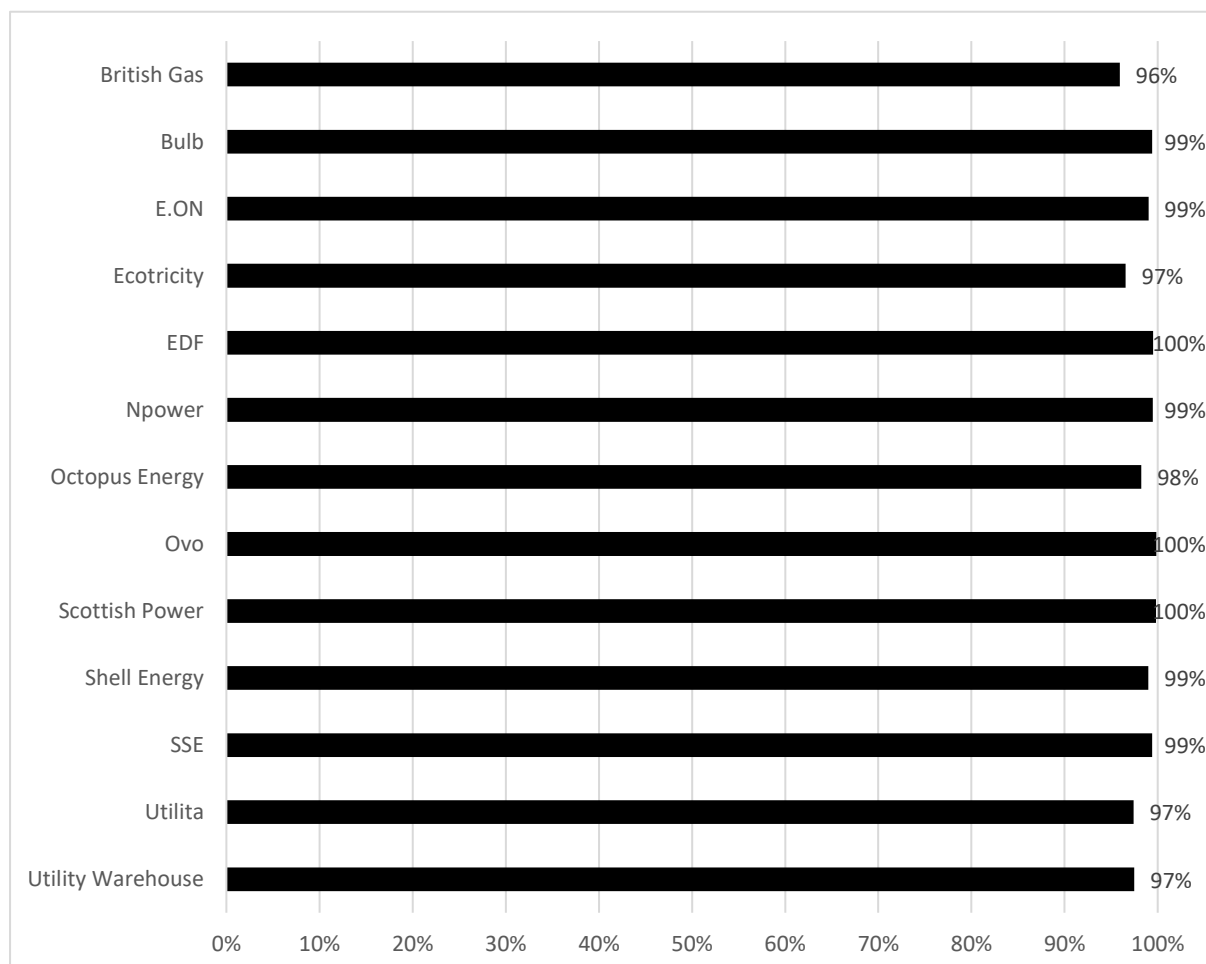
Question 5: Were you asked to pay for any goods and services before, during or after the installation visit?

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. Having low numbers of responses from a supplier makes it difficult to draw reliable conclusions. So only where there are 30 or more responses to the question are the supplier's responses included.

The responses to this question are listed in alphabetical order by supplier. Where the figure is presented in black, the question is a qualifying question³ for a subsequent question, which does not demonstrate any comparison of performance between the energy suppliers.

Figure 5.1: July to September 2020 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?"



³ 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.

Table 5.1: Energy supplier results for Question 5, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	97%	96%	n/a	96%
Bulb	99%	99%	n/a	99%
E.ON	99%	99%	n/a	99%
Ecotricity	98%	97%	n/a	97%
EDF	100%	100%	n/a	100%
Npower	99%	99%	n/a	99%
Octopus Energy	98%	99%	n/a	98%
Ovo	100%	100%	n/a	100%
Scottish Power	100%	100%	n/a	100%
Shell Energy	99%	99%	n/a	99%
SSE	99%	99%	n/a	99%
Utilita	98%	96%	n/a	97%
Utility Warehouse	98%	98%	n/a	97%

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.

Fewer than 30 responses were received for all suppliers for Question 5a for the period July to September 2020. Having low numbers of responses makes it difficult to draw reliable conclusions, so they aren't included in the report, and so no graph or table is shown here.

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?

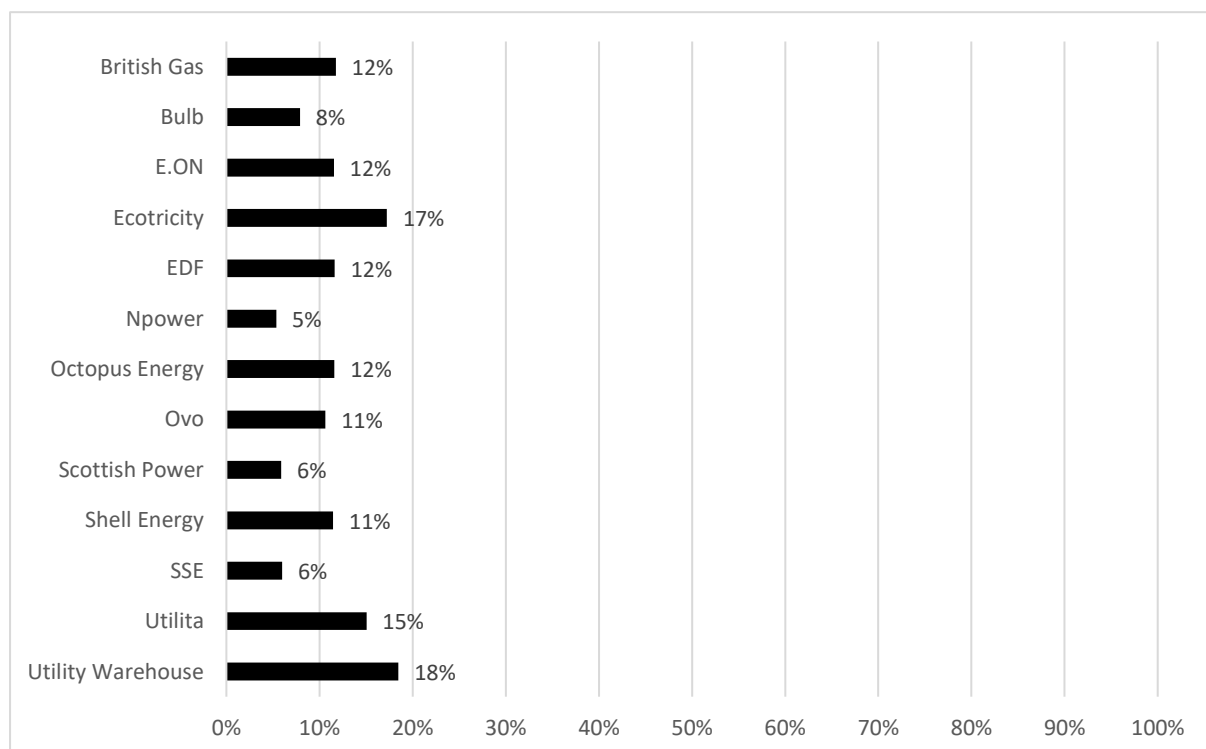
A supplier should check if anyone in the home has any specific or additional needs where a smart meter is getting installed.

All people who responded to the survey were asked if anyone in the home had additional needs. 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. Where the figure is presented in black, the question is a qualifying question⁴ for a subsequent question, which does not demonstrate any comparison of performance between the energy suppliers.

Figure 6.1: July to September 2020 of "Yes" 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?"



⁴ 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.

Table 6.1: Energy supplier results for Question 6a, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
British Gas	7%	7%	n/a	12%
Bulb	4%	9%	n/a	8%
E.ON	4%	6%	n/a	12%
Ecotricity	n/a	9%	n/a	17%
EDF	12%	11%	n/a	12%
Npower	3%	13%	n/a	5%
Octopus Energy	12%	8%	n/a	12%
Ovo	10%	13%	n/a	11%
Scottish Power	14%	7%	n/a	6%
Shell Energy	16%	8%	n/a	11%
SSE	7%	6%	n/a	6%
Utilita	11%	13%	n/a	15%
Utility Warehouse	10%	13%	n/a	18%

Question 6b: Were your needs taken into account 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.

Because only some people are asked this question, the number of responses may be fewer than for other questions. Having low numbers of responses from a supplier makes it difficult to draw reliable conclusions. So only where 30 or more responses were provided for a question are the supplier's responses included.

Figure 6.2: July to September 2020 results of "Yes" responses, ranked highest to lowest, to Question 6b "Were your needs taken into account during the installation?"

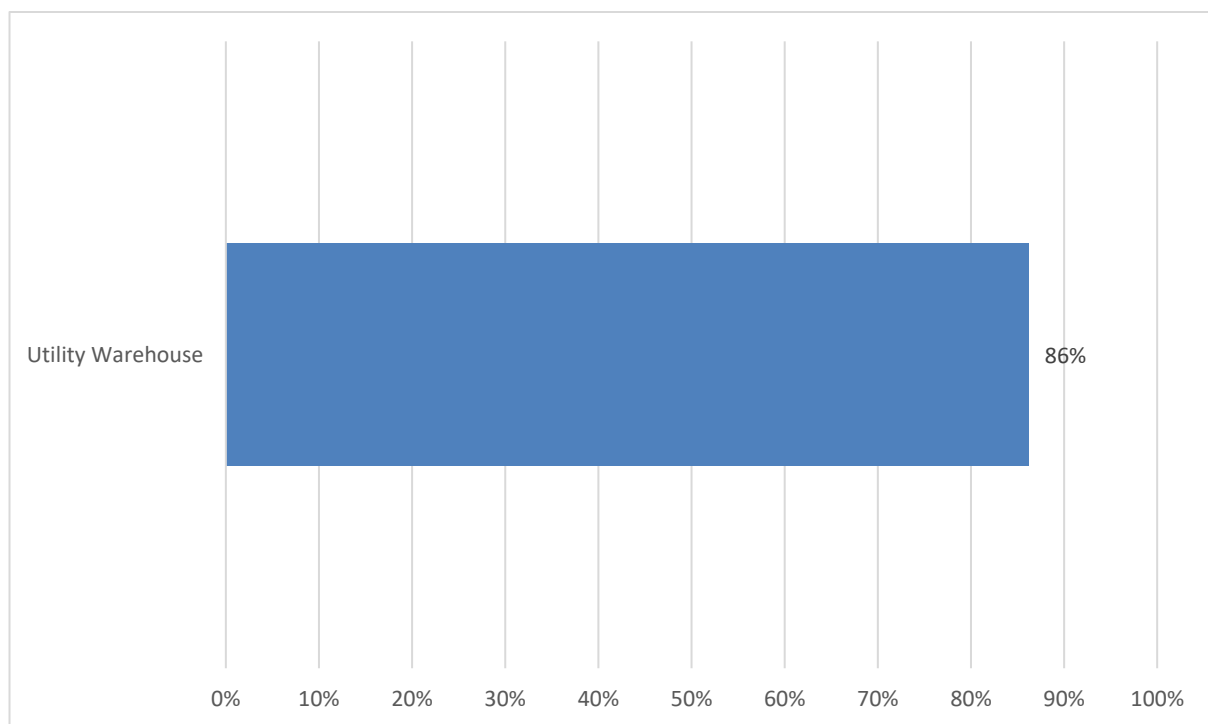


Table 6.2: Energy supplier results for Question 6b, in alphabetical order, for installations occurring in July to September 2020

	Oct to Dec 2019	Jan to Mar 2020	Apr to Jun 2020	Jul to Sep 2020
Utility Warehouse	75%	88%	n/a	86%

Summary of Energy supplier Responses for All Questions

Table 7: Overall supplier results for all survey questions, in alphabetical order, for installations occurring in July to September 2020

	% yes Q1	% yes Q2	% yes Q3	% yes Q4	% yes Q4a	% yes Q4b	% no Q5	% yes Q5a	% yes Q6a	% yes Q6b
British Gas	93%	90%	86%	67%	74%	93%	96%	n/a	12%	n/a
Bulb	98%	96%	91%	69%	75%	67%	99%	n/a	8%	n/a
E.ON	97%	95%	77%	50%	63%	87%	99%	n/a	12%	n/a
Ecotricity	93%	71%	62%	15%	85%	73%	97%	n/a	17%	n/a
EDF	96%	94%	92%	84%	70%	79%	100%	n/a	12%	n/a
Npower	97%	96%	91%	74%	91%	63%	99%	n/a	5%	n/a
Octopus Energy	97%	97%	85%	75%	67%	81%	98%	n/a	12%	n/a
OVO	98%	90%	83%	58%	78%	81%	100%	n/a	11%	n/a
Scottish Power	98%	94%	80%	64%	77%	67%	100%	n/a	6%	n/a
Shell Energy	98%	86%	72%	49%	69%	76%	99%	n/a	11%	n/a
SSE	98%	86%	79%	73%	66%	82%	99%	n/a	6%	n/a
Utilita	93%	50%	67%	38%	64%	81%	97%	n/a	15%	n/a
Utility Warehouse	96%	94%	88%	70%	83%	86%	97%	n/a	18%	86%

	Performance comparison questions
	Qualifying questions

n/a	An energy supplier who had fewer than 30 responses to the question/An energy supplier who did not submit results
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Annex A - Methodology

Interviews are conducted via telephone (Computer Assisted Telephone Interviews) or online, depending on what the customer prefers.

The interviews are completed within 15 days of the smart meter installation.

The interviews are carried out by an independent audit organisation using a methodology the supplier agrees in advance. Samples are drawn from all installations carried out in homes by the energy supplier in the relevant period.

Energy suppliers will need to provide a complete list of completed installations to their chosen independent survey organisation each week. The independent survey organisation selects which customers to invite to take part in the survey from those lists.

The independent survey organisation will choose which days and times to interview customers, making sure the Market Research Society Code of Conduct is adhered to.

- If a supplier is planning fewer than 5,000 smart meter installations in homes in the next 12 months, there is no requirement to survey customers.
- If a supplier is planning between 5,000-20,000 smart meter installations in homes in the next 12 months, 500 surveys will need to be completed over the year
- If a supplier is planning more than 20,000 smart meter installations in homes in the next 12 months, 500 surveys will need to be completed each calendar quarter where 5,000 or more installations have happened.

More information about the SMICoP Monitoring and Compliance Customer Survey methodology can be found in [section C of the code](#).

Annex B – Monitoring Compliance Customer Survey submission thresholds

If a supplier plans on installing a lower 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 below:

Installations at Domestic Premises

Fewer than 5k planned installation-visits per annum

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 customers for compliance purposes.

5k-20k planned installation-visits per annum

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.

More than 20k planned installation-visits per annum

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 SMICoP Monitoring and Compliance Customer Survey submission thresholds can be found in [section C of the code](#).