

Supplier Performance and the SMIS Micro-Business Monitoring and Compliance Survey Report:

Results for Smart Meter Installations
Occurring from July to September 2021

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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 micro-businesses. Some of the questions within the report show how each energy supplier is performing when installing smart meters in micro-businesses 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.

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.

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 4, if people answered "Yes" to this question, they are able to move onto question 4a. If people answered "No" to this question, they move straight onto question 5.

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?"

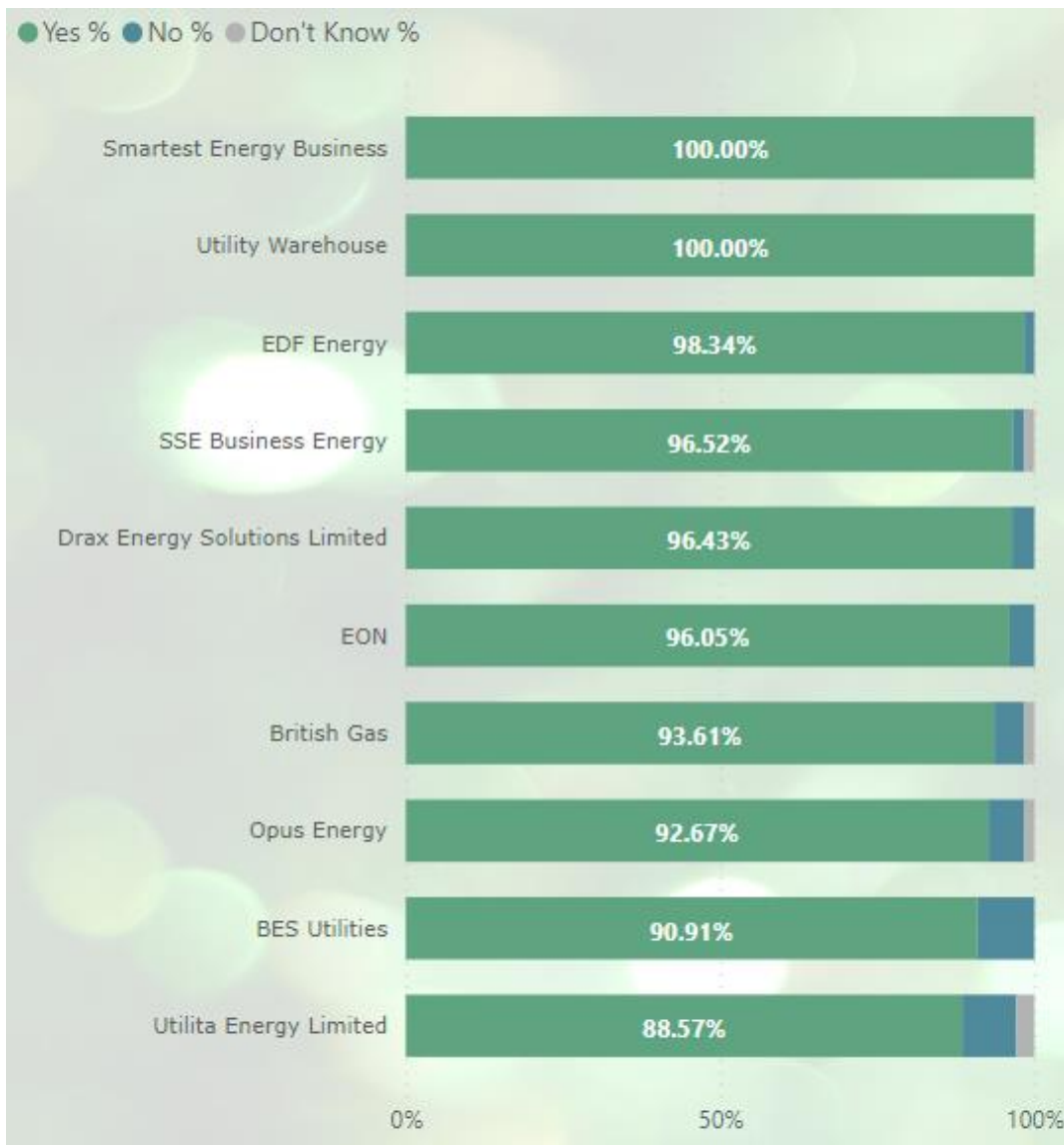


Table 1: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 1 "Before someone came to change your meter, were you told that you were getting a smart meter?"

Supplier	Yes %	No %	Don't Know %
Smartest Energy Business	100.00%	0.00%	0.00%
Utility Warehouse	100.00%	0.00%	0.00%
EDF Energy	98.34%	1.66%	0.00%
SSE Business Energy	96.52%	1.84%	1.64%
Drax Energy Solutions Limited	96.43%	3.57%	0.00%
EON	96.05%	3.95%	0.00%
British Gas	93.61%	4.79%	1.60%
Opus Energy	92.67%	5.74%	1.58%
BES Utilities	90.91%	9.09%	0.00%
Utilita Energy Limited	88.57%	8.57%	2.86%

QUESTION 2: 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. If an In-Home Display (IHD) has been provided, 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 2: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 2 "Did the installer/technician provide a demonstration of the equipment installed?"

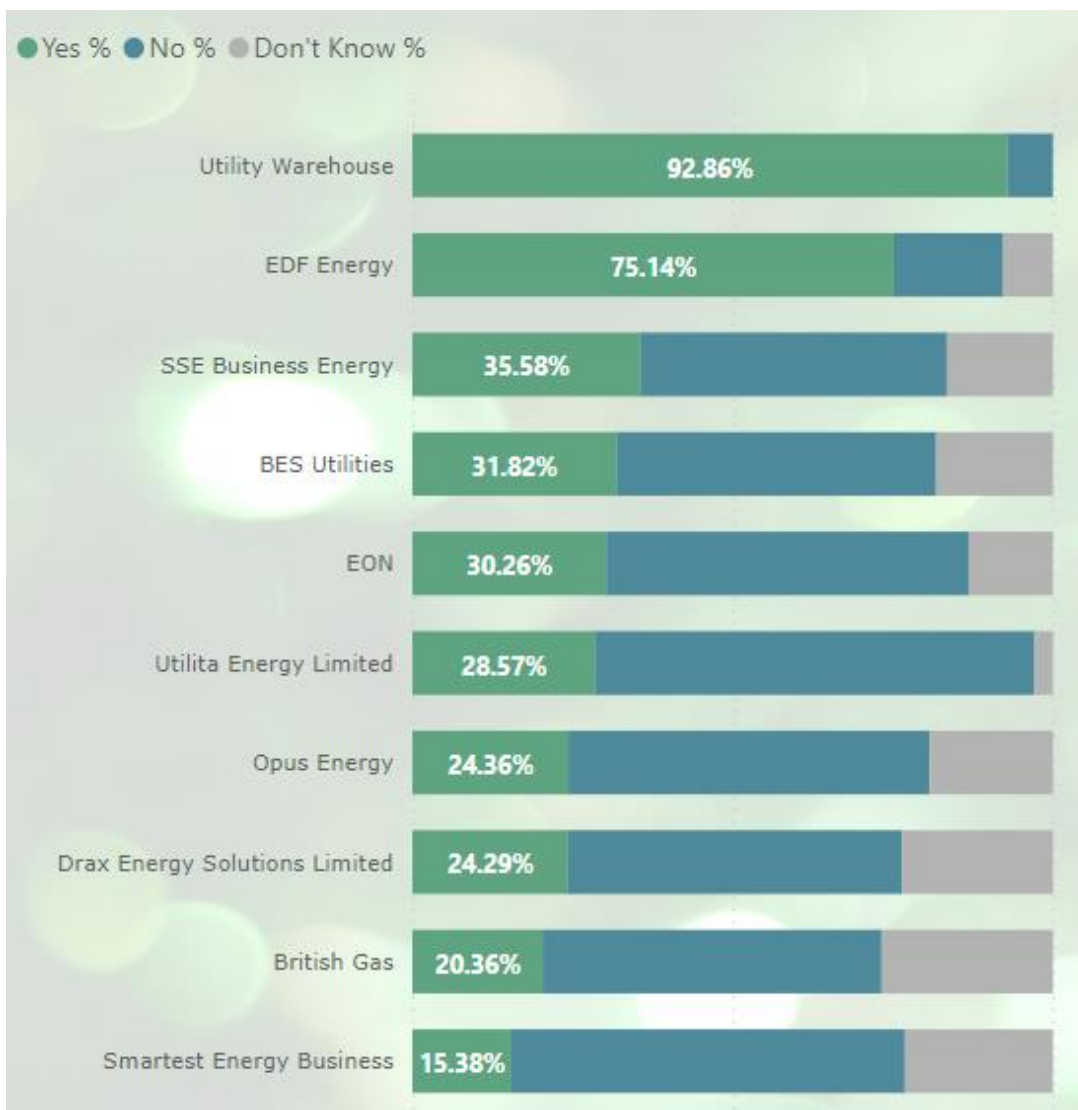


Table 2: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 2 "Did the installer/technician provide a demonstration of the equipment installed?"

Supplier	Yes %	No %	Don't Know %
Utility Warehouse	92.86%	7.14%	0.00%
EDF Energy	75.14%	17.13%	7.73%
SSE Business Energy	35.58%	47.85%	16.56%
BES Utilities	31.82%	50.00%	18.18%
EON	30.26%	56.58%	13.16%
Utilita Energy Limited	28.57%	68.57%	2.86%
Opus Energy	24.36%	56.44%	19.21%
Drax Energy Solutions Limited	24.29%	52.14%	23.57%
British Gas	20.36%	52.89%	26.75%
Smartest Energy Business	15.38%	61.54%	23.08%

QUESTION 3: DID YOUR SUPPLIER OFFER ADVICE OR INFORMATION ON HOW TO MANAGE YOUR ENERGY USAGE?

When you have a smart meter installed, your energy supplier should also offer you advice or information about how to best manage your energy usage with a smart meter.

The responses below show the percentage of suppliers that, yes, offered information or advice on how to manage energy usage.

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 3: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 3 "Did the installer/technician offer advice or information on how to manage your energy usage?"

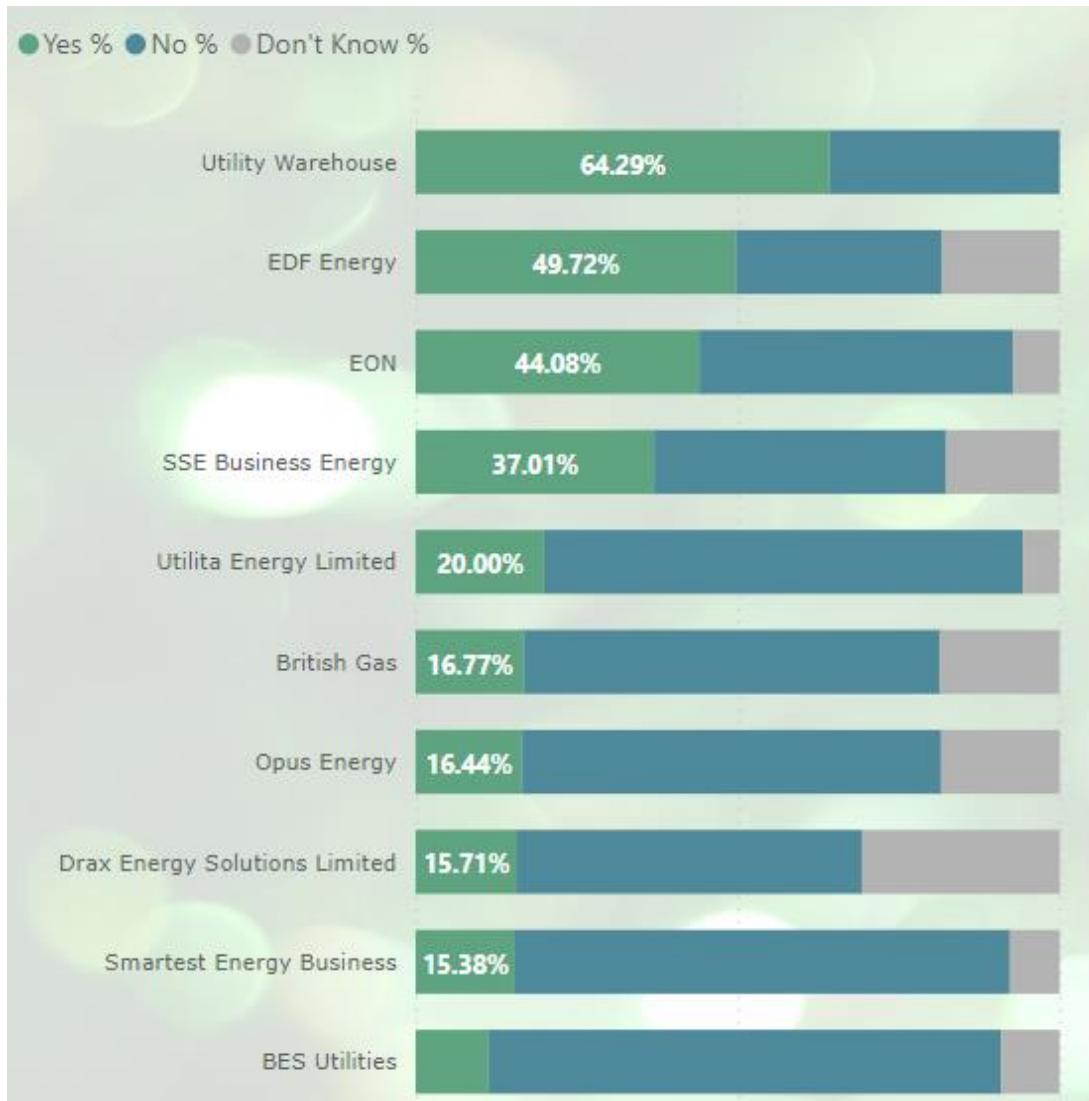


Table 3: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 3 "Did the installer/technician offer advice or information on how to manage your energy usage?"

Supplier	Yes %	No %	Don't Know %
Utility Warehouse	64.29%	35.71%	0.00%
EDF Energy	49.72%	32.04%	18.23%
EON	44.08%	48.68%	7.24%
SSE Business Energy	37.01%	45.40%	17.59%
Utilita Energy Limited	20.00%	74.29%	5.71%
British Gas	16.77%	64.67%	18.56%
Opus Energy	16.44%	65.15%	18.42%
Drax Energy Solutions Limited	15.71%	53.57%	30.71%
Smartest Energy Business	15.38%	76.92%	7.69%
BES Utilities	11.36%	79.55%	9.09%

QUESTION 4: WAS THERE A CHARGE FOR INSTALLATION OF THE SMART METER?

Some suppliers may charge for installation of a smart meter.

The responses below show the percentage of installations undertaken companies that, yes, charged for the installation of a smart meter.

Figure 4.1: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 4 "Was there a charge for installation of the smart meter?"

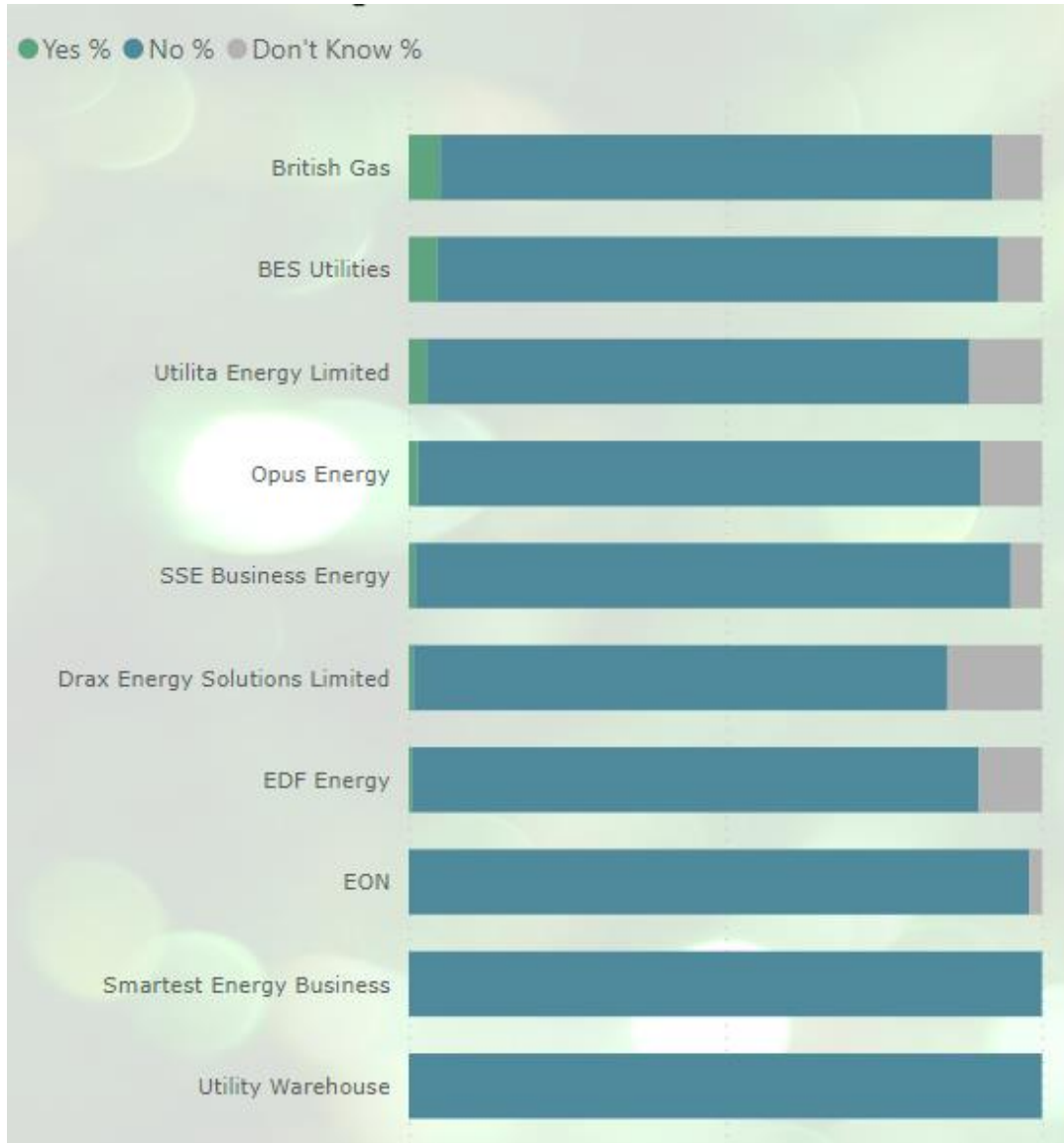


Table 4.1: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 4 " Was there a charge for installation of the smart meter?"

Supplier	Yes %	No %	Don't Know %
British Gas	4.99%	87.23%	7.78%
BES Utilities	4.55%	88.64%	6.82%
Utilita Energy Limited	2.86%	85.71%	11.43%
Opus Energy	1.39%	88.91%	9.70%
SSE Business Energy	1.02%	94.07%	4.91%
Drax Energy Solutions Limited	0.71%	84.29%	15.00%
EDF Energy	0.55%	89.50%	9.94%
EON	0.00%	98.03%	1.97%
Smartest Energy Business	0.00%	100.00%	0.00%
Utility Warehouse	0.00%	100.00%	0.00%

QUESTION 4A: IF YES, WERE YOU MADE AWARE OF THIS BEFORE THE VISIT TOOK PLACE?

In the event of a supplier making a charge for an installation of a smart meter, the customer should be made aware of this charge either when scheduling the visit or before the visit takes place.

Figure 4.2: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 4a "If yes, were you made aware of this before the visit took place? "

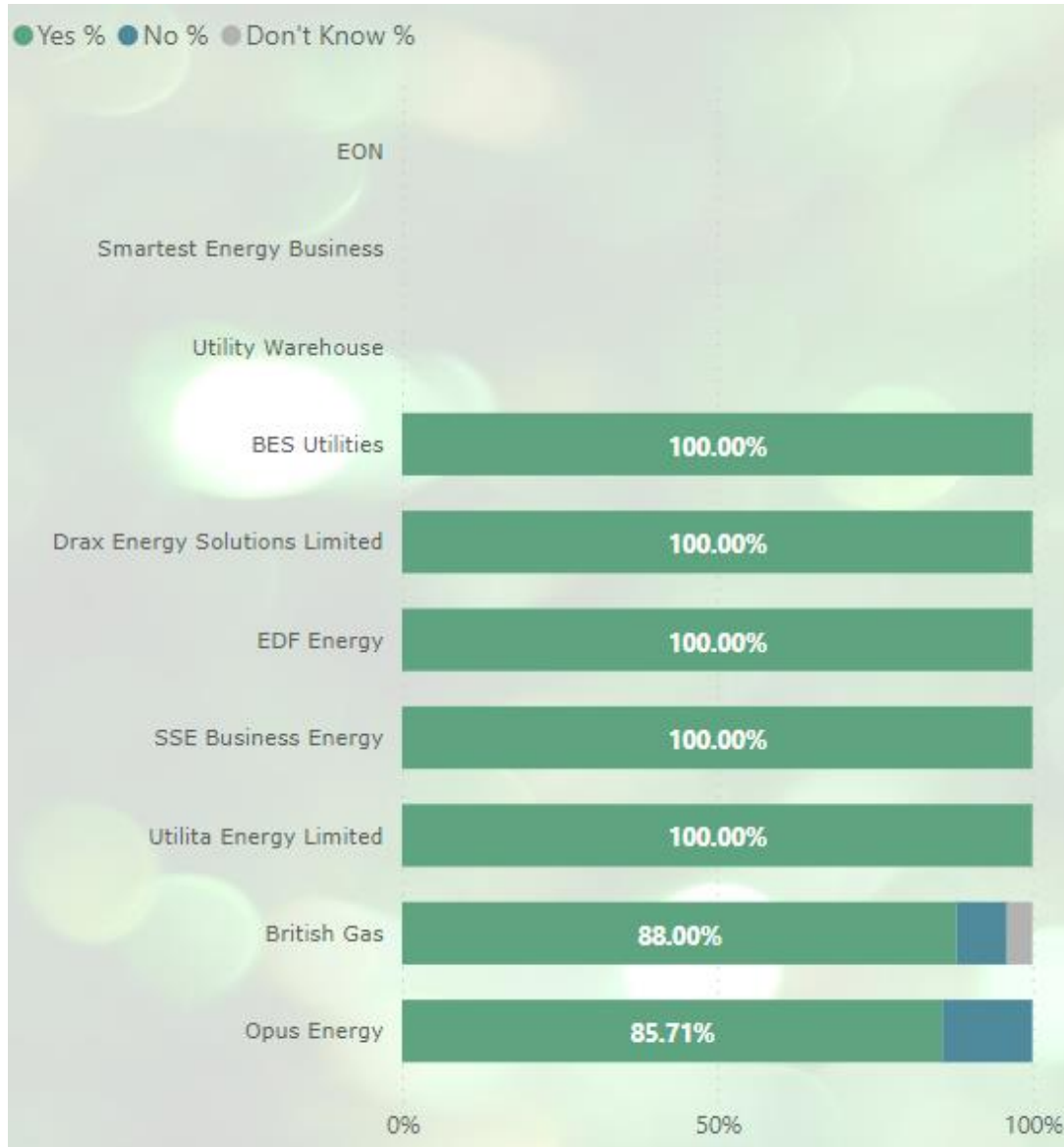


Table 4.2: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 4a "If yes, were you made aware of this before the visit took place?"

Supplier	Yes %	No %	Don't Know %
BES Utilities	100.00%	0.00%	0.00%
Drax Energy Solutions Limited	100.00%	0.00%	0.00%
EDF Energy	100.00%	0.00%	0.00%
SSE Business Energy	100.00%	0.00%	0.00%
Utilita Energy Limited	100.00%	0.00%	0.00%
British Gas	88.00%	8.00%	4.00%
Opus Energy	85.71%	14.29%	0.00%
EON	N/A	N/A	N/A
Smartest Energy Business	N/A	N/A	N/A
Utility Warehouse	N/A	N/A	N/A

QUESTION 5: DID YOU INDICATE ANY SPECIFIC OPERATIONAL BUSINESS NEEDS WHEN THE INSTALLATION APPOINTMENT WAS BEING SCHEDULED?

Some micro-businesses may require specific operational business needs which should be specified and agreed upon when the installation appointment is initially scheduled.

The responses below show the number of customers who indicated that, yes, they had specific operational business needs regarding smart meters and the installation process.

Figure 5.1: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 5 "Did you indicate any specific operational business needs when the installation appointment was being scheduled?"

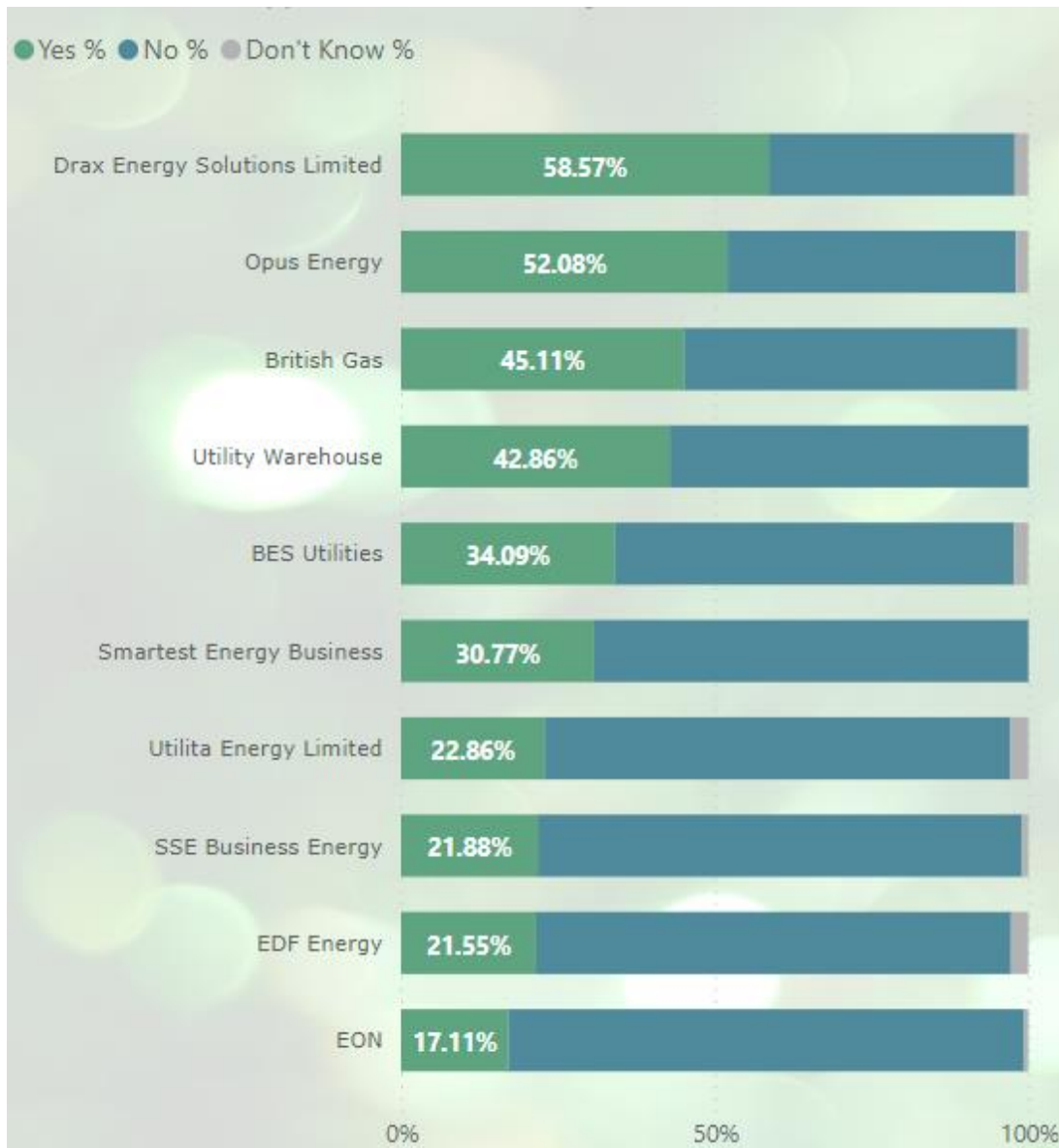


Table 5.1: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 5 " Did you indicate any specific operational business needs when the installation appointment was being scheduled?"

Supplier	Yes %	No %	Don't Know %
Drax Energy Solutions Limited	58.57%	39.29%	2.14%
Opus Energy	52.08%	45.94%	1.98%
British Gas	45.11%	53.09%	1.80%
Utility Warehouse	42.86%	57.14%	0.00%
BES Utilities	34.09%	63.64%	2.27%
Smartest Energy Business	30.77%	69.23%	0.00%
Utilita Energy Limited	22.86%	74.29%	2.86%
SSE Business Energy	21.88%	77.10%	1.02%
EDF Energy	21.55%	75.69%	2.76%
EON	17.11%	82.24%	0.66%

QUESTION 5A: IF YES, WERE THESE NEEDS TAKEN INTO ACCOUNT DURING THE INSTALLATION?

If a micro-business indicates they had specific operational business needs when scheduling the installation (Q5), then the supplier is expected to take these into account when the installation process takes place.

The following responses indicate the percentage of these suppliers that, yes, took these specific operational needs into account when installing smart meters.

Figure 5.2: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 5a "If yes, were these needs taken into account during the installation?"

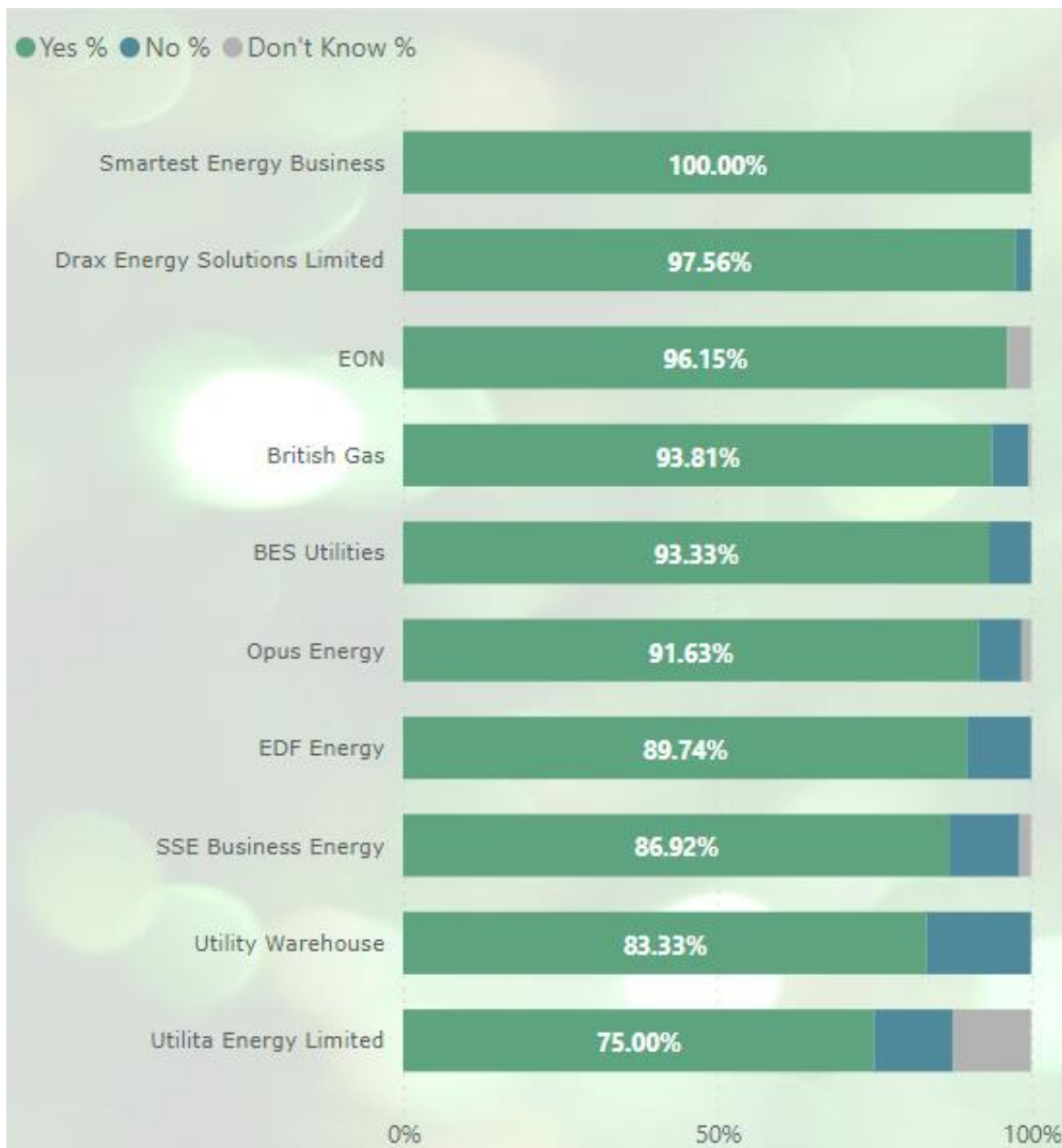


Table 5.2: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 5a "If yes, were these needs taken into account during the installation? "

Supplier	Yes %	No %	Don't Know %
Smartest Energy Business	100.00%	0.00%	0.00%
Drax Energy Solutions Limited	97.56%	2.44%	0.00%
EON	96.15%	0.00%	3.85%
British Gas	93.81%	5.75%	0.44%
BES Utilities	93.33%	6.67%	0.00%
Opus Energy	91.63%	6.84%	1.52%
EDF Energy	89.74%	10.26%	0.00%
SSE Business Energy	86.92%	11.21%	1.87%
Utility Warehouse	83.33%	16.67%	0.00%
Utilita Energy Limited	75.00%	12.50%	12.50%

QUESTION 6: DID THE SUPPLIER CHECK WHETHER YOUR PREMISES HAS ANY DOMESTIC PREMISES ASSOCIATED WITH IT?

Suppliers should check during installation whether the customer’s premises has any domestic premises associated with it.

The responses below indicate the percentage of suppliers that, yes, check whether the customer’s premises had any domestic premises associated with it.

Figure 6: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 6: “Did the supplier check whether your premises has any domestic premises associated with it?”

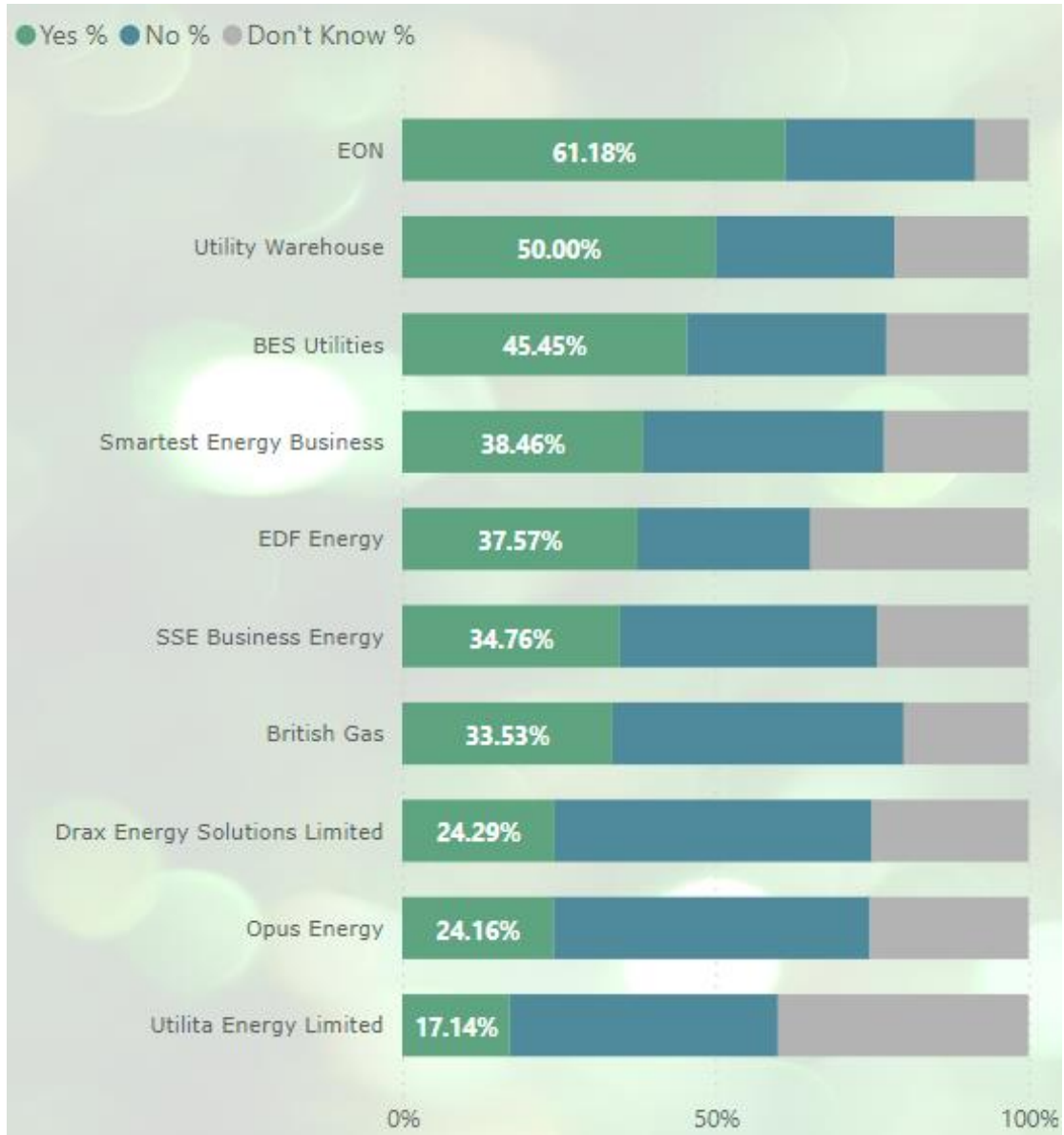


Table 6: July to September 2021 results of "Yes" responses, ranked highest to lowest, to Question 6: "Did the supplier check whether your premises has any domestic premises associated with it?"

Supplier	Yes %	No %	Don't Know %
EON	61.18%	30.26%	8.55%
Utility Warehouse	50.00%	28.57%	21.43%
BES Utilities	45.45%	31.82%	22.73%
Smartest Energy Business	38.46%	38.46%	23.08%
EDF Energy	37.57%	27.62%	34.81%
SSE Business Energy	34.76%	41.10%	24.13%
British Gas	33.53%	46.51%	19.96%
Drax Energy Solutions Limited	24.29%	50.71%	25.00%
Opus Energy	24.16%	50.50%	23.35%
Utilita Energy Limited	17.14%	42.86%	40.00%

SUMMARY OF ENERGY SUPPLIER RESPONSES FOR ALL QUESTIONS

Table 7: Overall breakdown of 'Yes' responses per supplier for all survey questions, in alphabetical order, for installations occurring in July to September 2021.

Supplier	1	2	3	4	4a	5	5a	6
BES Utilities	90.91%	31.82%	11.36%	4.55%	100.00%	34.09%	93.33%	45.45%
British Gas	93.61%	20.36%	16.77%	4.99%	88.00%	45.11%	93.81%	33.53%
Drax Energy Solutions Limited	96.43%	24.29%	15.71%	0.71%	100.00%	58.57%	97.56%	24.29%
EDF Energy	98.34%	75.14%	49.72%	0.55%	100.00%	21.55%	89.74%	37.57%
EON	96.05%	30.26%	44.08%	0.00%	N/A	17.11%	96.15%	61.18%
Opus Energy	92.67%	24.36%	16.44%	1.39%	85.71%	52.08%	91.63%	24.16%
Smartest Energy Business	100.00%	15.38%	15.38%	0.00%	N/A	30.77%	100.00%	38.46%
SSE Business Energy	96.52%	35.58%	37.01%	1.02%	100.00%	21.88%	86.92%	34.76%
Utilita Energy Limited	88.57%	28.57%	20.00%	2.86%	100.00%	22.86%	75.00%	17.14%
Utility Warehouse	100.00%	92.86%	64.29%	0.00%	N/A	42.86%	83.33%	50.00%

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 premises of Micro Business Consumer in the next 12 months, then reasonable endeavours should be used to gather as many survey returns as possible. Results from these surveys should be submitted on an annual basis. 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 5k installations in respect of premises of Micro Business Consumers in the next 12 months, reasonable endeavours should be taken to carry out 500 surveys each calendar quarter. Regardless of whether the 500 survey target is met, results from these surveys should be submitted on a quarterly basis. Results from these surveys could be passed to (or requested by) the Authority 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 Micro-Business 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.