



Making a positive difference  
for energy consumers

Mr Mike Gapes MP and Rt Hon Cheryl Gillan MP  
Chairs, Smart Meter Public Bill Committee  
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Dear Mr Gapes and Mrs Gillan

Thank you for giving me the opportunity to provide evidence at the sitting of the Smart Meters Public Bill Committee on 21 November 2017.

During my evidence, I said I would write to the Committee about whether there have been discussions between Trading Standards and Ofgem in relation to the smart meter rollout. I can confirm that there has been informal contact at a working level.

Trading Standards works closely with Citizens Advice and initially receives all its consumer reports via the Citizens Advice consumer helpline. Ofgem works in partnership with Citizens Advice and other relevant agencies, such as the Energy Ombudsman, to monitor the consumer experience of the smart meter rollout.

Ofgem is working to ensure the rollout results in the best possible outcome for consumers, and we fully believe that smart meters have the potential to bring significant benefits to consumers. We encourage suppliers to be clear in explaining these benefits to their customers and expect suppliers to test a range of engagement approaches when rolling out smart meters, which may include approaches such as deemed appointments where appropriate.

Ofgem believes that all consumers will benefit from having smart meters. However, they are not compulsory and we expect suppliers to be clear on this in their engagement with their customers.

I would also like to make a correction to a figure I referenced during my evidence. In response to a question from Douglas Ross MP about the targets for remote and rural communities in the rollout, I stated that DCC is required to deliver a network that will cover 99.75% of the population in Great Britain. In fact, for its North region, DCC has a coverage target of 99.5% and for its Central and South regions, DCC has a coverage target of 99.25%.

Yours sincerely,

**Rob Salter-Church**  
Partner, Consumers and Competition Division