

Consultation

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Statutory Consultation: Smart Meter reporting requirements

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Response deadline: 20 October 2023

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We are consulting on proposals to amend the smart meter reporting requirements for 2024 and 2025 in relation to the installation Targets Framework. We welcome responses from all interested stakeholders.

This document outlines the scope, purpose and questions of the consultation and how you can get involved. Once the consultation is closed, we will consider all responses. We want to be transparent in our consultations. We will publish the non-confidential responses we receive alongside a decision on next steps on our website at [ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations). If you want your response – in whole or in part – to be considered confidential, please tell us in your response and explain why. Please clearly mark the parts of your response that you consider to be confidential, and if possible, put the confidential material in separate appendices to your response.

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1. Introduction

Section summary

This section sets out what we are consulting on with regards to smart meter reporting requirements and the background information that have led to our proposals. It also informs stakeholders of the consultation process and how they can respond.

Consultation process

What are we consulting on?

- 1.1 We are consulting on the smart meter reporting requirements that energy suppliers are required to submit to Ofgem annually in line with Standard Licence Conditions (SLC) 44A and 38A of the Electricity and Gas Supply Licences, respectively.
- 1.2 We are proposing to make changes to the information energy suppliers must include in the "Beginning Of The Year Report" which is set out in SLCs 44A.3 and 44A.4 of the Electricity Supply Licence and SLCs 38A.3 and 38A.4 of the Gas Supply Licence. In addition, we are also proposing to make changes to the information energy suppliers must include in the "End Of Year Performance Report" which is set out in SLCs 44A.7 and 44A.8 of the Electricity Supply Licence and SLCs 38A.7 and 38A.8 of the Gas Supply Licence.
- 1.3 We are also proposing to make changes to the publication of target information which is set out in SLCs 44A.2 and 44A.6 of the Electricity Supply Licence and SLCs 38A.2 and 38A.6 of the Gas Supply Licence.
- 1.4 The changes we are proposing are specific to reporting for years 2024 and 2025 **only** and do not impact on the reporting requirements for 2023.

Why are we consulting?

- 1.5 In June 2020 the Department for Business, Energy & Industrial Strategy (BEIS), now known as the Department for Energy Security and Net Zero (DESNZ), confirmed a new four-year smart meter framework¹ would be put in place at the

¹ [Delivering a smart system: response to a consultation on smart meter policy framework post-2020 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

end of 2021 to follow on from the previous “All Reasonable Steps” framework which commenced in 2012.²

- 1.6 This new framework placed an obligation on energy suppliers to meet minimum annual installation targets each year from 2022 to 2025. The aim of this policy was to continue to drive the smart meter rollout forward to help achieve a high level of smart meter coverage.
- 1.7 In response to the new framework put in place in June 2020, Ofgem confirmed the reporting requirements for this new obligation in December 2020, which set out what energy suppliers must report each year.³
- 1.8 In June 2021 BEIS confirmed the tolerance levels for the first 2 years, 2022 and 2023, of the new smart meter framework.⁴ Within this consultation response, the government also confirmed that it would proceed with a mid-point review in 2023. The purpose of this mid-point review was to review the methodology used for calculating tolerance levels as well as reviewing the latest evidence on the progress of the rollout. The mid-point review would also confirm the tolerance levels for 2024 and 2025. DESNZ consulted on the mid-point review in February 2023.
- 1.9 DESNZ published its response to the mid-point review in July 2023 confirming the tolerance levels for 2024 and 2025. It also outlined in this response that it would implement a change to the existing format of the Targets Framework, where energy suppliers will be bound by domestic and non-domestic targets separately.
- 1.10 In 2022 and 2023, energy suppliers were required to meet a single installation target for each fuel type (gas and electricity). In 2024 and 2025 suppliers will be required to meet minimum installation targets for both domestic and non-domestic premises for gas and electricity separately.
- 1.11 DESNZ outlined in its February consultation that the reason for this change was due to growing evidence mixed portfolio suppliers were deprioritising their non-domestic rollouts and that this is posing a risk to benefits realisation for small businesses and public sector consumers.
- 1.12 We are proposing to change our reporting requirements to align with the new domestic and non-domestic Targets Framework for 2024 and 2025.

² [Smart Meters: Modifications to the standard conditions of electricity and gas supply licences - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

³ [Decision: Smart meter rollout supplier reporting requirements from 1 July 2021 onwards \(ofgem.gov.uk\)](https://www.ofgem.gov.uk)

⁴ [Smart Meter Policy Framework Post 2020: Government Response to a Consultation on Minimum Annual Targets and Reporting Thresholds for Energy Suppliers \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

- 1.13 In addition, DESNZ have also confirmed that for 2024 and 2025 installations carried out in Gas Only Premises⁵ will have an additional weighting, where each Qualifying Metering system installed in a Qualifying Relevant Premise that is a Gas Only Premises will count as equivalent to 1.5 installations.
- 1.14 This additional weighting has been brought in to reflect the additional time taken to carry out these installations which could be more prevalent in 2024 and 2025. Currently our reporting does not capture this information.

How to respond

- 1.15 We invite stakeholders to submit comments on this consultation on or before 20 October 2023. Depending on the evidence we receive through this consultation, we expect to publish our Decision by early November 2023.
- 1.16 We are proposing for the licence changes to go live from early January 2024.
- 1.17 We want to hear from anyone interested in this consultation. Please send your response to the team named on this document's front page.
- 1.18 We've asked for your feedback in each of the questions throughout. Please respond to each one as fully as you can.
- 1.19 We will publish non-confidential responses on our website at www.ofgem.gov.uk/consultations.

Your response, data and confidentiality

- 1.20 You can ask us to keep your response, or parts of your response, confidential. We'll respect this, subject to obligations to disclose information, for example, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, statutory directions, court orders, government regulations or where you give us explicit permission to disclose. If you do want us to keep your response confidential, please clearly mark this on your response and explain why.
- 1.21 If you wish us to keep part of your response confidential, please clearly mark those parts of your response that you *do* wish to be kept confidential and those that you *do not* wish to be kept confidential. Please put the confidential material in a separate appendix to your response. If necessary, we'll get in touch with you

⁵ means a Qualifying Relevant Premises at which, neither the Licensee nor an Affiliate is the Relevant Electricity Supplier; and there is not installed an Electricity SMETS2+ Smart Metering System.

to discuss which parts of the information in your response should be kept confidential, and which can be published. We might ask for reasons why.

- 1.22 If the information you give in your response contains personal data under the General Data Protection Regulation (Regulation (EU) 2016/679) as retained in domestic law following the UK's withdrawal from the European Union ("UK GDPR"), the Gas and Electricity Markets Authority will be the data controller for the purposes of GDPR. Ofgem uses the information in responses in performing its statutory functions and in accordance with section 105 of the Utilities Act 2000. Please refer to our Privacy Notice on consultations, see Appendix 4.
- 1.23 If you wish to respond confidentially, we'll keep your response itself confidential, but we will publish the number (but not the names) of confidential responses we receive. We won't link responses to respondents if we publish a summary of responses, and we will evaluate each response on its own merits without undermining your right to confidentiality.

General feedback

1.23 We believe that consultation is at the heart of good policy development. We welcome any comments about how we've run this consultation. We'd also like to get your answers to these questions:

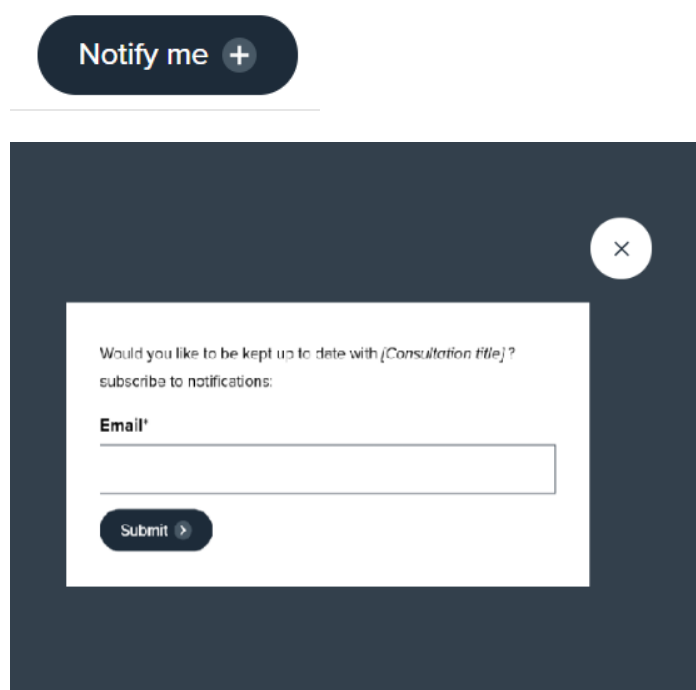
1. Do you have any comments about the overall process of this consultation?
2. Do you have any comments about its tone and content?
3. Was it easy to read and understand? Or could it have been better written?
4. Were its conclusions balanced?
5. Did it make reasoned recommendations for improvement?
6. Any further comments?

Please send any general feedback comments to stakeholders@ofgem.gov.uk

How to track the progress of the consultation

You can track the progress of a consultation from upcoming to decision status using the 'notify me' function on a consultation page when published on our website.

[Ofgem.gov.uk/consultations](https://www.ofgem.gov.uk/consultations)



Once subscribed to the notifications for a particular consultation, you will receive an email to notify you when it has changed status. Our consultation stages are:

Upcoming > **Open** > **Closed** (awaiting decision) > **Closed** (with decision)

2. Beginning Of The Year Report

Section summary

This section sets out the purpose of the Beginning Of The Year Report, what the current requirements are and our proposed changes to the report.

Questions

- Q1. Do you have any comments or questions on our proposal that the Beginning Of The Year Report reporting requirements should be amended for 2024 and 2025?
- Q2. Do you have any comments or questions with our proposal that all suppliers should report target installations for domestic and non-domestic installations separately, where they have both types of customer?
- Q3. Do you have any other comments or questions on our proposed licence changes to the Beginning Of The Year Report?

What is the Beginning Of The Year Report?

- 2.1 Suppliers are required to submit a Beginning Of The Year Report to Ofgem each rollout year.⁶ This report calculates what each suppliers' targets will be for the relevant year of the framework based on the formula set in licence.

What are the existing requirements?

- 2.2 The reporting requirements set in licence by Ofgem state that energy suppliers must include specific information⁷ when submitting the Beginning of Year Report each year. For years 2022 and 2023 this included:
- The Target Number for the Relevant Year.
 - Number of Qualifying Relevant Premises without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year.
 - Licensee's total number of customers eligible for or with a Qualifying Metering System installed as of the last day of the Rollout Year ending immediately before the Relevant Year.
 - Hyperlink to the published Target Number.

⁶ In accordance with 44A.1 and 38A.1 of the electricity and gas SLC's respectively.

⁷ In accordance with 44A.3 and 38A.3 of the electricity and gas SLC's respectively.

2.3 Relevant energy suppliers⁸ are also required to provide additional information⁹ which includes:

- Number of credit meter customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises.
- Number of pre-payment customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises.
- Number of Domestic Customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises.
- Number of Non-Domestic customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises.
- Any other information as specified in a direction issued by the Authority.

2.4 These requirements were introduced by Ofgem in December 2020 in response to the original installation framework put in place by BEIS, now DESNZ.

What are we proposing to change?

2.5 For years 2024 and 2025 we propose to amend the current licence conditions set out in SLCs 44A.3 and 38A.3 of the Electricity and Gas Supply Licences respectively, to include the following:

- Target number for **both** domestic premises **and** designated premises separately, as calculated in accordance with the new licence conditions for the relevant year.
- Number of Qualifying Relevant premises for **both** domestic **and** designated premises without a Qualifying Metering System as of the last day of the rollout year ending immediately before the relevant year.
- The total number of premises for **both** domestic **and** designated as of the date which immediately precedes the relevant year.

⁸ Suppliers who supply either gas or electricity (or both) to 150,000 or more energy customers.

⁹ In accordance with 44A.4 and 38A.4 of the electricity and gas SLC's respectively.

- 2.6 We propose to keep the requirement for energy suppliers to publish its targets on their website,¹⁰ to continue the transparency this provides the public on rollout progress. However we propose to amend the licence conditions to clearly outline the requirement to publish the target number for domestic and designated premises **separately**.
- 2.7 In addition, for years 2024 and 2025 we propose to amend the current licence conditions set out in SLCs 44A.4 and 38A.4 of the Electricity and Gas Supply Licences respectively, to **remove** the following:
- Number of Domestic Customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises.
 - Number of Non-Domestic customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises.
- 2.8 The requirement for all suppliers to provide the information set out in the amended SLCs 44A.3 and 38A.3¹¹ of the Electricity and Gas Supply Licences respectively, supersedes the requirement for Relevant Suppliers to provide this information.
- 2.9 We propose to keep the requirement for Relevant Suppliers to provide information regarding their plans to install meters for credit and prepayment customers. We still consider it is important that suppliers actively reflect on how they plan to ensure all customers are able to access the benefits of smart meters, in particular prepayment customers.
- 2.10 There are significant benefits that smart meters bring to Prepayment customers. They enable customers to top up their meter without leaving the house and enable suppliers to identify early signs of customer self-disconnection and take proactive measures to support them. It is essential energy suppliers reflect on the pace they are installing prepayment smart meters ensuring vulnerable customers are able to reap the benefits smart meters bring.
- 2.11 We propose that for 2024 and 2025 the requirement to provide information regarding supplier plans to install meters for credit and prepayment customers should apply to domestic premises only.

¹⁰ In accordance with 44A.2 and 38A.2 of the electricity and gas SLC's respectively.

¹¹ As per the amendments highlighted in section 2.5.

Why are we proposing these changes?

- 2.12 DESNZ has amended the licence conditions to specifically set out requirements for the "Third Rollout Year" (2024) and "Fourth Rollout Year" and (2025). These changes subject energy suppliers to mandatory installation targets for both domestic premises and non-domestic premises separately.
- 2.13 Due to the new format of the targets for the third and fourth rollout years whereby suppliers will be bound by separate targets for domestic and non-domestic premises separately, we consider it is necessary to amend the current licence conditions which set out the reporting requirements.
- 2.14 The original requirements were put in place based on overall fuel targets and were not intended to capture separate domestic and non-domestic targets. Our proposed changes aim to gather relevant information from all suppliers with regards to the new domestic and non-domestic targets which will allow the Authority to assess supplier performance for 2024 and 2025.
- 2.15 DESNZ have set in licence that suppliers must ensure that the number of Qualifying Metering Systems that are installed in:
- Qualifying Relevant **Domestic** Premises in the Third Rollout Year is greater than or equal to the target number determined for that Rollout Year in accordance with paragraph 39A.5(c); and in the Fourth Rollout Year is greater than or equal to the target number determined for that Rollout Year in accordance with paragraph 39A.5(e)¹²
 - Qualifying Relevant **Designated** Premises in the Third Rollout Year is greater than or equal to the target number determined for that Rollout Year in accordance with paragraph 39A.5(d); (ii) in the Fourth Rollout Year is greater than or equal to the target number determined for that Rollout Year in accordance with paragraph 39A.5(f)
- 2.16 We consider we should amend the reporting requirements that Ofgem originally set out to align with these changes. This will ensure that suppliers are clear on the need to report domestic and non-domestic information separately and that it is clear there are separate targets for each set of premises.

¹² [Smart meter policy framework post 2020 consultation - Annex 1: Proposed amendments to standard conditions 33A and 39A \(publishing.service.gov.uk\)](#)

3. End Of Year Performance Report

Section summary

This section sets out the purpose of the End Of Year Performance Report, what the current requirements are and our proposed changes to the report.

Questions

- Q4. Do you have any comments or questions on our proposal that the End Of Year Performance Report reporting requirements should be amended for 2024 and 2025?
- Q5. Do you have any comments or questions with our proposal that all suppliers should report target installations for domestic and non-domestic installations separately, where they have both types of customer?
- Q6. Do you have any comments or questions with our proposal that all suppliers should report the number of Gas Only installations in the End Of Year Performance Report?
- Q7. Do you have any other comments or questions on our proposed licence changes to the End Of Year Performance Report?

What is the End Of Year Performance Report?

- 3.1 Suppliers are required to submit an End Of Year Performance Report to Ofgem following each rollout year.¹³ This report confirms the number of Qualifying Metering Systems installed in Qualifying Relevant Premises in the Relevant Year, which confirms if the supplier achieved its target set in the Beginning Of The Year Report for that year.

What are the existing requirements?

- 3.2 The reporting requirements set in licence by Ofgem state that energy suppliers must include specific information¹⁴ when submitting the End of Year Performance Report each year. For years 2022 and 2023 this included:
- Whether it met its Target Number for the Relevant Previous Year.
 - Number of Qualifying Metering Systems installed for Qualifying Relevant Premises for the Relevant Previous Year.

¹³ In accordance with 44A.5 and 38A.5 of the electricity and gas SLC's respectively.

¹⁴ In accordance with 44A.7 and 38A.7 of the electricity and gas SLC's respectively.

- Licensee's total number of customers eligible for or with a Qualifying Metering System installed as of the last day of the Rollout Year for the Relevant Previous Year.
- Information related to Qualifying Metering Systems installed compared to planned installations in the Beginning Of The Year Report.
- Hyperlink to the number of Qualifying Metering Systems installed.

3.3 Relevant energy suppliers are currently also required to provide additional information¹⁵ which includes:

- Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for credit customers.
- Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for prepayment customers.
- Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for domestic customers.
- Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for non-domestic customers.

3.4 These requirements were introduced by Ofgem in December 2020 as per the original installation framework put in place.

What are we proposing to change?

3.5 For years 2024 and 2025 we propose to amend the current licence conditions set out in SLCs 44A.7 and 38A.7 of the Electricity and Gas Supply Licences respectively, to include the following:

- Whether a supplier met its Target number for **both** domestic premises **and** designated premises separately, as calculated in accordance with the new licence conditions.
- Number of Qualifying Metering Systems installed in Qualifying Relevant Premises for **both** domestic **and** designated premises for the Relevant Previous Year.
- The total number of premises for **both** domestic **and** designated premises as of the last day of the Rollout Year for the Relevant Previous Year.

¹⁵ In accordance with 44A.8 and 38A.8 of the electricity and gas SLC's respectively.

3.6 We also propose to include:

- Number of Qualifying Metering Systems installed in Qualifying Relevant Premises that were Gas Only Premises for both domestic and designated premises for the Relevant Previous Year.

3.7 In line with the Beginning Of The Year Report we propose to keep the requirement on each energy supplier to publish its performance against its targets on its website. However, we propose to amend the licence conditions to clearly outline the requirement to publish installations for domestic and designated premises separately.

3.8 In addition, for years 2024 and 2025 we propose to amend the current licence conditions set out in SLCs 44A.8 and 38A.8 of the Electricity and Gas Supply Licences respectively, to **remove** the following:

- Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for domestic customers.
- Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for non-domestic customers.

3.9 The requirement for all suppliers to provide the information set out in the amended SLCs 44A.7 and 38A.7¹⁶ of the Electricity and Gas Supply Licences respectively, supersedes the requirement for Relevant Suppliers to provide this information.

3.10 In line with the Beginning Of The Year Report, we propose to keep the requirement for Relevant Suppliers to report on performance against the number of Qualifying Metering systems installed in Qualifying Relevant Premises for credit and prepayment customers. We propose that this requirement will be for domestic premises only.

Why are we proposing these changes?

3.11 As we have noted previously, the original reporting requirements were put in place based on the calculation of a single target for suppliers for each fuel, and not for separate domestic and non-domestic targets for all suppliers.

3.12 These changes in the End Of Year Performance Report will align suppliers reporting with the proposed changes in the Beginning Of The Year Report outlined

¹⁶ As per the amendments highlighted in section 3.5.

in section 2 and will allow the Authority to assess supplier performance in 2024 and 2025.

- 3.13 As previously highlighted, installations in Gas Only Premises will now have an additional weighting which is set in licence. We consider it is appropriate for us to gather information on this point to accurately record installations that count towards targets for 2024 and 2025.
- 3.14 We are of the opinion that all of these changes will allow Ofgem to capture the relevant and accurate information in relation to the new domestic and non-domestic targets suppliers are bound by.

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Appendix 1 – Proposed Licence Modifications

Electricity SLC 44A

Beginning of the year report

44A.2 No later than 2 working days after the licensee submitted the Beginning Of The Year Report to the Authority, for the First and Second Rollout Year, the licensee must publish prominently on its website the Target Number. For the Third and Fourth Rollout Year, the licensee must publish prominently on its website the Target Number calculated in accordance with 39A.5 (c) & (d) for the Third Rollout Year, and 39A.5 (e) & (f), for the Fourth Rollout Year. Relevant Suppliers must also publish prominently on their websites the additional information required to be included in their Beginning Of The Year Report under paragraph 44A.4 and 44A.4A.

44A.3 In the Beginning Of The Year Report, for the First and Second Rollout Year, the licensee must include the following information:

- (a) The Target Number for the Relevant Year;
- (b) Number of Qualifying Relevant Premises without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year;
- (c) Licensee's total number of electricity customers eligible for or with a Qualifying Metering System installed as of the last day of the Rollout Year ending immediately before the Relevant Year; and
- (d) Hyperlink to the Target Number published in accordance with paragraph 44A.2.

44A.3A In the Beginning Of The Year Report, for the Third and Fourth rollout year, the licensee must include:

- (a) The Target Number calculated in accordance with 39A.5 (c) & (d) for the Third Rollout Year, and 39A.5 (e) & (f), for the Fourth Rollout Year;
- (b) Number of Qualifying Relevant Domestic Premises, without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year;

- (c) Number of Qualifying Relevant Designated Premises, without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year;
- (d) Licensee's total number of Domestic Premises, in respect of which the licensee is the Relevant Electricity Supplier on the date which immediately precedes the start date of the Relevant Year
- (e) Licensee's total number of Designated Premises, in respect of which the licensee is the Relevant Electricity Supplier on the date which immediately precedes the start date of the Relevant Year; and
- (f) Hyperlink to the Target Number published in accordance with paragraph 44A.2.

44A.4 In the Beginning Of The Year Report, for the First and Second Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Year:

- (a) Number of credit meter customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises;
- (b) Number of pre-payment customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises;
- (c) Number of Domestic Customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises;
- (d) Number of Non-Domestic customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises; and
- (e) any other information as specified in a direction issued by the Authority pursuant to SLC 44A.9 and SLC 44A.10.

44A.4A In the Beginning Of The Year Report, for the Third and Fourth Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Year:

- (a) Number of credit meter customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Domestic Premises;
- (b) Number of pre-payment customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Domestic Premises;

- (c) any other information as specified in a direction issued by the Authority pursuant to SLC 44A.9 and SLC 44A.10.

End of Year Performance Report

44A.6 At the same time as the licensee submits the End Of Year Performance Report to the Authority, for the First and Second Rollout Year, the licensee must publish the number of Qualifying Metering Systems installed in Qualifying Relevant Premises in the Relevant Previous Year prominently on its website alongside the Target Number for the Relevant Previous Year. For the Third and Fourth Rollout Year, the licensee must publish the number of Qualifying Metering Systems installed in Qualifying Relevant Domestic Premises in the Relevant Previous Year, and the number of Qualifying Metering Systems installed in Qualifying Relevant Designated Premises in the Relevant Previous Year, prominently on its website alongside the Target Number for the Relevant Previous Year. Relevant Suppliers must also publish prominently on their websites the additional information required to be included in their End Of Year Performance Report under paragraph 44A.8 and 44A.8A.

44A.7 In the End Of Year Performance Report, for the First and Second Rollout Year, the licensee must include the following information:

- (a) whether it met its Target Number for the Relevant Previous Year;
- (b) Number of Qualifying Metering Systems installed for Qualifying Relevant Premises for the Relevant Previous Year;
- (c) Licensee's total number of electricity customers eligible for or with a Qualifying Metering System installed as of the last day of the Rollout Year for the Relevant Previous Year;
- (d) Information related to Qualifying Metering Systems installed compared to planned installations in the Beginning Of The Year Report; and
- (e) Hyperlink to the number of Qualifying Metering Systems installed published in accordance with paragraph 44A.6.

44A.7A In the End Of Year Performance Report, for the Third and Fourth rollout year, the licensee must include:

- (a) whether it met its Target Number calculated in accordance with 39A.5 (c) & (d) for the Third Rollout Year;
- (b) whether it met its Target Number calculated in accordance with 39A.5 (e) & (f) for the Fourth Rollout Year;
- (c) Number of Qualifying Metering Systems installed in Qualifying Relevant Domestic Premises, for the Relevant Previous Year;
- (d) Number of Qualifying Metering Systems installed in Qualifying Relevant Designated Premises, for the Relevant Previous Year;
- (e) Licensee's total number of electricity Domestic Premises, in respect of which the licensee is the Relevant Electricity Supplier as of the last day of the Rollout Year for the Relevant Previous Year;
- (f) Licensee's total number of electricity Designated Premises, in respect of which the licensee is the Relevant Electricity Supplier as of the last day of the Rollout Year for the Relevant Previous Year;
- (g) Information related to Qualifying Metering Systems installed compared to planned installations in the Beginning Of The Year Report; and
- (h) Hyperlink to the number of Qualifying Metering Systems installed published in accordance with paragraph 44A.6.

44A.8 In the End Of Year Performance Report, for the First and Second Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Previous Year:

- (a) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for credit customers;
- (b) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for prepayment customers;
- (c) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for domestic customers; and
- (d) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for non-domestic customers.

44A.8A In the End Of Year Performance Report, for the Third and Fourth Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Previous Year:

- (a) Number of Qualifying Metering Systems installed at Qualifying Relevant Domestic Premises for the first time for credit customers;
- (b) Number of Qualifying Metering Systems installed at Qualifying Relevant Domestic Premises for the first time for prepayment customers.

Gas SLC 38A

Beginning Of The Year Report

38A.2 No later than 2 working days after the licensee submitted the Beginning Of The Year Report to the Authority, for the First and Second Rollout Year, the licensee must publish prominently on its website the Target Number. For the Third and Fourth Rollout Year, the licensee must publish prominently on its website the Target Number calculated in accordance with 33A.5 (c) & (d) for the Third Rollout Year, and 33A.5 (e) & (f), for the Fourth Rollout Year. Relevant Suppliers must also publish prominently on their websites the additional information required to be included in their Beginning Of The Year Report under paragraph 38A.4 and 38A.4A.

38A.3 In the Beginning Of The Year Report, for the First and Second Rollout Year, the licensee must include the following information:

- (a) The Target Number for the Relevant Year;
- (b) Number of Qualifying Relevant Premises without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year;
- (c) Licensee's total number of gas customers eligible for or with a Qualifying Metering System installed as of the last day of the Rollout Year ending immediately before the Relevant Year; and
- (d) Hyperlink to the Target Number published in accordance with paragraph 38A.2.

38A.3A In the Beginning Of The Year Report, for the Third and Fourth rollout year, the licensee must include:

- (a) The Target Number calculated in accordance with 33A.5 (c) & (d) for the Third Rollout Year, and 33A.5 (e) & (f), for the Fourth Rollout Year;

- (b) Number of Qualifying Relevant Domestic Premises, without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year;
- (c) Number of Qualifying Relevant Designated Premises, without a Qualifying Metering System as of the last day of the Rollout Year ending immediately before the Relevant Year;
- (d) Licensee's total number of Domestic Premises, in respect of which the licensee is the Relevant Gas Supplier on the date which immediately precedes the start date of the Relevant Year
- (e) Licensee's total number of Designated Premises, in respect of which the licensee is the Relevant Gas Supplier on the date which immediately precedes the start date of the Relevant Year; and
- (f) Hyperlink to the Target Number published in accordance with paragraph 38A.2.

38A.4 In the Beginning Of The Year Report, for the First and Second Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Year:

- (a) Number of credit meter customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises;
- (b) Number of pre-payment customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises;
- (c) Number of Domestic Customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises;
- (d) Number of Non-Domestic customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Premises; and
- (e) any other information as specified in a direction issued by the Authority pursuant to SLC 38A.9 and SLC 38A.10.

38A.4A In the Beginning Of The Year Report, for the Third and Fourth Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Year:

- (a) Number of credit meter customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Domestic Premises;

- (b) Number of pre-payment customers for whom the Relevant Suppliers intend to install for the first time a Qualifying Metering System at Qualifying Relevant Domestic Premises;
- (c) any other information as specified in a direction issued by the Authority pursuant to SLC 38A.9 and SLC 38A.10.

End of Year Performance Report

38A.6 At the same time as the licensee submits the End Of Year Performance Report to the Authority, for the First and Second Rollout Year, the licensee must publish the number of Qualifying Metering Systems installed in Qualifying Relevant Premises in the Relevant Previous Year prominently on its website alongside the Target Number for the Relevant Previous Year. For the Third and Fourth Rollout Year, the licensee must publish the number of Qualifying Metering Systems installed in Qualifying Relevant Domestic Premises in the Relevant Previous Year, and the number of Qualifying Metering Systems installed in Qualifying Relevant Designated Premises in the Relevant Previous Year, prominently on its website alongside the Target Number for the Relevant Previous Year. Relevant Suppliers must also publish prominently on their websites the additional information required to be included in their End Of Year Performance Report under paragraph 38A.8 and 38A.8A.

38A.7 In the End Of Year Performance Report, for the First and Second rollout year, the licensee must include the following information:

- (a) whether it met its Target Number for the Relevant Previous Year;
- (b) Number of Qualifying Metering Systems installed for Qualifying Relevant Premises for the Relevant Previous Year;
- (c) Licensee's total number of gas customers eligible for or with a Qualifying Metering System installed on the last day of the Rollout Year for the Relevant Previous Year;
- (d) Information related to Qualifying Metering Systems installed compared to planned installations in the Beginning Of The Year Report; and
- (e) Hyperlink to the number of Qualifying Metering Systems installed published in accordance with paragraph 38A.6.

38A.7A In the End Of Year Performance Report, for the Third and Fourth rollout year, the licensee must include:

- (a) whether it met its Target Number calculated in accordance with 33A.5 (c) & (d) for the Third Rollout Year;
- (b) whether it met its Target Number calculated in accordance with 33A.5 (e) & (f) for the Fourth Rollout Year;
- (c) Number of Qualifying Metering Systems installed in Qualifying Relevant Domestic Premises, for the Relevant Previous Year;
- (d) Number of Qualifying Metering Systems installed in Qualifying Relevant Designated Premises, for the Relevant Previous Year;
- (e) Number of Qualifying Metering Systems installed in Qualifying Relevant Domestic Premises, that were Gas Only Premises, for the Relevant Previous Year;
- (f) Number of Qualifying Metering Systems installed in Qualifying Relevant Designated premises, that were Gas Only Premises, for the Relevant Previous Year;
- (g) Licensee's total number of gas Domestic Premises, in respect of which the licensee is the Relevant Gas Supplier as of the last day of the Rollout Year for the Relevant Previous Year;
- (h) Licensee's total number of gas Designated Premises, in respect of which the licensee is the Relevant Gas Supplier as of the last day of the Rollout Year for the Relevant Previous Year;
- (i) Information related to Qualifying Metering Systems installed compared to planned installations in the Beginning Of The Year Report; and
- (j) Hyperlink to the number of Qualifying Metering Systems installed published in accordance with paragraph 38A.6

38A.8 In the End Of Year Performance Report, for the First and Second Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Previous Year:

- (a) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for credit customers;
- (b) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for prepayment customers;
- (c) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for domestic customers; and
- (d) Number of Qualifying Metering Systems installed at Qualifying Relevant Premises for the first time for non-domestic customers.

38A.8A In the End Of Year Performance Report, for the Third and Fourth Rollout Year, Relevant Suppliers must include the following additional information for the Relevant Previous Year:

- (a) Number of Qualifying Metering Systems installed at Qualifying Relevant Domestic Premises for the first time for credit customers;
- (b) Number of Qualifying Metering Systems installed at Qualifying Relevant Domestic Premises for the first time for prepayment customers.

Appendix 2 – Consultation Questions

Section 2: Beginning Of The Year Report

Question 1: Do you have any comments or questions on our proposal that the Beginning Of The Year Report reporting requirements should be amended for 2024 and 2025?

Question 2: Do you have any comments or questions with our proposal that all suppliers should report target installations for domestic and non-domestic installations separately, where they have both types of customer?

Question 3: Do you have any other comments or questions on our proposed licence changes to the Beginning Of The Year Report?

Section 3: End Of Year Performance Report

Question 4: Do you have any comments or questions on our proposal that the End Of Year Performance Report reporting requirements should be amended for 2024 and 2025?

Question 5: Do you have any comments or questions with our proposal that all suppliers should report target installations for domestic and non-domestic installations separately, where they have both types of customer?

Question 6: Do you have any comments or questions with our proposal that all suppliers should report the number of Gas Only installations in the End Of Year Performance Report?

Question 7: Do you have any other comments or questions on our proposed licence changes to the End Of Year Performance Report?

Appendix 3 – Privacy notice on consultations

Personal data

The following explains your rights and gives you the information you are entitled to under the UK General Data Protection Regulation (UK GDPR).¹⁷

Note that this section only refers to your personal data (your name address and anything that could be used to identify you personally) not the content of your response to the consultation.

1. The identity of the controller and contact details of our Data Protection Officer

The Gas and Electricity Markets Authority is the controller, (for ease of reference, “Ofgem”). The Data Protection Officer can be contacted at dpo@ofgem.gov.uk

2. Why we are collecting your personal data

Your personal data is being collected as an essential part of the consultation process, so that we can contact you regarding your response and for statistical purposes. We may also use it to contact you about related matters.

3. Our legal basis for processing your personal data

As a public authority, the UK GDPR makes provision for Ofgem to process personal data as necessary for the effective performance of a task carried out in the public interest. i.e. a consultation.

4. With whom we will be sharing your personal data

We are not intending to share your personal data with other organisations. We are intending to publish non-confidential consultation responses, including any personal data that may be contained within them.

5. For how long we will keep your personal data, or criteria used to determine the retention period.

Your personal data will be held for six months after the consultation closes.

6. Your rights

The data we are collecting is your personal data, and you have considerable say over what happens to it. You have the right to:

¹⁷ [Regulation \(EU\) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data \(United Kingdom General Data Protection Regulation\)\(Text with EEA relevance\) \(legislation.gov.uk\)](#)

- know how we use your personal data
- access your personal data
- have personal data corrected if it is inaccurate or incomplete
- ask us to delete personal data when we no longer need it
- ask us to restrict how we process your data
- get your data from us and re-use it across other services
- object to certain ways we use your data
- be safeguarded against risks where decisions based on your data are taken entirely automatically
- tell us if we can share your information with 3rd parties
- tell us your preferred frequency, content and format of our communications with you
- to lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law. You can contact the ICO at <https://ico.org.uk/>, or telephone 0303 123 1113.

7. Your personal data will not be sent overseas (Note that this cannot be claimed if using Survey Monkey for the consultation as their servers are in the US. In that case use “the Data you provide directly will be stored by Survey Monkey on their servers in the United States. We have taken all necessary precautions to ensure that your rights in term of data protection will not be compromised by this”.

8. Your personal data will not be used for any automated decision making.

9. Your personal data will be stored in a secure government IT system. (If using a third party system such as Survey Monkey to gather the data, you will need to state clearly at which point the data will be moved from there to our internal systems.)

10. More information For more information on how Ofgem processes your data, click on the link to our “[ofgem privacy promise](#)”.