

## Agenda: Follow-up workshop on code of practice for installation in the domestic sector

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Agenda for the follow-up workshop on the installation code of practice in the domestic sector.	From	Ofgem E-Serve
	To	Stakeholders
	Date	12 November 2010

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### Objective

On 30 September 2010 the programme held a workshop to seek views on our proposal to require industry to develop a code of practice for the installation process. The agenda, presentation material, list of attendees and a meeting note can be found on the Ofgem website [here](#).

Building on this event, the follow-up workshop will consider the content of a code in more detail, as well as its scope, objectives and governance. The workshop will focus on the service standards for smart meter installation for domestic customers.

### Agenda

- 1. 14.00 – 14.15** Introduction and context - Ofgem
- 2. 14.15 – 16.45** Discussion on the questions set out below
- 3. 16.45 – 17.00** Wrap up and review - Ofgem

### What should be the objectives and scope of a code of practice? (30 minutes)

- Review of outputs from September workshop and consultation responses.

### How might a code of practice for the installation process be governed? (1 hour)

- Should suppliers be required to develop a code of practice for the installation process?
- How should consumer groups and other stakeholders be involved in the development of a code of practice?
- What should be the approval process for a code of practice developed by industry?
- How might compliance with a code of practice be monitored and enforced? Should suppliers have an obligation to adhere to a code?
- What arrangements should govern modifications to a code of practice?

### If an installation code of practice were to be mandated, what key aspects should be covered?

- To what extent should a code include requirements around scheduling of appointments?
- Are there other measures that should be included in a code to address concerns around bogus installers or distraction burglary?

- What level and quality of information should be provided to consumers about the visit, smart metering system and energy efficiency?
- Should there be a ban on upfront charging for smart meters and IHDs which only meet the minimum regulatory requirements? If so, is a code of practice an appropriate mechanism for implementing this proposal?
- What other aspects should be included in a code as a minimum?