

ofgem E-Serve Promoting choice and value for all gas and electricity customers

HAN Workshop Introduction and Welcome

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Workshop Objectives

- Gain a common understanding of HAN technology and status
 - Education and myth busting

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- How to close the gap with GB market requirements e.g. prepay, housing stock, etc.
- Gain clarity on next steps and timescales

What today is not about...

- Decisions and selection
- Hard sell
- Unsubstantiated claims and hyperbole

Risks and Issues to Think About Today

- Programme timescales are tight 2012 roll out
- EU smart meter standardisation process
- GB housing stock and meter locations
- Gas meter battery life

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- Future proofing getting the balance right
- Security, privacy and safety concerns



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