



Department for
Energy Security
& Net Zero

Rt Hon Ed Miliband MP
Secretary of State
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Rt Hon Dr Andrew Murrison MP
House of Commons
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www.gov.uk

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Your ref: AM34750

4 November 2024

Dear Andrew,

Thank you for your further email of 2 September on behalf of your constituent, Mr Richard Munro of Whitepits Lodge, Kingston Deverill, Warminster, BA12 7HD, and his local Smart Meter Action Group (SMAG) in Upper Deverills, regarding additional questions on smart meter connectivity.

The Government and the Data Communications Company (DCC) are working on a number of solutions for increasing the overall level of WAN coverage. My Department is considering responses to a consultation on proposals to further develop solutions. This process remains ongoing, and we will set out the next steps on this as soon as possible. On potential trials that the DCC may run to test solutions, these are a matter for the DCC and not the Government.

Those members of the SMAG who are dissatisfied by their energy suppliers' level of communication and engagement, have the option to lodge a formal complaint with their suppliers. Upon submission, suppliers then have eight weeks to investigate and resolve the complaint. If any of the group feel that their supplier has not done this to their satisfaction, within that timeframe, they could raise their complaint to the Energy Ombudsman. The Ombudsman can be contacted via telephone on 0330 440 1614 or online at: www.energyombudsman.org/raise-dispute.

Energy suppliers should proactively contact customers to resolve issues or update them on progress that has already been made on an issue. Suppliers are also required to reach out to customers with Radio Teleswitch meters about potential metering solutions, including whether they will be offered similar tariffs such as Economy 7. The Department recognises that a minority of consumers may not have experienced positive interactions with their energy suppliers overall, and we are working on further measures to address this. We are also developing a new Consumer Code of Practice for smart metering. My ambition is that this code will increase the adoption of good practice in industry, including both energy suppliers and the DCC. A specific area in the code will be to address and reduce the time taken for energy suppliers to respond to, and resolve, issues with their customers' smart metering systems.

Regarding pre-set smart meters, there are no regulations preventing suppliers from offering these to customers who are experiencing issues with their WAN connection or transferring from RTS. It is a matter for each individual supplier whether they choose to offer pre-set smart meters.

On the Smart Export Guarantee, any Upper Deverills residents who have a smart meter operating in traditional mode, which has an export Meter Point Administration Number, should be entitled to the SEG.

I recommend that affected customers contact their suppliers, quoting sections 1.17 to 1.21 of the regulations found at: www.ofgem.gov.uk/publications/smart-export-guarantee-guidance-generators. My officials regularly engage with energy suppliers, and in our upcoming engagements I will make sure that suppliers are clear about their obligations in relation to the SEG.

I would like to thank Mr Munro and the Action Group for their comprehensive engagement on this matter. I can assure them that their concerns have been raised with the relevant officials, who will use this feedback to inform their engagements with energy suppliers and other industry parties.

Yours ever,

A handwritten signature in black ink, appearing to read 'Ed Miliband', written in a cursive style.

RT HON ED MILIBAND MP
Secretary of State for Energy Security & Net Zero