

# Delivering the Smart Meter Implementation Plan: roll-out, privacy and consumer engagement $30^{th}$ October 2014

### **CONDITIONS FOR USE OF TRANSCRIPTS:**

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

# **Contents**

About this Publication	3
<u>Agenda</u>	4
<u>Session Chair's opening remarks</u> <u>Lord Teverson, Trustee, Regen SW and Chairman, Rural Coalition (transcript)</u>	6
<u>The Smart Metering Implementation Plan: plans, progress, and challenges</u> Dr Sarah Darby, Deputy Programme Leader, Lower Carbon Futures, Environmental Change Institute, University of Oxford (transcript)	7
<u>The Data Communications Company - sharing data and connecting services</u> Jonathan Simcock, Managing Director, Data Communications Company (transcript)	10
<u>Delivering a smart communications network across the UK</u> Wendy McMillan, Managing Director, Smart Metering & M2M, Arqiva (transcript)	12
Questions and comments from the floor (transcript)	14
The Government Perspective  Alan Over, Deputy Programme Director, Smart Metering Implementation Programme, Department of Energy and Climate Change (transcript)  Questions and comments from the floor (transcript)	19 22
<u>Developing smart infrastructure and industry collaboration</u> Paul Abreu, Head of Operations Policy, Energy Networks Association (transcript)  Richard St Clair, Managing Director, Elster Metering Systems and Vice President Sales, EMEA/APAC,  Elster Group (transcript)	25 27
Sarah Walker-Jones, Commercial Manager, Smart Metering Customer Programme, E.ON (text to be submitted by speaker, Sarah Craig, Head of Smart Metering, Telefónica UK (transcript)  Ian Moss, Client Manager - Smart Metering, Energy & Utility Skills Group (transcript)  Questions and comments from the floor (transcript)  Session Chair's closing remarks	30 32 34
Wendy McMillan, Managing Director, Smart Metering & M2M, Arqiva (transcript)  Session Chair's opening remarks  Wendy McMillan, Managing Director, Smart Metering & M2M, Arqiva (transcript)	38 39
Engaging consumers as smart meters roll out Claire Maugham, Director of Communications, Smart Energy GB (transcript)	40
Consumer awareness, data protection, and reducing household energy bills  Liz Lainé, Head of Smart and Sustainable Energy, Citizens Advice (transcript)  Garreth Cameron, Group Manager - Business and Industry, Information Commissioner's Office (transcript)  Duncan McCombie, Director of Operations, Wales and Ireland, Energy Saving Trust (transcript)  Jonathan Bartley, Partner, Penningtons Manches (transcript)  Questions and comments from the floor with Claire Maugham, Director of Communications,  Smart Energy GB (transcript)	44 46 48 50
Regulating the smart meter roll-out  Laura Nell, Head of Smarter Metering, Ofgem (transcript)  Questions and comments from the floor (transcript)	56 59
Session Chair's and Westminster Energy, Environment & Transport Forum closing remarks Wendy McMillan, Managing Director, Smart Metering & M2M, Arqiva (transcript) Michael Ryan, Deputy Editor, Westminster Energy, Environment & Transport Forum (transcript)	62 63
<u>Comments</u> Duncan Southgate, Head of New Business Concepts, Siemens  Amy Marshall and Alejandro Rivas-Vasquez, Director, Cyber Security Practice and Principal Advisor, KPMG	64 65
List of Delegates Registered for Seminar	67
Contributor Biographies	72

Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides.

# **About this Publication**

This publication reflects proceedings at the Westminster Energy, Environment & Transport Forum Keynote Seminar: Delivering the Smart Meter Implementation Plan: roll-out, privacy and consumer engagement held on 30<sup>th</sup> October 2014. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Energy, Environment & Transport Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Energy, Environment & Transport Forum are acknowledged. We would also appreciate being informed.

### Westminster Energy, Environment & Transport Forum

UK Headquarters 4 Bracknell Beeches Old Bracknell Lane West Bracknell Berkshire RG12 7BW

T: 01344 864796 F: 01344 420121 publications@westminsterforumprojects.co.uk

## Directors

Peter van Gelder Chris Whitehouse