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MP241 ‘Interoperability Checker Update’

Conclusions Report – version 0.1

About this document

This document summarises the responses received to the Modification Report Consultation regarding approval or rejection of this modification.

Summary of conclusions

Modification Report Consultation

SECAS received four responses to the Modification Report Consultation. Three respondents believed that the modification should be rejected, and one respondent believed the modification should be approved. Two respondents believed this modification did not better facilitate General SEC Objective (a)¹ and (c).² The approving respondent believed this modification did better facilitate General SEC Objective (a) and (c). The fourth respondent did not comment concerning the General SEC Objectives.

¹ Facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers premises within Great Britain

² Facilitate Energy Consumers management of their use of electricity and gas through the provision to them of appropriate information by means of Smart Metering Systems

Modification Report Consultation responses

Summary of responses

One respondent (Large Supplier) responded to reject this modification under the basis that the Citizens Advice tool has outrun its purpose which was initially to check Smart Metering Equipment Technical Specification (SMETS1) interoperability. The respondent believed although there are potential improved data sources that the new additions are inappropriate. The stated that consumers should be contact their Energy Supplier with any questions surrounding Smart availability. They further stated that the customer journey of going via the Interoperability Checker Service is too complicated and highlighted that the tool does not align with what is happening with the consumers meter in practice. The respondent stated this modification does not support General SEC Objective (a)³ and commented saying consumers checking the tool and then contacting their Supplier with any discrepancies is the most efficient provision and that they would prefer the consumer to contact Suppliers directly with any queries. They believed that General SEC Objective (c)⁴ is not better facilitated due to the Citizens Advice tool not forming part of the Smart Metering System.

Another respondent (Large Supplier) rejected this modification and stated there is no need for ongoing investment in the SMETS1 Interoperability Checker Service. They stated with over 12 million SMETS1 meters now enrolled in the DCC, allowing for easier Supplier switching, they believed the need for the checker had diminished. Additionally, they noted that the Secretary of State has set a deadline of 31 December 2024, for the remaining enrolment activities. They suggested that the DCC should focus on completing SMETS1 enrolment and associated activities instead of investing further in the checker. They argued that retiring the tool after this deadline would better service consumers and avoid unnecessary costs.

Another respondent (Large Supplier) highlighted that consumers contacting the Supplier would enable any remedial work required to resolve any issues without the need for repeated contact.

Another respondent (Consumer Advocate) believed the modification should be approved. The interoperability Checker Service was highlighted as an increasingly popular tool among Consumers. The tool has been consistently promoted by the DCC, DESNZ and others, and the improvements made by this modification would deliver clear benefits to consumers.

The Consumer Advocate believes the changes in this modification will empower consumers to understand issues they may be experiencing with their smart meter. It would also support independent advice providers to help consumers with such issues as well as equip them with the information they need to seek a resolution, which would be welcomed by industry.

They also noted that the interoperability Checker Service is the third most accessed page on their website, showing the importance of the tool. They also highlighted that it aligns with Ofgem's ambitions through its Consumer confidence strategy for the sector⁵.

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⁴ Facilitate Energy Consumers management of their use of electricity and gas through the provision to them of appropriate information by means of Smart Metering Systems

⁵ Ofgem, [Consumer confidence: a step up in standards](#), September 2024

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