Smart Metering: Are you ready for 2016?

The mass rollout of smart meters will present both opportunities and challenges to Energy Suppliers. Opportunities to improve operational performance, reduce operational costs, offer new customer propositions and ultimately increase profitability. As we look forward to 2016, business readiness for the start of DCC live operations will be a priority across the industry. Ensuring you are ready to be part of the DCC ecosystem will be a significant challenge to add to the existing challenges around rollout preparation, meter installation, additional regulatory obligations, changes to operational systems and processes, customer experience and increased innovation and competition.

A number of business areas will need to be considered ahead of the rollout:

- Ensuring readiness for 2016 and the commencement for DCC live operations will require preparation for and participation in integration / interface testing as well as coverage of the assurance / certification requirements for devices enrolling into the DCC ecosystem;

- Preparing your business for the smart meter rollout will be particularly challenging as high levels of meter exchanges require high levels of data cleansing – customer, billing and metering data must be accurate, aligned between all metering agents and up to date in advance of any exchange to ensure revenue is maximised and customer impact minimised;

- Customer queries will become more technical in nature and advice led, and the smart meter exchange if not carried out efficiently, may itself result in increased customer contact rates;

- Both smart and traditional meters must be managed in parallel frequently using the same systems and processes; and

- Additional systems, market participants and gateways require more detailed portfolio management and reconciliation processes and controls.

Engage can support your smart meter rollout preparation and planning for 2016.
We can help you minimise the risks of the smart metering rollout, by providing:

- Expert advice to help you develop and refine your smart metering strategy.

- Support on your preparation for participating in DCC testing, delivering your testing objectives and ensuring that your "day 1" operations in the DCC ecosystem deliver a smooth transition in parallel with managing existing BAU activities.

- Expert advice on how to identify billing and metering data quality issues ahead of smart meter installations.

- Expert advice on all elements of the smart metering rollout, including regulatory obligations and the Smart Energy Code, metering (including procurement and logistics), SMETS2, GBCS, communications technology, testing and technical assurance and processes.

- Education and training so that your team understand how the smart metering processes and obligations will affect your business.

- Assistance in defining a robust operating model that exploits the smart metering technology and data to optimise your operational processes and customer experience.

- An assessment of how the smart meter roll-out will impact your business systems and processes and support with system and business process design.

- Independent assurance of your current delivery programmes and projects.