

Guaranteed standards of service – Smart meters



We're required to:

1. Offer you a smart meter installation appointment within six weeks of you requesting one.

If we request to reschedule, the new appointment must also fall within six weeks of the rearrangement request.

Compensation doesn't apply if:

- You refuse the appointment within the six-week timeframe or fail to book if an appointment was available.
- You cancel the appointment.

2. Install your smart meter during the booked appointment

Compensation applies when we're not able to install the meter because of reasons within our control, including where the engineer lacks the:

- Appropriate skills
- Appropriate experience
- Necessary tools or equipment.

Compensation doesn't apply if the installation fails due to:

- Adverse weather
- Health and safety risks
- Technical barriers (e.g. no communication, equipment incompatibility, voltage issues)
- Unforeseen site conditions, such as access constraints.

Compensation also doesn't apply if the smart meter can't operate in smart mode due to technical barriers.

3. Investigate your smart meter operational issues

If you report an issue with your smart meter, we must within five working days:

1. Complete an initial assessment
2. Take appropriate action to investigate the cause
3. Offer you confirmation of:
 - The issue reported
 - The outcome of our assessment
 - Any actions taken so far.

If we don't do this, we'll automatically offer you compensation. Please note that we're not required to fully resolve the issue within five working days.

In-home displays

We're not required to repair or diagnose in-home displays (IHDs), but if you have an issue with your smart meter or IHD, we must assess whether the IHD could be causing it.

If it is, we must respond as above within five working days explaining that the meter is working and the issue is related to the IHD.