

UNC0799

Mark Bellman Scottish Power

A non-exhaustive list of supplier considerations to seed discussion at WorkGroup 27 June 2022 on supplier Impact Assessment.

Qualitative Impact Assessment should be provided to Panel and Ofgem for consideration.

Scottish Power & Centrica strongly recommend that Ofgem progress an RFI from suppliers and agents and central industry parties to evaluate the costs of changes to systems and processes.

Sample Supplier process questions

Questions on processes that Suppliers will have to consider

- Is the H₂ supply invisible to the supplier? Or will they need to know the H₂ status of the customer.
- Join process – If we acquire a customer in the control group area, How do we appoint SGN?
- Leave process – How do we de-appoint, will the de-appointment flow automatically get sent to SGN if they are the appointed 3rd party?
- Are customers being provided an SGN contact – the boilers, kitchen equipment will be specific any issues are not questions Supplier should answer
- Consideration of how to flag on the customer account to identify them as Hydrogen Gas powered - system change
- SGN will install SMETS 2 meters – are SGN migrating these meters to the DCC?
- What meter manufactures are they installing and can we communicate with these meters through the DCC?
- How do we commission the meters – do we send engineers to site or do we ask SGN do it on our behalf?
- Do we have any obligation to show ‘Hydrogen Gas’ on the customer’s bill?
- Who does the Change of Supplier COS read come from ? The H₂ reader or the appointed agent
 - If the latter do they know how to read the meter?
- What happens to Change of Meter reads during the trial (methane and H₂ meters)? And any exceptions arising?
- Meter Reader & process?
 - Can the existing DR agent provide the meter reading from H₂ meter
 - If not Supplier will have to suspend the meter from their Meter Read Orders and reinstate when the consumer reverts to methane
- Meter Operator If there is a meter fault which MOp does the supplier get to fix?
- Is there a prepayment H₂ meter (e.g. for customer who is in debt and needs a PPT meter installed)

Illustrative Consumer questions for which scripts/FAQs will need to be prepared

“My meter reading is wrong” ... suppliers will need to know if the customer is talking about a H₂ meter and if so explain that the meter reads do not follow sequence of the old methane meter.

“I’m on Hydrogen and my bill is wrong” ... suppliers will need agents to have scripts on “energy equivalence” and be able to explain how the bill is calculated

“I want to change to a tariff” ... but it’s not supported by a H₂ meter? (TOU / Off-peak / PPT)

“I want to switch back to methane”

- Change their appliances, their meter before the change can be effective .. who arranges that, how does the supplier know the status of it?

“I want to switch back to H₂ because I preferred the appliance”

- Supplier will need to know if it’s allowed/constraints and who arranges and remain updated on progress

“My rice pudding is burnt!”

- Does the H₂ appliance behave differently to the methane appliance