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Dear Daron,

Thank you for the opportunity to respond to the consultation on Smart Meter Delivery Group (SMDG) membership. As you know, Citizens Advice provides free, independent and impartial advice to anyone who needs it. We are the statutory advocate for energy and post consumers and run the national consumer helpline. Last year we helped 2.7 million people with 6.3 million problems.

Energy is an essential for life service. As the statutory consumer advocate, Citizens Advice is committed to ensuring all consumers, are at the heart of a rapidly changing energy market. As noted in the consultation, there have been significant changes in the retail energy market since membership was last considered and we agree that it is timely to revisit this.

Citizens Advice is pleased to continue to attend SMDG and various other boards and working groups as part of the Smart Meter Implementation Programme (SMIP). Please see below specific responses to the consultation questions.

Do you agree with the proposal to extend the energy supplier membership of the SMDG to the 13 suppliers that were large at the point rollout plans were analysed as part of the development of the proposed post-2020 policy framework?

Yes. The energy market has changed significantly and continues to evolve at a pace. It is important to ensure that all of the companies with the largest market share are involved in the SMIP and attend SMDG. It would be useful to consider whether there is a more formal mechanism for BEIS to interact with the suppliers who do not

participate in SMDG and to ensure that there is flexibility to change the membership again if there are market changes that would deem it necessary.

- **Do you agree with the updated SMDG terms of reference?**

We agree with the updated terms of reference.

- **Do you agree that the proposed supplier membership changes to the SMDG should take effect from January 2020?**

We agree with this timeframe.

For more information or to discuss this response please do not hesitate to get in touch.

Best,

Dhara Vyas

Head of Future Energy Services