



Guidance for completing BEIS Smart Metering Implementation Programme quarterly information request Rollout Profile

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Overview and rationale: Quarterly Monitoring Template - Rollout Profile

Purpose

All electricity and gas energy suppliers are required to prepare forecasts of where in the country and when they will be rolling out smart meters. The key reasons for requesting this information include:

- To enable an aggregated and anonymised view of suppliers' roll-out plans to be produced.
- To inform the BEIS Smart Metering Implementation Programme's work streams.
- To fulfil the forecast element of the SMOG KPI for monitoring roll-out progress.
- To enable suppliers to fulfil their SPAA¹ and DCUSA² profile reporting requirements.

For more detail on the way BEIS handles supplier data, please see the Annual Supplier Report for 2017.

As a supplier, what do I need to do?

You should populate the Rollout Profile template (which includes tabs for the SPAA and DCUSA reporting requirements) with your latest best estimate of where in the country you will be rolling out smart meters.

BEIS issue an updated version of the Rollout Profile template every quarter to Large Suppliers³ (via the UK Oil Portal) and every year to Small Suppliers⁴ (via email).

If you are a Large Supplier you should complete the full Rollout Profile template each quarter. If you are a Small Supplier, you should complete the SPAA and DCUSA tabs of the Rollout Profile template each quarter, but you only need to complete the full Rollout Profile template on an annual basis.

What happens if I do not complete the Rollout Profile?

All electricity and gas suppliers are required under licence conditions to provide rollout information to the Secretary of State (i.e. BEIS) which is set out in the following locations.

- Paragraphs 3 and 5 of standard condition 43 of an electricity supply licence.
- Paragraphs 3 and 5 of standard condition 37 of a gas supply licence.

All electricity and gas suppliers are required by their licence to sign up to and comply with the SPAA and DCUSA. The SPAA and DCUSA require suppliers to submit these rollout forecasts.

- The requirement to produce a forecast under the DCUSA is set out in [DCUSA Schedule 24](#).
- The requirement to produce a forecast under the SPAA is set out in [SPAA is Schedule 36](#).

You are advised to familiarise yourself with the requirements set out in the [Supplier Licence Conditions](#), SPAA and DCUSA. This document has been prepared as guidance only and is not intended to replace the legal text.

In addition, these forecasts are used to underpin the service level agreements that the Distribution Network Operators (DNOs) must achieve when resolving network faults that are identified during the smart meter rollout. If your actual number of meter installations is not within a permitted tolerance of your forecasts, then the service level agreements do not apply to metering systems over that tolerance.

¹ Supplier Point Administration Agreement.

² Distribution Connection and Use of System Agreement.

³ A Large Supplier is one with at least 250,000 domestic gas customers and/or 250,000 domestic electricity customers.

⁴ A Small Supplier is one with less than 250,000 domestic gas customers and/or 250,000 domestic electricity customers.

When are the Rollout Profiles due?

Both Large and Small Suppliers must submit the populated SPAA and DCUSA tabs of the Rollout Profile template on the last working day of the first month of each Quarter, i.e. on the following dates (or, earlier where these dates fall on a non-working day):

- 31 January
- 30 April
- 31 July
- 31 October

If you are a Large Supplier you must also submit the full Rollout Profile template to BEIS on these dates too. If you are a Small Supplier you only need to submit the full Rollout Profile template to BEIS on the last working day of January each year.

Where to send the completed templates

Once you have completed the Rollout Profile template, the entire file should be sent to BEIS. The SPAA tab **only** of the template should be emailed to Gas Distributions Networks (GDNs). The DCUSA tab **only** of the template should be emailed to Distribution Network Operators (DNOs).

Template section	Where to send it
Full Rollout Profile Template	Completed templates should be submitted to BEIS via the UK Oil portal for Large Suppliers and via email in response to the Annual Supplier Report for Small Suppliers.
SPAA Tab	Completed reports should be sent to GDN Contract Managers. The Contract Managers email addresses can be found on the SPAA website .
DCUSA Tab	Completed reports should be sent to DNO Contract Managers. The Contract Managers email addresses can be found on the DCUAS website .

The contact details of each of the GDN and DNO companies are available from the SPAA and DCUSA websites. You are advised to download their contact details each quarter, as they can change from quarter to quarter.

You do not need to share the full Rollout Profile template with Network Operators as it contains commercially sensitive information that should only be shared with BEIS.

Who collates the Rollout Profiles?

BEIS collates the data received from suppliers and chase up any missing data, however Section 105 of the Utilities Act 2000 prevents the Government from disclosing data provided under this mandate where it relates to an individual Supplier's business and the Supplier has not given consent for disclosure.

Each GDN and DNO is also responsible for collating the data they receive from Suppliers and chasing up any missing data.

Questions

If you have any questions about the rollout templates or the process, please contact smartmeterspmo@beisi.gov.uk. Alternatively, you can contact the SPAA or DCUSA helpdesks SPAA@electralink.co.uk and DCUSA@electralink.co.uk.

How to complete the Rollout Profile template

Process

The following tabs of the Rollout Profile template require completion, the “Base data” tab and the “BEIS meter data” tab.

Data input into the “Base data” tab automatically completes the DCUSA and SPAA tabs and part populates the “BEIS meter data” tab.

Suppliers are required to populate all cells highlighted in yellow
Grey cells are automatically populated from the input data



Note: Please input whole numbers without any decimal points or commas (automatic formatting is applied).

Check Sheets

Check sheet 1 checks for consistency of the portfolio submitted in Table A of the “Base data” tab, against that reported for the Level 1 return. The portfolios submitted for both of these returns should be consistent. Independent suppliers should note that the above statement applies when completing the Annual Supplier Report where the ‘Level 1 return’ is referred to as ‘Section 4 – Progress with the Roll-out’.

Check sheet 1 also provides suppliers with a summary view of their roll-out to 2020; specifically the annual forecast volumes and the proportion this constitutes of their *eligible* portfolio.

Check sheet 2 checks for consistency within the input data in the “Base data” and “BEIS meter data” tabs respectively.

Any errors are highlighted in red, and we ask that these are resolved or explained in the supplier assumptions section before submission.

Assumption

The forecasts should reflect as accurately as possible what your roll-out plans are. They can be divided into three sections- next quarter, quarters 2-8 and Remainder:

Next quarter should reflect what you expect your activity will be for the next three months.

Quarters 2-8 should be calculated by applying your business plan annual % targets to your current ‘remaining’ portfolio thereby enabling a two year forecast by quarter to be established.

Remainder referring to the remaining period of 2020 this should be calculated by applying the business plan annual % targets to your current ‘remaining’ portfolio.

Note: Further guidance on these assumptions can be found in the Annex.

- Profiles should be based on the assumption that the SMETS1 End Date is 5 October 2018
- Profiles should be based on the assumption that the Advanced Meter Exemption End Date is 5 October 2018.

This template defines non-domestic meters for electricity; as those which fall within profile class 1, 2, 3 or 4 as defined in the Balancing and Settlement Code, and for gas; as those which measure annual consumption of gas is 732,000 kWh or less. Suppliers must take all reasonable steps to complete the smart meter roll-out to all domestic and smaller non-domestic customers by 31 December 2020.

Overview of 'base data' tab

Enter the supplier name at the top of the spreadsheet (cell B4) underneath the year and quarter.

Table A: Meters operated

This enables the current number of meters that require replacement by 'smart' and progress to date to be identified.

Data is required to be input for all cells highlighted in yellow in columns B to F rows 8 to 11. Cells in grey contain formulae and do not require data input.

Table B: Meters operated – Projected 2020 Portfolio

This enables the projected portfolio of meters that require replacement by 'smart' and progress to date to be identified – this should reflect expected growth and churn to end 2020.

Data is required to be input for all cells highlighted in yellow in columns B to K rows 19 to 23. Cells in grey contain formulae and do not require data input.

Table C: Grid Supply Point Group

This table is a DCUSA requirement and shows electricity meter profile distribution by Grid Supply Point (GSP) group for the next eight quarters, enabling DNOs to aggregate activity in their specific areas.

Data is required to be input for all cells highlighted in yellow in columns B to I rows 30 to 43. Cells in grey contain formulae and do not require data input.

Table D: Postcode Area

This table is both a SPAA and BEIS requirement and shows meter profile distribution by postcode area for the next eight quarters. This illustrates the geographical distribution in a manner useful to GDNs.

Data is required to be input for all cells highlighted in yellow in columns B to X rows 50 to 173. Cells in grey contain formulae and do not require data input.

Table E: Postcode Outcode

This is a DCUSA and SPAA requirement and shows profile distribution by postcode outcode for the next two quarters. This illustrates granular geographical distribution to aid short term network planning.

Data is required to be input for all cells highlighted in yellow in columns B to F rows 180 to 3160. Cells in grey contain formulae and do not require data input.

Note: Any new postcode outcodes should be inserted (highlighted in red) as a new row in alphabetical order copying relevant formulae from row above.

Note: Similar adjustments should be made to the postcode area tables on the DCUSA and SPAA tabs to ensure they are captured for those returns (these rows are not 'locked' to allow adjustments to be made).

Note: The postcode outcode list is the one supplied by DCUSA as at Q1 2015 and is likely to include codes where you have no smart meter installations e.g. Northern Ireland. For these cells either leave them blank or enter a zero. Do not delete these rows.

Overview of 'BEIS meter data' tab

Table F: Installations by meter & installation type

A BEIS requirement which allows details of profiles of different meter types (SMETS1, SMETS2, Advanced) and installation type (dual fuel, PPM) to be aggregated split by the domestic and non-domestic sectors. Information should be provided for the next quarter, balance of the current year and the remaining years.

Data is required to be input for all cells highlighted in yellow starting at B30 extending to AO31. Cells in grey contain formulae and do not require data input.

Note: Advanced meters apply only to non-domestic sector.

Note: The number of dual fuel installations cannot be greater than either the total number of electricity or gas meters.

Table G: Resource Deployment - Average number of installers (FTEs)

A BEIS requirement which will allow the programme to monitor the growth of suppliers' meter installer workforces to deliver rollout plans. Suppliers are required to report on the number of meter installers who will install smart meters on their behalf.

Data is required to be input for all cells highlighted in yellow starting at B40 extending to K41. Cells in grey contain formulae and do not require data input.

- Use rows 37 and 38 to include all installers differentiating between those that are part of:
 - i) your internal installer field force requirement – this includes all installers that are directly under your control as the appointed agent i.e. directly employed by you or as part of a plug-in field force deployed under your direction, but employed by a third-party; and
 - ii) an external installer field force requirement- this includes all installers that are installing meters on your behalf, but are directly controlled by a MOP acting as your appointed agent i.e. working directly for the MOP or for sub-contractor under the direction of the MOP.
- It is not necessary to count installers, where an installation will be completed by someone who is primarily engaged on other aspects of your business and is only expected to install very low numbers of smart meters on an ad hoc basis. These people should be included however in the total number of smart trained installers (Table H).
- Provide answers as a FTE averaged over the reporting period.
- Where you will deploy smart meter installers provided by a third-party MOP or subcontractor and it is not possible to provide an average FTE over the reporting period, please respond in terms of whatever metric you are using and explain how this is derived in the supplier assumptions section.

Table H: Resource Capability - Average number of trained installers (FTEs)

A BEIS requirement which will allow the programme to monitor the growth of suppliers' meter installer workforces to deliver rollout plans. Suppliers are required to report on the total number of smart meter installers that will be qualified and available to be deployed directly under your control as the appointed agent (row 44) and those that were undergoing training with the expectation that they would be deployed directly under your control as the appointed agent (row 45).

Data is required to be input for all cells highlighted in yellow starting at B44 extending to J45. Cells in grey contain formulae and do not require data input.

- Include all trained smart meter installers irrespective of whether they will install a smart meter during the reporting period or are actively engaged on your smart metering programme.
- Provide answers as a FTE averaged over the reporting period.
- Include all trainees who will be engaged in formal training during the reporting period on the basis that they would feed into your smart meter installer workforce.
- Include all trainees irrespective of whether they will be being trained in your in-house training facilities or via a third-party training provider.

Definitions for use when completing quarterly information request

Credit mode – a mode of operation whereby consumers are generally billed for their energy use retrospectively.

Dual fuel customers – customers who have both electricity and gas provided to them by the same energy supplier regardless of payment type and meter type. For example:

- You supply gas and electricity to customer A – this counts as a dual fuel customer
- You supply gas only to customer B – this counts as a single fuel customer
- You supply electricity only to customer C – this counts as a single fuel customer

Dual fuel installation – smart meter installations where both a gas and electricity smart meter are installed in the home or business of a customer during the same visit. Where you install a smart gas and/or electricity meter on separate occasions, this does not count as a dual fuel installation.

In-Home display (IHD) – an electronic device, linked to a smart meter, which provides information on a consumer's energy consumption and ambient feedback.

Installation – the fitting of a gas or electricity meter to meet supplier smart obligations. Install and leave installations where WAN is not available at the time of installation are also included in this definition.

Postcode outcode – this is the first section of the postcode which can be made up of three to four characters (e.g. CO9, SE24).

Pre-payment mode – the mode of operation of a gas or electricity meter whereby customers generally pay for their energy before using it.

Radio-teleswitch – a device to allow electricity suppliers to switch large numbers of electricity meters between different tariffs, by broadcasting an embedded signal in broadcast radio signals. Respondents should use Standard Settlement Configuration Codes.

Remote disablement – this is the disablement of supply, gas or electricity, that is carried out remotely by the supplier and where a site visit is not required.

Remote enablement - this is the enablement of supply, gas or electricity, that is carried out remotely by the supplier and where a site visit is not required.

Reporting quarter – the calendar quarter for which the information request has been issued, and is the calendar quarter which immediately precedes the issue of the information request.

Single fuel installation – smart meter installations where only one smart meter is installed in the home or business of a customer. The installation of two gas meters, or two electricity meters, should be counted as two single fuel installations.

Smart mode – a SMETS meter that is operating with at least the Wide Area Network (WAN) or Home area Network (HAN).

Smart-type meter – a gas or electricity meter which is not (and will not be) compliant with the SMETS, but has some smart capabilities, in particular two-way communications.

SMETS – the Smart Meter Technical Specification. The SMETS define the minimum requirement of a smart meter that complies with supplier roll-out obligations.

SMETS capable – a meter that does not currently meet the SMETS but which can receive an over the air firmware upgrade to become fully compliant.

SMETS compliant – a meter that fully meets the SMETS specifications.

SMETS1 meters – meters that are fully compliant with SMETS version 1 (SMETS1), or meters that are SMETS capable and will be fully SMETS1 compliant following an over the air firmware upgrade (see definition of SMETS capable meter).

SMETS2 meters - meters fully compliant with the SMETS version 2 (SMETS2) or meters that are SMETS capable and will be fully SMETS2 compliant following an over the air firmware upgrade (see definition of SMETS capable meter).

Time of use tariff/meter – any meter that is operated with different charges for different time periods. Any multi-rate tariff which charges differently dependent on the time of use.

Traditional meter – a gas or electricity meter which is not compliant with the SMETS and does not have any 'smart' capability.

Traditional mode – refers to when a smart meter is operated in such a way that it must be read manually rather than remotely using a WAN or HAN connection.

Annex – Key assumptions to be applied when completing roll-out forecasts

One key element of the roll-out profile concerns the assumptions suppliers make regarding growth/churn and the impact of their high level business plans.

The underlying principles are that roll-out profiles should reflect as accurately as possible what supplier's plans are, whilst recognising that a degree of modelling is required to enable realistic aggregation particularly for the latter years of the programme.

The approach for the forecasts can be divided into three parts:

Next Quarter (1)

- This data will form the measure against which actual performance is compared (KPI1).
- **It should reflect what you expect your activity will be for the next three months** – your current operational plan this could include numerous factors e.g. expected customer growth or churn, the impact of resourcing developments or the anticipated customer response to marketing activity.

Quarters 2-8

- The subsequent seven quarters of information.
- It should be **calculated by applying your business plan annual % targets to your current 'remaining' portfolio** thus providing high level parameters for the annual aggregate totals.
- Then **in year factors** such as seasonal variations, resource capability, implementation of solutions to operational issues e.g. alternative HAN should be **included** to provide an as accurate as possible forecast accepting the limitations presented by **not accounting for customer growth or churn**.

Remainder

- The remaining year's (2020) data. Again **calculated by applying the business plan annual % targets to your current 'remaining' portfolio**.

The table below illustrates what information will be required over time:

	Information period															
	2017				2018				2019				2020			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Submission date																
28/02/2017																
28/04/2017																
31/07/2017																
31/10/2017																
31/01/2018																
30/04/2018																
31/07/2018																
31/10/2018																