

Transforming Power Systems

JISEA Annual Meeting, 31/3/2016
Tod Perry (thomas.perry@eon.com)



Ofgem has required suppliers install 80% of customers with smart meters by 2020

Vision

“Smart meters offer a range of benefits for consumers. They:

- give you near real time information on your energy use – expressed in pounds and pence
- allow you to better manage your energy use (and can thereby help you save money and reduce emissions)
- will mean consumers get accurate bills - you will only be billed for the energy you actually use.”

www.ofgem.gov.uk

Challenges

- Data and Communications Company (DCC)
- Smart Energy Code (SEC)
- Availability of suitable technical solutions (3-phase)
- Cellular networks/coverage (rural and urban)
- Customer engagement

Sustainable sales in an evolving competitive market requires simultaneous innovation and credibility

Challenges

- Utility reputation
 - Loss-leading products
 - Auto-rollover
 - Aggressive sales practices
 - Media/political engagement
- Third Party Intermediaries (TPIs)
- Declining forward curve
 - Share of fuel in cost to customers
- Written-off operating costs

Opportunities

- New Competitive Market Authority guidelines
- Net Promoter Score
- Fair and transparent profits
- Customer (and supplier) journey:
 - Supplied & Compliant
 - Informed & Knowledgeable
 - Efficient
 - Self-sufficient
 - Profitable
- Sales force