## RFI details

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| RFI reference | PPMF0004 |
| RFI title | Legacy Prepayment Electricity Meters – Future Policy |
| Issued to industry |  |
| Response deadline | 12/04/2021 |

## Respondent contact details

|  |  |
| --- | --- |
| Name |  |
| Company |  |
| Role(s) (e.g. Supplier, PPMIP, NSP) |  |
| Email |  |
| Telephone |  |
| ***Please note: All responses will be anonymised prior to presentation to the PPMF and will be shared with SPAA GPEG.*** |

## Purpose

This RFI is seeking views on requirements for future policy direction relating to the provision of enduring Legacy Prepayment electricity meters.

## Background

This RFI has been issued to run in parallel to the RFI issued by SPAA entitled ‘*Legacy Prepayment Gas Meters - Future Policy’.*

For simplicity and with the agreement of the Chair of the Gas Prepayment Expert Group, the questions have been mirrored from the SPAA RFI, so that respondents can provide Gas and Electricity answers concurrently. The response deadline has been aligned to the deadline of the SPAA RFI.

**Please read the background in the SPAA RFI before responding to this RFI.**

The PPMF has been discussing risks and issues identified due to the reduction in the numbers of legacy prepayment meters as the smart roll out progresses. A Withdrawal of Legacy Timeline plan is in development to understand how and when the risks and issues may manifest, and their impact. This includes (but is not limited to):

* the cost of supporting the legacy infrastructure and the point at which it becomes unviable to keep it operational;
* what solutions are available to premises which are in never/no Wide Area Network (WAN) locations;
* what solutions are available to customers who choose not to have a Smart connected meter; and,
* the longer term availability of legacy assets (meters, meter keys, maintenance tools).

At a workshop hosted by PPMF on 14th January 2021 it was confirmed by Ofgem that customers should continue to have the choice of prepayment or credit tariffs and should have access to a variety of payment methods including cash. Where all reasonable steps have been taken but failed to deliver a smart solution for the customer, a legacy prepayment meter may be a viable alternative.

This RFI seeks views from all industry participants on the future of legacy prepayment and if policy direction is required from regulators.

## Next Steps

Please read the background in the accompanying SPAA RFI and then answer the questions below, providing as much detail and explanation as possible.

The PPMF will consider the responses to this RFI to inform the development of the Withdrawal of Legacy Timeline plan and determine whether recommendations should be made to regulators and industry.

Please submit responses to ppmforum@gemserv.com by 5pm on Monday 12th April 2021.

If you require any further assistance please contact the PPMF Secretary via ppmforum@gemserv.com

## Questions and responses

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| Question 1 |
| Do you believe legacy prepayment electricity metering is an area that requires formal policy direction from regulators? |
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| Question 2 |
| Are there risks to consumers in relation to legacy prepayment electricity meters as smart rollout continues? If yes, please describe these. |
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| Question 3 |
| Do you believe there will be an ongoing service requirement for legacy prepayment electricity meters despite smart rollout (e.g. for consumers in no/never WAN areas or who opt out)? |
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| Question 4 |
| In your opinion, will the skills/expertise and equipment required to maintain and service legacy prepayment electricity meters diminish over time? |
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| Question 5 |
| In your opinion, is the decision whether to continue the use of legacy prepayment electricity meters something that should be decided by organisations individually according to their own commercial appetite? |
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| Question 6 |
| What are your views on the future of legacy prepayment electricity metering? |
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| Question 7 |
| Is there anything else that you believe should be considered? |
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## Returning the RFI

Please return your RFI response to ppmforum@gemserv.com **by 5pm on Monday 12th April 2021**