



Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh

**National Smart Metering Consultation Programme
Pay As You Go – Appendix A**

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1 Appendix A – List of Substantive Questions

The aim of this section is to allow for a “short-cut” option for respondents to submit their comments to the CER.

We invite you to complete the table to indicate your position on the questions asked in this consultation paper. This Appendix (CER/13/165a) is also available in word format on the CER website [here](#).

Please note: You are in no way obliged to respond to the questionnaire provided and are welcome to submit comments in your preferred format. When responding, please indicate which question or proposal your text refers to.

1. Evaluation Criteria

Question / Proposal	Yes/ No	Comments
Q1. Is there anything you would add or remove from these evaluation criteria?		

Question / Proposal	Response
Q2. What are your views on the data protection approach set out above?	

2. Introduction to Pay as You Go

<p>Guiding Principle (refer to Guiding Principles appendix for further details)</p>	<p>Q3a. Do you agree that the Guiding Principles are appropriately defined?</p>	<p>Q3b. Do you have any further comments (or enhancements) on / to the Guiding Principles?</p>
<p>GP1: PAYG and Credit payment methods supported seamlessly</p>		
<p>GP2: Access to balance information</p>		
<p>GP3: Self-disconnection warnings</p>		
<p>GP4: PAYG and Credit processes support all market processes in a similar way</p>		
<p>GP5: PAYG payment channels</p>		
<p>GP6: Debt Management during a change of supplier</p>		
<p>GP7: The mandated IHD is not required to support PAYG</p>		
<p>GP8: Disconnection and reconnection definitions</p>		

Question/ Proposal	Yes/ No	Comments
<p>Q4. If you consider that certain areas may have been overlooked in the compilation of the Guiding Principles, please provide details with suggestions and reasons for inclusions to further support the development of the PAYG solution?</p>		

<p>Requirement (refer to Appendix D – Identified Requirements for further details)</p>	<p>Q5a. Do you agree that the requirement is appropriately defined?</p>	<p>Q5b. Do you have any further comments on the requirement?</p>
<p>PPR001: A Pay As You Go customer must be able to create a new Pay As You Go connection</p>		
<p>PPR002: Credit balance must be managed during a Change of Supplier</p>		
<p>PPR003: A customer must be able to switch seamlessly between payment methods (Credit and Pay As You Go)</p>		
<p>PPR004: ToU tariffs must be available to all customers</p>		

<p>Requirement (refer to Appendix D – Identified Requirements for further details)</p>	<p>Q5a. Do you agree that the requirement is appropriately defined?</p>	<p>Q5b. Do you have any further comments on the requirement?</p>
<p>PPR005: Pay As You Go credit transactions should occur in real-time</p>		
<p>PPR006: A Pay As You Go customer must have access to their known credit balance as required to avoid disconnection</p>		
<p>PPR007: A Pay As You Go gas customer must be present at the gas meter during a reconnection event</p>		
<p>PPR008: A Pay As You Go customer shall be alerted when credit falls below an agreed minimum credit threshold</p>		
<p>PPR009: A Pay As You Go customer shall be alerted when Emergency Credit is in use</p>		
<p>PPR010: A Pay As You Go customer shall be alerted prior to a disconnection</p>		
<p>PPR011: The system shall be capable of sending identified Pay As You Go meter event notifications to suppliers within agreed SLA's</p>		

Requirement (refer to Appendix D – Identified Requirements for further details)	Q5a. Do you agree that the requirement is appropriately defined?	Q5b. Do you have any further comments on the requirement?
PPR012: Customer debt will be transferred in Pay As You Go CoS situation		
PPR013: A common Pay As You Go model must be used for Gas and Electricity		
PPR014: Friendly credit / disconnection periods must be applied to a customer		
PPR015: Debt recovery arrangements must be configurable		
PPR016: Customers should have access to all payment channels		
PPR017: All requests and responses from / to supplier to meter/infrastructure should be capable of happening within agreed SLA's		
PPR019: The system shall be capable of sending identified Pay As You Go system event notifications to suppliers within agreed SLA's		
PPR020: Pay As You Go credit balance will not be credited for export kWhs.		

Requirement (refer to Appendix D – Identified Requirements for further details)	Q5a. Do you agree that the requirement is appropriately defined?	Q5b. Do you have any further comments on the requirement?
PPR021: Single version of credit balance must be displayed to customers		
PPR022: Customer debt balance shall be held on supplier systems		

Question/ Proposal	Yes/ No	Comments
Q6. Are there any requirements missing that should be included to further support the development of the PAYG solution?		

3. The Pay As You Go Customer Experience

Question/ Proposal	Yes/ No	Comments
<p>Q7. Are there any fundamental (to PAYG) customer experience scenarios, existing or new, that should be outlined. Please provide details, including how it could work for SSM and AWA.</p>		

Question	Becoming a PAYG Customer (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

Question	Transferring from PAYG to Credit Payment Method (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

Question	Topping up your Credit Balance (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

Question	Viewing your Credit Balance (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

Question	Refunding your Credit when you Change Supplier (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

Question	How you are Alerted when your Credit is Running Low (refer to The PAYG Customer Experience for further details)
<p>Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?</p>	
<p>Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?</p>	
<p>Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?</p>	
<p>Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?</p>	
<p>Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?</p>	
<p>Q13. What are the respondents view on where the perceived benefits lie?</p>	
<p>Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?</p>	

Question	When your Credit runs out (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

Question	Reconnecting your Supply (refer to The PAYG Customer Experience for further details)
Q8. What are the respondents' views on the Consumer Focus aspects for the SSM and AWA solutions for the scenario?	
Q9. What are the respondents' views on the Consistency & Integrated Solution aspects for the SSM and AWA solutions for the scenario?	
Q10. What are the respondents' views on the Scalability & Future Proofing aspects for the SSM and AWA solutions for the scenario?	
Q11. What are the respondents' views on the Cost Efficiency aspects for the SSM and AWA solutions for the scenario?	
Q12. What are the respondents' views on the Irish Market Context aspects for the SSM and AWA solutions for the scenario?	
Q13. What are the respondents view on where the perceived benefits lie?	
Q14. Do the respondents' have any further comments on the proposed SSM and AWA solutions for the scenario?	

4. Questions on Identified Issues

Question / Proposal	Response
Q15. What are the preferred means of receiving credit balance information?	

Requirement (refer to Issues Identified through Stakeholder Discussion further details)	Q16. What are the respondents' views on the outlined issues and resolution proposals?	Q17. What are the respondents' views on the cost differential of implementing the proposed workaround for SSM and AWA (including acceptable response time where appropriate)?
Communicating with the Customer		
Communications Failure		
Safety		
Legacy Meters		
Debt Management		
Business Users (SMEs)		

Question/ Proposal	Yes/ No	Details
Q18. Are there any additional issues that need to be included? Please provide details.		

Evaluation Criteria added for Reference:

Criterion	Description
Consumer Focused	What are the benefits to the customer with regard to their experience / ease of understanding / engagement & change in behaviour / uptake
Consistent & Integrated Solution	Assessment of the risks/mitigations for each Customer Experience of how it will fit into the outlined solution proposals
Scalable & Future-Proofed	Assessment of each customer experience and how scalable/future-proof it is based upon the outlined solution proposals
Cost Efficient	How do the cost efficiencies compare between the outlined solution proposals for implementing the Customer Experience
Irish Market Context	How do the outlined solution proposals fit in with the Irish Gas and Electricity Markets
Perceived Benefit	Where does the benefit lie / market / Suppliers / regulation / competition / NSMP Strategic objectives