

Interactive Institute's input to Draft GGP on Regulatory Aspects of Smart Metering for Electricity and Gas

2. Customer services – electricity

In the draft ERGEG write that on demand, the customer should be able to access information on his/her up to date consumption data. Member States should consider whether this could be subject to a fee. Interactive Institute believes this information should be **free of charge** for any service provider who wants to use the data and create content for the customers. This opens up for the customers to be able to get feedback on their energy data more often than once a month.

Since a few countries already have invested in smart meters that can give the consumers information on a monthly basis, it would not be cost efficient to regulate that these meters need to be exchanged. Instead Interactive Institute proposes that the smart meters would have an **open gateway with open protocols**, so service providers can access data from the customers without contacting the energy provider. This will probably open up for a wide range of energy services and products that can give the customers more immediate information on their energy consumption. In the UK the market for displays that can give the customers real time energy data has exploded the last year, thanks to the country's regulation. In Sweden where the Energy utilities own the meters, this has not happened yet.

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