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Smart Energy Code

DP281 ‘Install Codes in the SMI’

Modification Report

Version 0.1

11 February 2025

Corporate member of
Plain English Campaign
Committed to clearer
communication

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About this document

This document is a draft Modification Report. It currently sets out the background, issue, and progression timetable for this modification, along with any relevant discussions, views and conclusions. This document will be updated as this modification progresses.

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1. Summary

This proposal has been raised by Emslie Law of OVO.

Suppliers are often encountering the scenario where they are unable to commission gained Devices due to not having the install codes. Install codes are unique codes required to commission a Device during installation. This problem of missing codes can be exacerbated by the fact that the losing Supplier often was not the installing Supplier. This situation often results in Devices being removed and replaced, adding cost and inefficiency to the process.

The current solution is an email-based option obligating a losing Supplier to provide the required install codes to the gaining Supplier within a 10-day Service Level Agreement (SLA), or to provide confirmation that they were not the installing Supplier. This approach is labour intensive and is viewed as unsuitable to be dealing with the rising volumes of uncommissioned Devices that Suppliers are encountering.

2. Issue

What are the current arrangements?

Situations can arise where a (Smart Metering Equipment Technical Specifications) SMETS2 Device is installed but not commissioned. This can happen where the Data Communications Company (DCC) Wide Area Network (WAN) coverage database indicates that there will be WAN coverage to the premises but on arrival there is no coverage. In these cases, Suppliers may install the Devices, including a Communications Hub (CH) in a non-commissioned state, and then commission the CH once a WAN connection has been established.

The DCC has a 90-day target to resolve WAN connectivity to installations. As a result of these timescales there is a risk that the Consumer will change their energy Supplier before WAN connectivity has been established. In these circumstances the gaining Supplier is not currently able to commission the installed Devices. This is because it requires the install code to enable the installed Devices to be joined to the Home Area Network (HAN) (using Service Reference Variant (SRV) 8.11), which needs to occur before the Devices can be commissioned.

In summary, there is no process for a SEC Party to commission an installed meter where they did not complete the installation.

[MP121 'Commissioning non-commissioned Devices after CoS'](#) , which was implemented as part of the February 2022 SEC Release, considered options to provide install codes to gaining Suppliers. Three options were considered. An automated solution which involved making install codes available via the Self-Service Interface (SSI) was considered and costed in the Preliminary Impact Assessment (PIA) at £150,000 – £350,000 but was ruled out due to being deemed not fit for purpose and unworkable for parties to automate a process to accommodate this solution. There was also the option of a DCC maintained spreadsheet at a proposed cost of £25,000. The chosen solution was an email-based option obligating a losing Supplier to provide the required install codes to the gaining Supplier within a 10-day SLA, or to provide confirmation that they were not the installing Supplier.

What is the issue?

Where non-commissioned Devices are changing Supplier, it is often the case that the gaining Supplier cannot complete the commissioning activity as they do not have the install codes to do so. This requires the gaining Supplier to establish the identity of the installing Supplier, and then to request the install codes. It was anticipated that WAN issues would be resolved over time, and scenarios where installations are affected by 'no WAN' issues would reduce, however that has not been the case. The email solution implemented as part of MP121 is not suitable to deal with the volume of non-commissioned installs that are being encountered which has been stated by one Supplier as in excess of 7,000 Devices per year.

What is the impact this is having?

Suppliers are struggling to keep up with the volume of requests that they are receiving through the current email process. The current process is time consuming, labour intensive and the 10-day SLA only applies to Suppliers and not to others involved in the process like Meter Asset Providers (MAPS), which can result in processing bottlenecks.

Impact on consumers

As a result of this issue, it is often the case that Suppliers are having to install new Devices at properties as they are unable to commission the existing ones. This process is not only wasteful, but can yield additional costs to Parties, which may be subsequently passed on to consumers.

3. Assessment of the proposal

Sub-Committee input

SECAS will engage with the Chairs from the Operations Group (OPSG), the Technical Architecture and Business Architecture Sub-Committee (TABASC), the Testing Advisory Group (TAG), the Security Sub-Committee (SSC), Privacy Sub Committee (PSC) and the Smart Metering Key Infrastructure Policy Management Authority (SMKI PMA) to confirm what input is required from these forums. SECAS believes the following Sub-Committees will need to provide the following input to this modification:

Sub-Committee input	
Sub-Committee	Input sought
OPSG	Operational impacts from changes required to the existing process
PSC	We do not believe this has any PSC impacts
SMKI PMA	We do not believe this has any SMKI PMA impacts
SSC	Security impacts from the changes that will be required to the Smart Meter infrastructure.
TABASC	Understand any other potential solutions to the issue
TAG	We do not believe this has any TAG impacts

Appendix 1: Progression timetable

Timetable	
Event/Action	Date
Draft Proposal raised	11 Feb 2025
<i>Presented to CSC for initial comment</i>	<i>18 Feb 2025</i>
<i>CSC converts Draft Proposal to Modification Proposal</i>	<i>18 Feb 2025</i>
<i>Modification discussed with TABASC</i>	<i>6 Mar 2025</i>
<i>Modification discussed with OPSG</i>	<i>11 Mar 2025</i>
<i>Modification discussed with SSC</i>	<i>12 Mar 2025</i>

Italics denote planned events that could be subject to change

Appendix 2: Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
CH	Communications Hub
CoS	Change of Supplier
CSC	Change Sub-Committee
DCC	Data Communications Company
HAN	Home Area Network
MAPS	Meter Asset Providers
OPSG	Operations Group
PIA	Preliminary Impact Assessment
PSC	Privacy Sub-Committee
SEC	Smart Energy Code
SECAS	The Smart Energy Code Administrator and Secretariat
SLA	Service Level Agreement
SMETS 2	Smart Metering Equipment Technical Specifications
SMKI PMA	Smart Metering Key Infrastructure Policy Management Authority
SRV	Service Reference Variant
SSC	Security Sub-Committee
SSI	Self-Service Interface
TABASC	Technical Architecture and Business Architecture Sub-Committee
TAG	Testing Advisory Group

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Glossary	
Acronym	Full term
WAN	Wide Area Network