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DP327

‘4G SMWAN Coverage Checker’

Modification Report

Version 0.1

14 July 2026



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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This document also has one annex:

- **Annex A** contains the Business Requirements required to deliver the Proposed Solution.

Contact

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1. Summary

This proposal has been raised by Emslie Law from OVO.

Following discussions with Operations Group (OPSG) and directly with the Data Communications Company (DCC), it has been established that a modification is needed to undertake a detailed review of the current Smart Metering Wide Area Network (SM WAN) Coverage Database solution. The objective of the modification is identifying opportunities for improvement in accuracy, usability and overall performance.

The Proposer believes that 4G coverage, as per the SM WAN Coverage Database solution, is not as accurate as it could be. This leads to poor consumer outcomes and costs being borne by Suppliers. With the intense focus on getting Communications Hubs (CH) connected and staying connected, it is important that the 4G Wide Area Network (WAN) Coverage is as robust and accurate as possible.

The outcome of the assessment should look to deliver benefit to both DCC Supplier Users and end consumers by reducing jobs abandoned due to no availability of the 4G network by making use of geospatial Data that is available to DCC via the CH & the network provider.

2. Issue

What are the current arrangements?

SM WAN Coverage Database solution

DCC Users can view the WAN status at properties across Great Britain by using the SM WAN Coverage Database solution, with reporting provided for each Communication Service Provider (CSP) region (South, Central and North). This has informally become known as the WAN Coverage Checker. In CSP regions South and Central, Parties can view whether individual addresses have WAN coverage and whether the coverage is considered to be low, medium or high. In CSP North, Parties can view WAN coverage at postcode level, but not at individual address level. Parties can see whether the coverage in that postcode is considered to be low, medium or high.

What is the issue?

Smart Energy Code (SEC) Appendix H 'CH Handover Support Materials' and Appendix I 'CH Installation and Maintenance Support Materials', sets out how Suppliers install a CH based on the SM WAN Coverage Database solution results. There is no concept in the SEC of inaccurate checks. Suppliers must follow set processes to install a Smart Metering System (SMS) as per the SEC.

What is the impact this is having?

Lack of Data accuracy in the SM WAN Coverage Database solution results in installations being abandoned due to no availability of the 4G network. This results in a poor consumer experience and additional Supplier costs.

Impact on consumers

Inaccurate Data can result in installations taking place without smart functionality which results in a poor consumer experience.

3. Assessment of the proposal

Sub-Committee input

The SEC Change team 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), The Performance Assurance Board (PAB), the Smart Metering Key Infrastructure Policy Management Authority (SMKI PMA) and the Finance Sub-Committee (FSC) to confirm what input is required from these forums. SEC Change believe the following Sub-Committees will need to provide the following input to this modification:

Sub-Committee input	
Sub-Committee	Input sought
FSC	We do not believe this modification will have any FSC impacts
OPSG	Operational impacts from changes to how the WAN checker works
PAB	We do not believe this modification will have any PAB impacts
PSC	We do not believe this modification will have any PSC impacts
SMKI PMA	We do not believe this modification will have any SMKI impacts
SSC	Security impacts from any changes to WAN checker Data
TABASC	We do not believe this modification will have any TABASC impacts
TAG	We do not believe this modification will have any Testing impacts

Appendix 1: Progression timetable

Timetable	
Event/Action	Date
Draft Proposal raised	14 July 2026
<i>Presented to CSC for initial comment</i>	<i>21 July 2026</i>
<i>CSC converts Draft Proposal to modification Proposal</i>	<i>21 July 2026</i>
<i>DCC Preliminary Impact Assessment</i>	<i>TBC</i>
<i>Discuss modification with Security Sub-Committee</i>	<i>Sept 2026</i>
<i>Discuss modification with OPSG</i>	<i>Sept 2026</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
CSC	Change Sub-Committee
CSP	Communication Service Provider
DCC	Data Communications Company
FSC	Finance Sub-Committee
OPSG	Operations Group
PAB	Performance Assurance Board
PSC	Privacy Sub-Committee
SEC	Smart Energy Code
SMKI PMA	Smart Metering Key Infrastructure Policy Management Authority
SM WAN	Smart Metering Wide Area Network
SMS	Smart Metering System
SSC	Security Sub-Committee
SSI	Self-Service Interface
TABASC	Technical Architecture and Business Architecture Sub-Committee
TAG	Testing Assurance Group