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‘Install Codes in the SMI’

January 2025 Issues Group – Meeting Summary

Attendees

SEC Party Category	Working Group Members	Representing
Large Suppliers	Emma Johnson (EJ)	British Gas
	Amy Cox (AC)	EDF
	Alex Hurcombe (AH)	EDF
	Francesca Scott (FS)	EDF
	Alison Godden (AS)	EON
	Ian Turner (IT)	EON
	Ralph Baxter (RB)	Octopus Energy
	Joey Manners (JM)	Octopus Energy
	Mahfuzar Rahman (MR)	Scottish Power
	Kevin Clark (KC)	Utilita
Small Suppliers	Steve Blackler (SB)	E Gas & Electricity
Other SEC Parties	Martin Bell (MB)	EUA
	Rob Heath (RH)	Calisen
	Daniel Davies (DD)	ESG Global
Network Parties	Kirsty Maddock (KM)	National Grid
	Jamie Lowe (JL)	Northern Power Grid
	Phil Eyre (PE)	Npower

Other Participants		
DCC		
Bradley Baker (BB)	Chris Barlow (CB)	Paul McShane (PM)
Robin Seaby (RS)	David Walsh (DW)	
DESNZ		
Rachel Allen (RA)		
Ofgem		
Ian Chalfon (IC)	Grace Royall (GR)	Cristina Ullastre (CU)
SECAS		
Simon Grimwood (SG) <i>Working Group Chair</i>	Sophia Master (AO) <i>Meeting Secretary</i>	Alison Beard (AB) <i>Change Delivery Manager</i>
Ben Giblin (BG)	Rainer Lischetzki (RL)	Marc Rhodes (MRh)

Other Participants		
<i>Lead Analyst</i>	<i>SECAS Consultant</i>	<i>Lead Analyst</i>
Georgiana Severin (GS) <i>Lead Analyst</i>	Elizabeth Woods (EW) <i>Lead Analyst</i>	

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified, and a view of the proposed solution.

Background

- [MP121 'Commissioning non-commissioned Devices after CoS'](#) Implemented 24 February 2022 considered options to provide install codes to gaining Suppliers.
- An automated solution which involved making install codes available via the (Self Service Interface (SSI) was considered and costed in the 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 preferred 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 providing confirmation that they were not the installing Supplier.
- It was anticipated that WAN issues would be resolved over time and no WAN installs would reduce however that has not been the case.
- The email solution that was implemented in MP121 was not intended to deal with the volume of non-commissioned installs that are being encountered.

Potential Solution

- Putting the Install code into the Smart Metering Inventory (SMI) would allow the Install Codes to be obtained without the need to manually identify and contact the Installing Supplier.
- It is recognised any change to the SMI is a Data Service Provider (DSP) change so likely to have significant costs, this issue has been identified as a problem under the Smart Meters Not Operated In Smart Mode (SMNOSM) work and is supported by the Department for Energy Security & Net Zero (DESNZ).

Issues Group Discussion

An Issues Group member (EJ) stated that the number of emails requesting install keys had significantly increased, adding that they absolutely agreed with the issue and thought it was good that it was attempting to be resolved.

A DCC representative (DW) queried whether the proposal was as simple as adding the install codes to the SSI. SECAS (MR) clarified that the proposal was to add the install codes to the SMI.

An Issues Group member (IT) stated that the legal text of MP121 placed a Service Level Agreement (SLA) of 10 days on Suppliers but didn't mention Meter Asset Providers (MAPS) resulting in no obligation for them to provide the install keys within that timeframe.

An Issues Group member (AG) agreed with the issue stating that volumes of requests continue to increase and the process is very labour intensive which passes on unnecessary costs to the consumer. Further stating that they strongly support anything that can be done in this area to optimise the automatic passing of data. An Issues Group member (DD) also agreed with the issue and raised concerns over the size and cost of the change due to impacts on the SMI, DCC User Interface Specification (DUIS), and Service Requests. SECAS (MR) acknowledged this point stating the Proposer is aware that it is a sizeable change and the cost will not be insignificant however this shouldn't necessarily be a barrier to doing it, furthering that under the new DSP it may be slightly more cost effective.

An Issues Group member (AH) acknowledged that it is a problem that is impacting everyone at the moment and queried whether unnecessary cost could be avoided by building it into the new DSP now. A DCC representative (DW) stated that at present they were unable to do impact assessments on the new DSP. SECAS (AB) clarified that by the time all the business requirements had been pulled together impact assessments should be possible on the new DSP.

An Issues Group member (DD) queried whether there were alternative options that would not involve the SMI and instead used the SSI stating that there would still be the problem of how to get the codes in there but it would avoid impacting DUIS. Further stating that although it would be a less automated solution it would be better than the current one. A DCC representative (DW) clarified that the automated solution looked at in MP121 was in relation to the SSI so the SMI proposal would be a new issue.

An Issues Group member (AG) commented on volumes stating that they are forecasting around 7,000 meters per year without install keys with a 7 figure number on top of that from historic churn so the issue is far too big to continue with spreadsheets.

An Issues Group member (IT) stated that whichever route the solution goes down it needs to be a two pronged approach as if it is dealt with by pre-notification you also have to consider the meters that are already on the wall and already pre-notified.

Next Steps

The following actions were recorded from the meeting:

- SECAS to take the proposal to SSC and OPSG.