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SEC Agreed Procedure for Restricting SMS communications at the consumer's request SAP01

Version 0.3
20 August 2025



About this document

This document is a Smart Energy Code (SEC) Agreed Procedure and has been prepared in accordance with SEC Section F4.1D.

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There is one annex to this document:

- The SRV Allowed/Disallowed List

1. Summary

Background

MP169 'Managing the Consumer's refusal of a Smart Meter' was raised on 14 June 2021. A Data Communications Company (DCC) System Solution was considered costly, and this Solution was developed as an alternative.

Issue

Suppliers have targets set by the Department for Energy Security and Net Zero (DESNZ) to install Smart Metering Systems (SMS) at consumer's premises. The number of traditional meters available is declining as they are no longer being manufactured or can no longer be acquired at a cost-effective price in the UK. When Suppliers install a SMS there are SEC obligations requiring those SMS to be left in a communicating state.

Some consumers do not wish to have a SMS fitted due to health concerns, safety concerns or data privacy.

Impact

Consumers can be unhappy and refuse to allow meter installers into their property to have a SMS fitted. In some cases, these become complaints and are dealt with by the Ombudsman or Citizens Advice. In some cases, the Supplier is requested by the Ombudsman or Citizens Advice to 'turn off' the communications aspect of the SMS. Complying with this request (installing a SMS that does not have the ability to communicate with the DCC Systems) leaves the Supplier in breach of the SEC.

Solution

This SAP will allow Suppliers to install a SMS at a consumer's premises, connect it to the DCC Systems to allow firmware, security and critical updates but restrict certain aspects of the communications should the consumer wish to do so.

What SEC Parties does this impact

SEC Party Categories impacted			
✓	Large Suppliers	✓	Small Suppliers
	Electricity Network Operators		Gas Network Operators
	Other SEC Parties		DCC

Exceptions

This SAP only applies to SMS in credit mode, as consumption information is required for accurate calculations of PPM balances.

This Restricted mode will only be visible to the Supplier of the consumer and will not be visible to the rest of the industry.

2. Governance

Proposed changes to this SAP, including changes to the Allowed/Disallowed SRV List should be submitted to the SEC Operations Group for consideration.

3. Procedure: Restricting SMS communications at the consumers' request

This SAP will only apply where:

- a consumer has specifically requested that the Supplier does not request data from their SMS
- a consumer organisation has instructed a Supplier to use the SMS in 'dumb mode' or other terminology that means restricted communications.

It is the consumers responsibility to let a new Supplier know that wish their meter to operate in Restricted mode.

The Supplier should acquire evidence that the consumer does not wish the meter to communicate.

If the consumer does not have a SMS, then a SMS should be installed at the property. Install and Commission should take place as normal¹, and the meter left in a communicating state and the first billing read taken. The meter must be left in such a state that firmware, security and other critical updates can still take place.

During I&C it is understood that the Billing Calendar must be set up as part of the I&C process. This will produce monthly Billing Alerts that cannot be turned off.

The Responsible Supplier should set up and maintain a list in their systems that the consumer does not wish to have their meter interrogated (that the consumer would like the SMS to operate in Restricted mode) and set their system, including the Read Schedule, so it only sends Allowed SRVs as per the Allowed/Disallowed SRV list provided as an Annex to this document.

¹ [See DCC Industry best practice guidance on the SEC website](#) (you must be logged into the website to access this document)

Appendix 1: Version control

Document history		
Version	Date	Changes
0.1	16 June 2025	First draft published.
0.2	14 July 2025	Second draft published
0.3	20 August 2025	Third draft published

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
DESNZ	Department of Energy Security and Net Zero
I&C	Install and Commission
OPSG	Operations Group
SAP	SEC Agreed Procedure
SEC	Smart Energy Code
SMS	Smart Metering System
SRV	Service Reference Variant