SEC
Smart Energy Code

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MP213

‘Updating MPxN in the Smart Metering Inventory’

Modification Report

Version 0.2

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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 Michael Wallace from the Data Communications Company (DCC).

Currently, if a Smart Energy Code (SEC) Party identifies an issue with the data held within the Smart Metering Inventory (SMI) it must raise a Service Request (SR) 8.4 'Update Inventory' to resolve the issue identified. If the SR 8.4 is unsuccessful, then the SEC Party must raise an incident ticket via the Self-Service Interface (SSI). It can take up to several months to resolve one issue due to the extensive process outlined in SEC Appendix AG 'Incident Management Policy'. This modification aims to find a more immediate and simpler route in raising data issues within the SMI.

2. Issue

What are the current arrangements?

Currently, if a SEC Party identifies an issue with the data held within the SMI, it must raise a SR 8.4 to resolve the issue identified. If the SR 8.4 is unsuccessful, then the SEC Party must raise an incident ticket via the SSI. This incident ticket notifies the DCC Service Centre, which will then take the necessary steps to remedy the data issue. It then needs to track the incident according to SEC Appendix AG 'Incident Management Policy'. The DCC has an obligation to ensure all steps highlighted in SEC Appendix AG are followed. These require multiple people to work on resolving tasks in a linear process until all tasks are complete, at which point the incident can be marked as 'resolved'.

What is the issue?

The current process outlined in the SEC is lengthy, overly administrative, and overly burdensome for these minor amendments and is meant to be used for more complex data errors.

Error codes

Most SMI and Meter Point Administrator Number (MPxN) errors can be corrected by sending Service Requests. In rare cases, it sometimes may require the Data Service Provider (DSP) to manually correct data. When an SR fails and an incident ticket is required, it is typically due to the following error codes highlighted in the table below.

Error codes and subsequent checks required		
Error Code	**Validation check**	**Details**
E080405	Is the Device Status applicable to the Device Type?	Check that if the Request is to update the "Device Status Except CH", this Status is applicable to the Device Type.
E080406	Does the Device exist in the SMI and	This is related to Devices that are still in the 'pending' state:

Error codes and subsequent checks required		
Error Code	**Validation check**	**Details**
	does it have a valid status?	• Find out who was the User that pre-notified the Device (normally the Meter Point Administrators (MPAs) or the asset provider, or even the meter manufacture). • Tell the Service User that by design, only the Supplier who completed the installation can self-correct the data without DSP.
E080407	Does the Device exist in the SMI and does it have a valid status?	Check that if the Request is for Device to be updated or deleted, the Device ID does exist in the Smart Metering Inventory and its status is 'Pending'.
E080408	Does the Request include details to be updated?	Check that if the Request is for Device to be updated at least one of the data items to be updated is included in the Request.
E080409	Is the Device valid as per the Certified Product List?	Check that if the Request is for Device to be updated, the Device Type (and first character of Electricity Smart Metering Equipment (ESME) Variant for ESME) / Manufacturer / Model / Firmware Version data resulting from the changes specified by the DCC User matches the DCC's list of equipment that has been approved for use in the Certified Products List (CPL), if validation against certified products list is required for this Device Type.
E080410	Is the DCC Service User authorised to execute the Service Request?	• If the Request is to Update Details / Delete the Device, check that the DCC Service User ID is the same that had added it to the DCC Data Systems • If the Request is to Update the Device Status, check that the DCC Service User Role is Electricity Import Supplier (EIS) or Gas Import Supplier (GIS) If the Request is to Update MPxN, check the DCC Service User is the Registered Supplier for the MPxN (currently associated with the Device where an association exists) which is to be updated
E080413	Is the MPxN appropriate for the device type?	Check that if the Import MPxN is to be updated, that the Device is as ESME or Gas Smart Metering Equipment (GSME). Check that if the Secondary Import MPAN is to be updated, that the device is a twin element ESME. Check that if the Export MPAN is to be updated, that the device is an ESME.
E080414	Does the Device have the appropriate status to allow an MPxN update?	Check that the Device has a status of "Whitelisted", "Installed Not Commissioned" or "Commissioned".
E080415	Is the DCC Service User the Registered Supplier for the new MPxN?	If the Request is to Update MPxN, check that the DCC Service User is the Registered Supplier for the new MPxN specified within the Service Request to be associated with the Device

SEC Appendix AC 'Inventory Enrolment and Decommissioning Procedures' section 2.10 states:

> *2:10 Where circumstances change or the Responsible Supplier identifies an error in such information, the Responsible Supplier shall submit Service Requests requesting that the DCC updates the Smart Metering Inventory (or, where it is not possible to do so, shall raise an Incident in accordance with the Incident Management Policy)*

Currently, there is no mechanism built into the SMI to allow for SEC Parties to submit a Service Management Service request to request the DCC to update the SMI if there is an error in the data related to the MPxN values. Therefore, SEC Parties must raise an incident ticket.

What is the impact this is having?

As of July 2022, the DCC has advised there are approximately 120 incident tickets raised for the past year. The DCC believes the volume of unidentified errors could be in the thousands. It is believed each incident raised can take up to months to complete and bring to a 'resolved' status.

It has requested an alternative method of raising data issues within the SMI be sought.

Impact on consumers

The DCC has previously attempted to have multiple fixes under one incident or Service Request. However, this led to delays and customer complaints being escalated. In addition, it is challenging to deal with single issues. Issues encountered include multiple entries of issues, different representatives dealing with the request which eventually leads to confusion on what needs doing. This all leads to delays in resolving queries which consumers then escalate if not resolved.

3. Assessment of the proposal

Areas for assessment

The Smart Energy Code Administrator and Secretariat (SECAS) does not currently expect this change to have any material impact. This could be a process change impact, but this will be validated as the modification is assessed and developed.

Observations on the issue

The Change Sub-Committee (CSC), on its initial viewing of the Modification Proposal, advised the modification intent was not clear. The CSC requested to understand what exactly the procedure is currently and whether the SEC process which SEC Parties are signed up is not working for consumers. A member of the DCC highlighted the modification was not about the work the DCC are obligated to perform but rather requesting changes which can be made to the SEC to facilitate the change request. The CSC requested for clarification whether this modification would have impacts to Device Network Operators (DNOs). SECAS highlighted further investigation will be conducted on the feedback received from the CSC.

Sub-Committee input

This modification was presented at the Triage Workshop attended by Sub-Committee Chair's. The Technical Architecture and Business Architecture Sub-Committee (TABASC) Chair advised the TABASC would be of interest as this potentially is a business process change. The TABASC advised if the Service Request (SR) 8.4 'Update Inventory' is not working then this should be investigated further. The TABASC queried whether this modification was about easing a business process or addressing concerns with industry data issues. The Operations Group (OPSG) Chair advised the OPSG would be interested from an operational process perspective and requested a process map comparison. They wanted to understand what would be lost such as trend analysis, if the process was taken out of the 'Incident Management Policy' compared against the gain for a more efficient process. The Security Sub-Committee (SSC) Chair noted an interest with regards to the validation DCC use on the MPxNs before data is updated.

Appendix 1: Progression timetable

This modification will be presented to the Working Group for input on the issue, solution, business requirement and legal text before being issued for industry consultation.

Timetable	
Event/Action	**Date**
Draft Proposal raised	9 Aug 2022
Presented to CSC for comment and recommendations	16 Aug 2022
CSC converts Draft Proposal to Modification Proposal	16 Aug 2022
Modification discussed with Working Group	*7 Sep 2022*
Refinement Consultation	*12 Sep 2022 – 30 Sep 2022*
Modification Report approved by CSC	*18 Oct 2022*
Modification Report Consultation	*24 Oct 2022 – 11 Nov 2022*
Change Board Vote	*23 Nov 2022*

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**
CPL	Certified Product List
CH	Communications Hub
CSC	Change Sub-Committee
DCC	Data Communications Company

Glossary	
Acronym	**Full term**
DSP	Data Service Providers
EIS	Electricity Import Supplier
ESME	Electricity Smart Metering Equipment
GIS	Gas Import Supplier
MPxN	Meter Point Administration or Reference Number
MPAs	Meter Point Administrator
OPSG	Operations Group
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SMI	Smart Metering Inventory
SMKI PMA	Smart Metering Key Infrastructure Policy Management Authority
SR	Service Request
SRV	Service Request Variant
SSI	Self-Service Interface
SSC	Security Sub-Committee
TABASC	Technical Architecture and Business Architecture Sub-Committee