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MP252 ‘Amending the process for Communications Hub returns’

Annex A

Business requirements – version 0.5

About this document

This document contains the business requirements that support the solution(s) for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed. This section contains a must-have (M), should-have (S), could-have (C), won't-have (W) (MoSCoW) analysis for the different requirement components to be considered as part of the solution.

Business Requirements			
Ref.	Requirement	Responsible for delivery	MoSCoW
1	The DCC shall develop a mechanism whereby Smart Energy Code (SEC) Parties, including non-responsible Parties, shall notify DCC when they want to return Communications Hubs	DCC	M
2	The DCC shall develop a mechanism to allow non-responsible Parties to return Communications Hubs, where the Communications Hub state in the Smart Metering Inventory (SMI) is 'Commissioned' or 'InstalledNotCommissioned'	DCC	M
3	The DCC shall develop a mechanism to check all notified Communications Hubs returns for their current SMI state	DCC	M
4	The DCC shall notify SEC Parties whether their request for Communications Hubs return has been accepted or rejected	DCC	M
5	The DCC shall notify the responsible Party of Communications Hubs in the returns process that the DCC has in their possession	DCC	M
6	The DCC shall process the accepted Communications Hubs	DCC	M
7	The DCC shall develop a mechanism to investigate and charge the responsible Party for the non-compliant returned Communications Hubs	DCC	M
8	The DCC shall accept the return of end-of-life Communications Hubs	DCC	S
9	The DCC shall develop and provide regular reporting to monitor Communications Hub returns data	DCC	S

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General

This solution will be applicable to all SMETS2+ Communications Hubs. It will not replace the current Communications Hubs returns process, but to be an additional route for Communications Hubs to be returned. Guidance on returning Communications Hubs previously has been developed and approved by the Security Sub-Committee (SSC) in conjunction with industry and any returns of Communications Hubs must comply with this guidance.

The aim of the solution is to allow SEC Parties, including non-responsible Parties, to return any Communications Hubs to the DCC in any state, and providing the DCC Service Providers with the ability to deal with that return.

This solution will be applicable to all SEC Parties.

2.2 Requirement 1: The DCC shall develop a mechanism whereby SEC Parties, including non-responsible Parties, shall notify DCC when they want to return Communications Hubs

SEC Parties can often be in possession of Communications Hubs that have not been Decommissioned correctly, and that they are not the current responsible Party for the Communications Hubs. One scenario where this occurs, is where a Change of Supplier (CoS) process has failed to change the responsible Party, or a current Supplier fails to Decommission at point of Communications Hubs removal and subsequently, the Consumer proceeds with a CoS.

The Proposed Solution will require the DCC to design a mechanism, or use an appropriate existing mechanism, for SEC Parties to notify the DCC of the Communications Hubs they want to be returned. This notification should have relevant fields to account for how many Communications Hubs will be listed for return and to specify:

- the Global Unique Identification (GUID)
- the make and model of any such Communications Hubs
- the region of the Communications Hubs

2.3 Requirement 2: The DCC shall develop a mechanism to allow non-responsible Parties to return Communications Hubs, where the Communications Hub state in the SMI is 'Commissioned' or 'InstalledNotCommissioned'

The DCC will need to design a mechanism, or use an appropriate existing mechanism, for Non-Responsible Parties, to return Communications Hubs with SMI states of 'Commissioned' or 'InstalledNotCommissioned'. Currently all SEC Parties are able to return Communications Hubs with SMI state of 'Decommissioned'.

Current Permitted Communication Hub Returns	
User Role	SMI state
Import Supplier	'Pending', 'Commissioned', 'Decommissioned' and 'InstalledNotCommissioned'
Responsible Supplier Agent (RSA)	'Pending' and 'Decommissioned'

The mechanism will need to allow both User types to be able to return all Communications Hubs regardless of SMI state.

2.4 Requirement 3: The DCC shall develop a mechanism to check all intended Communications Hubs returns for their current SMI state

The DCC will need to design a mechanism, or use an appropriate existing mechanism, to perform a validation check to ensure the Communications Hubs intended for return are in the correct SMI state. Accepted SMI states are 'Commissioned', 'Decommissioned' or 'InstalledNotCommissioned', whereby those in a 'Pending' state would explicit permissions by the DCC before accepted for return. This validation is to denote what the current SMI state of all Communications Hubs which SEC Parties have notified intention to return. The possible Communications Hubs SMI states are 'Pending', 'Commissioned', 'Decommissioned' or 'InstalledNotCommissioned'.

The purpose of checking the current SMI state, is to prevent any unnecessary returns to the DCC of Communication Hubs. There are instances where a Communication Hub is still in the 'Pending' state and without any physical damage. These Communication Hubs can be redeployed without having to return to the DCC.

2.5 Requirement 4: The DCC shall notify SEC Parties whether their request for Communications Hubs return has been accepted or rejected

The DCC will need to design a mechanism, or use an appropriate existing mechanism, for the DCC to notify the SEC Party of whether the Communications Hub return request has been accepted or rejected.

- Accepted shall mean that the request will be fulfilled with no amendments to the information provided
- Rejected shall mean that the request requires amendment prior to acceptance.

Where a request has been rejected, the DCC shall set out the reasons why the request has been rejected (e.g. invalid GUID provided or too large a quantity of Communications Hubs in a single return request for the region). The SEC Party shall then send an amended notification in accordance with Business Requirement 1.

2.6 Requirement 5: The DCC shall notify the responsible Party of Communications Hubs in the returns process that the DCC has in their possession

The DCC will need to develop a mechanism, or use an appropriate existing mechanism, to notify the responsible Party of the status of returned Communications Hubs after they have been processed by the DCC, and advise which were successfully processed for reuse and which would be recycled.

2.7 Requirement 6: The DCC shall process the accepted Communications Hubs

The DCC will need to develop a mechanism, or use an appropriate existing mechanism, for the returned Communications Hubs to be processed for reuse or would be recycled, without needing the responsible Party to send the Service Request 8.3 'DecommissionDevice'.

The new Code Required Document 'Alternative Returns for Communications Hubs' will provide guidance for which the DCC will need to ensure the developed mechanism will operate as intended.

2.8 Requirement 7: The DCC shall develop a mechanism to investigate and charge the responsible Party for the non-compliant returned Communications Hubs

The DCC will need to develop a mechanism, or use an appropriate existing mechanism, to investigate and charge the responsible Party appropriately for the non-compliant status of the returned Communications Hubs after they have been processed. This includes the possibility of a different charge for correctly 'Decommissioned' Communications Hubs and any other state other than 'Decommissioned' Communications Hubs.

The new Code Required Document 'Alternative Returns for Communications Hubs' will provide scenarios for which the DCC will need to ensure the developed mechanism will operate as intended.

2.9 Requirement 8: The DCC shall accept the return of end-of-life Communications Hubs

The DCC will need to develop a mechanism, or use an appropriate existing mechanism, to support the return of end-of-life Communications Hubs, which will enable SEC Parties to return Communications Hubs to the DCC during transitional phases.

This requirement has been noted as a should-have requirement, as when a Communications Hub does reach end-of-life, they would need to be returned to the DCC. As of January 2024, there is no finalised plan of what SEC Parties are to do with any end-of-life Communications Hubs.

2.10 Requirement 9: The DCC shall develop and provide regular Reporting to monitor Communications Hub returns data

The DCC will need to develop a reporting mechanism, or use an appropriate existing mechanism, which will allow SEC Parties to see where their returned Communications Hubs are in the process. The reporting is to only include two stages; one upon receipt by the CSP of each Communications Hub and another once triage is completed.

This requirement has been noted as a should-have requirement, as the DCC has noted there is potential to increase a current Communications Hubs returns report in frequency which could suffice.

There should be consideration of any wider industry reporting which may need to incorporate this returned Communications Hubs data.

3. Glossary

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

Glossary	
Acronym	Full term
CSP	Communications Service Provider
DCC	Data Communications Company
DSP	Data Service Provider
GUID	Global Unique Identification
RSA	Responsible Supplier Agent
SEC	Smart Energy Code
SMI	Smart Meter Inventory
SSC	Security Sub-Committee