



Alternative Returns for Communications Hubs

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Table of Contents

1. Introduction	2
1.1. Document Purpose	2
1.2. Change Control	2
1.3. SEC Obligations and Links.....	2
2. CH in the possession of Parties who are not the Responsible Supplier	2
2.1. Party Return of CH	3
2.2. DCC process of returned CHs	3
2.3. Determining the Apportioning of CH Charges	4
3. Definitions	4

1. Introduction

1.1. Document Purpose

1. This document has been published in accordance with Smart Energy Code (SEC) Section F8.9 (Alternative Returns for Communications Hub Document). It defines the rights and obligations on SEC Parties and the DCC in relation to the return of SMETS2+ Communications Hubs (CHs) to the DCC outside of the standard SEC requirements for the return of CHs.

1.2. Change Control

2. In accordance with SEC Section F8.9, DCC shall only make changes to this document where it has:
 - undertaken reasonable consultation with SEC Parties regarding proposed changes;
 - given due consideration to, and taken into account, any consultation responses received; and
 - received approval from the SEC Panel to make such changes.
3. Following SEC Panel approval of any changes DCC shall publish an updated copy of this document on the DCC Website.

1.3. SEC Obligations and Links

4. It is noted that:
 - a) the SEC Section F8 and other requirements describe the process that should be followed to remove and return CHs to the DCC;
 - b) that this process requires the SEC Party to send Service Request (SR) 8.14.3 and 8.14.4; and
 - c) that SEC Parties should follow those steps at all times where they are eligible to send these Service Requests.
5. It is also noted that;
 - a) SEC Section F8.7 gives each SEC Party the right to return a CH to the DCC at any time; and
 - b) there are times when a SEC Party is not eligible to send SR 8.14.3 or 8.14.4 wishes to return a CH. This document sets out the process to be followed by SEC Parties in order to return the CHs to the DCC where they are not eligible to send SR 8.14.4 or 8.14.4..
6. This document sets out scenarios where non-SEC compliant return procedures may be followed and how charges for those returned CH will be applied.
7. Any capitalised term has the meaning as defined in the SEC or as defined in this document.

2. CH in the possession of Parties who are not the Responsible Supplier

2.1. Party Return of CH

8. A Party in Possession (PiP) shall return to the DCC, all CHs which has been removed from premises and which they are in possession of, but for which they are not the Responsible Party (RP) by following this section. A PiP is required to return all CH for which they are not the RP as soon as reasonably practicable following its identification.
9. The following references to CH in this section refer to CH that have been removed from premises and which are in the possession of a Party that is not the Responsible Party (i.e. the PiP).
10. Where a PiP intends to return a CH they shall notify the DCC via the Service Desk.
11. Following such notification the PiP shall request a Returns Material Authorisation (RMA) via the Service Desk as per SEC Appendix I Clause 10.6 (b), such a request will be made via the Service Desk.
12. Following acceptance of an RMA request, the DCC shall:
 - a) confirm authorisation to the submitting Party using the contact details provided;
 - b) provide the Party with the following information via notification to the contact details provided:
 - i. a unique booking reference;
 - ii. confirmed timeslot for delivery;
 - iii. RMA reference; and
 - iv. any changes to the DCC contact details for the purposes of the return; and
 - c) request any additional information as may be reasonably required to facilitate the logistics of the return in accordance with Good Industry Practice.
13. SEC Appendix I Clauses 10.8 through to 10.20 shall apply to returning the CHs, where SR 8.14.3 or 8.14.4 does not need to be submitted.
14. SEC Appendix I Clause 10.11 shall not apply, unless the SR 8.14.3 or 8.14.4 has been submitted.

2.2. DCC process of returned CHs

15. Where a CHs is returned to the DCC by a PiP the following will apply.
16. The DCC shall confirm to the PiP, the CHF Identifier for the CH returned to the DCC.
17. SEC returns timescales for DCC processing returned CH will not apply when those CHs have been returned by a PiP.
18. On receipt of each CH, an unsolicited returns record shall be generated by the DCC, linked to the Responsible Party, for the CH on the Deemed Removal Date.
19. The DCC shall triage each CH to assess for damage and where a damaged CH will be processed in line with standard procedures where damage is identified.
20. For undamaged CH:

- a) The DCC shall set the CH state to decommissioned (where the CH is in a commissioned state) and unlock the CH; and
- b) The DCC shall undertake CH Fault Diagnoses for each CH and where fault is found determine whether the fault is Supplier or the DCC responsibility. Reporting on fault reasons shall not be included in standard return reporting.

21. Where CH are not faulty, the DCC shall take all reasonable steps to redeploy the CH.

2.3. Determining the Apportioning of CH Charges

- 22. The DCC will, for each returned CH, establish the date on which a second CH was installed at the same MPxN. This date shall be Deemed Removal Date.
- 23. The DCC will establish which Party was the Responsible Party at Deemed Removal Date for each CH to establish the Responsible Party at Removal.
- 24. Any charges applied in respect of the CH from the Deemed Removal Data which were charged to a Party other than the Responsible Party at Removal, will be credited to such other Party, and charged instead to the Responsible Party at Removal.
- 25. Any additional CH returned or damaged, costs will also be applied to the Responsible Party at Removal.
- 26. However, where CH replacement data is not available, or where the data or scenario of the installation (e.g. gas first installation) does not allow for a reasonable assessment of the returned CH removal date or responsibility, then charges will be applied to the Responsible Party as recorded at the time of return.

3. Definitions

Term	Definition
Party in Possession	means, in respect of a SMETS2+ Communications Hub which has been removed from a premises, the Party which has physical possession of that Communications Hub but who is not recorded as the Responsible Party.
Responsible Party	The Party responsible for the Smart ESME and CH.
Responsible Party at Removal	means the Party which was the Responsible Supplier for the CH on the Deemed Removal Date.
Deemed Removal Date	means, for each returned CH, the date on which a replacement CH was installed for the same MPxN.