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Non-Operating Devices Intervention Group Terms of Reference v1.0

1. Role of the NODI Group

Smart metering Devices not operating in smart mode ('Non-Operating Devices') represent a long-standing operational challenge impacting consumer confidence in, benefit realisation for, and cost associated with the smart metering rollout.

The Non-Operating Devices Intervention (NODI) Group is a temporary sub-Group of the SEC Operations Group (OPSG) established to identify, consider, and document actions that Energy Supplier Parties, the DCC and its Service Providers should take to prevent and resolve the Non-Operating status of smart metering Devices.

The NODI Group is not a decision-making body, but has the ability to make recommendations to the OPSG for approval. The NODI Group will remain in place until so directed by the OPSG.

2. Purpose

The purpose of the NODI Group is to:

- Create an exhaustive list of all known scenarios that result in smart metering equipment becoming Non-Operational;
- Identify new scenarios that arise, bringing them to the Group for consideration and add them to the NODI Group Issues Log;
- Define all relevant information required from the DCC in order to assist with the identification and resolution of Non-Operational Devices. The objective for this work is to streamline DCCs monthly reporting suite to energy suppliers;
- Members of the NODI Group will work collectively to identify how NODI Issues can be prevented and resolved, and document these in the SEC's Non-Operating Devices Guidance Document;
- Once an issue has been resolved, provide a recommendation to the OPSG to close the issue on the NODI Issues Log; and
- Provide recommended actions for industry to take in support of resolving smart meters not operating in smart mode.

3. Relationship to the OPSG

(a) The NODI Group is established as a Sub-Group of the OPSG and unless otherwise specifically defined and approved by the OPSG, it will follow the OPSG procedures for governance and other matters.

- (b) The OPSG will approve the NODI Group Terms of Reference, and any changes to it.
- (c) The OPSG will endorse the membership of the NODI Group.
- (d) The OPSG Chair will propose the chair of the NODI Group for approval by the OPSG.
- (e) The NODI Group will operate using a light-secretariat approach, and will provide monthly updates of its proceedings available to the OPSG. For the avoidance of doubt this will be subject to the Panel Information Policy, but there will be no other restrictions.
- (f) Relevant recommendations reached by the NODI Group, will be put to the OPSG for approval.

4. Proceedings of the NODI Group

4.1. Meetings

- a) Meetings of the NODI Group will take place monthly;
- b) For each meeting that is convened, the Secretary shall send notice to each Member with details of the time, date and location of the meeting at least five Working Days before the meeting is due to take place. Unless specified otherwise, meetings will be held online with teleconferencing facilities made available via Microsoft Teams.
- c) An agenda, papers and other material for a meeting shall be distributed by the Secretary to Members at least five Working Days before the meeting, to allow Members to consider these items prior to the meeting. The Secretary shall notify Members at this time if there will be any late items.
- d) The NODI Group is an interim Group with the OPSG determining when the Group should be dissolved.

4.2. Membership

Members of the NODI Group is limited to Energy Supplier Parties and the Smart DCC. Requests from any other SEC Party category to join the NODI Group must be approved by the OPSG.

A registration of interest will be sent to all Large and Small Supplier SEC Parties. Invitations to attend meetings will be extended to a representative of the Department of Energy and Net Zero (DESNZ) and Ofgem.

4.3. Expectations of Members

- Accepted members will attend NODI Group meetings and will be expected to review the materials that are provided ahead of such meetings
- Membership of NODI Group is limited to those persons that are deemed to have the required level of operational knowledge and experience relating to why smart meter Devices arrive at a Non-Operational state;
- NODI Group members will support the development of solutions to Issues in the NODI Issues Log, providing insight into the issue and potential resolution solutions. This could include (but is not limited to) the input into the development of a solution, desirability and benefits of a proposed solution, potential cost and time to introduce changes, and any associated potential risks or issues.

4.4. NODI Group Chair

The NODI Group will be chaired by SECCo and supported by SECAS.

4.5. Powers and Voting

- a) The NODI Group operates under the oversight of the OPSG and in accordance with SEC governance.
- b) As the NODI Group is not a decision-making body, voting will only be used as a method of assessing support for a particular view. Wherever possible, next steps for progressing issues will be agreed by consensus. In the event of material differences of views across Members, this shall be reported to OPSG to determine the way forward.

4.6. Approach

The NODI Group will follow the following approach for issues that are on the NODI Issues Log:

- a) Where an issue is of an operational nature and therefore sits under the OPSG remit, the NODI Group should be responsible for the recommendation of relevant actions needed to address the issue. These recommendations will be presented to OPSG for approval.
- b) Where an issue is of a Technical Specification / Business architecture nature, it should be referred to the TABASC to consider and/or resolve.
- c) If an issue is Device related, the NODI Group Chair could refer the issue to the relevant forums (such as the British Electrotechnical and Allied Manufacturers' Association (BEAMA) or the Energy and Utilities Alliance (EUA)) where Device manufacturers are represented. Alternatively, if the issue is a device specific issue, the NODI Group should refer the issue to the relevant device manufacturer. Communications Hub issues will be referred to the DCC. In all cases, the NODI Group will continue to monitor the progress of a solution.
- d) The NODI Group will be responsible for the progress and monitoring of all issues on the NODI Issues Log.
- e) The NODI Group will seek confirmation of the implementation date of any actions, workarounds or resolutions related to the issues on the NODI Issues Log.
- f) The NODI Group will be responsible for maintaining and updating the SEC's Non-Operating Devices Guidance Document based on the outputs from its work.
- g) The NODI Group Chair will provide monthly progress updates to the OPSG. Where the OPSG agrees further escalation is required, the OPSG Chair will be responsible for escalating to the SEC Panel.

5. Confidentiality and Disclosure

Given the potentially sensitive nature of work of the NODI Group, agenda items, papers and discussions will be assigned an information sharing level, in line with the [Panel Information Policy](#).

Information sharing levels will be suggested by participants when providing information, and determined by the Chair.

As a NODI Group Member, each participant will be asked to undertake in writing to abide by the confidentiality and disclosure provisions in relation to each information sharing level as described above, by signing the Confidentiality and Disclosure Agreement in Appendix A to these Terms of Reference.

Individuals who the NODI Group Chair has invited to attend a meeting of the NODI Group will also be asked to sign the Confidentiality and Disclosure Agreement but will only be permitted to attend the NODI Group during discussions on agenda items relevant to their organisation.



NODI Group Members who breach the rules of the confidentiality and disclosure provisions under any information sharing level shall have their NODI Group membership ceased.

6. Review

The Terms of Reference, membership and operation of the NODI Group will be reviewed at least on an annual basis. They may also be reviewed at any time as required. Amendments to these Terms of Reference will be approved by the OPSG.

APPENDIX A

Confidentiality and Disclosure Agreement

I, the undersigned, have read and understood the Non-Operating Devices Intervention Group Terms of Reference.

I understand that I am required to comply with the confidentiality and disclosure obligations in respect of each of the information sharing levels (CLEAR, GREEN, AMBER, AMBER-STRICT and RED), as set out in the Terms of Reference.

I understand that I must declare any conflict of interest to the NODI Group Chair whether it exists now or during my continued membership of the group, as soon as I become aware that such a conflict exists.

I understand that should I fail to abide by the information sharing levels confidentiality and disclosure obligations or conflict arrangements (as set out in the Non-Operating Devices Intervention Group Terms of Reference) I may be excluded from the Non-Operating Devices Intervention Group.

Having understood and accepted the above statements, I therefore agree to abide by the Terms of Reference in my engagement with this group.

Name:

SEC Party Category:

Primary/Alternative Participant:

Signature:

Date:

Terms of Reference
Dated: