

SEC Change Monthly Working Group Meeting

November 2023

Competition Act Compliance

It is everyone's responsibility to say something

The Chair will move the conversation on



Housekeeping

- Please raise your hand
- Please be clear, explain acronyms
- This session will be recorded for minuting purposes, please be courteous!
- Just a reminder that we should be able to have free discussions of ideas

■ Introductions

- When I say your name please:
 - Say hello so we can check your audio is working
 - Which company you are from
 - If you are a Supplier/Network Party/other



■ SECMP0028 'Prioritising System Messages'

Raised by Andy Knowles from Utilita

Medium

Objectives of the Working Group

REVIEW	The DCC Full Impact Assessment
REVIEW	Proposed Priority Levels
AGREE	Implementation approach
AGREE	The next steps

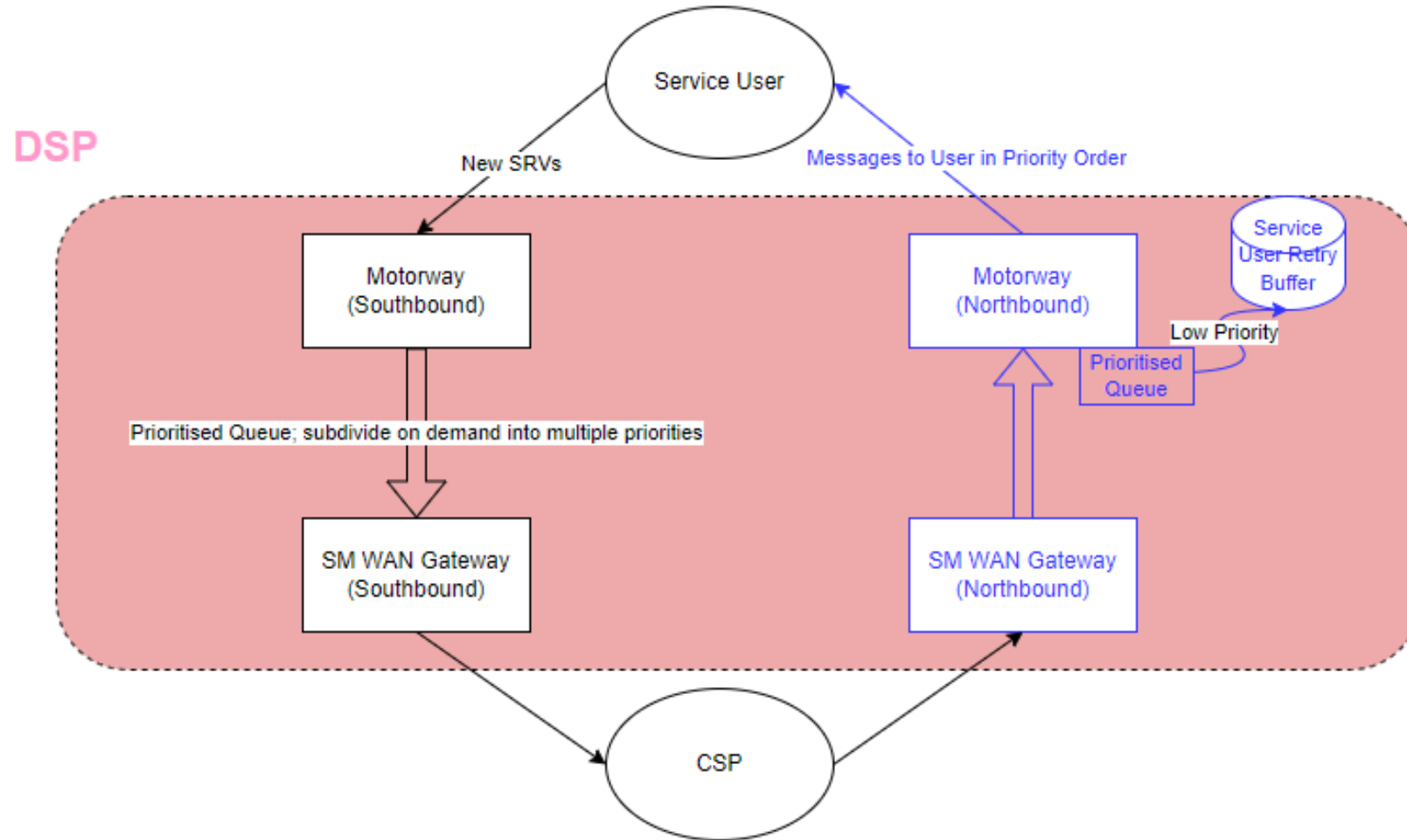
Issue

- System outages and periods of high message volumes going through the DCC Systems may result in message queuing and increased processing times.
- Increased processing times for messages driven by Energy Consumers (e.g. Prepayment meter top ups) could cause Consumers to be off supply for longer periods than necessary.

Solution

- Mechanism in the Southbound pathway by which System messages related to time-sensitive processes can be prioritised based on their urgency.

■ Proposed Solution



Southbound only within solution as Northbound prioritisation delivered in November 2023

■ Priority Levels

Mode	Condition	Priority
On Demand	SRV relating to the continuity of a consumer's energy supply	1
	SRV required for an engineer to complete on-site activities	2
	SRV in list of messages required to comply with a consumer request	3
	Any other SRVs	4
	SRVs with 24-hour TRTs	5
Any Other Mode	Scheduled	5

- The original number of levels was 4, however the DCC suggested a 5th level within the FIA to help further establish and define priorities. The levels are not fixed so are therefore configurable.
- Messages with priority 2-5 will be promoted to priority 1 if capacity is available and the DSP's southbound TRT is close to being breached.
- DCC believes that this definition and usage would require an exception or acknowledgment within the Performance Measurement Report (PMR) and/or the Performance Measurement Methodology (PMM).

- **Specificity of Priority Levels**

- Some comments alluded to vague definitions of the proposed priority levels, so these have expanded to describe all 5 levels.

- **Priority Levels for specific Service Requests**

- Feedback was received regarding the importance of various messages, so amendments were made to the priority levels of several messages.

- **Inclusion of Alerts**

- Requests were made for the inclusion of Device and DCC Alerts as these may impact other future messages. These were assigned priority levels in Northbound prioritisation and are now out of scope.

- **Governance**

- Comments were provided suggesting the inclusion of sub-committees during the review process of any potential future amendments to priority levels, which is now included in the proposed legal text.

■ Considerations

Priority Level Development:

- Initially was critical commands only
- Amendments made to various SR priorities following RC
- DCC suggested a 5th level of priority following Full Impact Assessment
- Northbound and Southbound prioritisation are maintained separately and are independent from each other.

Configurable Priority Levels & Governance:

- OPSG Consultation
- Panel/SSC/TABASC review
- Panel approve

- Nothing in SEC preventing DCC from applying prioritisation to processing messages.
- Priority Levels should not be defined in the SEC as any configuration changes would need to pass through the modification process.
- New clause inserted in Appendix AB 'Service Request Processing Document' Section 6 'Obligations of the DCC: Processing Service Requests' defining adherence to Priority Levels.
- Priority Levels to be recorded in Code Required Document 'Traffic Management Mechanism'.

■ Impact Assessment Summary

Cost (Design, Build & PIT)

- £305,381 in Design, Build and PIT costs
- As this solution is solely for Southbound pathways, the cost is lower than the estimate provided in the Preliminary Assessment (£350,000-£700,000)

Implementation

- £4,498 in release costs (No SIT or UIT)
- Ten months from approval to end of Pre-Integration Testing (PIT).
- Only DCC system impacting modification targeted for Nov 2024 SEC Release

■ Questions for the Working Group

Are there any objections to the suggested priority levels?

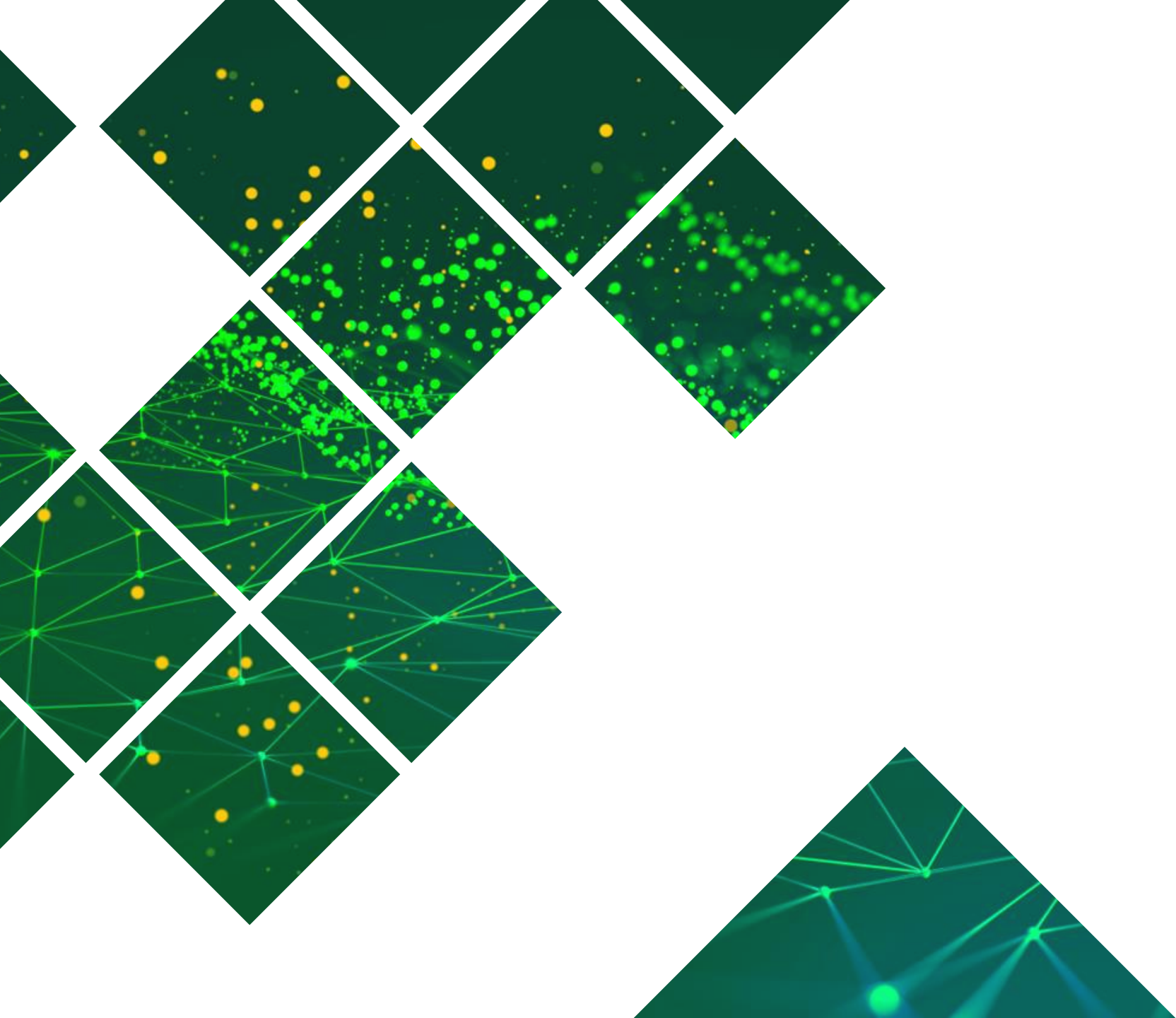


Are there any objections to the proposed legal text amendments?



Next Steps





Thank you for listening

Any further
comments?

MP169: Managing SEC Obligations and the Consumer's right to refuse a Smart Meter

Raised by Emslie Law of OVO

High

■ Objectives of the Working Group

NOTE	The issue
REVIEW	The DCC Preliminary Assessment
REVIEW	The Refinement Consultation responses
AGREE	The next steps

Overview

Issue

- Consumers are approaching Suppliers to have Smart Meters installed in 'dumb' mode.
- Suppliers have obligations in the SEC to ensure a Smart Metering System is installed and communicating.
- There is no concept in the SEC for a Device to be installed in 'dumb' mode.

Impact

- Consumers right to refuse a Smart Meter cannot be met as an enduring process unless Suppliers are deliberately non-compliant with the SEC and Supply Licence Conditions.

■ Proposed Solution



Introduction of a 'Restricted' mode, applicable to SMETS2+ Devices

Set via the SSI where a Supplier can set/clear the mode

This will limit the SRVs which can be delivered to/ from the Device

This would be introduction of an additional step to 'all reasonable steps'

■ DCC Preliminary Assessment

The first Preliminary Assessment returned showed that one requirement made up 50% of the costs and was unnecessary.

This requirement, for the DSP to notify the CSP when the 'Restricted' flag had been applied, has been removed.

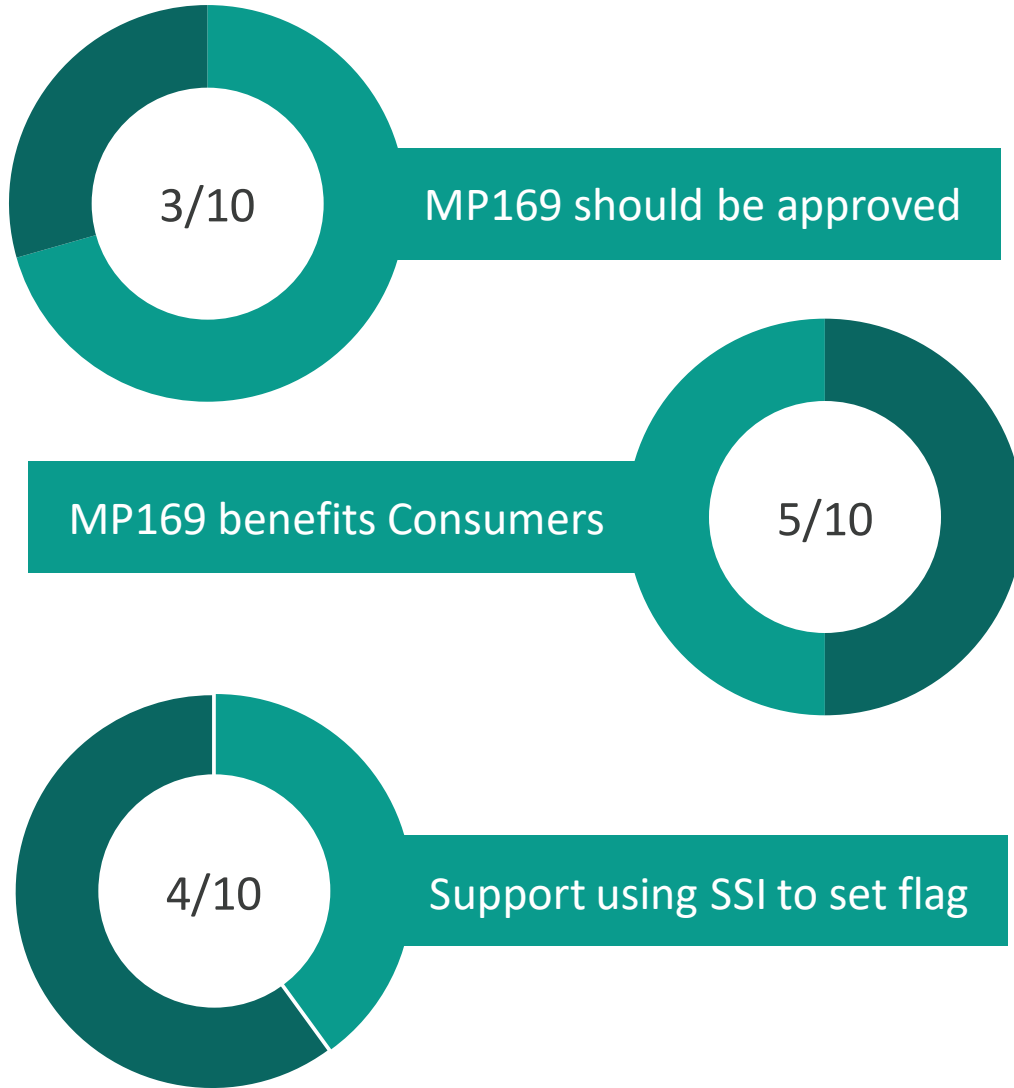
1st Preliminary Assessment

- Costs of £1,291,600 - £1,690,600 for Design, Build and PIT.
- IA costs of £131,423.

2nd Preliminary Assessment

- Costs of £351,000 - £750,000 for Design, Build and PIT.
- IA costs of £16,684.

Refinement Consultation key points



In favour

- Meets both Consumer wishes and Supplier obligations for Smart Meters.
- Smart functionality can be restored easily should the Consumer change position/ Change of Tenancy.
- Could lead to an uptake in Smart Meter installs as concerns are alleviated. This would also relieve pressure on traditional meter stock.

Against approval

- 'Restricted' mode means no net zero/business benefits and eliminates the value of installing the Device.
- May resolve data privacy concerns, but not all Consumer concerns (e.g. refusal on the grounds of RF noise).
- Targeted Implementation date of June 2025 is near to the current targeted end of the Smart Meter rollout, meaning there is no business case.

■ Questions for Working Group

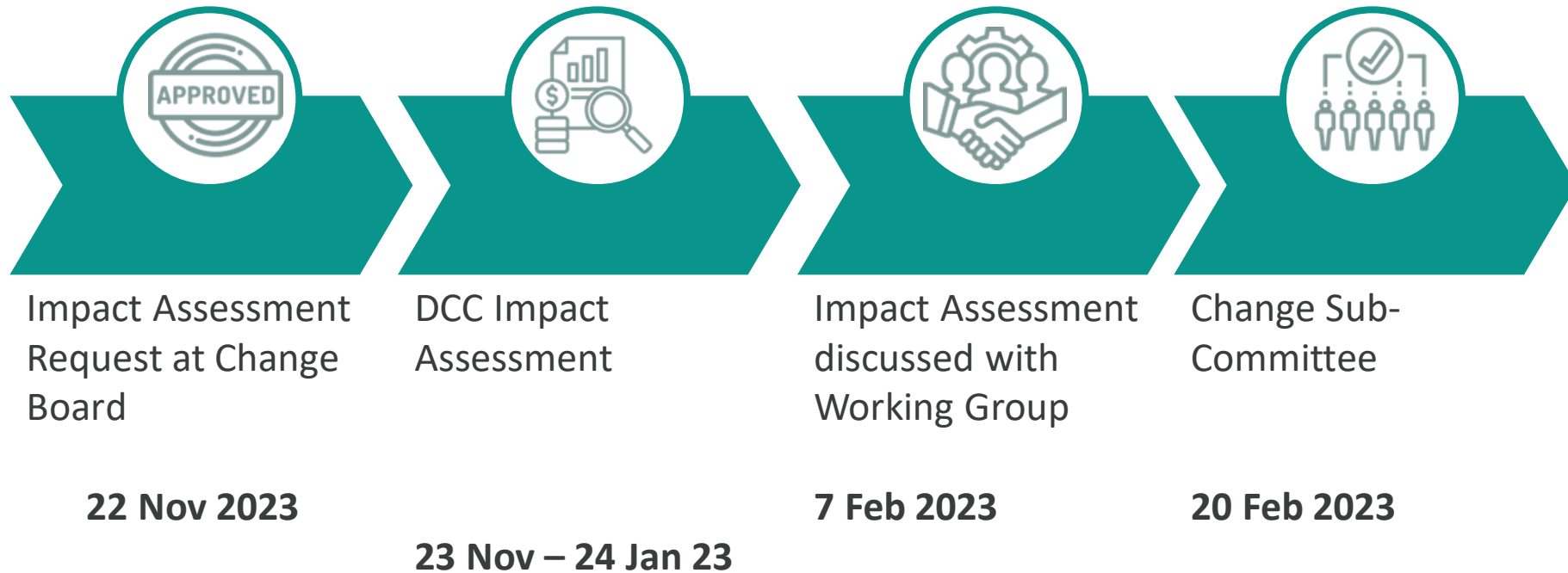
Do you have any comments about the second iteration of the Preliminary Assessment?

Do you have any comments about the Refinement Consultation responses?

Noting the second iteration of the Preliminary Assessment, should the Impact Assessment be requested?

Any further comments?

Next Steps



■ MP176: Customer Analytics Reporting

Raised by David Walsh from the DCC

Medium

Objectives of the Working Group

NOTE	The Proposed Solutions
REVIEW	The DCC Impact Assessments
PROVIDE	Views on the Solution options
AGREE	Next steps

Issue

- Uneven reporting capabilities across DCC Users leading to reduced ability to drive improvement
- Continued poor performance and poor data quality affects other DCC Users, resulting in financial and reputational costs across the industry

Proposed Solution

- Mandate a standardised performance report across DCC Users
- Reporting delivered in CSV/PDF formats

Alternative Solution

- Reporting delivered via interactive portal (as well as static CSVs/PDFs)

DCC Impact Assessments

Proposed Solution

- **Total Cost:**
£139,320
(inc. 1 year application support)
- **Implementation:**
6 months from approval
November 2024 SEC Release
- **Benefits:**
Cheaper
Will make November 24 Release

Alternative Solution

- **Total Cost:**
£446,065
(inc. Platform, Implementation and Reports)
- **Implementation:**
8 months from approval (after DCC transition to cloud-based platform)
Nov 2024 / Feb 2025 SEC Release
- **Benefits:**
Interactive interface
Easier for customers to engage

Alternative Solution offerings

Current DCC Reporting

- Interactive content

Dynamic Reporting

Future DCC Reporting

- Available in days/weeks

Comparative Analytics

- Anonymised league tables

DCC-Driven Insights

- Splash pages

Prescriptive Analytics

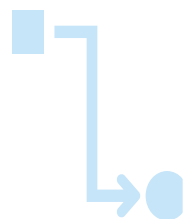
- Highlight anomalies
- Indicate path to resolution

Filtering and Dimensioning

- Multiple dimension
- Wider date ranges

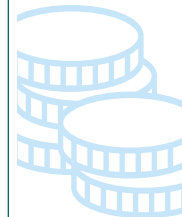
Downloading Filtered Data

■ Assessment of Change – Proposed Solution



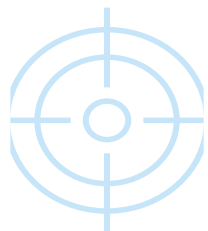
Impacted Parties

- DCC
- Positive impact on Suppliers, Electricity Network Operators and Other Users



Costs

- Design, Test & Implement: £72,000
- Application Support (1 year): £67,320



Target Release

- November 2024 SEC Release



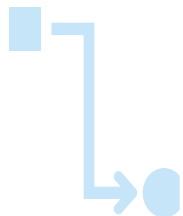
Benefits

- Driving performance enhancements by identifying problem areas
- Dependent on DCC User engagement

SEC Objective (a)

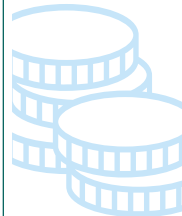
(a) Facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain.

■ Assessment of Change – Alternative Solution



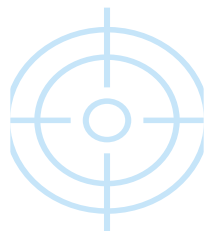
Impacted Parties

- DCC
- Positive impact on Suppliers, Electricity Network Operators and Other Users



Costs

- Design, Test & Implement: £195,065
- Additional Cloud Infrastructure: £42,000
- Power BI Report build (5 months): £195,000
- DCC Assurance, Penetration & User Acceptance Testing: £34,000



Target Release

- If DCC complete migration to cloud-based platform by 7 March 2024 = **November 2024 SEC Release**
- If DCC complete migration to cloud-based platform after 7 March 2024 = **February 2024 SEC Release**



Benefits

- Driving performance enhancements by identifying problem areas
- Dependent on DCC User engagement
- Dynamic reporting available within days

SEC Objective (a)

(a) Facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain.

■ Questions for the Working Group

Do the benefits of the Alternative Solution outweigh the additional cost?



Is the modification complete?



Anything else that needs to be considered?



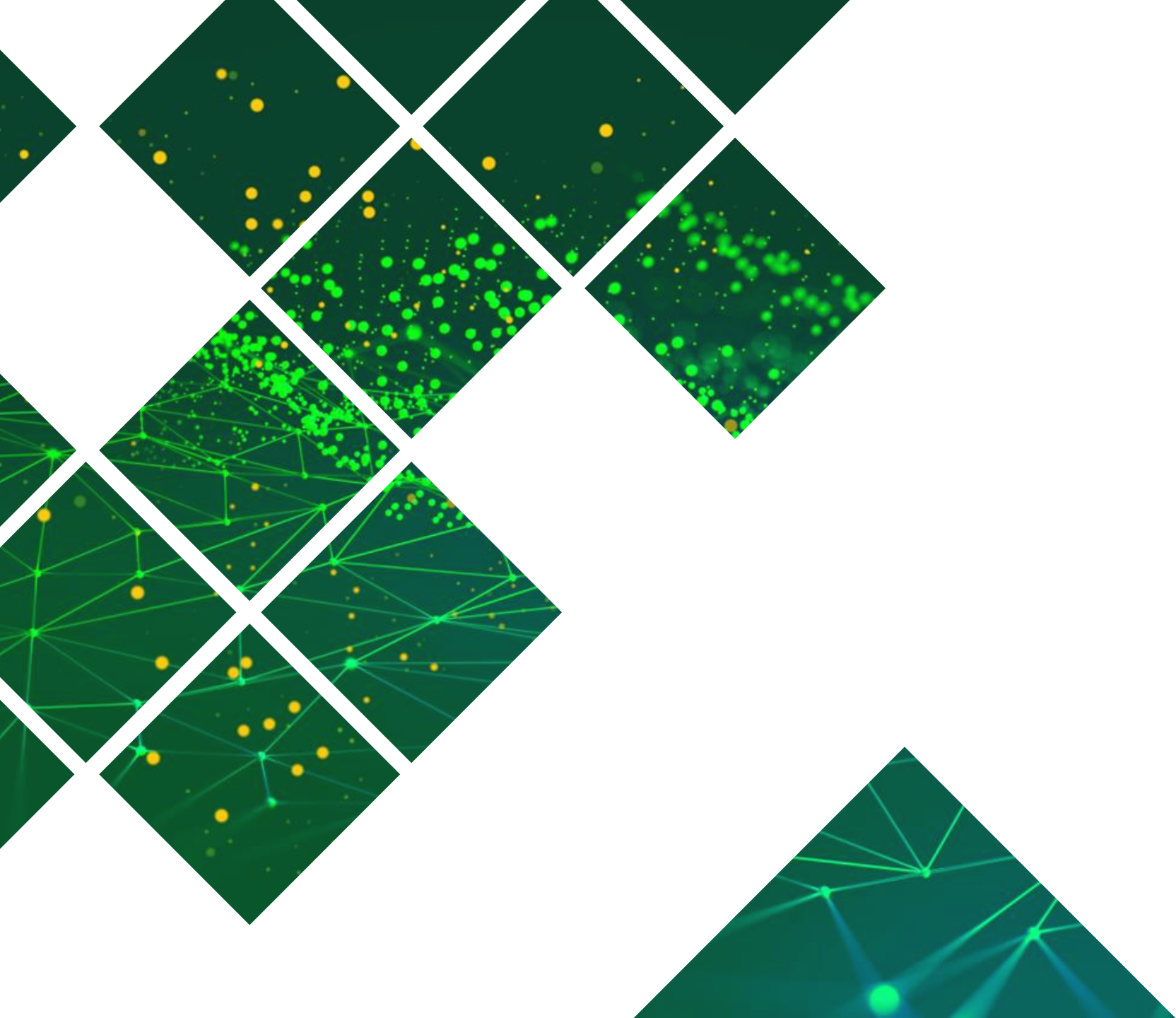
Next Steps

Proposed Solution



Alternative Solution



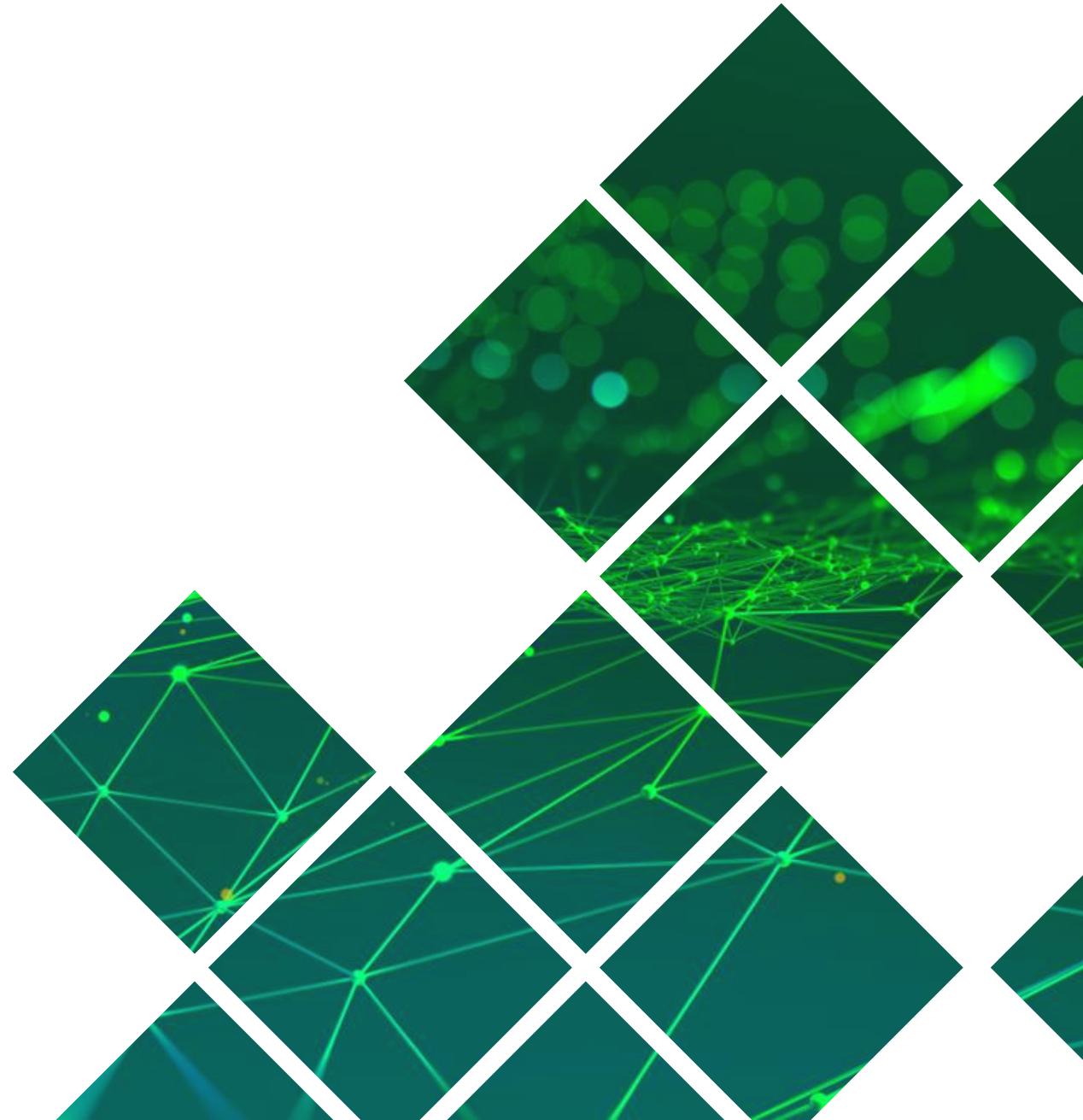


Thank you for listening

Any questions

Break

Please return in 10 minutes



■ MP241: Interoperability Checker Update

Raised by Robin Seaby from the DCC

Medium

Objectives of the Working Group

REVIEW

The DCC Preliminary Assessment Response

AGREE

The next steps

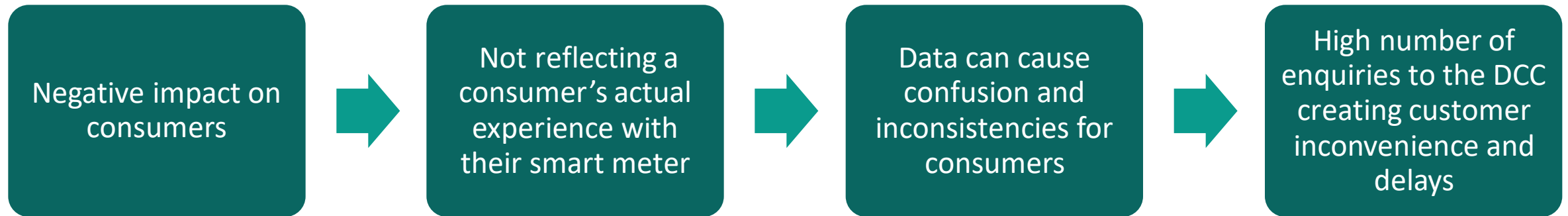
Current Arrangements

- Interoperability Checker Service was introduced to help provide advice to consumers
- The tool is on the Citizens Advice website and provides consumers:
 - Whether their installation is Enrolled in DCC Systems
 - Who the Responsible Supplier is
 - Whether the installation is SMETS1 or SMETS2+
 - If SMETS1, which Supplier the consumer could switch to whilst retaining or regaining Smart functionality on their Smart Metering System (SMS)

How is data provided?

- Suppliers provide policy data as to which enrolled SMETS1 can operate in Smart Mode
- DCC provide information on current Supplier and Enrolment from DCC Systems

Issue

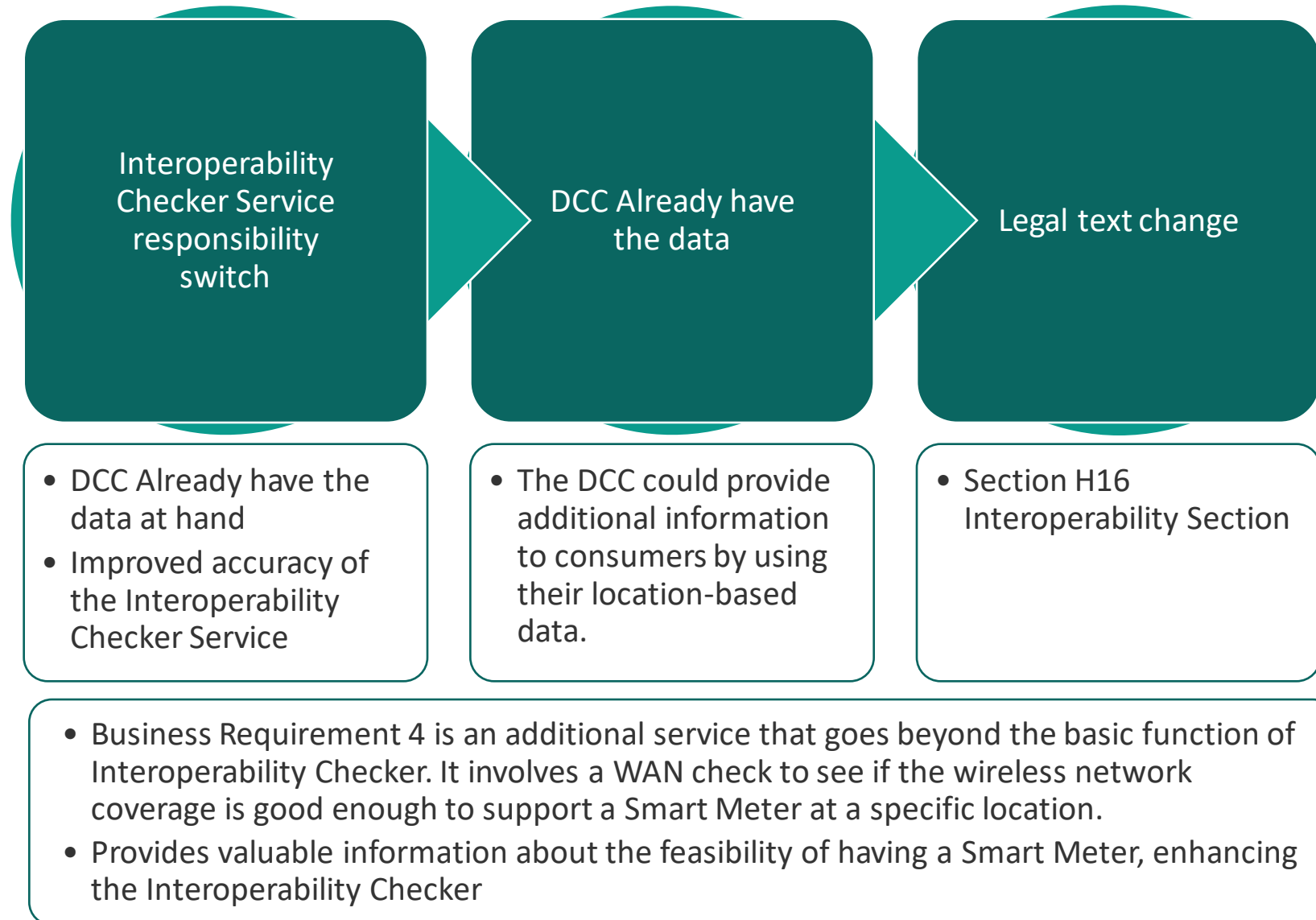


■ Previous Working Group comments

Concerns over commercial competition

- Citizens Advice want to continue using the Interoperability Checker tool
- The Product in question is not a live product
- The DCC are carrying out enhancement on a live product
- Suppliers must already provide the Interoperability Checker

■ Proposed Solution



Preliminary Assessment Summary

Cost (Design, Build & PIT)

- £100,000 -Based on the existing requirements, the total fixed price cost for a Full Impact Assessment is £10,000 and would be expected to be completed in 40 Working Days.
- Consumer focus groups will be used during the development of website content to ensure clarity and ease of understanding of the information presented

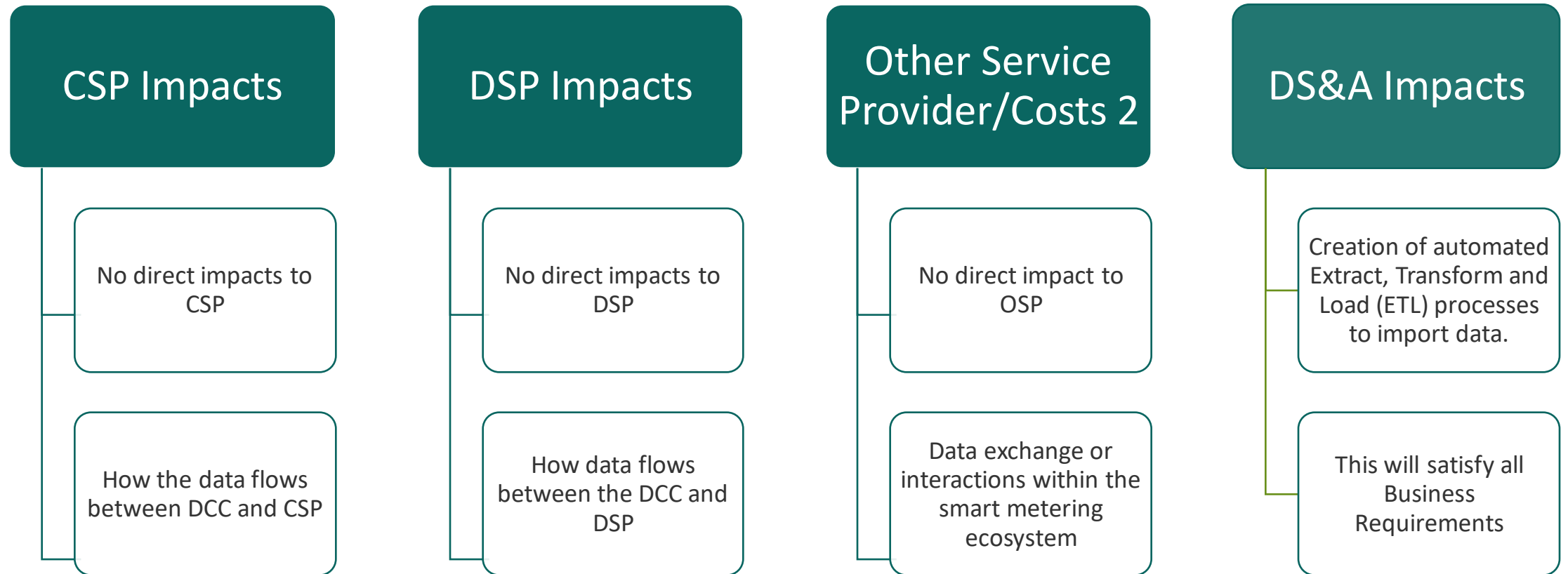
Testing

- Modification will not follow standard PIT, SIT and UIT pattern
- DCC DS&A and Critical Software will develop and test the required changes in test environment
- DCC will carry out further testing to validate the end-to-end solution
- Citizens Advice will carry out User Acceptance Testing against DCC Interoperability Checker SIT environment

Implementation

- Expected to take 10 months up to the end of PIT
 - Part 1 – Delivery of requirements 1,2 and 3 within the first 6 months
 - Part 2 – Delivery of requirement 4 within the subsequent 4 months

Preliminary Assessment Impacts



Questions for the Working Group

Does the Proposed Solution deliver the business requirements?



Do the benefits outweigh the current cost?



Is Business Requirement 4 a valuable and worthwhile enhancement to the Interoperability Checker Service

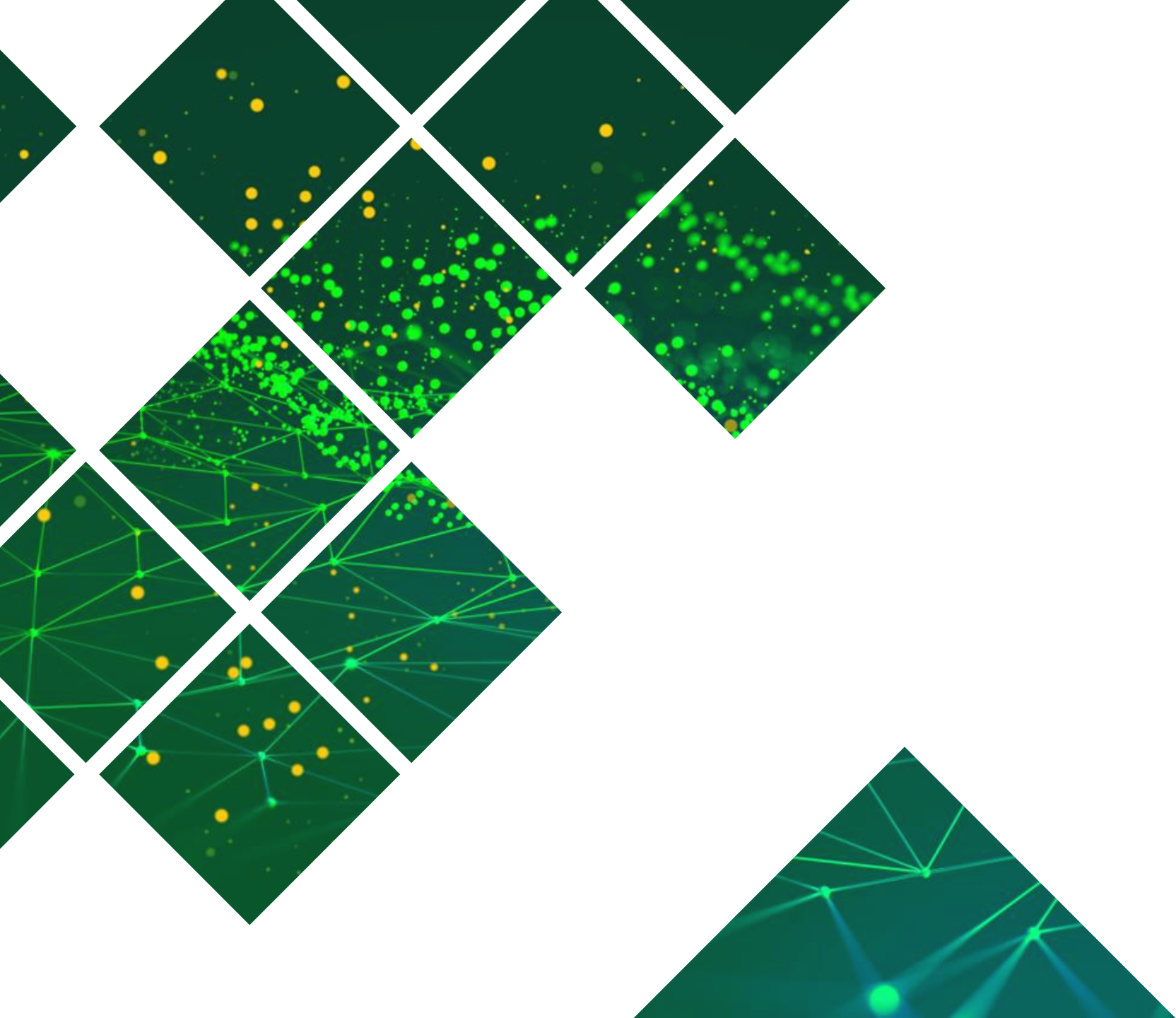


Should the Impact Assessment be requested?



Next Steps





Thank you for
listening

Any questions

DP248 'Requirements for DCC Gateway Connection'

Raised by Rahul Mudliar from EP Tech Solutions

Medium

Objectives of the Working Group

REVIEW	The issue
AGREE	The Proposed Solution
PROVIDE	Feedback on the legal text
AGREE	The next steps

Overview

Current arrangements

- SEC mandates Physical DCC Gateway Connections
- Applies to all RDPs

Issue

- High set up costs
- Emerging market participants struggle with physical connections
- New entrants must continue to act or contract a third party to act as RDP

Scope

- Descoped DCC Users due to complexity
- DCC Impact Statement states much simpler to restrict modification to RDPs

■ Proposed legal text

SEC Section A 'Interpretations and definitions'

DCC Gateway Connection - means, for all DCC Users except RDPs, a premises, the physical infrastructure by which a connection is (or is to be) made between that premises and the DCC Systems (and each DCC Gateway Connection shall form part of the DCC Systems). In the case of RDPs, the connection does not have to be a physical connection.

■ Potential Solution

RDP files to be received via a cloud-based system sent by the DCC as part of their monthly maintenance.

No DCC costs associated with the implementation of this modification

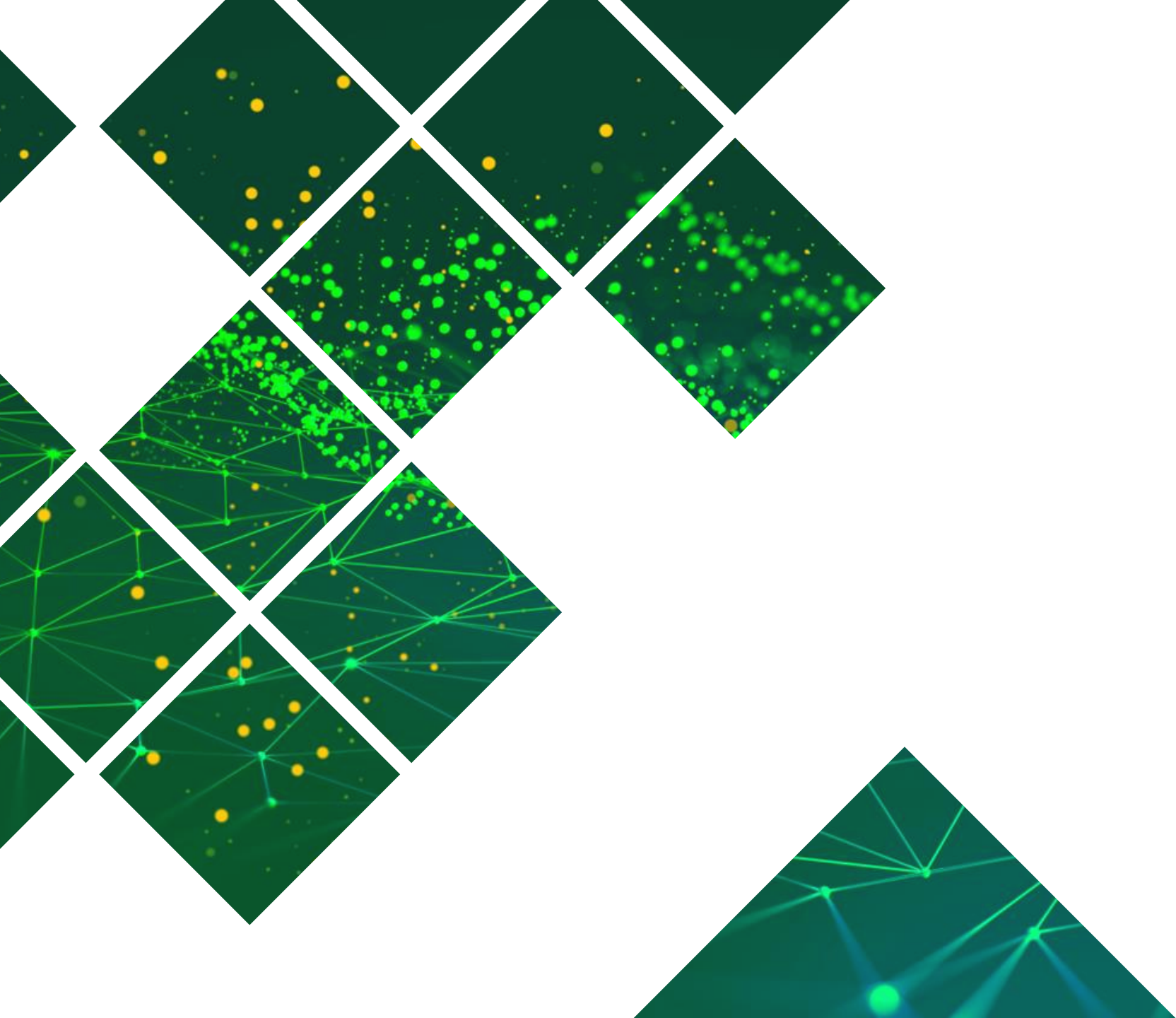
For all other DCC Users a cloud-based infrastructure is being investigated under DSP re-procurement

Text change

- Section A 'Definitions and interpretations'
- Seamless integration into monthly DCC maintenance

Next Steps





Thank you for
listening

Any questions?

■ Any other business

Kev Duddy

■ Modification Improvement Project

Ref	Action Plan	Target Date	Latest Update
1	Undertake a review of the end-to-end change process and identify improvements.	Mar 24	We are in the planning stage
2	Review the governance of Change, including the purpose of the CSC and Change Board.	Oct 23	We will highlight this to the CSC, Change Board and Working Group in Oct 23 for initial comment
3	Ensure that the correct level of technical expertise is present in Working Groups including representatives from the TABASC and other Sub-Committees.	Sep 23	We are already applying this criterion to every modification
4	Improve the gathering and development of business requirements.	Oct 23	We have started working with the DCC BA team
5	Work with the DCC to improve the DCC assessment process and increase visibility and discussion of SLAs at relevant governance groups.	Feb 24	This work is underway. DCC to deliver an update to the November Panel
6	Report the cost savings delivered by challenging the DCC costs.	Feb 24	We are in the planning stage
7	Introduce a Triage process to reduce the number of open modifications.	Sep 23	Process now in place. SECAS passing all new proposals through the process

■ Modification Improvement Project

Ref	Improvement	Target Date	Latest Update
8	Increase 'Critical Friend' challenge to existing proposals.	Oct 23	This is already in place.
9	Undertake more escalation where there is no progress.	Oct 23	Escalation will be to the CSC in the first instance. This is now in place
10	Revisit the proposed change to allow SEC Panel to withdraw modifications.	No 23	Work has not yet started on this
11	Explore the introduction of a 'bar' which Modification Proposals must hit to move through the process.	Mar 24	This will be considered as part of the end-to-end review described in Action 1
12	Share and reflect the prioritisation of modifications at all stages.	Sep 23	This is already in place
13	Hold a webinar on modifications that have a large impact on industry.	Oct 23	Planning is underway, we have a provisional date of 10 November for the first.
14	Raise a SEC Modification to reflect any changes necessary.	Apr 24	This will be considered as part of Action 1

YOUR FEEDBACK MATTERS

GET IN TOUCH WITH YOUR THOUGHTS AND COMMENTS

SEC.Change@gemserv.com

Want know more about SEC Change and Modifications?
Why not listen to our Modcasts?!

Available for download on our [website](#) or listen on [LinkedIn](#)

Thank you for listening

The next meeting will be on
Wednesday 6 December 2023