

SEC Newsletter



Published 25 July 2025

Welcome to the latest edition of the fortnightly newsletter from the Smart Energy Code.

We would love to hear from you, so get in touch by [emailing the SECAS Helpdesk](#) if you have any feedback.



Panel and SECCo Board Headlines

This story is of interest to all SEC Parties

The latest meetings of SEC Panel and SECCo Board took place on 22 July 2025. The Headlines from [SEC Panel 142](#) and [SECCo Board 142](#) are now uploaded to the SEC Website.

The next Panel and Board meetings will be held on 26 August 2025.

SEC Panel and Sub-Committee Nominations

This story is of interest to all SEC Parties

Security Sub-Committee (SSC) Nominations Now Open!



The 2025 SSC nominations are now open, and the following seats are up for nomination:

- 3 Large Suppliers
- 1 Small Supplier
- 1 Electricity Network
- 1 MDR and Other User
- 1 CPL Manufacturer



SEC Parties are invited to make a nomination for their Party category using the [online form](#) by **Tuesday 05 August 2025**. You will need to be [logged in](#) to access the form.

Nominee Requirements: Nominees must be eligible to become and remain an SSC Member under SEC Sections C6 and G7.14(a). Security Expertise and Clearance can be confirmed in the nomination form or emailed to SSC@gemserv.com.

Voting: If nominations exceed available seats in a Party Category, a vote will take place. Each Voting Group in that category may cast one vote for their preferred nominee. Eligible candidates will be notified after nominations close, and voting forms will be sent to relevant groups. If needed, voting will begin on Thursday 14 August 2025.

If you have any questions, please contact the [SECAS Helpdesk](#)

Customer Challenge Group (CCG) Nominations Now Open!

The SEC Panel is establishing a new Sub-Committee called the Customer Challenge Group (CCG) to strengthen the voice of SEC Parties under the forthcoming 'ex ante' model of DCC Price Control. This will see all DCC costs being approved upfront by Ofgem based on a costed Business Plan prepared and submitted by the DCC.

The CCG will provide Ofgem with an independent view of the DCC's costed Business Plan and will monitor the DCC's performance against it. SECCo is now calling for nominations to join the CCG.

Work is underway to set out the CCG's initial workplan ahead of its inaugural meeting, which is expected to take place during September 2025.

The CCG will meet twice each month for the first four months while the group reviews the DCC's first costed Business Plan. These initial meetings are expected to take place in the first and third week of the month.

After the group has completed its review of the DCC's Business Plan, it will meet at least quarterly.

You are invited to nominate a prospective candidate, or if you would like to be involved in this important industry development, you are also able to nominate yourself. The full Invitation for nominations including guidance on relevant experience and the Terms of Reference can be found on the [Ofgem website](#)

The following 10 seats are available for nomination:



- 3 Large Supplier representatives
- 2 Small Supplier representatives
- 2 Network Party representatives
- 1 Other SEC Party representative
- 2 Consumer representatives

How to make a nomination

Please complete the [online form](#) by **5pm on Thursday, 07 August 2025**. SEC Parties need to be [logged in](#) to the website to access this form. If you do not have a SEC website account, please [register](#).

If you have any questions, please contact SECAS@gemserv.com

SEC Panel Nominations Now Open!

The 2025 SEC Panel nominations are now open, and the following seats are up for nomination:

- 1 Large Supplier
- 1 Small Supplier
- 1 Gas Network
- 2 Other SEC Parties

SEC Parties are invited to make a nomination for their Party category using the [online form](#) by 17:00 on **Wednesday 13 August 2025**. You will need to be [logged in](#) to access the form.

The SEC Panel is responsible for managing the Smart Energy Code (SEC), ensuring it is administered efficiently, fairly, and without discrimination between Parties or Party categories. Panel members are also invited to become SECCo Board Directors. Both groups meet monthly. Learn more about the roles and responsibilities of the [SEC Panel](#) and the [SECCo Board](#) on the SEC website.

How to Make a Nomination: You may nominate a prospective candidate or nominate yourself if you wish to contribute to key industry developments. While nominees do not need to be SEC Parties, only SEC Parties can submit nominations.

Nominee Requirements: As outlined in the SEC, nominees must be eligible to become and remain a Member under SEC Section C4.2 at the time of nomination. You may use the nomination form's text box to provide relevant experience, though this is optional.



Voting Process: If nominations exceed available seats in a Party Category, a vote will take place. Each Voting Group within that category will be entitled to cast one vote for their preferred nominee. Eligible candidates will be notified after the nomination window closes. If voting is required, it will open on Thursday 21 August 2025, and voting forms will be distributed to the relevant Voting Groups.

For any questions, please contact the [SECAS Helpdesk](#).

Operations Group (OPSG) Update

This story is of interest to all SEC Parties

It's been a whirlwind six months for the SEC Operations Team, with plenty of activity occurring. So, strap in and read on...

Updating Install & Commission Guidance

OPSG escalated to the DCC poor incident management handling in the CSP North Region back in April 2024 which led to the DCC and CSP updating its Install & Commission Guidance document, aiming to reduce the number of failed or delayed Comms Hub birthing events.



Results are in!

- 85% -86% performance rate for all Northern Install and commissions within 30 minutes. This has increased from 79% since June 2024.
- A reduction in CSPN Non-Communicating Comms Hubs to 2.95% from 3.9% since June 2024 following the implementation of an improved triage process by the CSP to try and reconnect Comms Hubs remotely.

Non-Communicating Devices – Improving insight

A key focus has been working with the DCC to improve the quality and level of insight they provide to SEC Parties. We will now focus on documenting what remedial actions can be taken to fix Non-Communicating Devices and adding this into the SEC Non-Comm Guidance.

Key upcoming priorities are:

- Working with the DCC to improve the Incident Management process;
- Adding resolution fixes info to the SEC Non-Comms Guidance document;
- Monitoring performance of the new 4G Comms Network as the volume of 4G installs continue to grow; and



- Improving the transparency of known device issues, removing the need for multiple SEC Parties to figure out why they're having issues with particular Devices.

Your Working Experience – Help Shape the Future

This story is of interest to all SEC Parties

We've been listening to our teams, learning from the inside out, and building bridges between what you need and how we deliver. Now it's your turn to shape what comes next.

After months of deep dives into customer journeys and operational realities, we've made great inroads into solutions, opportunities and improvements to benefit the customer journey and your interactions along various stages. We've uncovered genuine opportunities to transform how experience delivery works—for your business and ours. But the best insights come from the people living this every day.

Tell us what experience delivery really means to you. Share how you'd design its future. It's also your opportunity to find out more about the work so far. No survey here, just open conversation.

Your voice matters. Your operations matter. And frankly, we can't get this right without you.

[Book time with Hollie Daines-Grey](#)

DCC Programme Assurance Update

This story is of interest to all SEC Parties

In Q2 2025, no new DCC programmes were initiated. However, 8 of the 13 active programmes progressed through stage changes in line with the SEC Panel Programme Assurance Policy.

Key updates include:

- Future Service Management and Public Key Infrastructure – Enduring (PKI-E) programmes both moved to Stage 4 (Develop) as design work completes, and testing continues.
- Smart Metering Equipment Technical Specifications (SMETS)2, Contract Service Provider (CSP) contract extensions advanced to Stage 3 (Refine) to finalise extension proposals.
- SMETS1 Dual Control Organisation (DCO) moved to Stage 5 (Transition) ahead of an expected go-live in October 2025.
- SMETS1 Initial Operating Capability (IOC) /Final Operating Capability (FOC) Comms Hub reached Stage 6 (Go-Live) with new contracts in place to extend service to 2033.



- Future Connectivity North is now live and progressed to Stage 7 (Realise), supporting 4G Comms Hub (CH) installations in the North with hyper-care monitoring planned for Q3.
- Application Network Security Operations (ANSO) FOC moved to Stage 3 (Refine) as requirements were finalised, and Full-Business-Case work continues.
- Virgin Media O2 (VMO2) Sunsetting reached Stage 5 (Transition) following the successful Phase-2 trial of the Traffic Management Gateway.

DCC Engagement with Sub-Committee Chairs

This story is of interest to all SEC Parties

The SEC Sub-Committee Chairs and SECAS meet monthly with the DCC engagement team and programme Directors to discuss key programme changes and impacts, engagement approaches, and share feedback. A summary of key points from the meeting in July 2025:

- The DCC shared plans for a DSP consultation, expected in August 2025.
- The consultation will cover:
 - Enduring changes
 - Transitional arrangements
 - Charging-related updates under the programme.
- It will outline the support required from SEC Parties during the migration of connections into the DCC network.
- The migration is expected to be completed by end of October 2026.
- The DCC will have the ability to raise escalations as a last resort to help meet the migration deadline.
- The SEC Panel and Ofgem will serve as the escalation route to resolve any related disputes.



Latest Modcast



This story is of interest to all SEC Parties

[Listen to our latest Modcast now!](#)

In this episode, we roundup the past month in SEC Change before providing an overview of [MP253 'Traffic Management for Price cap update events – User Action required'](#) as the SEC obligation comes into effect on 07 August 2025. We also provide an update on the DCC assessment and the referral of [MP241 'Interoperability Checker Update'](#).

Industry News and Consultations

This story is of interest to all SEC Parties

[Communications Hubs & Networks Consultation on Changes to the Intimate Communications Hub Interface Specification \(ICHIS\) 2025 - Smart DCC](#)

DCC is consulting on updates to the Intimate Communications Hub Interface Specification (ICHIS). You are invited to submit feedback by 30 July 2025.

[Data Best Practice as a Code Obligation - Ofgem](#)

Ofgem is consulting on making its Data Best Practice (DBP) Guidance a mandatory requirement across the energy sector, not just for network companies. Ofgem is seeking feedback on this move and any improvements needed to the guidance. You are invited to submit feedback by 11 August 2025.



Upcoming Events and SEC Meetings

- 04 August, 13:30 – [TIRG Meeting 11](#) (Members)
- 06 August, 10:00 – [SEC Working Group Meeting](#) (Members)
- 06 August, 13:00 – [SEC Issues Group Meeting](#) (Members)
- 07 August, 09:30 – [TABASC Meeting 116](#) (Members)
- 12 August, 09:20 – [Operations Group 146](#) (Members)
- 13 August, 09:15 – [SMKI PMA Meeting 132](#) (Members)
- 13 August, 09:30 – [Performance Assurance Board Meeting 04](#) (Members)
- 13 August, 11:30 – [Security Sub-Committee Meeting 221](#) (Members)
- 18 August, 13:00 – [Communications Transition Group 30](#) (Members)
- 19 August, 10:00 – [Change Sub-Committee Meeting 78](#) (Members)
- 20 August, 10:00 – [Change Board Meeting 105](#) (Members)
- 21 August, 10:00 – [Privacy Sub-Committee Meeting 17](#) (Members)
- 22 August, 10:30 – [Other SEC Parties Engagement Call](#) (Open to Party Type)
- 26 August, 09:30 – [SEC Panel 143](#) (Members)
- 26 August, 14:00 – [SECCo Board 143](#) (Members)
- 27 August, 09:30 – [Testing Advisory Group 129](#) (Members)
- 28 August, 15:00 – [Small Supplier Engagement Call](#) (Open to Party Type)

View all upcoming industry events in the [Industry Events Calendar](#).

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