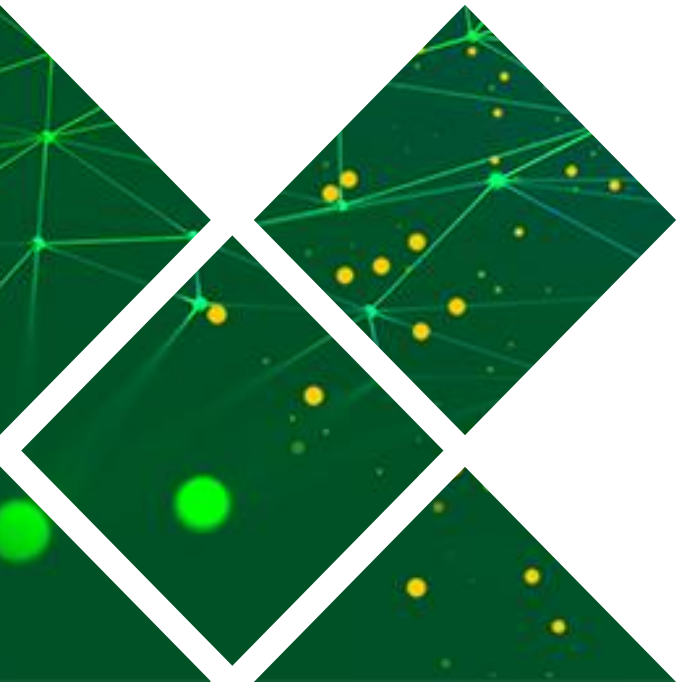


SEC Change Monthly Working Group Meeting

April 2025



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



■ MP169: 'Managing SEC Obligations and the consumers right to refuse a Smart Meter'

Raised by Emslie Law of Ovo

Objectives of the Working Group

NOTE	The Request for Information responses
REVIEW	The implementation approach
AGREE	The next steps

Overview

Issue

- Consumers and Energy Ombudsman are requesting Smart Meters to be installed in 'dumb mode'.
- There is no way for Suppliers to fit meters in 'dumb mode' without breaking SEC and Licence conditions.

Impact

- Suppliers are unable to adhere to consumer or Energy Ombudsman requests without deliberately breaking conditions.

Proposed Solution

- Introduction of a 'Restricted Attribute' on SMETS2 Devices in Credit Mode.
- Proposed Solution would allow the Restricted Attribute to be applied at any point.
- Alternative Solution would allow the Restricted Attribute to be applied when the consumer has an Ombudsman remedy.

Request for Information

Reasoning

- Following the August 2024 WG, Parties requested an opportunity to provide formal on the Proposed Solution (Restricted Attribute applicable at any point).

Responses

- SECAS received 14 responses to the RFI, one Party (Alt HAN) did not provide a view, one Party (Citizens Advice) supported the Proposed Solution, and 12 respondents voiced concerns over the Proposed Solution.

Rationale

- Loss of Smart Meter benefits, confusion for consumers over Restricted Mode, lack of desire for industry-wide solution, small number of consumers seeking this. Networks sought for the 'allowed list' to be expanded.

Result

- Following the RFI, an Alternative Solution was added. Requiring the Ombudsman to have remedied that the Device must be have the Restricted Attribute applied.

■ Implementation approach

SECAS has been working on the basis that if this modification is approved it should **only** be included in the new DSP.

Given the 12-month implementation time, to be included in the current DSP the modification would have had to progress to the Report Phase at the October 2024 CSC meeting.

SECAS and the Proposer agreed that the modification had further work before the Modification could be finalised.

■ Implementation in existing DSP

FIA received in May 2024 returned costs for implementation of £731,502.

If another FIA is required*, SECAS estimates the modification could undergo Change Board vote in September 2025.

Following Authority Determination (estimated as two months), another 12 months would be required before the modification could be implemented in a SEC Release.

SECAS estimates this modification could be included in the February 2027 SEC Release. New DSP is set to go-live from 2028.

*SECAS assumes that the FIA can be submitted in W/C 28 April 2025.

■ Implementation in new DSP

A Preliminary Assessment is required against the new DSP to calculate impacts, timescales for implementation and costs.

Assuming PIA can be submitted W/C 28 April, SECAS estimates this modification could undergo Change Board vote in January 2026.

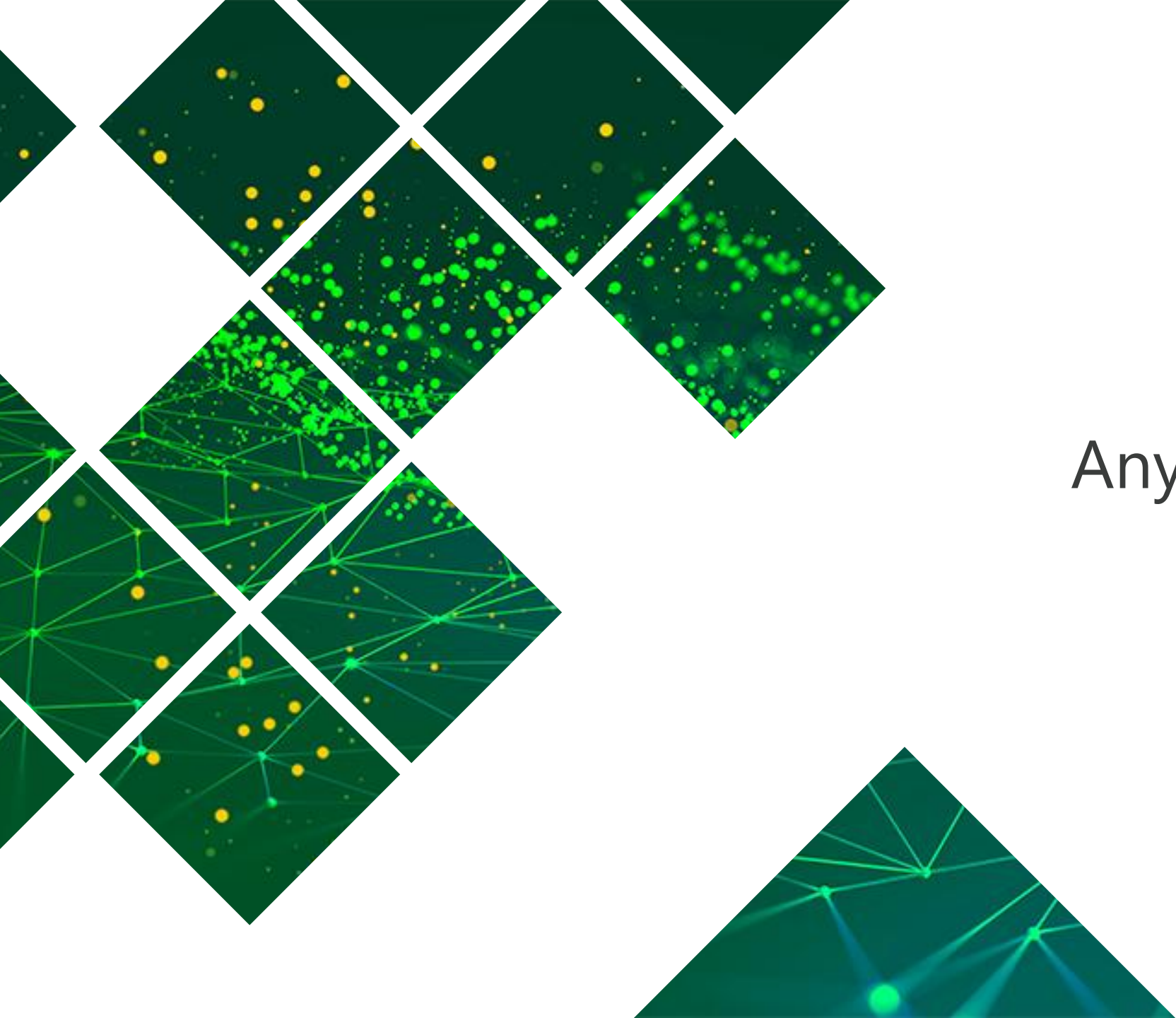
Costs and timelines for implementation yet to be determined.

■ Questions for Working Group

Do you have any comments on the Proposed and Alternative Solution?

Should this modification be included in the old DSP, new DSP, or both?

Any further comments/questions?

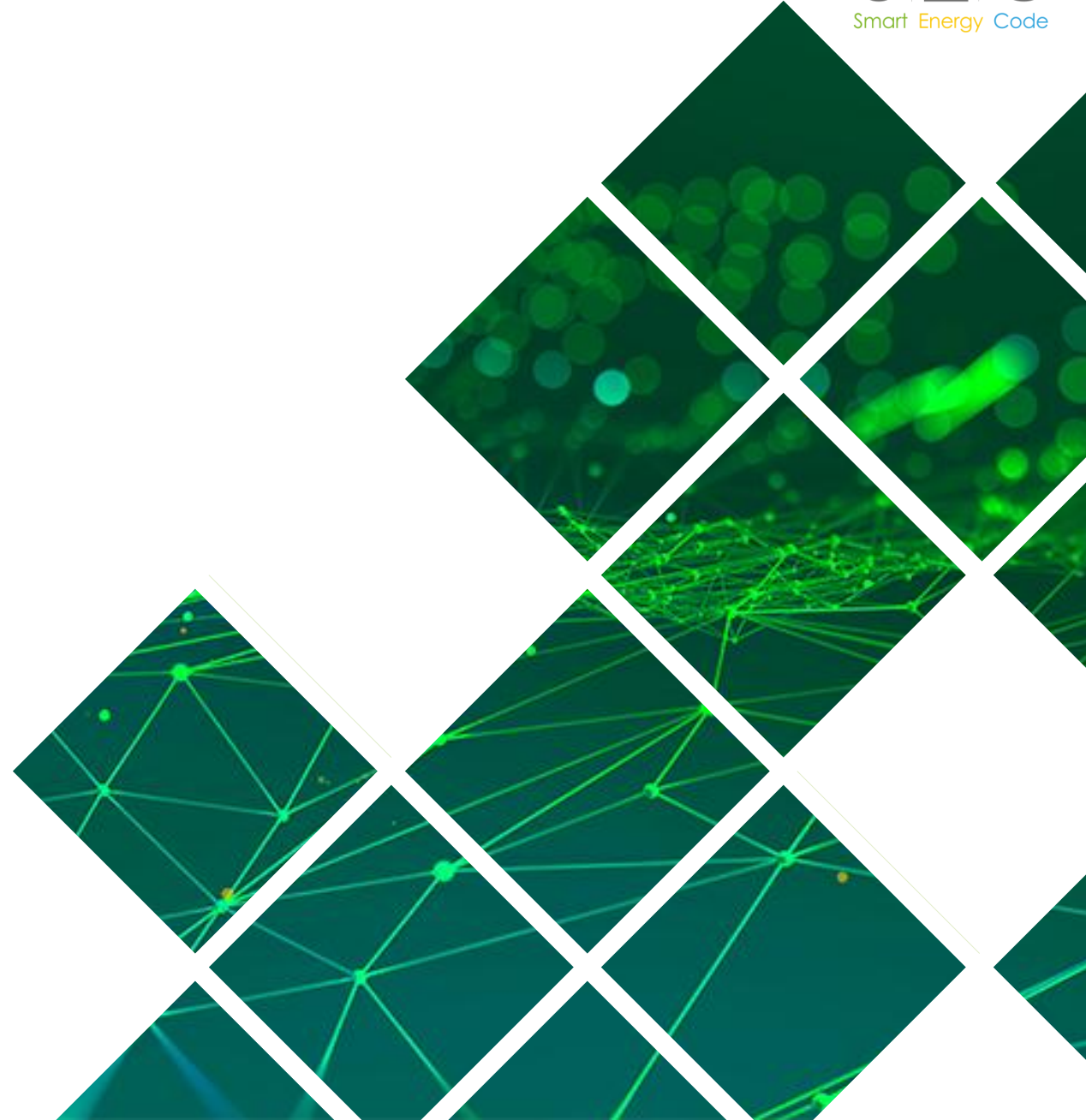
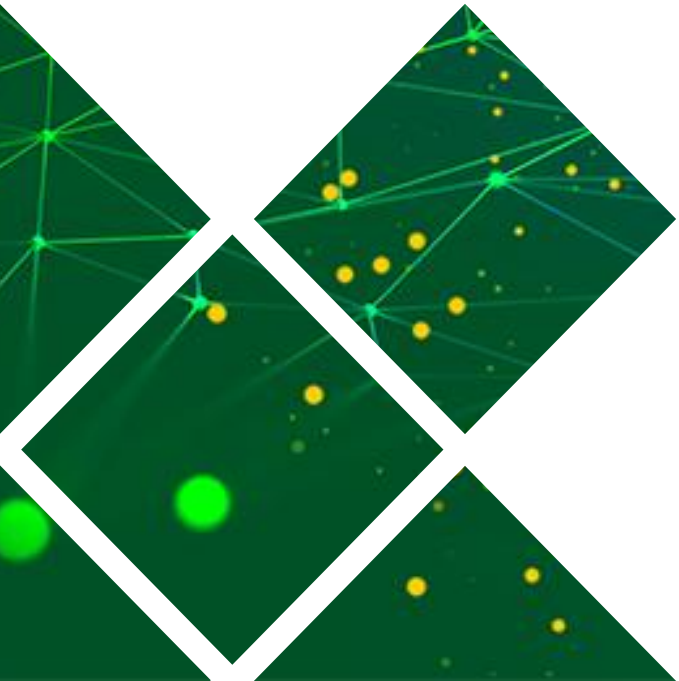


Thank you for
listening

Any further comments?

SEC Issues Group

April 2025



Issues Group - DNO Alerts 8F35 & 8F36 to Suppliers

Georgie Severin

Raised by Alison Godden from E.ON Next, co-sponsored by Julie Brown from British Gas

TBC

Objectives of the Issues Group

REVIEW	The issue
AGREE	The next steps

■ Background of the issue

Suppliers have obligations to detect and prevent Energy theft/tampering

Electricity Standard Licence Conditions (SLC) 12.1 to detect & prevent theft or abstraction of electricity or interference with metering equipment.

Retail Energy Code (REC) Schedule 7 Energy Theft Reduction to achieve Theft Detection Incentive Scheme targets.

Retail Energy Code (REC) Annex A : Theft Charter to investigate the theft of energy legally actively.

Suppliers should also monitor Anomalous Alerts and Events and take reasonable action to resolve these in line with SEC Sections G3.15-G3.16.

Issue

- With the transition from suppliers being responsible for managing smart meter communication via third parties, to DCC managing communication with the GBCS laying out recipients of device events and alerts, the visibility of two critical Events and Alerts has been lost.
- The loss of visibility on these two critical Events and Alerts has created difficulty in creating accurate models of a Smart Metering System behaviour that could suggest potential tamper and/or theft activity for further investigation by Suppliers' Revenue Protection Teams.

Impacts

- High cost to industry from energy theft (estimated between £830m - £1.4bn in 2023)
- High safety risk for consumers
- Stolen energy may be billed in proven cases of theft, which may create debt and affordability vulnerabilities to customers.

■ Proposed Solution

Supplier Access to the following Alerts that are currently only available to DNOs

These Alerts, used alongside Alerts and Data currently available to Suppliers:

Should allow for more robust modelling to be put in place that could determine whether a Smart Metering System has been tampered with.

- '8F36 Supply Outage Restored - Outage $\geq$ 3 minutes'
- '8F35 Supply Outage Restored'

- AD1 Power Outage Event
- 81C0 Supply Disconnect Failure (Valve or Load Switch)
- Meter Readings
- Consumption Patterns

Questions for the Issues Group

Has the issue been clearly defined?

Has the Issues Group identified other possible ramifications of the issue or benefits for the proposed solution?

Has the Issues Group identified other possible solutions to the issue?

Anything else that should be considered?

Next Steps



■ Issues Group – Further customer journeys to extend performance metrics under MP242

Lydia Bentley

Raised by Rochelle Harrison (Centrica)

TBC

Objectives of the Issues Group

REVIEW	The issue
AGREE	The next steps

Overview (1/2)

Background

- MP242 introduced a new reporting model for seven business processes.
 - Service Reference Variants (SRVs) in these business processes are assessed against a binary/pass fail metric as opposed to a response time.

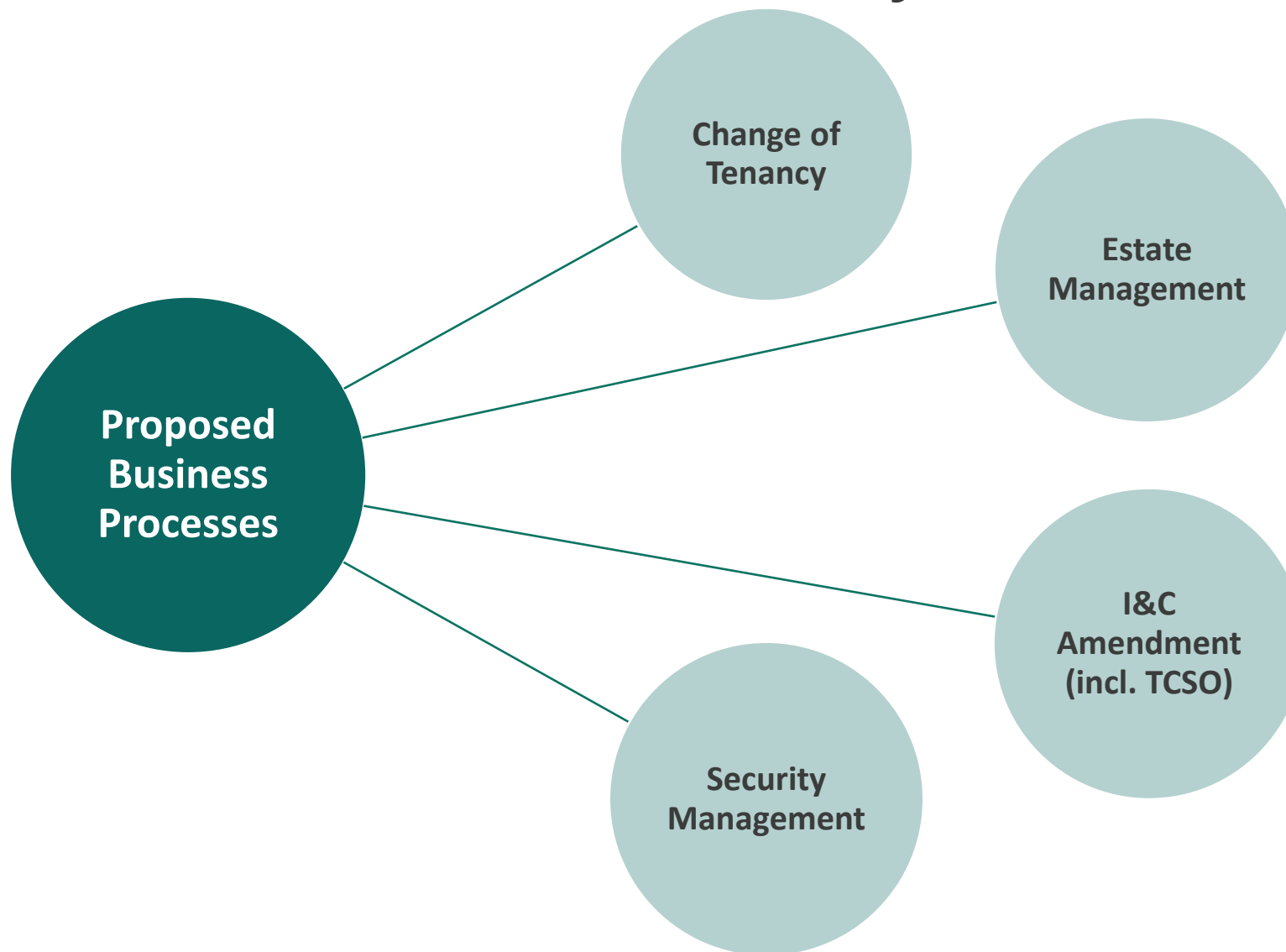
Issue

- Four key processes were not included in MP242 as they were not deemed to be in scope at the time.
 - Change of Tenancy, Estate Management, I&C Amendment (incl. TCSO), Security Management

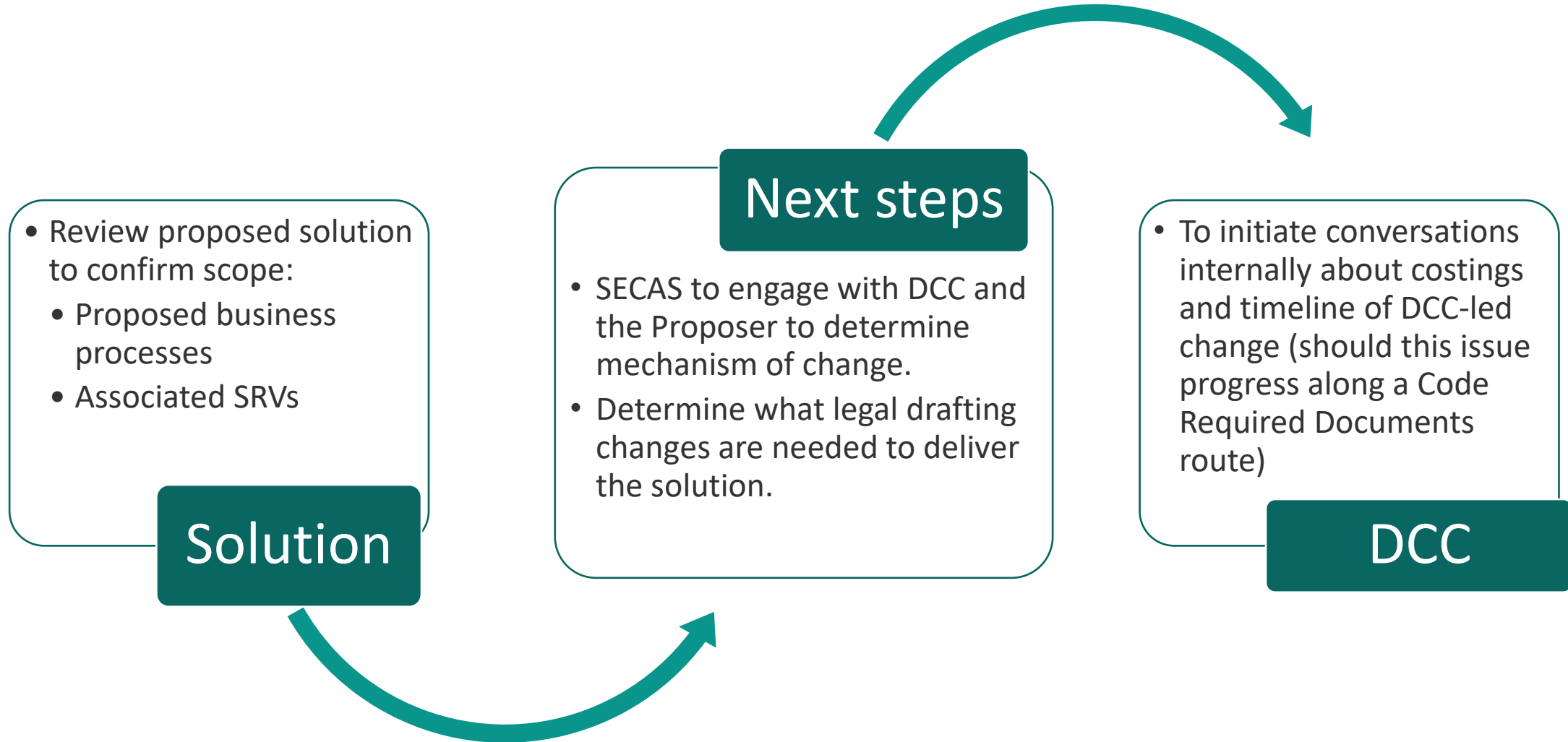
Impacts

- This issue is expected to have the same impact profile as MP242:
 - Suppliers and DCC
- By not having the proposed business processes within the MP242 reporting framework, current available data to support issue resolution for Suppliers is less granular.
 - Benefits may include improved consumer outcomes & reduced Supplier resource & system requirements.

■ Proposed Solution Summary (1/2)



■ Proposed Solution Summary (2/2)



■ Questions for the Issues Group

Anything else that needs to be considered?



Next Steps

- The DCC are in conversation with OPGSG to decide how to proceed.
- Exploring options outside the SEC modifications process to achieve the proposed solution.
- The changes may be made via the Code Required Documents modification route instead.

■ Issues Group - DSP DBT Finance Facility

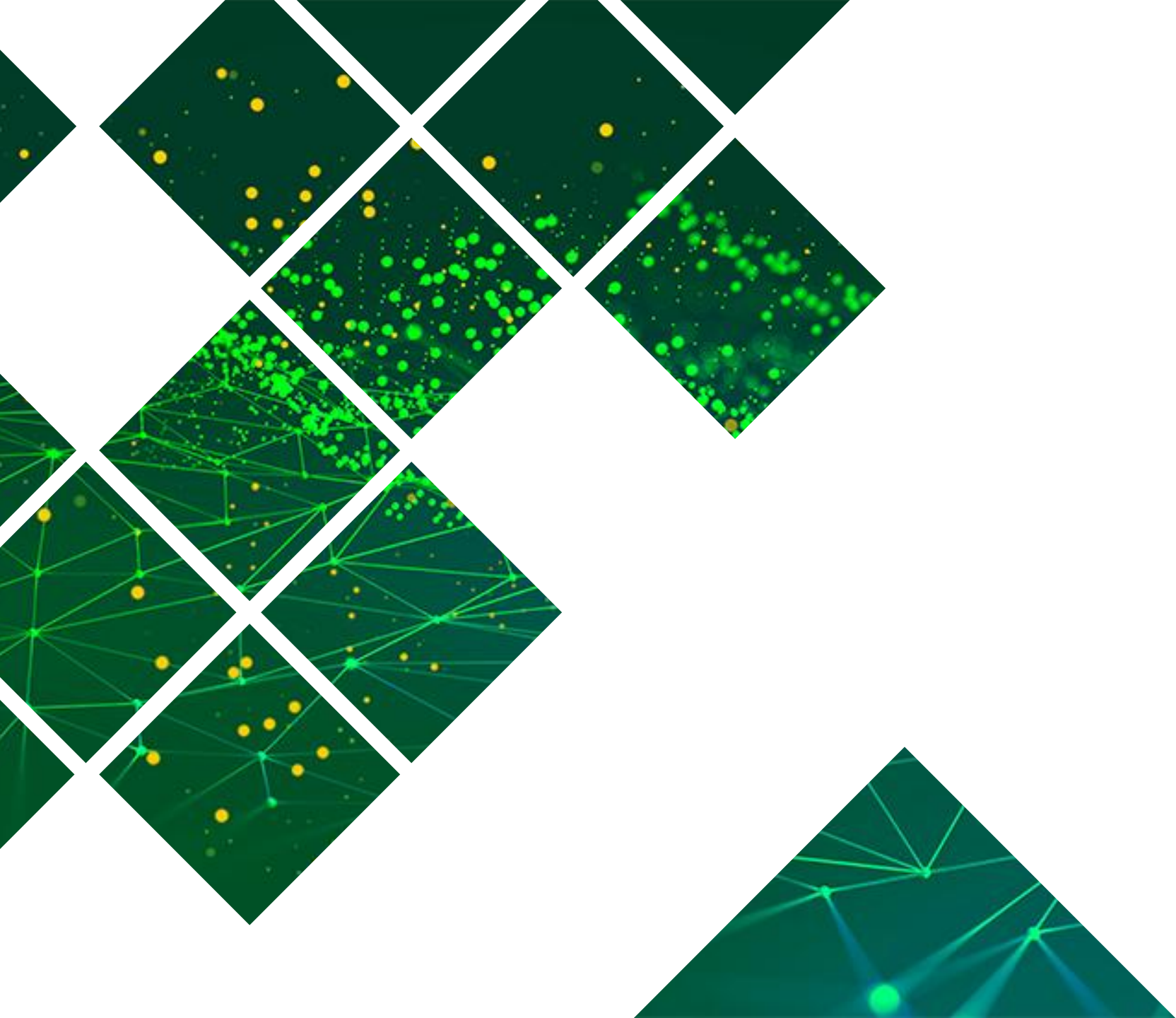
Georgie Severin

Raised by Jonathon Helyer from the DCC

TBC

Summary

- The SEC currently has provisions for a 4G Design, Build & Test (DBT) Finance Facility and DESNZ is currently consulting on proposals to introduce a CH Replacement Reimbursement (CHRR) Finance Facility.
- DCC is expecting non-objection to the DSP FBC shortly and will commence DBT following this. However, the SEC does not include any provisions to finance for DSP DBT
- Therefore, DCC proposes to extend the existing term covering 4G DBT to include provisions to finance for DSP DBT.
- The current assumption is that DSP DBT will be financed over a 5-year period which will minimize short term increases in customer bills. If the change is not agreed, DCC will need to review its charges for RY25/26.
- This change is not expected to impact any SEC Parties.



Thank you for listening

Any questions?

YOUR FEEDBACK MATTERS

GET IN TOUCH WITH YOUR THOUGHTS AND COMMENTS

SEC.Change@gemserv.com

February Episode: Benefits Realisations Project and Change Sub-Committee election results

March Episode: IPV 4G CH's programme and overview of MP285 'Radio Teleswitch Service switch off'

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

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

Thank you for attending

The next meeting will be on
Wednesday 7 May 2025