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SEC Agreed Procedure for Restricting SMS communications at the consumers request

SAP01

Version 0.3
29 July 2025





About this document

This document is a Smart Energy Code (SEC) Agreed Procedure.

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1. Summary

Background

MP169 'Managing the Consumer's refusal of a Smart Meter' was raised on 14 June 2021. A Data Communications Company (DCC) System Solution was considered costly, and this Solution was developed as an alternative.

Issue

Suppliers have targets set by the Department for Energy Security and Net Zero (DESNZ) to install Smart Metering Systems (SMS) at consumer's premises. The number of traditional meters available is declining as they are no longer being manufactured or can no longer be acquired at a cost-effective price in the UK. When Suppliers install a SMS there are SEC obligations requiring those SMS to be left in a communicating state.

Some consumers do not wish to have a SMS fitted due to health concerns, safety concerns or data privacy.

Impact

Consumers can be unhappy and refuse to allow meter installers into their property to have a SMS fitted. In some cases, these become complaints and are dealt with by the Ombudsman or Citizens Advice. In some cases, the Supplier is requested by the Ombudsman or Citizens Advice to 'turn off' the communications aspect of the SMS. Complying with this request (installing a SMS that does not have the ability to communicate with the DCC Systems) leaves the Supplier in breach of the SEC.

Solution

This SAP will allow Suppliers to install a SMS at a consumer's premises, connect it to the DCC Systems to allow firmware, security and critical updates but restrict certain aspects of the communications should the consumer wish to do so.

What SEC Parties does this impact

Large Suppliers	Network Parties
Small Suppliers	Other SEC Parties

Commented [AB1]: Suggested removed

Exceptions

This SAP only applies to SMS in credit mode, as consumption information is required for accurate calculations of PPM balances.

This 'restricted mode' will only be visible to the Supplier of the consumer and will not be visible to the rest of the industry.

2. Governance

Proposed changes to this SAP should be submitted to the SEC Operations Group for consideration.
(add SEC reference once legal text drafted)

3. Procedure: Restricting SMS communications at the consumers request

This SAP will only apply where:

- a consumer has specifically requested that the Supplier does not request data from their SMS
- a consumer organisation has instructed a Supplier to use the SMS in 'dumb mode' or other terminology that means restricted communications.

It is the consumers responsibility to let a new Supplier know that wish their meter to operate in 'restricted mode'.

The Supplier should acquire evidence that the consumer does not wish the meter to communicate.

If the consumer does not have a SMS, then a SMS should be installed at the property. Install and commission should take place as normal¹, and the meter left in a communicating state and the first billing read taken. The meter must be left in such a state that firmware, security and other critical updates can still take place.

SEC Parties that are able to send SRVs to the SMS should note in their systems that the consumer does not wish to have their meter interrogated (that the consumer would like the SMS to operate in 'restricted mode') and set their system, so it does not (in so far as possible) request the following SRVs:

Commented [AB2]: Suggested change to 'Supplier'

Definition	SR	Eligible User Roles
Top Up Device	2.2	IS GS
Display Message	3.1	IS GS
Clear Event Log	3.3	IS GS

¹ See DCC Industry best practice guidance on the SEC website (you must be logged into the website to access this document)

*Update Supplier Name	3.4	IS
		GS
Disable Privacy PIN	3.5	IS
		GS
Read Instantaneous Import Registers	4.1	IS
		GS
		ED
		GT
		MDR
Read Instantaneous Import TOU Matrices	4.1	IS
		GS
		ED
		GT
Read Instantaneous Import TOU With Blocks Matrices	4.1	IS
		ED
Read Instantaneous Import Block Counters	4.1	GS
Read Instantaneous Export Registers	4.2	ES
		ED
		MDR
Read Instantaneous Prepay Values	4.3	IS
		GS
Retrieve Change Of Mode / Tariff Triggered Billing Data Log	4.4	IS
		GS
Retrieve Billing Calendar Triggered Billing Data Log	4.4	IS
		GS
Retrieve Billing Data Log (Payment Based Debt Payments)	4.4	IS
		GS
Retrieve Billing Data Log (Prepayment Credits)	4.4	IS
		GS
Retrieve Import Daily Read Log	4.6	IS
		GS
		MDR
Retrieve Export Daily Read Log	4.6	ES
		MDR
Read Active Import Profile Data	4.8	IS
		GS
		ED
		GT
		MDR
		OU
Read Reactive Import Profile Data	4.8	IS
		ED OU

Read Export Profile Data	4.8	ES
		ED OU
Read Network Data	4.10	IS
		GS
		ED
		GT
Read Tariff (Primary Element)	4.11	IS
		GS OU
Read Tariff (Secondary Element)	4.11	IS
		OU
Read Maximum Demand Import Registers	4.12	IS
		ED
Read Maximum Demand Export Registers	4.12	ES
		ED
Read Prepayment Configuration	4.13	IS
		GS
Read Prepayment Daily Read Log	4.14	IS
		GS
Read Load Limit Data	4.15	IS
		ED
Read Active Power Import	4.16	IS
		ED
Retrieve Daily Consumption Log	4.17	IS
		GS
		ED
		GT MDR OU
Read Meter Balance	4.18	IS
		GS
Create Schedule	5.1	IS
		ES
		GS
		ED
		GT MDR OU
Read Schedule	5.2	IS
		ES
		GS
		ED
		GT MDR OU
Delete Schedule	5.3	IS
		ES
		GS
		ED GT MDR
		OU

Read Device Configuration (Voltage)	6.2.1	IS RSA ED
Read Device Configuration (Randomisation)	6.2.2	IS RSA ED
Read Device Configuration (Billing Calendar)	6.2.3	IS RSA GS
Read Device Configuration (Identity Exc MPxN)	6.2.4	IS
		ES
		GS RSA ED
		GT OU
Read Device Configuration (Instantaneous Power Thresholds)	6.2.5	IS RSA
Read Device Configuration (MPxN)	6.2.7	IS
		ES
		GS RSA ED
		GT
		OU
Read Device Configuration (Gas)	6.2.8	GS RSA GT
Read Device Configuration (Payment Mode)	6.2.9	IS
		GS RSA
Read Device Configuration (Event and Alert Behaviours)	6.2.10	IS GS ED
Update Device Configuration (Load Limiting Counter Reset)	6.4	IS
Update Device Configuration (Voltage)	6.5	ED
Update Device Configuration (Instantaneous Power Threshold)	6.12	IS
Read Event Or Security Log	6.13	IS
		GS ED
		GT RSA
Set Maximum Demand Configurable Time Period	6.18	ED
Reset Maximum Demand Registers	6.18	ED
Set Device Configuration (Import MPxN)	6.2	IS
		GS
Set Device Configuration (Export MPAN)	6.2	ES
Request Handover Of DCC Controlled Device	6.21	IS
		GS
Configure Alert Behaviour	6.22	IS
		GS
		ED
Retrieve Device Security Credentials (KRP)	6.24	IS
		GS

		ED
		GT
Update Device Configuration (RMS Voltage Counter Reset)	6.27	ED
Set CHF Sub GHz Configuration	6.28	IS GS
Request CHF Sub GHz Channel Scan	6.29	IS GS
Read CHF Sub GHz Configuration	6.3	IS GS
		RSA
Read CHF Sub GHz Channel	6.31	IS GS
		RSA
Read CHF Sub GHz Channel Log	6.32	IS GS
		RSA
Read Supply Status	7.4	IS
		ES
		GS RSA ED
		GT
Read Auxiliary Load Switch Data	7.7	IS
		ED
		OU
Add Auxiliary Load To Boost Button	7.9	IS
Remove Auxiliary Load From Boost Button	7.1	IS
Read Boost Button Details	7.11	IS
		OU
Read Auxiliary Controller Configuration Data	7.14	IS
		ED
		OU
Read Auxiliary Controller Operational Data	7.15	IS
		ED
		OU
Read Inventory	8.2	IS
		ES GS RSA ED
(Current and Future Suppliers may use this Service Request)		GT MDR OU
Decommission Device	8.3	IS
		GS
Update Inventory	8.4	IS
		ES
		GS
		RSA
		ED
		GT
		OU
Service Opt Out	8.5	None

Service Opt In	8.6	None
Join Service (Non-Critical)	8.7	IS
		GS OU
Unjoin Service (Non-Critical)	8.8	IS
		GS OU
Read Device Log	8.9	IS
		GS OU
Update HAN Device Log	8.11	IS
		GS
		OU
Restore HAN Device Log	8.12	IS
		GS
Restore Gas Proxy Function Device Log	8.12	IS
		GS
Return Local Command Response	8.13	IS
		GS
*Communications Hub Status Update- Install Success	8.14	IS
		GS
*Communications Hub Status Update - Install No SM WAN	8.14	IS
		GS
*Communications Hub Status Update. – Fault Return	8.14	IS
		GS
*Communications Hub Status Update – No Fault Return	8.14	IS
		GS
Request Customer Identification Number	9.1	OU
Update PPMID Firmware	11.4	IS
		GS
Request WAN Matrix	12.1	IS
		ES
		GS RSA
		ED
		GT OU
Device Pre-notification	12.2	IS
		ES
		GS
		RSA
		ED
		GT
		OU

Record Network Data (GAS)	14.1	GT
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*denotes that SR8.14 need to be active until install and commission is completed

Appendix 1: Version control

Document history		
Version	Date	Changes
0.1	16 June 2025	First draft published.
0.2	14 July 2025	Second draft published

Appendix 2: Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
DESNZ	Department of Energy Security and Net Zero
SAP	SEC Agreed Procedure
SEC	Smart Energy Code
SMS	Smart Metering System