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MP169 ‘Managing SEC obligations and the consumers right to refuse a Smart Meter’

June 2025 Working Group – meeting summary

Attendees

SEC Party Category	Working Group Members	Representing
Large Suppliers	Emma Johnson (EJ)	Centrica
	Sharon Armitage (SA)	EON Next
	Ralph Baxter (RB)	Octopus Energy
	Joey Manners (JM)	Octopus Energy
	Emslie Law (EL)	OVO
	Mahfuzar Rahman (MRa)	Scottish Power
	Kevin Clark (KC)	Utilita
Small Suppliers	Daniel Davies (DD)	ESG Global
Other SEC Parties	David Jones (DJAH)	Alt HAN
	Rob Heath (RHth)	Calisen
	Michael Snowden (MS)	Secure
Network Parties	James Shippey (JL)	Northern Power Grid
	Kirsty Maddock (KM)	National Grid Electricity Distribution
	Shane Scarsbrook (SS)	SSE

Other Participants		
DCC		
David Walsh (DW)		Rina Singh (RS)
DESNZ		
Danny Holt (DH)		
SECAS		
Ben Giblin (BG) <i>Working Group Chair & Lead Analyst</i>	Holly Graves (HG) <i>Meeting Secretary</i>	Simon Grimwood (SG)
Lydia Bentley (LB)	Georgie Severin (GSe)	Alison Beard (AB)
Marc Rhodes (MR)		Talia Lattimore (TL)
Ofgem		
Cristina Ullastre (CU)		

Overview

Issue

- Suppliers are receiving requests from consumers and remedies from the Energy Ombudsman for Smart Meters to be installed in 'dumb mode'. There is no way for Suppliers to adhere to this request without deliberately breaking their SEC and Licence conditions.

Proposed Solution

- Introduction of a Restricted Attribute to the data held for each Device in the Smart Metering Inventory (SMI). When a Supplier instructs the DCC to change the status to 'true' this will limit the Service Requests (SR) which can be collected from the Device.

Industry Agreed Procedure

- The OPSG Chair has suggested that an industry-wide Agreed Procedure could be developed and implemented into the SEC.
- This would involve industry following the same procedures when a customer requests their Smart Meter to be installed in 'dumb mode'.

Working Group Discussion

- SECAS (BG) provided an overview of the Proposed Solution and the suggestion that an industry agreed procedure could be pursued without the need for a change to the DCC System.

Issues with Agreed Procedure

The Proposer (EL) commented that introducing an Agreed Procedure could lead to issues in other areas, which could lead to gaining Suppliers increasing the number of cases where they had to pay Guaranteed Standards of Performance (GSOP). A Working Group member (JM) added that any solution which does not involve the DCC System identifying that the Smart Metering System is deliberately not communicating would require a site visit which also incurs costs. The DCC (DW) commented that pursuing an Agreed Procedure would mean no changes to the DCC System. They added that this would mean there would be no facility for Parties to identify whether a Smart Meter had been deliberately installed in 'dumb mode'.

Development of Agreed Procedure

A Working Group member (RB) noted commented that further investigation should be undertaken by SECAS to develop the Agreed Procedure before the Working Group could comment. Another Working Group member (SA) questioned the governance procedures about introducing an Agreed Procedure. SECAS (AB) added that the Agreed Procedure will be discussed with the Operations Group (OPSG) and would not require a SEC modification. They added that SECAS will investigate

the governance around implementing an Agreed Procedure and would update the Working Group in due course.

Next Steps

- SECAS (BG) to work with the OPSG Chair to develop further details about what the Agreed Procedure will involve.
- SECAS (BG) to clarify the governance surrounding implementation of an Agreed Procedure.