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MP241 ‘Interoperability Checker Update’

Annex A

Business requirements – version 0.3

About this document

This document contains the business requirements that support the solution for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

Business Requirements		
Ref.	Requirement	Responsible for delivery
1	Provide consumers with specific data to indicate whether their smart meter is capable of operating in Smart Mode	DCC
2	Provide consumers with specific data to indicate whether their smart meter is currently operating in Smart Mode	DCC
3	Provide consumers with specific data as to whether, if they switched Supplier, their meter would continue to operate in Smart Mode	DCC

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS)1 and SMETS2 Devices.

Amendments are required to the Citizens Advice Interoperability Checker, to improve the consumers' user experience and provide additional information on Smart Meter availability.

The current generalised results based on Device Models and Supplier Interoperability Data contribute to cause confusion and inconsistency. If a consumer's SMETS1 meter is a Device Model that the Responsible Supplier has indicated it would generally operate in smart mode, the checker will indicate that it is operating in smart mode and, conversely, if there is no match in the Supplier Interoperability Data, the checker will indicate that the meter is not operating in smart mode. In either case, the result could be incorrect as:

- the Supplier may not be communicating with that specific SMETS1 meter, despite its policy being to operate meters of that Device Model in smart mode.
- the Supplier Interoperability Data may be incomplete, as maintenance of the data is a manual task for Suppliers.

This modification recommends assessing improvements that would provide more personalised results based on actual transaction data, thereby also removing the need for Suppliers to maintain the Supplier Interoperability Data and utilising the DCC's location-based data to provide additional information to consumers waiting for Smart Meter installations.

2.2 Requirement 1: Provide consumers with specific data to indicate whether their smart meter is capable of operating in Smart Mode

This requirement is to ensure transparency and avoid any confusion. This information would help customers understand the capabilities of their smart meter. Providing clear and concise information would also help customers make informed decisions on whether to upgrade their meter if necessary.

2.3 Requirement 2: Provide consumers with specific data to indicate whether their smart meter is currently operating in Smart Mode

This information would ensure that customers are aware of the current functionality of their meter.

2.4 Requirement 3: Provide consumers with specific data as to whether, if they switched Supplier, their meter would continue to operate in Smart Mode

This information would give customers the confidence to switch providers without worrying about their smart meter capabilities changing.

3. Glossary

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

Glossary	
Acronym	Full term
DCC	Data Communications Company
SMETS	Smart Metering Equipment Technical Specification