

Change Board Meeting 87

21 February 2024

Competition Act Compliance

It is everyone's responsibility to say something

The Chair will move the conversation on



■ Change Board Terms of Reference

- The Change Board is the delegated Sub-Committee of Panel for voting on Modifications. The Change Board has power to:
- consider each Modification Report and the Modification Report Consultation responses presented at the end of the Modifications Process. It will agree **whether the Modification Report is ready to be voted upon**, and if not **what further analysis or clarifications are required** before the Modification Report can be voted upon;
- **perform the final vote** on approval or rejection of a Modification Proposal. For a Self-Governance Modification, the Change Board's vote shall form a decision, which is then subject to a 10 Working Day period in which Parties can refer this outcome to the SEC Panel before becoming final. For any other Modification Proposal, this vote shall form a recommendation to the Authority, who will make the final decision; and
- **determine if the DCC Impact Assessment should be performed**, with the costs of that incurred by Parties. Where the Change Board believes this is not the case, it will need to state **what further work is required** before it will agree to request the DCC Impact Assessment.

■ Agenda

1. Approval of previous meeting minutes
2. Actions outstanding
3. Change Board votes
4. Impact Assessment request
5. SEC Modifications Timetables update
6. DCC Assessments
7. Modifications Improvement Project update
8. AOB

Agenda Item 1

Approval of previous
meeting minutes
Rachel Black (SECAS)

■ Recommendations

- No comments received
- **APPROVE** these minutes as final

Agenda Item 2

Actions outstanding
Rachel Black (SECAS)

■ Actions Outstanding 1/2

Ref	Action	Owner	Update	Status
71/01	The DCC to provide regular updates of the MP162 costs.	DCC	The DCC are currently in discussions with service providers to determine what the Pre-Integration Testing (PIT) costs will be.	Open
86/01	SECAS to ensure that the DCC discusses the Ofgem funding for the DCC ESS programme with Change Board member (EL) regarding MP176.	SECAS	There has been no further update on this action.	Open

■ Actions Outstanding 2/2

Ref	Action	Owner	Update	Status
86/02	SECAS to advise the Change Board of the governance and delivery process for the DCC's work on the implementation of the MP176 Alternative Solution.	SECAS	SECAS are in discussions with the DCC to get the project plan.	Open
86/03	The Chair to address the voting process of Modification Proposals when there is an Alternative Solution.	SECAS	This will be dealt with as part of the end-to-end modification process review.	Open

Agenda Item 3

Change Board Votes

■ MP223 'WAN Coverage Reporting'

Ben Giblin

Raised by Emslie Law of OVO
Self Governance

MEDIUM

■ MP223: Overview

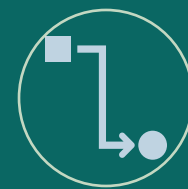
- DCC provides WAN coverage data on the Self-Service Interface (SSI).
- There is no obligation in the SEC for DCC to provide WAN coverage reporting.

Issue



- Without guaranteed reporting, Parties may not have visibility of WAN coverage, leading to failed installation appointments.

Impact

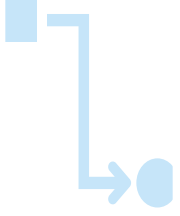


- Two new reports and a new template for reporting WAN incidents.
- Report 1 – high level coverage and WAN changes.
- Report 2 – WAN incidents and the CSP region they are located in.

Proposed Solution

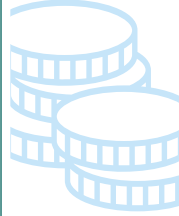


■ MP223: Assessment of Change



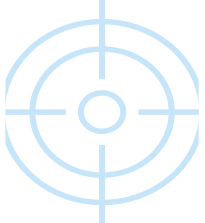
Impacted Parties

- Suppliers
- DCC
- Meter Installers
- Device Manufacturers



Costs

- £61,100
- £56,100 for new template and reports, with £5,000 for independent validation of postcode data



Target Release

- Ad hoc SEC Release – September 2024



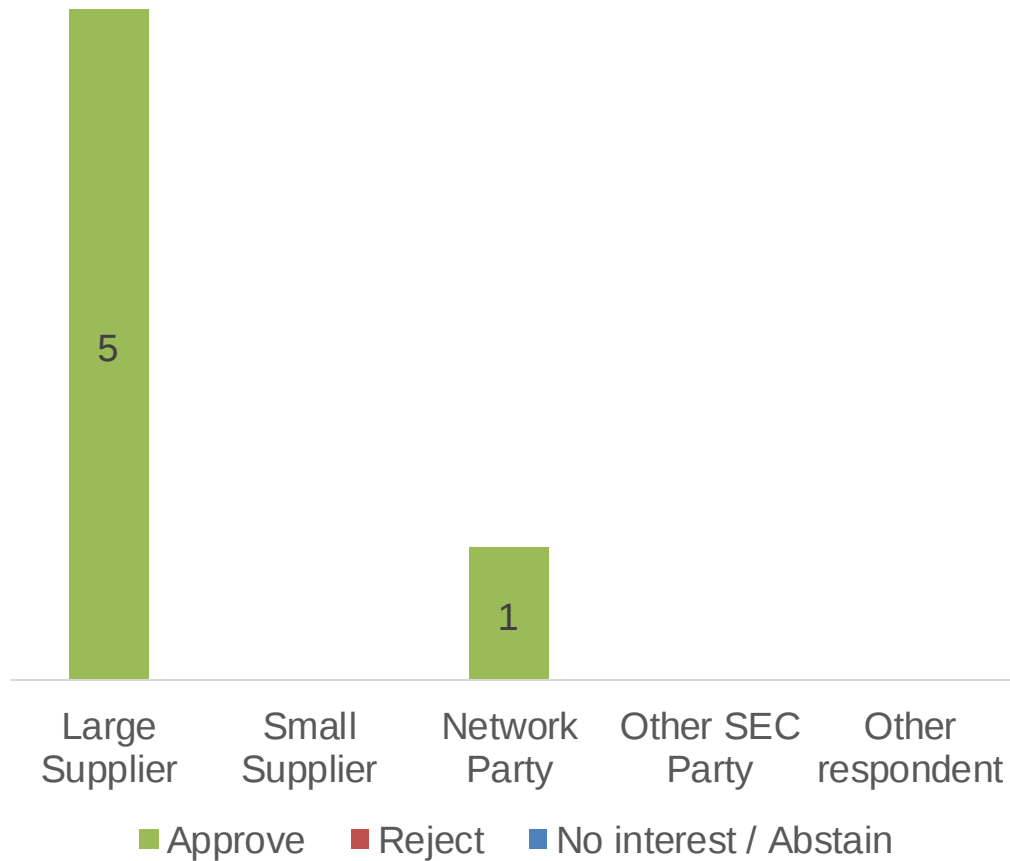
Benefits

- Visibility of WAN coverage levels, assisting Suppliers to prevent wasted site visits

SEC Objective (a)

(a) facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain

■ MP223: MRC Responses



Key comments

- Suppliers have a better understanding of coverage, preventing wasted visits.
- CSP North reporting remains at postcode level, meaning reporting could be incorrect.
- Disapproval at the change in costs to the modification during the Modification Report Consultation

■ Forum views

Working Group

Supports the modification

Would like the modification implemented as quickly as possible

TABASC

Supports the modification

Considered whether reporting should be split into SMETS1 and SMETS2

OPSG

Supports the modification

Would like the modification implemented as quickly as possible

■ MP223: Recommendations

- **DETERMINE** whether this Modification Proposal should proceed to vote
- **DETERMINE** whether this Modification Proposal should be **APPROVED** or **REJECTED** under Self-Governance
- **PROVIDE** rationale for this decision against the General SEC Objectives

SEC Objective (a)

(a) facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain

Agenda Item 4

Impact Assessment Request

MP169: Managing SEC Obligations and the Consumer's right to refuse a Smart Meter

Ben Giblin

Raised by Emslie Law of OVO

Request for Impact Assessment

High

Issue

- Consumers are approaching Suppliers to have Smart Meters installed in 'dumb' mode.
- Suppliers have obligations to ensure a Smart Metering System is installed and communicating.
- There is no concept in the SEC for a Device to be installed in 'dumb' mode.

Impact

- Consumers right to refuse a Smart Meter cannot be met as an enduring process unless Suppliers are deliberately non-compliant with the SEC and Supply Licence Conditions.

■ Proposed Solution



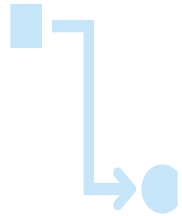
Introduction of a 'Restricted' mode, applicable to SMETS2+ Devices in credit mode

Set or removed manually via the SSI by the Supplier

TABASC recommendation - SRVs allowed will be the same as a Device in 'Suspended' mode

Would constitute an additional step to 'all reasonable steps'

■ MP169: Assessment of Change



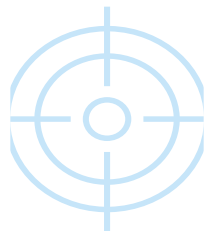
Impacted Parties

- Suppliers
- DCC
- Other SEC Parties



Costs

- £351k - £750k costs in PA
- £16,684 to complete IA
- Supplier costs



Target Release

- June 2025 SEC Release



Benefits

- Suppliers to meet consumer requests and lead to uptake in Smart

SEC Objective (a)

(a) facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain

■ MP169: Industry views

Key comments

- Refinement Consultation - Three supportive Parties , six against and one no view
- Those against approval noted the unintended consequences of approval and many consumers having the Device in Restricted mode
- Supportive Parties noted this would enable Suppliers to meet consumer demands and increase uptake in the Smart Meter rollout
- One respondent noted they would lose business benefits of £1 million if the modification was approved

■ Further views

Working Group

Supports the IA
request

Mixed feedback
on approval

Citizens Advice

Supports the
modification

Meet Consumer
demands for
Smart Meters

■ MP169: Recommendations

- **DETERMINE** whether this DCC Impact Assessment should be requested

Summary	
Costs in PA	£351,000 - £750,000
Costs for DCC IA	£16,684
Timescales to complete	30 Working Days

■ MP241 'Interoperability Checker Update'

Mohammedanwar Sumro

Raised by Robin Seaby from the DCC
Request for Impact Assessment

MEDIUM

■ MP241: Overview

- Tell consumers who's their Supplier when provided with MPAN and postcode
- Whether a meter is working in smart mode or can operate in Smart Mode
- Checks if switching Supplier would impact the functionality of the meter

Overview



- Currently generalised results based on Device Models and Supplier Interoperability Data
- Supplier Interoperability Data is managed manually and maintained by Suppliers
- Consumer survey points out recurring issues with lack of accuracy

Issue



- Consumer confusion on Smart Meter operability
- Lack of informed decision making when it comes to the consumers meter
- Increased queries being raised to the DCC

Impact



■ MP241: Proposed Solution

SEC Section H ‘DCC Services’

Updating Supplier interoperability Data by Leveraging the DCC’s data

-  Confirm Smart Meter Mode Capability
 -  Check current Smart Mode Status
 -  Assess Smart Mode compatibility after switch of Supplier
 -  Evaluate Smart Meter installation feasibility via DCC SMWAN
- DCC Transaction and System data
- New functionality through use of DCC Location data

■ Modification key points

Comment

Business Case

Accuracy may be improved but issue will not be resolved

Issue does not need to be solved

Limited number of survey responses

Business Requirement 4

Is it a worthwhile addition?

Should it be considered separately?

Is WAN Checker accurate?

There is added complexity of 4G rollout

SECAS response

CA advised 40k users per quarter. Survey respondents highlight inaccurate results.

It is not possible to work out how many would be benefitted by this change, or what the consumer does with the output.

Proposer noted its more economical to consider these changes together.

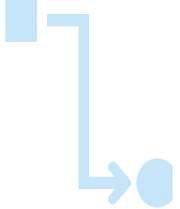
4G will not add complexity to solution.

Working Group supported.

Respondents to Refinement Consultation did not support.

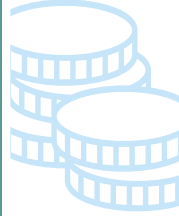


■ MP241: Assessment of Change



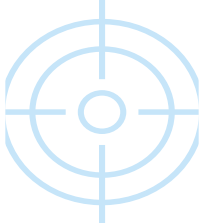
Impacted Parties

- Large Suppliers
- Small Suppliers
- DCC



Costs

- DCC Costs - £100k
- Cost to complete IA - £10,000



Target Release

- June 2025 SEC Release



Benefits

- Improved accuracy of Interoperability Checker Service
- Information on local DCC SMWAN coverage

SEC Objectives (a) and (c)

(a) Facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain,

(c) Facilitate Energy Consumers' management of their use of electricity and gas through the provision to them of appropriate information by means of Smart Metering Systems

■ Forum views

Refinement Consultation

1 out of 3 respondents supported the modification

Supporter believed in proceeding without the WAN check

Working Group

Supports the modification

Does not completely resolve the issue

Agreed Impact Assessment to be requested

SSC

Security architecture changes to be addressed as part of the Full Impact Assessment

■ MP241: Recommendations

- **DETERMINE** whether this DCC Impact Assessment should be requested

Summary	
Costs for DCC IA	£10,000
Timescales to complete	40 Working Days
ROM costs to end of PIT	£100,000 (+/-20%)

■ DP246 'DCC USER ACCESS TO METADATA VIA THE DCC SELF-SERVICE INTERFACE (SSI)'

Placeholder slide – DP246 slides are 'GREEN'. They will be included in the Change Board meeting presentation on the day.

These slides are also included in the 'GREEN' documentation for this meeting.

Agenda Item 5

SEC Modifications Timetable
update

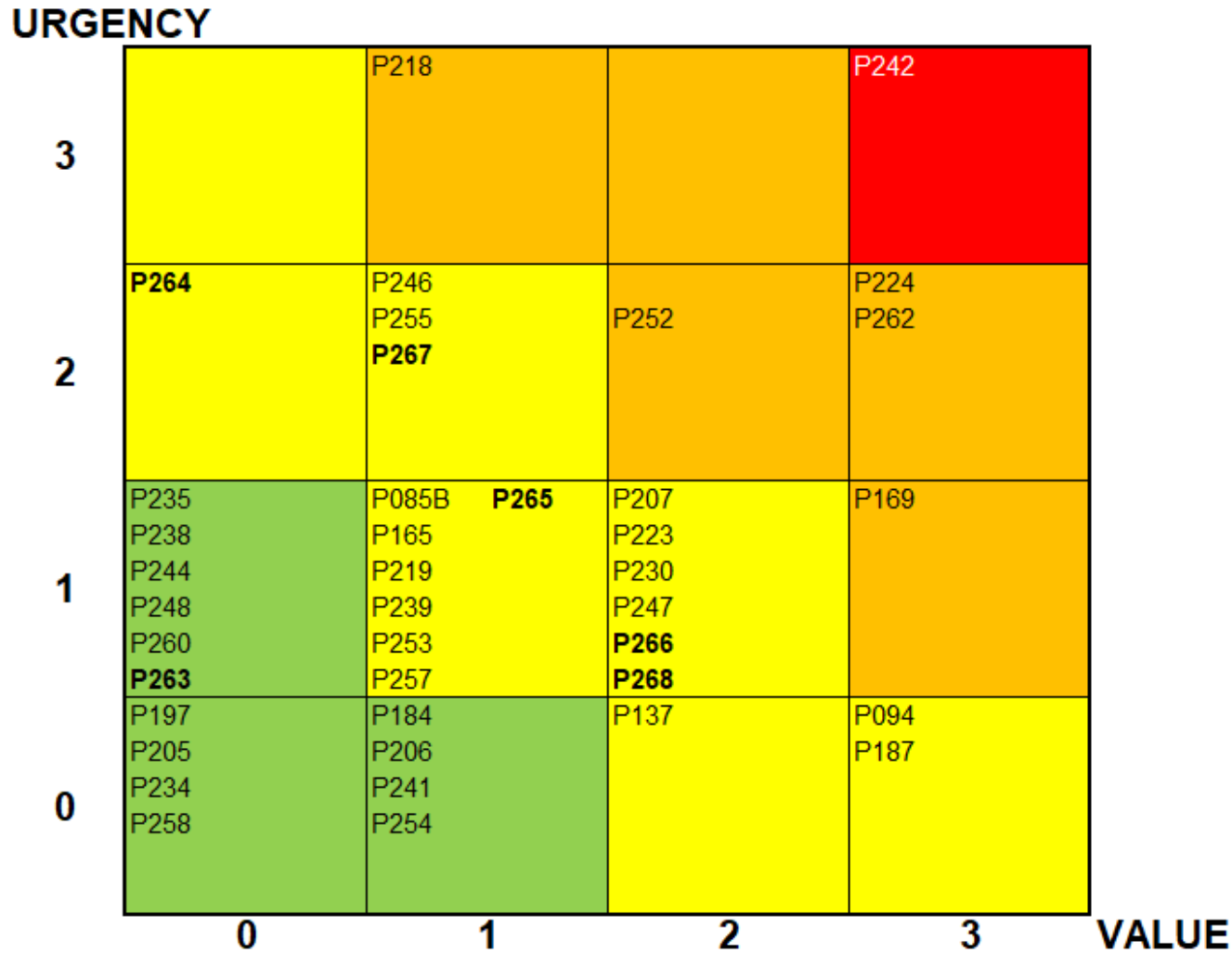
SEC Modification Timetables

Ben Giblin

■ Monthly summary

- We are working on 25 active modifications.
- There are 10 modifications currently on hold.
- There are two modifications on the waiting list.
- We are examining four anticipated modifications.
- Awaiting two Preliminary Assessments to be returned
 - MP184 - estimated return on 4 March 2024
 - MP244 – estimated return on 29 February 2024

■ Prioritisation matrix



Six new Draft Proposals added

No changes to prioritisation of existing proposals.

■ High and very high priority mods

MP242 'Change to Operational Metrics to measure on success'

- Impact Assessment returned costs of £262,079, with application support costs of £156,000 per annum. The reporting will be available approximately seven months after Change Board approval.

MP169 'Managing SEC obligations and the Consumers Right to refuse a smart meter'

- Working Group believed the Impact Assessment should be requested at Change Board.

DP218 'Review of the SEC Charging Methodology'

- Ad hoc meeting taking place on 22 February 2024 where the DCC will present potential solution models for industry feedback.

■ High priority modifications

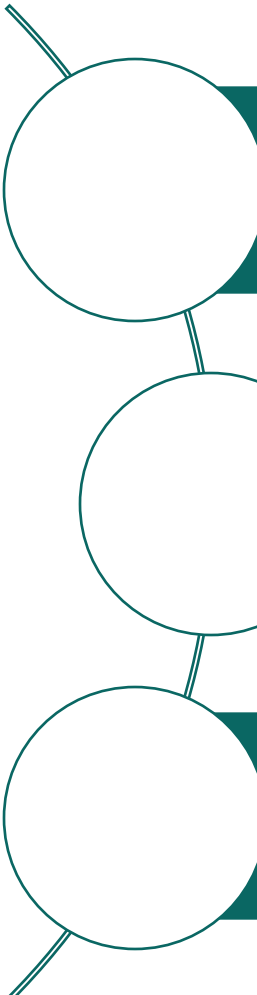
MP224 'SEC Performance Assurance Framework'

- SECAS will return to the Change Sub-Committee in March to enter the Report Phase.

MP252 'Amending the process for Communications Hub returns'

- SECAS are developing the business requirements before presenting this modification to OPSG and Working Group in February.

■ Waiting list and on hold



MP219 – ON HOLD - requires the establishment of the Privacy Sub Committee before the Modification Report Consultation can open

MP257 – ON HOLD - DCC providing data analysis as requested by CSC

MP207 – WAITING LIST – further work needs to take place before this modification can be presented to the CSC

Agenda Item 6

DCC Assessments

DCC ASSESSMENTS

Modification	Assessment	Time Elapsed	Status
MP223	IA	35 WD	Completed within SLA but additional cost identified after SLA
MP242	IA	46 WD	Completed (as estimated by DCC)
MP184	PA	12 WD	
MP244	PA	9 WD	

Agenda Item 7

Modification Improvements Project

■ Modification Improvements Project

1	We will undertake a review of the end-to-end change process and identify improvements.	Mar 24	Interviews have been completed. We are analysing the feedback and have organised a workshop.
2	We will review the governance of Change, including the purpose of the CSC and Change Board.	Mar 24	Any changes will be informed by the end-to-end review so will be presented in Mar 24.
3	We will ensure that the correct level of technical expertise is present in Working Groups including representatives from the TABASC and other Sub-Committees.	Sep 23	We are already applying this criterion to every modification.
4	We will improve the gathering and development of business requirements.	Oct 23	We are regularly working with the DCC BA team.
5	We will work with the DCC to improve the DCC assessment process and increase visibility and discussion of SLAs at relevant governance groups.	Feb 24	This work is underway and the DCC to have started their trail. We are reporting assessment SLAs at meetings.
6	We will report the cost savings delivered by challenging the DCC costs.	Feb 24	We are gathering the information.
7	We will introduce a Triage process to reduce the number of open modifications.	Sep 23	This process is in place, and we are passing all new proposals through the process.

■ Modification Improvements Project

8	We will increase 'Critical Friend' challenge to existing proposals.	Oct 23	This is already in place.
9	We will undertake more escalation where there is no progress.	Oct 23	Escalation will be to the CSC in the first instance. This is now in place.
10	We will revisit the proposed change to allow SEC Panel to withdraw modifications.	Nov 23	This has been reviewed and next steps are being considered.
11	We will explore the introduction of a 'bar' which Modification Proposals must hit in order to move through the process.	Mar 24	This will be considered as part of the end-to-end review described in Action 1.
12	We will share and reflect the prioritisation of modifications at all stages.	Sep 23	This is already in place.
13	We will hold a webinar on modifications that have a large impact on industry.	Oct 23	This has been completed.
14	We will raise a SEC Modification to reflect any changes necessary.	As necessary	This will be considered as part of Action 1.

Agenda Item 8

Any Other Business

Modifications Improvement Project Workshop

- Confirmed date is Wednesday 28 February 2024.
- If you have not already expressed interest in attending the workshop, please let us know and we'll make sure you're invited.

CSC Elections

- Call for nominations' deadline is Friday 1 March 2024.
- Staggered seats, seats up for election will be:
 - 1 Large Supplier
 - 1 Small Supplier
 - 1 Electricity Network
 - 1 Gas Network
- If you, or anyone you know would like to be nominated, you can make your nominations [here](#).

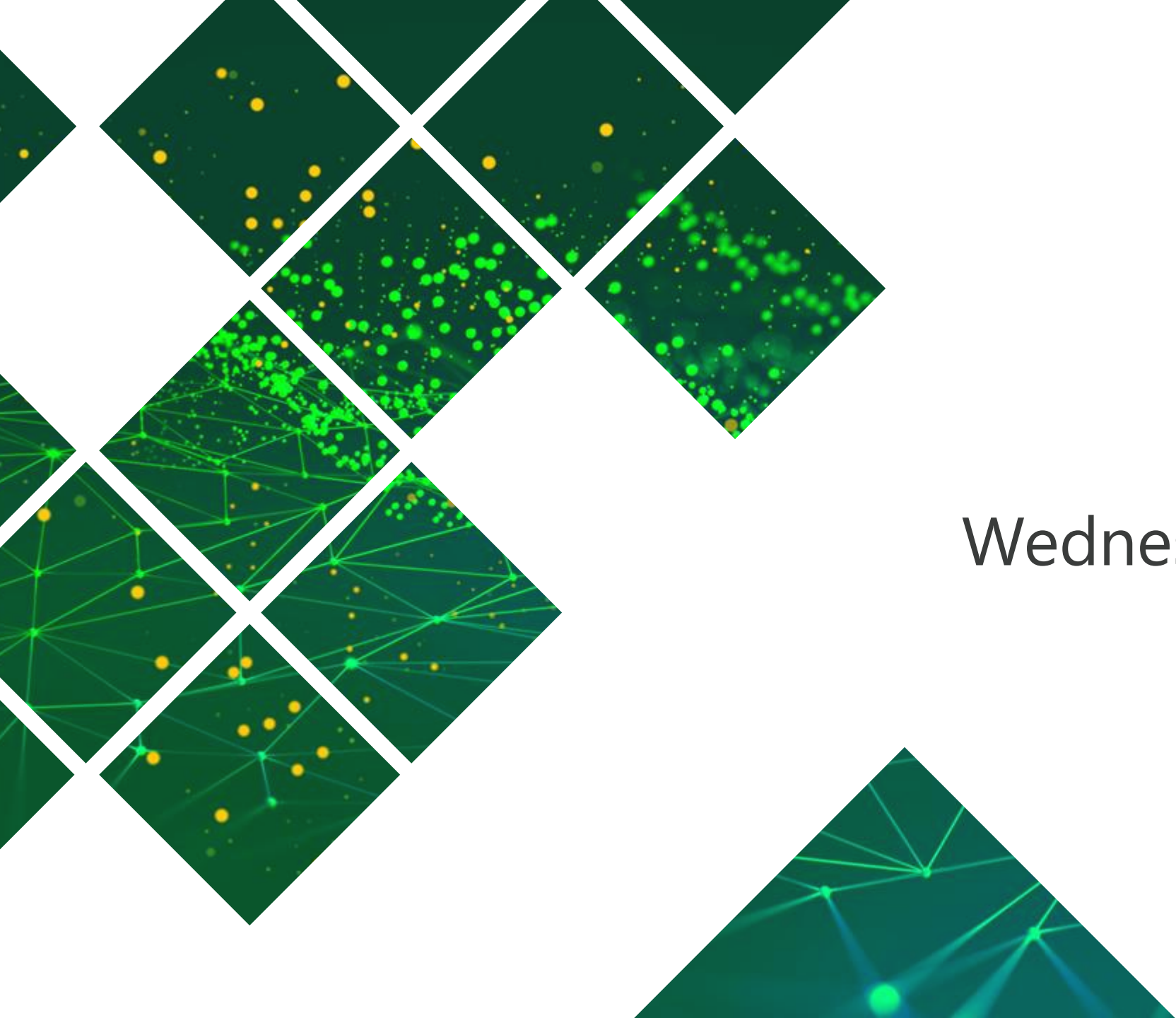
YOUR FEEDBACK MATTERS

GET IN TOUCH WITH YOUR THOUGHTS AND COMMENTS

SEC.Change@gemserv.com

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

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



Thank you for attending

Next meeting:
Wednesday 27 March 2024

SEC OBJECTIVES

SEC Objective (a)

(a) facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain

SEC Objective (b)

(b) enable the Data Communications Company to comply at all times with the General Objectives of the Data Communications Company (as defined in the Data Communications Company Licence), and to efficiently discharge the other obligations imposed upon it by the Data Communications Company Licence

SEC Objective (c)

(c) Facilitate energy consumers management of their use of electricity and gas through the provision of appropriate information via smart metering systems

SEC Objective (d)

(d) Facilitate effective competition between persons engaged in, or in commercial activities connected with, the supply of energy

SEC Objective (e)

(e) Facilitate innovation in the design and operation of energy networks to contribute to the delivery of a secure and sustainable supply of energy

SEC OBJECTIVES

SEC Objective (f)

(f) Ensure the protection of data and the security of data and systems in the operation of the SEC

SEC Objective (g)

(g) Facilitate the efficient and transparent administration and implementation of the SEC

SEC Objective (h)

(h) Facilitate the establishment and operation of the Alternative Home Area Network (Alt HAN) arrangements