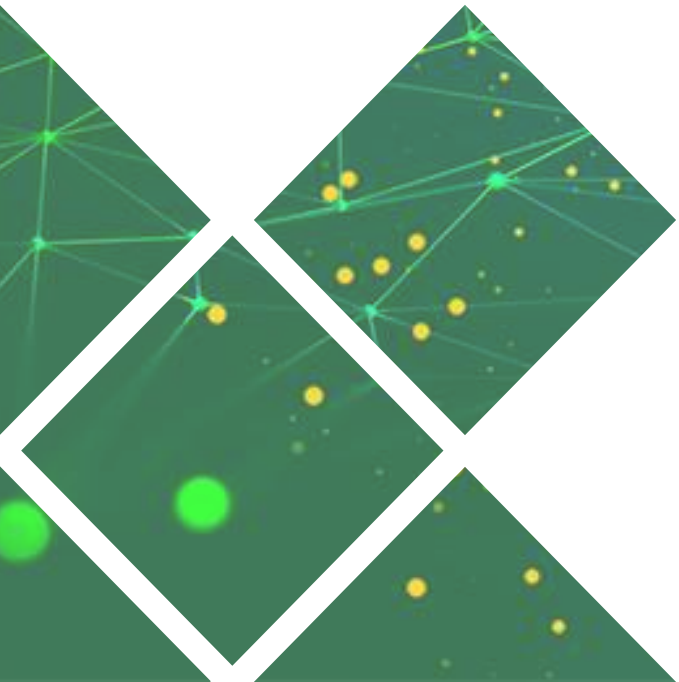


Change Board Meeting 88

27 March 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. Modifications Improvement Project update
7. 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	SECAS to check the availability of Charlotte Semp (DCC) and EL to arrange a meeting.	Open
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 has presented the project plan to the Change Sub-Committee and will continue to do so on a monthly basis.	Propose to close

■ Actions Outstanding 2/2

Ref	Action	Owner	Update	Status
86/03	The Chair to address the voting process of Modification Proposals when there is an Alternative Solution.	SECAS	This work is ongoing.	Open
87/01	SECAS to clarify whether SSC requires confirmation of security architecture changes or risk assessment in relation to MP241.	SECAS	This was discussed at the Security Sub-Committee on 13 March 2024.	Propose to close
87/02	SECAS to investigate the process of requesting an Impact Assessment from the Change Board for very low cost and complexity solutions following on from the MP246 Impact Assessment discussion.	SECAS	SECAS are currently investigating this.	Open

Agenda Item 3

Change Board Votes

■ MP242 'Change to Operational Metrics to Measure on Success'

Simon Grimwood

Raised by Rochelle Harrison from British Gas
Self-Governance

VERY HIGH

■ MP242: Overview

- MP122A 'Operational Metrics' introduced Target Response Times (TRTs) to the Operational Performance Regime (OPR) in Feb 2021.
- The DCC is not currently able to measure TRTs, and instead can only measure Round Trip Times (RTTs).

Issue



- Reduced value to SEC Parties with the current set of reporting metrics.
- Obscured ability to identify areas for improvement.

Impact



- Report on the Success / Failure of an agreed set of SRVs across seven Business Processes.
- The DCC produced a Success / Failure matrix which will be used to determine the Success / Failure. The matrix was approved by the Working Group and OPSG.

Proposed Solution



■ Proposed Solution (Business Processes 1/2)

Install and Commission

- 8.11 Update HAN Device Log
- 6.21 Request Handover of DCC Controlled Device (Update Supplier Certificates)
- 8.1.1 Commission Device
- 8.7.2 Join Service (Join GPF with GSME)
- 6.20.1 Set Device Configuration' (Import MPxN)
- 1.1.1 Update Import Tariff (Primary Element)
- 6.8 Update Device Configuration (Billing Calendar)
- 8.14.1 Communications Hub Status Update Install Success.

Meter Reads

- 4.6.1 Retrieve Import Daily Read Log
- 4.6.2 Retrieve Export Daily Read Log
- 4.8.1 Read Active Import Profile Data
- 4.8.2 Read Reactive Import Profile Data
- 4.8.3 Read Export Profile Data
- 4.10 Read Network Data
- 4.17 Retrieve Daily Consumption Log

Update Device Firmware

- 11.1 Update Firmware
- 11.2 Read Firmware Version
- 11.3 Activate Firmware (Individual SR for each GUID for firmware activation)
- 11.4 Update PPMID Firmware

■ Proposed Solution (Business Processes 2/2)

Change of Supplier (Gain)	Pre-Payment	Top Up Prepayment	Tariff Updates
6.23 Update Security Credentials (CoS) 1.1.1 Update Import Tariff (Primary Element) 6.8 Update Device Configuration (Billing Calendar)	1.6 Update Payment Mode (Payment Mode = Prepayment) 2.1 Update Prepay Configuration	2.2 Top Up Device (Update Balance with positive value)	1.1.1 Update Import Tariff (Primary Element) 1.2.1 Update Price (Primary Element)

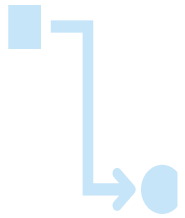
■ Proposed Solution (Success/Failure Matrix)

Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Outcome
SRV passes DSP validation	I99	N/A	ACK	N/A
SRV fails DSP validation	E1 – E100*	N/A	Success	Failure
Failed to send request to CSP/S1SP	E20	N/A	Failure	Failure
No response from Device	E21	N/A	Failure	Failure
No response from Device at Future Dated execution time (T)	E30	N/A	Failure	Failure
Failed to send request to CSP/S1SP or No response from Device for Scheduled or Future Dated SRV (T)	E31	N/A	Failure	Failure
Failed to send request to ECoS Party (T)	E66	N/A	Failure	Failure
No response from ECoS Party (T)	E67	N/A	Failure	Failure
Response received – GBCS Success	I0	Success	Success	Success
Response received – GBCS Failure	I0	Failure	Success	Failure

Note:

- *excludes the E codes E20, E21, E30, E31, E66 and E67
- (T) indicates messages related to Timeouts
- N/A indicates there is no impact on the outcome

■ MP242: Assessment of Change



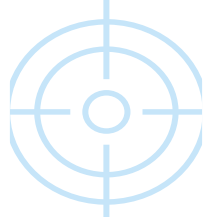
Impacted Parties

- Suppliers
- DCC



Costs

- £262,079 in Design, Build & PIT
- £156,000 per annum Application Support
- SECAS implementation costs



Target Release

- November 2024 Ad hoc SEC Release



Benefits

- Tailored reporting for SEC Parties
- Opportunities to identify areas for improvement in current business processes

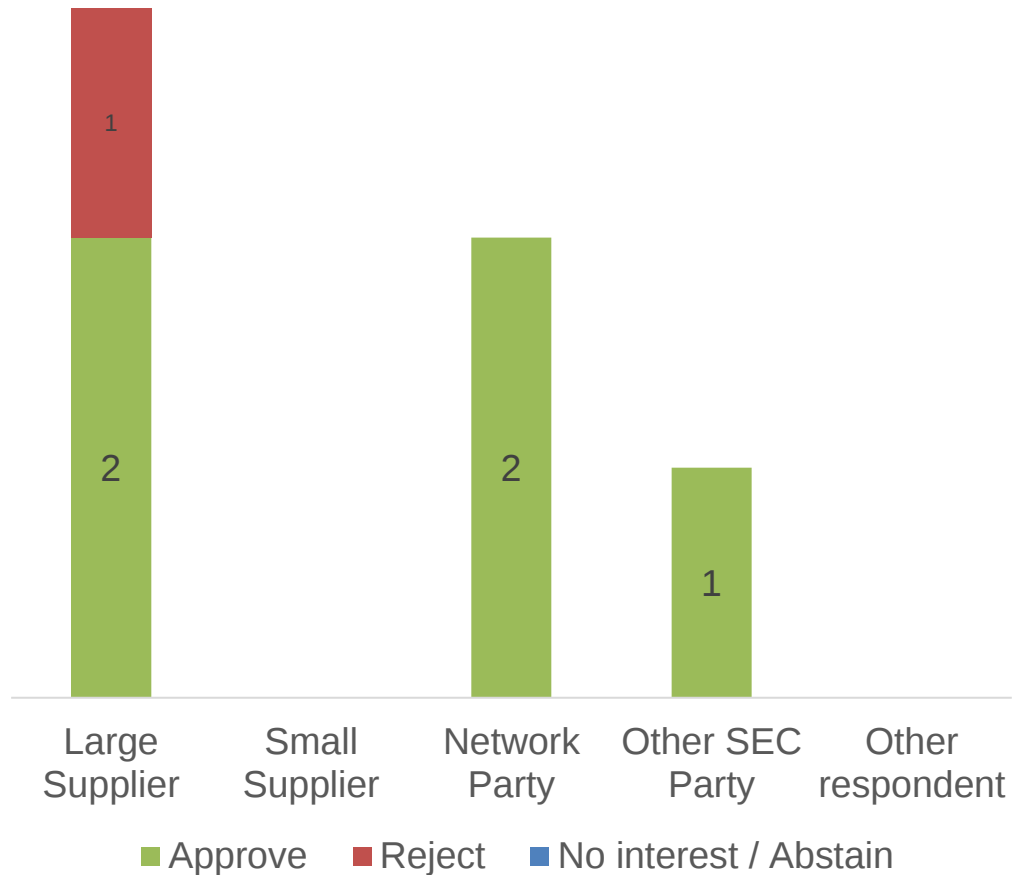
SEC Objectives (a), (b) & (g)

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

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

(g) to facilitate the efficient and transparent administration and implementation of this Code.

■ MP242: MRC Responses



Key comments

- All respondents are supportive of the modifications reporting intent
- One respondent felt the costs outweigh the benefits of the modification, and the reporting could be automated eliminating the need for an additional FTE within the DCC Data Team.
- One respondent felt that the costs and expected benefits of this modification are not in the best interests of the consumer.
- Respondents felt the modification supported SEC Objectives (a) & (g) in addition to SEC Objective (b).

■ MP242: FTE Monthly Responsibility Breakdown

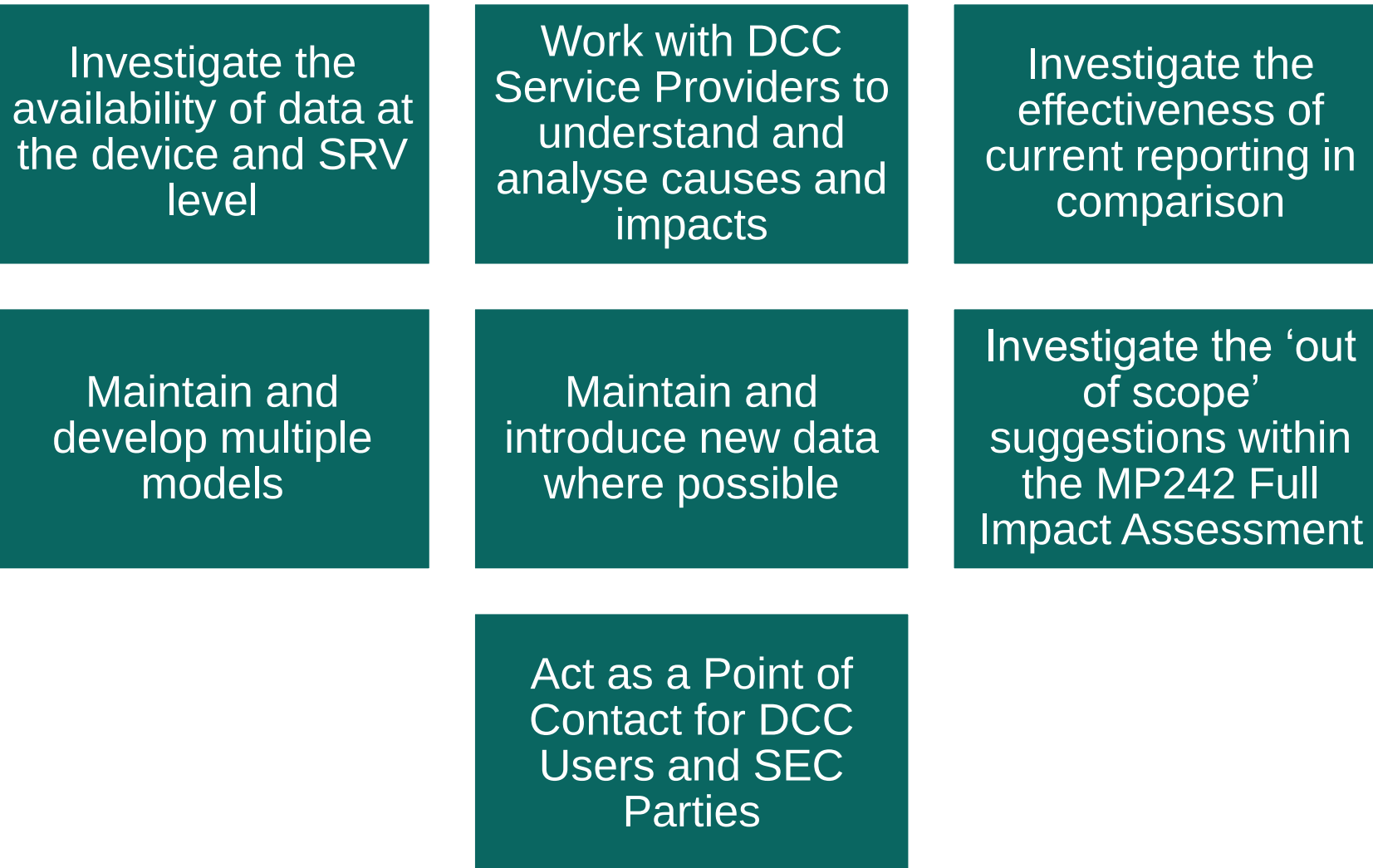
Data quality checks to ensure accuracy and consistency across reports during development.

Prior to publication, validate the source data and data sets. Validate available CSP and S1SP data against the data sets.

Run investigations and analysis of any report anomalies throughout month.

Questions after publication, to helping parties understand the data and the interpretation of the data. Any training required.

■ MP242: FTE Other Responsibilities Breakdown



■ Forum views

Working Group

Supports the modification

Felt the benefits of the modification justified the cost

TABASC

Supportive of the modification's intent

TABASC felt the costs indicated by the DCC are excessive and outweigh the benefits

OPSG

Supports the modification

■ MP242: Recommendations

- **DETERMINE** whether 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 Objectives (a), (b) & (g)

- (a) to facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain;
- (b) To enable the DCC to comply at all times with the General Objectives of the DCC (as defined in the DCC Licence), and to efficiently discharge the other obligations imposed upon it by the DCC Licence;
- (g) to facilitate the efficient and transparent administration and implementation of this Code.

■ MP264 'Updating Independence of SMDA Testing Provisions'

Georgie Severin

Raised by Carmen Strickland (SMDASC Chair) on behalf of Horizon Energy Infrastructure Self-Governance

LOW

■ MP264: Overview

- SEC Section F12.7 prohibits SEC Parties, the DCC or their Affiliates to provide the SMDA Testing Service.
- SMDA Sub-Committee, is unable to evaluate the entire range of possible providers of the SMDA Testing Service.

Issue



- This may be preventing SEC Parties from accessing the most cost-effective means of providing the SMDA Testing Service.
- Energy Suppliers incur the costs of SMDA Testing, which are then passed through to energy consumers.

Impact

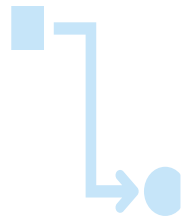


- Remove the limitations on procuring testing services from SEC Parties, including the DCC, its Affiliates or its Service Providers in SMDA Testing.

Proposed Solution



■ MP264: Assessment of Change



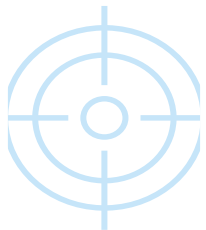
Impacted Parties

- Suppliers
- Other SEC Parties



Costs

- SECAS implementation costs



Target Release

- Ad hoc Release - April 2024



Benefits

- Wider scope of Testing Providers, which may be more cost-effective.

SEC Objective (d)

(d) facilitate effective competition between persons engaged in, or in Commercial Activities connected with, the Supply of Energy.

■ MP264: MRC Responses

Key comments

- Facilitates options for potentially cost effective and efficient means of providing SMDA assurance.



■ MP264: MRC Comments

Respondent comment

Respondents believe the modification, in its current form, does not address the relevant risks, such as the possibility of DCC testing its own Communication Hubs, or a Manufacturer testing its own Devices.



SECAS response

Supplier representatives at SMDASC will be part of the procurement process and setting out the procurement requirements. Any Party bidding into the process that has conflicting commercial objectives will have to demonstrate their independence to be considered. This will form part of the selection criteria.

SMDASC

Supports the
modification

Believes change
beneficial to SEC Parties
that wish to tender for
Testing Services

Other SEC Parties

Beneficial to have
options

DCC may have conflict
of interest when testing
involves the use of
Communication Hubs

■ MP264: 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 (d)

(d) facilitate effective competition between persons engaged in, or in Commercial Activities connected with, the Supply of Energy.

Agenda Item 4

Impact Assessment Request

■ MP239 'Enduring Solution for Resolving SMETS2 Device Certificate Misalignment Issue'

Liz Woods

Raised by Ian Turner from E.ON

MEDIUM

■ MP239: Overview

- Part of Post Commissioning Obligations, Suppliers & WAN Providers expected to update Device Certificate.
- Within 7 days following installation, via SR 6.17 'Issue Security Credentials' and SRV 6.15.2 'Update Security Credentials (Device)'.
- Some instances, success response not processed/received by the DSP
- Results in Certificate misalignment between Device and DSP.

Issue



- Parties are unable to communicate with any Device that has a Certificate that is misaligned with the DSP Master Key Store.
- Manual correction has associated costs and is prone to errors.
- Approx 140k Devices could currently be affected.
- Device Certificate misalignment causes all SRs to fail on a Device, except for SRV 6.24.2 'Retrieve Device Security Credentials (Device)'.

Impact

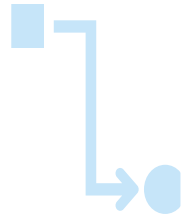


- To allow Suppliers to identify the correct Device Certificates.
- Update any misaligned Certificates on Devices via the Self-Service Interface (SSI) or Self-Service Management Interface (SSMI).

Proposed Solution

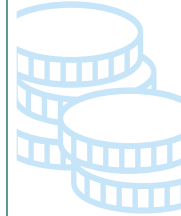


■ MP239: Assessment of Change



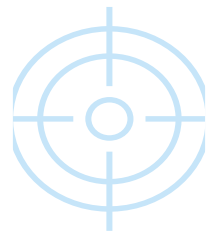
Impacted Parties

- Suppliers
- DCC



Costs

- £161k - £360k costs in PA
- £20,684 to complete IA



Target Release

- June 2026 SEC Release
 - *Will be brought forward to June 2025 SEC Release if possible*



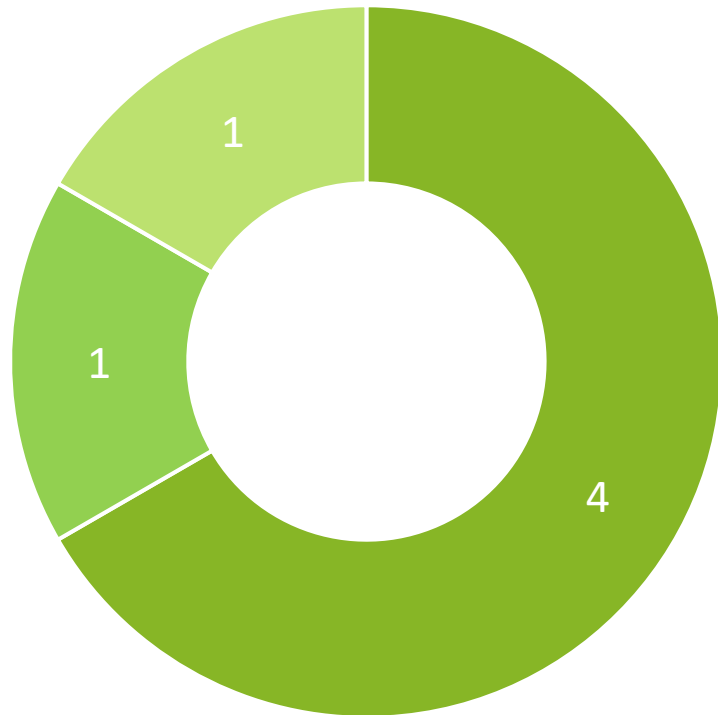
Benefits

- Resolve costly manual correction process
- Reduced issues with PPMIDs
- Functional SMETS Device after CoS

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

■ MP239: Industry views



■ Large Supplier ■ Small Supplier
■ Network Party

Key comments

- All respondents supportive and agreed with the Proposed Solution.
- All respondents:
 - No material costs
 - Under three months to implement
- Reduction of site visits to exchange meters where CoS gains are unable to be completed.
- Solution provides more timely and efficient mechanisms to resolve issue.
- Network Party queried if solution could resolve DNO Certificate Misalignment – not in scope, can be resolved by triggering SR6.24.1

■ MP239: Legal text amendments – v0.2

Changes to Appendix AC ‘Inventory Enrolment and Decommissioning Procedures’

2.10 The Responsible Supplier for each Smart Metering System shall keep under review the information recorded in the Smart Metering Inventory in respect of the Devices that comprise that Smart Metering System. Where circumstances change or the Responsible Supplier identifies an error in such information, the Responsible Supplier shall:

(a) submit Service Requests requesting that the DCC updates the Smart Metering Inventory;

(b) ~~or, where it is not possible to do so,~~ **perform (a); the Responsible Supplier shall use the SSI to correct the error; or**

(c); where neither (a) nor (b) have been successful in correcting the error shall raise an Incident in accordance with the Incident Management Policy}



2.10 The Responsible Supplier for each Smart Metering System shall keep under review the information recorded in the Smart Metering Inventory in respect of the Devices that comprise that Smart Metering System. Where circumstances change or the Responsible Supplier identifies an error in such information, the Responsible Supplier shall:

(a) submit Service Requests requesting that the DCC updates the Smart Metering Inventory ~~(or;~~

(b) ~~where it is not possible to~~ **correct the error via (a) do so, shall use the Self-Service Interface to correct the error; or**

(c) **Where neither (a) nor (b) have been successful in correcting the error,** raise an Incident in accordance with the Incident Management Policy}.

■ MP239: Legal text amendments – v0.2

Changes to Appendix AH ‘Self-Service Interface Access Control Specification’

<u>BFD15</u>	<u>Device Certificate realignment</u>	<u>Enable Users to trigger the process of Device Certificate realignment between SMI and Devices, where the User suspects there is a misalignment of Device Certificate between the SMI and Device.</u>	<u>Device Certificate realignment</u> <u>UC CertificateAlign 001</u>	<u>Conditional.</u> <u>Access shall be granted to the Responsible Supplier.</u>
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<u>BFD15</u>	<u>Device Certificate realignment</u>	<u>Enable Users to trigger the process of Device Certificate realignment between the Smart Metering Inventory and a Device, where the User suspects there is a misalignment of Device Certificate between the Smart Metering Inventory and a Device.</u>	<u>Device Certificate realignment</u> <u>UC_CertificateAlign_001</u>	<u>Conditional.</u> <u>Access shall be granted to the Responsible Supplier.</u>
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■ Forum views

Working Group

Supports the
modification

Supports the IA
request

Wants
implementation ASAP

SMKI PMA

Supports the
modification

No concerns but
want to review IA

■ MP239: Recommendations

- **AGREE** that this DCC Impact Assessment should be requested

Summary	
Costs for DCC IA	£20,684
Timescales to complete	40 working days
ROM costs to end of PIT	£161,000 - £360,000

Agenda Item 5

SEC Modifications Timetable
update

SEC Modification Timetables

Ben Giblin

■ Monthly summary

- We are working on 39 active modifications.
- There are 12 modifications currently on hold.
- There is one modification on the waiting list (MP207).
- We are examining two anticipated modifications.

■ Prioritisation matrix

URGENCY

3		P218		P242
2	P264	P246 P255 P267	P252	P224 P262
1	P235 (P238) P244 P248 (P260) P263	P085B (P165) (P219) P239 P253 (P257)	[P207] P230 P247 P266 P268	P169
0	(P197) P205 (P234) (P258)	P184 (P206) P241 (P254)	(P137)	P094 (P187)
	0	1	2	3

VALUE

No new Draft Proposals and no changes to prioritisation scoring

On hold modifications ()
Waiting list modifications []

■ High and very high priority mods

MP242 'Change to Operational Metrics to measure on success'

- SECAS will present this modification to the Change Board on 27 March 2024 to undergo final vote.

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

- Impact Assessment started on 10 March 2024.

DP218 'Review of the SEC Charging Methodology'

- SECAS is working with DCC to prepare a request for information, with the intention this should open in April.

■ High and very high priority mods

MP224 'SEC Performance Assurance Framework'

- The Working Group requested statements from the SSC and AltHANCo to justify exclusion from scope.
- The SSC are due to meet with the Panel Chair and Electricity Network Operators in April before providing this statement.

MP252 'Amending the process for Communications Hub returns'

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

DP262 'Extending the Installation End Date for CHTS v1.0 and GBCS v1.1'

- Following feedback from TABASC, SECAS is working with the Proposer to detail the business case.

■ High priority modifications

MP224 'SEC Performance Assurance Framework'

- The Working Group requested statements from the SSC and AltHANCo to justify exclusion from scope.
- The SSC are due to meet with the Panel Chair and Electricity Network Operators in April before providing this statement.
- This modification is expected to be presented to the CSC in April to request approval of the Modification Report.

MP252 'Amending the process for Communications Hub returns'

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

DCC Assessments

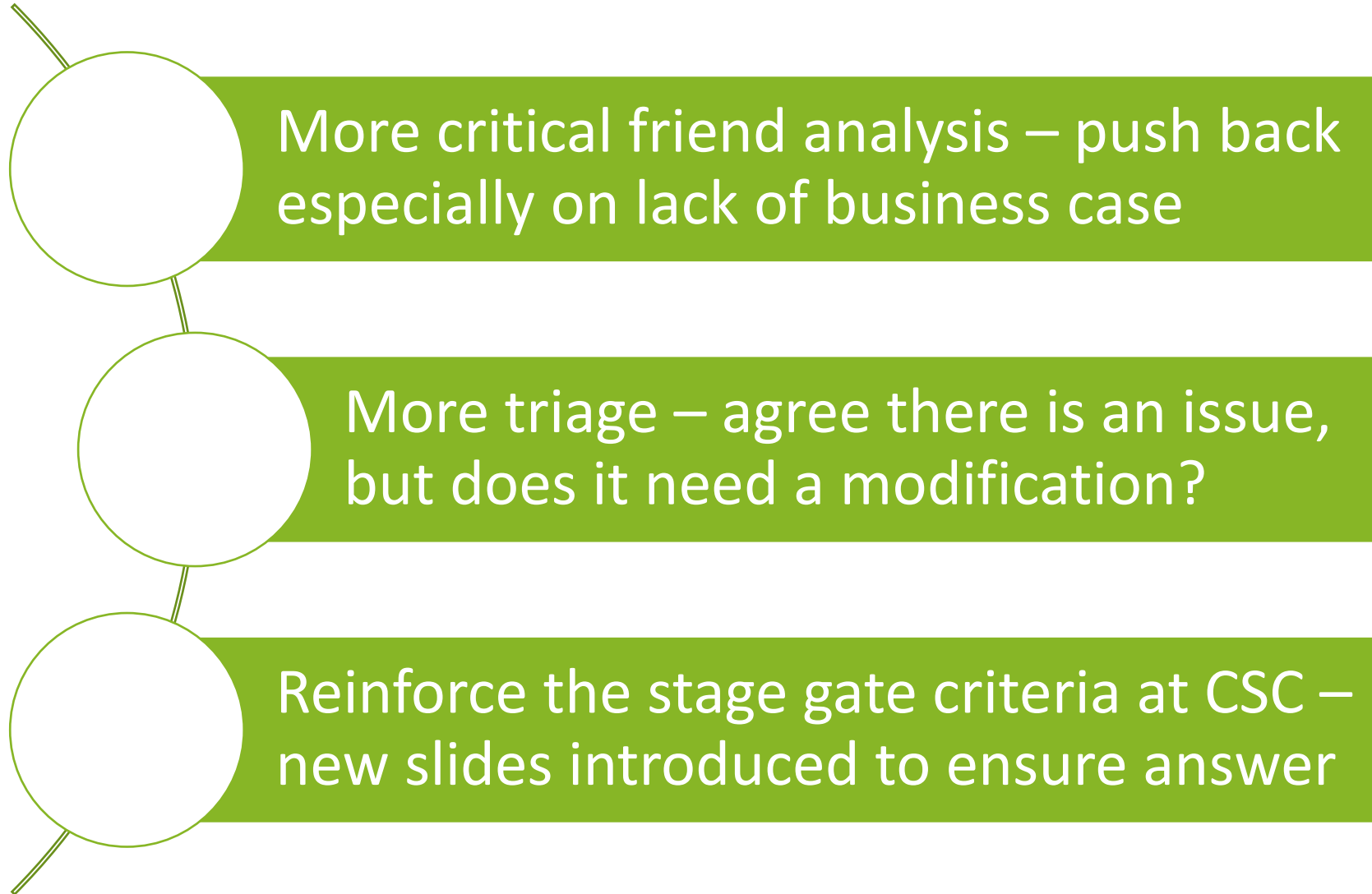
Modification	IA/PA	Requested	Accepted	Working days open
MP184	PA	29 Jan 24	6 Feb 24	Completed – 25 days
MP244	PA	2 Feb 24	9 Feb 24	Completed – 13 days
MP246	IA	22 Feb 24	1 Mar 24	Ongoing – 13 days
MP241	IA	23 Feb 24	N/A	
MP247	PA	19 Mar 24	N/A	

Agenda Item 6

Modification Improvements Project

IMPROVEMENTS SO FAR

■ PREVENT ERRONEOUS CHANGES



■ IMPROVEMENTS AT CSC (AND CHANGE BOARD)

Highlight Terms of Reference

Induction for new joiners

Minor changes on slides to encourage discussion/empower CSC

Chair encourages more discussion

Stage gate criteria called out and answered

Sub-Committee views slide added

Questions raised and answered slides

■ GENERAL IMPROVEMENTS

Experts and
Proposers at
meetings

Escalation
process in
place

Prioritisation
on slides

DCC ASSESSMENTS

Working with the
DCC BAs to ensure
'right first time'
Assessment
requests – speeding
up assessments

Liaising with DCC on
their improvements

More clarity on
assessments –
slides in
Panel/CSC/CB

CUSTOMER FEEDBACK

BETTER TRIAGE



All Change undergoes triage and prioritisation



Work more closely with Tech ops and DCC to categorise and prioritise change across the SEC

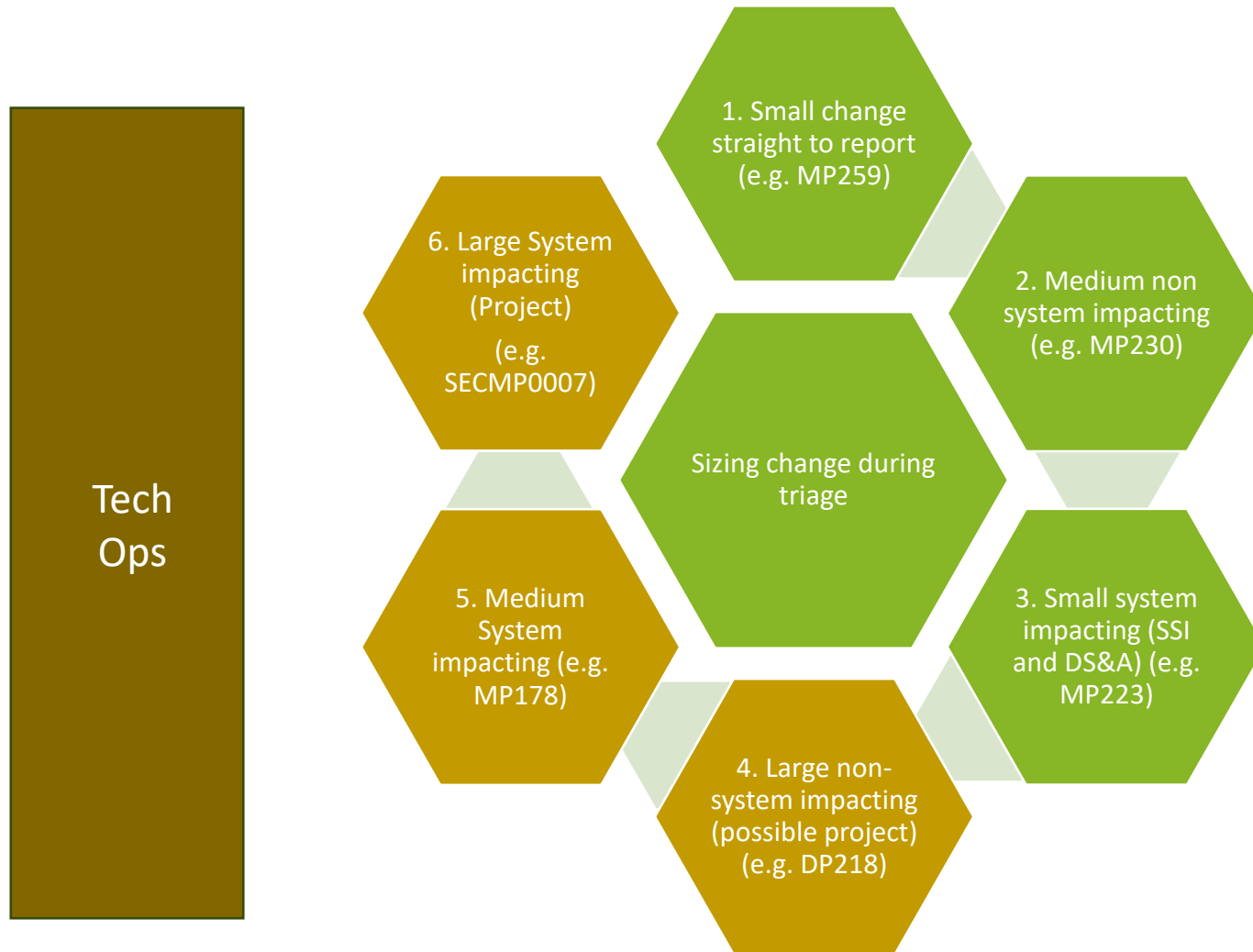


Issues group



Stronger challenge from SECAS and CSC

QUICKER (MODS)



Challenge DCC

Report outcome of DCC challenges to SPs

Identify ways to reduce industry costs

TORS FOR CSC AND CHANGE BOARD



Strengthen stage gates



Strengthen ownership of
progression timetable



Proposer must attend CSC/CB
to explain their change

NEXT STEPS

SUMMARY



Work with DCC
and Tech Ops
to prioritise
change across
SEC



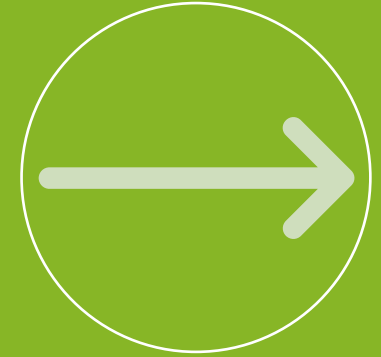
Implement
stronger triage
and bar for
progression



Set up an
Issues group



SECAS select
more non
system change
for 'straight to
report'



Streamline
wherever
possible –
fewer
questions



SUMMARY



Identify any alignment with other codes



One page summary



Use of plain English as much as possible



Strengthen CSC and Change Board ToRs



Identify cost savings and challenges to DCC



Agenda Item 8

Any Other Business

CSC Elections

- Call for nominations closed on Friday 1 March.
- The results are as follows:
 - Emslie Law is returning to the Large Supplier seat
 - 1 Small Supplier seat still vacant
 - Kelly Kinsman is returning to the Electricity Network seat
 - 1 Gas Network seat still vacant

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 1/2

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 2/2

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