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SECMP0032 'Prioritising Prepayment Customers in No WAN Situations'

1st Working Group

8th August 2017 10:00 – 16:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Meeting Headlines

Attendees:

Organisation	Working Group Member
Utilita (Proposer)	Andy Knowles
British Gas	Rochelle Harrison
SSE	Emslie Law (Teleconference)
SSE	Andrew Warner
Global-365	William Wilson
E.ON	Stacey Brentnall
Landis + Gyr	Elias Hanna
Chameleon Technology	Tom Moore

Representing	Other participants
SECAS	Talia Addy (Chair)
	Selin Ergiden (SECAS Modification Support)
	Caroline Gundu (SECAS Modification Support)
	Kevin Atkin (Technical Support)
DCC	Parmjeet Dayal
	Chris Barlow

Apologies:

Representing	Working Group Member
SSE	Nigel Hullett

SSE	Samantha Cannons
Geotogether	Ferenc Vanhoutte

Modification Proposal overview

SECAS provided an overview of SECMP0032, highlighting the current arrangements and the proposed changes. The modification seeks to reduce the timescale of 90 days to achieve Smart Meter Wide Area Network (SM WAN) coverage to areas where the customers have prepayment contracts, and where there is no WAN connection.

Current arrangements and proposed solution

Under current arrangements, the Data Communications Company (DCC) is required to achieve SM WAN coverage within 90 days of having been notified in accordance with CH Installation and Maintenance Support Materials in areas where:

- a CH is installed at a premises does not connect to SM WAN; and
- the SM WAN Coverage Database indicated (at any time during the 30 days prior to the date of installation) that the SM WAN is available in the area in which the premises is located on the installation date.

The DCC is currently required to provide a response to the installing Supplier Party within 90 days; either confirming that the SM WAN is now available or providing reasons why it is not.

The Proposer suggests that the timeframe of 90 days should be reduced to 30 days in areas where there are prepayment customers. Under the proposed solution, the DCC will be required to achieve SM WAN coverage in 30 days in areas where:

- one or more customers are signed up to prepayment contracts with their supplier;
- a CH is installed at a premise but does not connect to the SM WAN; and
- the SM WAN Coverage Database indicated (at any time during the 30 day prior to the date of installation) that SM WAN is (or would be) available in the area in which the premises is located on the installation date.

The Proposer also seeks to introduce a mechanism for Suppliers to inform the DCC that there is a customer signed up to a prepayment contract at a certain location. This solution will require:

- altering SEC Appendix AH – Self-Service Interface Design Specification sections 1.9.1, 1.9.2 and 1.10; and
- adding a new Service Request to SEC Appendix E – DCC User Interface Services Schedule.

Working Group consideration of the problem and solution

One Working Group (WG) Member asked for clarification on what the Proposer means by 'area'. It has been noted that the SM WAN coverage areas are defined by the full postcode area.

A member asked whether vulnerable customers should be considered under this modification as well. The Proposer agreed with this view and noted that many vulnerable customers that are also pre-payment customers.

The WG deliberated whether there was a justification for the 90-day time scale and concluded that it is unclear why this timescale was set. The WG agreed that further information on the rationale behind the 90 days is required and that SECAS should meet with the DCC to discuss potential ways forward and possible reduced timescales.

WG agreed that the 90 days' time frame to assure WAN coverage is not ideal and should be reduced.

Next steps

ACTION_0808_01 – SECAS to contact BEIS, to request information on the rationale behind the 90 days time frame.

ACTION_0808_02 – SECAS to meet with the DCC to discuss the potential ways forward and possible impacts of reducing the time limit.