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Paper Reference:	SECP_114_2803_04
Action:	FOR DECISION
<u>Acronyms and Defined Terms SEC Glossary</u>	

ECOS Engagement – SEC Panel Assessment

1. Purpose

This paper sets out a survey to assess the engagement DCC has undertaken with SEC Parties in relation to the Enduring Change of Supplier (ECOS) programme.

The Panel is requested to review and approve the proposed survey questions included in Annex 2.

2. Background

The BEIS Baseline Margin Project Performance Adjustment (BMPPA) for DCC delivery of the ECOS programme, requires the SEC Panel to undertake an assessment of the DCC engagement with SEC Parties. The criteria under which the assessment is carried out is set out in Annex 1.

Both the DCC and Panel must provide assessments to BEIS by 31 January 2025, or sooner if the DCC ECoS migration is completed earlier than November 2024.

As agreed at SECP_105 (paper attached for information as Appendix A) SECAS will undertake a survey of SEC Parties before and after the ECOS migration. The pre-migration survey aims to provide a snapshot of the level of engagement at the point migration commences. The proposed questions for the pre migration survey to be undertaken between 01 - 30 June are included in Annex 2.

3. Recommendations

The Panel is requested to:

- **APPROVE** the survey questions in Annex 2 be sent to all SEC Parties as proposed.

Tim Newton

SECAS Team

21 March 2023

Attachments

Annex:1 - BMPPA Assessment Criteria

Annex 2 - Survey Questions Pre ECoS Migration

Appendix A – SECP_105 - ECoS Engagement Panel Assessment

Annex 1 – Assessment Criteria

BMPPA Assessment Criteria

The assessment that the DCC and Panel must undertake is set out below.

Table A – Assessment Criteria in relation to Specified Step A.

Aspect	Assessment Questions	Weighting
Running the ECOS Project	Has the DCC run the ECoS project in a timely way such that either: it has not been necessary for it to rely on services provided to it under the DSP contract when acting as the CoS Party under the Smart Energy Code past 31 October 2023; or to the extent that it has been necessary to continue to have such arrangements in place, has this been because of factors outside DCC's reasonable control?	70% (or 100% if the contractual arrangements for TCoS under the DSP contract have been extended beyond October 2023)
Managing the Contractual Arrangements	Has the DCC managed its Service Provider contracts such that DSP contract arrangements applying to TCoS have been terminated, and any consequential contractual savings have been realised.	30% (or 0% if the DSP contractual arrangements for TCoS have been extended beyond October 2023)

Table B – Assessment Criteria in relation to Specified Step B

Aspect	Assessment Questions	Weighting
Identification of difficult to migrate devices	Has the DCC proactively identified, at an early stage (i.e. in sufficient time to allow device manufacturers time to resolve any issues prior to the end of the ECoS Migration Period), difficult to migrate Devices? Has the DCC notified suppliers and other interested parties of these Devices and explained the reasons for why they are difficult to Migrate?	70%
Support and assistance	Has DCC provided support and assistance (where appropriate) to Energy Suppliers in order to address the difficulties such that the Devices were or will be able to be migrated?	30%

Table C – Assessment Criteria in relation to Specified Step C

Aspect	Assessment Questions	Weighting
Planning	Did the DCC have an effective plan to minimise the number of devices still in (or still to enter) the supply chain and which hold TCoS Certificates by 31 October 2024? Was the DCC's plan for managing this aspect of the ECoS Programme effectively communicated to relevant parties, and were their views taken into account in finalising those plans? Did the DCC put this plan into effect?	33⅓%
Management	Were ECoS Certificates made available at a suitably early stage in order to minimise the number devices in (or still to enter) the supply chain that hold TCoS Certificates by 31 October 2024? Did the DCC effectively engage with Energy Suppliers to help ensure coordinated action to minimise the number of such devices by 31 October 2024? Did the DCC provide the support that it could reasonably be expected to provide in managing any issues in this area?	33⅓%
Communication	Did the DCC seek industry views on its plan to minimise the number of devices in the supply chain that hold TCoS Certs by 31 October 2023 and take them into account when finalising that plan (and explain how it has done this)? Did DCC effectively communicate with relevant parties as was necessary to give effect to the plan?	33⅓%

Table D – Assessment Criteria in relation to Specified Step D

Aspect	Assessment Questions	Weighting
Timing and frequency of engagement	Has the DCC effectively informed its customers of any interactions that they will (or can be expected to) have in relation to the delivery of the Enduring Change of Supplier in a timely manner and with an appropriate frequency of engagement?	20%
Quality of information provided by the DCC	Has the information that the DCC has communicated been of sufficient quality and detail?	30%
Taking account of customer views	Has the DCC consulted with relevant customers on the way in which it should engage with them in relation to their interactions? Has the DCC taken customer views into account when making decisions about how customer interactions should be managed? Has the DCC communicated a clear rationale for such decisions, explaining how customer views have informed its decision making and where relevant why the DCC has decided not to incorporate customer views?	50%

Annex 2 – Survey Question pre ECOS Migration

No.	Question
1.	Has the DCC proactively communicated to you, its plans for the TCoS to ECoS migration?
2.	Has DCC proactively advised you of any devices within your portfolio, that may not be able to be migrated?
3.	When consulting on arrangements for ECoS migration, has DCC taken your views into account and explained the rationale for the decisions the DCC has taken to date?