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Paper Reference:	SECP_116_2305_11
Action:	For Information
Acronyms and Defined Terms SEC Glossary	

Transitional Governance update

1. Purpose

The purpose of this paper is to update the Panel of the key discussion areas arising under the Transitional Governance Groups run by the Department for Energy Security and Net Zero (DESNZ).

2. Key discussion areas

CH&N 4G Programme

JIP milestones for the Communications Hub and Networks (CH&N) fourth generation (4G) programme are tracking green, with three key milestones due at the end of June 2023, assuming no impact from the current GBCS v4.1 issues. Low level design work is progressing, and no major issues have been identified so far.

The Data Communications Company (DCC) presented details of the upcoming transition workshops. These will cover Initial Pallet Validation (IPV) window timing, service design meeting business requirements, and governance of the order management system (OMS) and the device manager ahead of production. It is also validating its testing environment assumptions to bring testing forward into the real-world environment to prove Communication Hub effectiveness. There has been a strong preference at previous workshops for a rapid transfer to 4G, rather than a phased approach. The database interrogating the postcodes that will support 4G coverage and the differences to second and third generation (2G/3G) coverage should be available by the end of June 2023.

ECoS Update

The Enduring Change of Supplier (ECoS) certificate manufacturer pack is currently at risk for meeting the Joint Industry Plan (JIP) milestone date of 30 August 2023. The DCC expects to have a revised plan in the next few weeks and will issue communications to update Users.

The rest of the plan remains on track and ECoS go live is still targeted for 29 June 2023, with Systems Integration Testing (SIT) receiving Testing Advisory Group (TAG) approval at the end of March 2023. The six-week User Integration Testing (UIT) window remains on track to commence on 15 May 2023, with six Suppliers confirmed as participating. There are a handful of Suppliers that aren't ready for go live and the DCC will be reaching out to them directly to help progress readiness.

GBCS versions 3.2 and 4.1

UIT for the Toshiba release for Great Britain Companion Specification (GBCS) v4.1 is due to complete by mid-May 2023, with Central Products List (CPL) status expected to be achieved earlier than the planned date of mid-July 2023. Production issues have been reported by EDM I and WNC for GBCS v3.2, and the DCC is working to understand how these will impact the respective GBCS v4.1 releases. UIT for EDM I has been paused pending the outcomes of these investigations. The DCC will issue a communication bulletin to customers on the GBCS v3.2 production issues.

SMETS1 migration

At the end of April 2023, 11.3m Smart Metering Equipment Technical Specifications (SMETS) 1 meters have been migrated. The first Final Operating Capability (FOC) prepayment Devices have successfully migrated. Numbers are still very small but given the success the DCC expect these to increase. Continuing migration at the current run rate gives an estimated completion for SMETS1 enrolment of May 2024.

IHD provision and support 12 months beyond installation

Suppliers have an obligation to maintain and/or replace In-Home Displays (IHDs) up to 12 months post-installation. The energy crisis and increasing smart meter installation rates is driving greater monitoring of energy use through IHDs, with a study suggesting over 70% of IHDs are still in use beyond 12 months and 50% after three years.

A project has been set up to develop voluntary principles for providing support beyond the first 12 months. The three main areas for these principles are on triaging issues, replacing broken IHDs, and aftercare to ensure IHDs are working. Making these voluntary, rather than mandatory, allows Suppliers to adopt them in a way that suits their customer base, and to go beyond the minimum principles if they so wish. Feedback on these principles is being sought, and the final versions will be agreed in July 2023 with a view to implement these from August 2023.

Smart Energy GB local co-ordination and engagement

Smart Energy GB's trials last year showed that local activity and door-to-door engagement can be effective at driving installation of smart meters in the right conditions. It is aiming to select audiences for this year that meet these criteria and will be testing layering message themes. Consumers with Radio Teleswitch Service (RTS) meters and prepayment customers have been identified as audiences that would benefit from this messaging on smart metering replacing their existing arrangements.

TCSO update

The DCC has also investigated an issue where meters with multiple endpoints are failing to join the Communications Hub after a Trust Centre Swap-Out (TCSO). An issue with gas meters joining one type of Communications Hub has been identified, and the root cause is being investigated. Next generation Communications Hubs are expected to have this issue addressed.

A 'TCSO mode' has been suggested, which would wake up a gas meter for an extended period after a TCSO. This would allow commands to reach the meter faster. The alternative to this would be to decommission then recommission a gas meter, requiring orchestration changes when sending Service Requests. Development of this new mode is expected to take 10-15 months.

Devices changing band after firmware upgrade

An issue with Devices changing bands after a firmware update was identified during GBCS v4.1 testing, which the DCC has been able to replicate. This has been identified as a stack defect.

3. Upcoming Transitional Group meetings

Transitional Group	Meeting date
Technical and Business Design Group (TBDG)	17 May 2023
Implementation Managers Forum (IMF)	25 May 2023
Technical Specification Issue Resolution Subgroup (TSIRS)	8 June 2023
Smart Metering Delivery Group (SMDG)	8 June 2023

4. Recommendations

The Panel is requested to **NOTE** the contents of this paper.

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16 May 2023