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## SECMP0039 ‘Communication Hub returns notification mechanism for Other SEC Parties’

### 1<sup>st</sup> Working Group

29<sup>th</sup> September 2017 10:00 – 12:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

### Final Meeting Headlines

#### Attendees:

| Organisation        | Working Group Member                         |
|---------------------|----------------------------------------------|
| Lowribeck           | Jason Winstanley (Proposer) (teleconference) |
| Lowribeck           | Jane Franklin                                |
| Foresight Metering  | Kate Frazer                                  |
| Northern Powergrid  | Lynne Hargrave                               |
| Imserv              | Stuart Scott                                 |
| British Gas         | Rochelle Harrison (Teleconference)           |
| Calvin Capital      | Dave Gregson (Teleconference)                |
| Landis + Gyr        | Elias Hanna (Teleconference)                 |
| National Grid Smart | Leon Wright                                  |

| Representing | Other participants                         |
|--------------|--------------------------------------------|
| SECAS        | Talia Addy (Chair)                         |
|              | Selin Ergiden (SECAS Modification Support) |
|              | Ian Swanson (Technical Support)            |
| DCC          | Tim Bridle (Teleconference)                |

#### Apologies:

| Representing       | Working Group Member |
|--------------------|----------------------|
| National Grid      | Karen Jacks          |
| Northern Powergrid | Warren Lacey         |
| DCC                | Gordon Riddell       |

## Modification Proposal overview

SECAS provided an overview of SECMP0039, highlighting the current arrangements and the proposed changes. The modification seeks to allow all SEC Parties who order Communication Hubs (CHs), a mechanism to notify the DCC of fault or no fault returns and to receive appropriate responses. Thus, enabling all ordering Parties to execute a complete ordering and returns process.

## Current arrangements

Currently, a SEC Party that seeks to return a CH to the DCC uses the following process:

- If an Eligible User (only Energy Suppliers), sends either Service Request (SR) 8.14.3 (Communications Hub Status Update – Fault Return) or SR 8.14.4 (Communications Hub Status Update – No Fault Return); or
- If not an Eligible User, contacts the DCC Service Desk.

To return a CH, a Party requests a Returns Material Authorisation (RMA) once either of the above return process has been followed. The RMA request is expected to include:

- the Communication Hub Function Identifier (CHF ID) for each CH returned under that RMA;
- the contact name, email address, and telephone number of the returning Party;
- the preferred DCC Returns Location;
- a preferred Return Date (which is to be at least 5 Working Days (WDs) following the date that the RMA request is submitted); and
- details from the line in the Advance Shipping Notification (ASN) file related to the original delivery.

SR 8.14.3 creates a Remedy report, and the purpose of this report is to:

- stop charges; and
- allow tracking processes.

There is a 30-day objection period which applies if the DCC disagrees with the 'Fault Return' status (i.e. if the DCC states that it is a Supplier fault, and the Supplier suggests it's a DCC fault). The objection happens through the above-mentioned Remedy report.

The DCC provide the Supplier Party with a RMA label for each return delivery via the Order Management System (OMS) immediately after the authorisation.

CH deliveries are accompanied by an ASN file, which contains the CHF Identifier and information related to the delivery (as a Comma Separated Values (CSV) file). The return then needs to include the same ASN data to allow the DCC to link the return with the original order. The DCC asks for the complete ASN file, rather than the CHF ID.

## Working Group consideration of the issue and solution

The WG members requested clarification on how the DCC works in the event of CH returns. The DCC provided a brief overview of the process they envisioned in the event of CH returns. The WG requested that the DCC supply more detailed information, including the steps taken from the beginning to the end of the process. The WG will consider the DCC's process at its next meeting in November 2017.

The WG Members raised their concerns regarding the current arrangements, noting that:

- for Non-Eligible Users, any claim requires a series of paper work, whereas Energy Suppliers can trigger the process by sending a SR;
- the returning Party needs to be the ordering Party (the subcontractors are not able to return the CHs); and
- it is not possible for the Non-Eligible Users to track the return.

With regards to tracking concerns, the DCC agreed that the wording in the SEC needs to be changed to reflect all Users to be eligible, instead of allowing only Import Supplier (IS) or Gas Supplier (GS) to issue SR 8.14.3 and SR 8.14.4. Also, the WG seek recognition that other functions can be triggered by SR 8.14.3 than only returns, i.e. trigger to stop charging and raise the Remedy report.

A WG member raised a question on how the rental payment for CHs to the DCC is settled in the event of a return and Change of Supplier (CoS). The DCC responded informing that in the event of returns, as soon as the RMA form is submitted the charges will stop. When CoS is completed, charges will be passed on to the new Supplier.

The DCC informed the WG that they hold internal business improvement meetings, named the Customer Operations and Business Improvement (COBI) Forum. The DCC noted that this subject has been discussed in those meetings and there is a project to broaden OMS activities within the DCC. The DCC will be discussing this issue again on 19<sup>th</sup> of October. The DCC will update the WG following the discussions.

The WG noted that they agree with the rationale behind raising this modification and the reason why it facilitates effective competition. The Proposer clarified that the purpose of this modification is not to change the existing system, instead it seeks to resolve this issue within the current system to give the same visibility as Energy Suppliers.

The WG discussed that the priority is to solve this issue by OMS to avoid the complications of needing to become a DUIS User. However, the WG also noted this option may be limited (as there is a need for making sure that the other actions triggered by the DUIS SR take place and the access to the Remedy Report is possible). Suppliers may also be impacted by this option. Therefore, the WG requested that:

- either SR 8.14.3 and SR 8.14.4 should be made available to all Users; or
- other options are found to resolve this issue, potentially via OMS.

The purpose of the modification was extended as a result of the discussions carried out during the meeting. Now, SECMP0039 is also looking to ensure that any Party should be able to return CHs (rather than only the ordering Party to be the returning Party). This includes when the meter/CH churns to another Supplier who will not have access to the original delivery's ASN data, or if a CH is transferred between Suppliers prior to installation.

### Next steps

The WG came to the conclusion that they need to broadly discuss all the different scenarios related to this issue and to this modification, and discuss the outcomes of the COBI meeting. They also agreed that they need to have site of the detailed process steps associated with the DCC's draft CH return processes in order to do this.

**ACTION\_0808\_01** – DCC to outline the RMA process and provide the template for RMA documentation.

**ACTION\_2910\_02** – SECAS to circulate the documents provided by the DCC to WG members.

**ACTION\_2910\_03** – SECAS to arrange the second WG meeting following the DCC meeting, during the first two weeks in November.