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SECMP0053 ‘Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes’

June 2019 Working Group Meeting

5 June 2019

Meeting summary

Recap on SECMP0053

SECAS gave an overview of SECMP0053 ‘Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes’, ranging from the issue it seeks to address, the proposed solution and scope and who the solution would be expected to impact. A brief summary of the modification’s progress was given too, explaining how the business requirements were agreed and when the preliminary assessment was returned to SECAS.

DCC Preliminary Assessment Discussions

The Working Group discussed the Preliminary Assessment at length, starting with an overview of the key facts in the response like the estimated cost (up to Pre-Integration Testing) of £235,000 and the expected lead time ranging from 3 – 6 months. A Working Group member queried whether this cost would be just for Requirement 1 or for the entirety of the modification’s solution, which the DCC answered that it covers the entire modification. The DCC mentioned that they are already trying to cover Requirement 1 in practice, but that the SEC needs amending to reflect that this is the case and that they are delivering the service at this speed.

Discussions then turned to whether this modification would be suitable for price switching sites in with Service Request 4.8.1 being extended from 30 seconds to 5,600 seconds. The Proposer and DCC said that this lied outside the original scope of the modification. The Proposer wished to raise this modification because they wanted to change Service Request Target Response Times with a time critical nature that were set at 24 hours to 30 seconds, e.g. onsite testing for Smart Meters. DCC had said that in order to deliver this, they wanted to set some Service Request from 30 seconds as a target time to an extended time, although 24 hours was originally suggested, it was estimated that 5,600 seconds would be enough. This idea was so that a mutual benefit could be reached and so that the SEC would better reflect the reality in which Service Requests should be responded to.

The legal text and solution options were discussed further too, because although 5,600 seconds was the proposed solution for Requirement 2, questions were raised as to whether 24 hours would need to be what was codified in the SEC due to there only being 30 seconds or 24 hours as the existing values in the SEC Appendix E ‘DCC User Interface Services Schedule’. It was therefore suggested as part of any Impact Assessment that SECAS would request 2 solutions and provide 2 sets of

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accompanying legal text – one with the proposed solution being 5,600 seconds in Requirement 2 and an alternative solution with 24 hours for Requirement 2.

Next Steps

Finally, it was mentioned that DCC reporting as part of the solution outcomes for this modification would also benefit General SEC Objective (b) which covers DCC being able to meet all of its objectives and obligations, this was added into the Modification Report's Conclusions section. Following this, it was determined that the next steps would be to draft a Refinement consultation to ask industry members for their views against the modification and which of the two solutions would be the best candidate, though that decision would ultimately lie with the Proposer. Following this consultation, they would then proceed to request the Impact Assessment which Working Group members expressed no problem with pursuing.