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MP244 ‘Device Alerts for Smart Meter credit replenishment’

October 2025 Working Group – meeting summary

Attendees

SEC Party Category	Working Group Members	Representing
Large Suppliers	Julie Brown (JB)	British Gas
	Emma Johnson (EJ)	British Gas
	Sharon Armitage (SA)	E.ON
	Ralph Baxter (RB)	Octopus Energy
	Mahfuzar Rahman (MR)	Scottish Power
	Kevin Clark (KC)	Utilita
Small Suppliers	Daniel Davies (DD)	ESG Global
Other SEC Parties	Patricia Massey (PM)	BEAMA
	Beth Tatton (BT)	Calisen Metering
	Martin Bell (MB)	EUA
Network Parties	Jamie Lowe (JL)	Northern Powergrid
	Kirsty Maddock (KM)	National Grid Electricity Distribution
Ofgem	Ian Chalfon (IC)	Ofgem

Other Participants		
DCC		
Bradley Baker (BB)	Robbie McMillan (RMc)	Tim Troy (TT)
SECAS		
Simon Grimwood (SG) <i>WG Chair</i>	Abi Obadan (AO) <i>Meeting Secretary</i>	Georgiana Severin (GSe) <i>Lead Analyst</i>
Ali Beard (AB)	Marc Rhodes (MRh)	
DESNZ		
Rachel Allen (RAI)		
SECCO		
Ashton Briggs (ABr)		

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified and a summary of the Data Communications Company (DCC) Preliminary Assessment for the Future Data Service Provider (DSP).

Issue

- Multiple scenarios where a Supply could have exhausted its credit value potentially resulting in loss of power.
- There are currently no Device Alerts to notify a Supplier of issue resolution e.g., credit being topped up.
- This impacts Suppliers' ability to proactively provide support to vulnerable consumers who might be rationing or Self-Disconnecting.
- It also adds potentially avoidable traffic to the DCC, as Suppliers resort to sending SRV7.4 'Read Supply Status' multiple times to receive an update.

Business Requirements

Business Requirements		
Ref.	Requirement	Responsible for delivery
1	A SMETS2 Device Alert notifying a Supplier of the re-enablement of a Supply following the receipt of various Device Alerts relating to scenarios where credit limits have been exceeded or exhausted.	DCC Meter Manufacturers

Working Group Discussion

Manufacturer costs and Firmware updates

SECAS (GS) highlighted during the presentation that the cost to introduce the new configurable Alert would be between £1.7m - £2m per Electricity and Gas Manufacturers. The Gas Manufacturers Representative (MB) raised concerns regarding the Firmware updates required, as there is a feasibility element to the updates, particularly among the percentage of meters that hold outdated firmware. This would present issues when bringing the meters up to current Great Britain Companion Specifications (GBCS) versions. The Gas Manufacturers Representative (MB) went on to highlight the risk associated with Manufacturers that are no longer active as well, as this would pose issues and likely require meter exchanges. SECAS (GS) agreed to ascertain the number of gas meters that would likely require exchanging as part of Manufacturers no longer existing, as well as the number of meters that are likely to require a number of firmware updates before adopting the GBCS version that offers the configurable Alert.

Alert Configuration and Governance

The Gas Manufacturers Representative (MB) highlighted that the modification was originally discussing the options of having the Alert as configurable or non-configurable. The Technical and Business Architecture Sub-Committee (TABASC) expressed a preference for a configurable Alert at

the time. SECAS clarified that the TABASC feedback is advisory, but the Proposer agreed a configurable Alert would allow Suppliers the choice of receiving. The option to receive the Alert was seen as preferable as Suppliers will have processes in place that may require adjusting if the Alert was non-configurable. A Working Group member (JB) supported the configurable option, supporting the argument that Supplier-specific processes are in place and amending these would come at a cost.

Another Working Group member (BT) questioned the governance process for changing SEC Schedule 8 'GB Companion Specifications'. SECAS (AB) confirmed that the governance process is dictated by the modifications process itself; if changes to GBCS are required, these will be included in the appropriate modification release.

Alert Objectives and Reporting

A member of the Working Group (JB) raised a point regarding the process of supply disablement, namely there is no notification when Supply is effectively disabled. A Supplier may receive an Alert to state the consumer's balance is below disablement threshold, but if this happens during non-disconnect hours, then the Supply will not be disabled.

A second Alert to notify Suppliers of positive disconnection (e.g. valve closure or contactor opening) would provide full visibility and improve Ofgem reporting accuracy. The Working Group member (JB) continued by stating two Alerts (one to confirm positive disconnection and the current proposal confirming positive re-enablement of Supply) should be included as part of the modification, particularly considering the costs involved.

The Proposer (KC) stated this will be discussed within their organisation.

Next Steps

The following actions were recorded from the meeting:

- SECAS to liaise with the Proposer with regards to the possibility of expanding the modification to include a disconnection Alert;
- SECAS to investigate the number of legacy meters and assess the feasibility of firmware upgrades; and
- SECAS to present an updated view of the modification to the Working Group after the above points are investigated.