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## Modification Decision

# SECMP0064:

# Alt HAN Co permission to seek access for Alt HAN Activities as a representative of energy suppliers

What stage is this document in the process?

|      |                     |
|------|---------------------|
| 01   | Initial Assessment  |
| 02   | Refinement Process  |
| 03   | Modification Report |
| ▶ 04 | Decision            |

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## Summary

This modification is looking to enable Alt HAN Building Surveyors to seek permission from the Energy Consumers, as a representative of the Energy Suppliers, to access buildings across Great Britain so that Alt HAN Activities can be carried out. The Alt HAN Activities will determine which premises might require an Alt HAN technological solution.

## Change Board Recommendation



- The Change Board believe that SECMP0064 does better facilitate the SEC Objective outlined. The Change Board has therefore recommended to the Authority that this Modification Proposal be approved.

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## About this Document

This is the Modification Decision document for SECMP0064. This document provides a summary of the Change Board discussions, conclusions and recommendation to the Authority on SECMP0064.

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## 1. Change Board discussions

The view of the Change Board is that SECMP0064 does better facilitate General SEC Objective (h) and should be **approved**.

### Change Board discussions

The Change Board sought an early view from the Authority on whether they were happy with the level of information provided to them and if there might be a chance the modification was returned for further clarification. The Authority representative confirmed they were happy with the level of information that had previously been provided.

In response to a number of the consultation responses an Alt HAN Co representative was able to answer the queries raised. Alt HAN Co confirmed that access could be rejected by consumers and there was no expectation that access would be granted at every premise visited. The main right that Surveyors would have were that they could act on behalf of all energy Suppliers, in a similar fashion that meter readers had, with the modification acting as a way to strengthen the governance and make this contractually enforceable.

Alt HAN Co confirmed conversations were ongoing with BEIS and Ofgem to address the consumer protection aspects of the modification, adding that detail would be included in the Alt HAN Co Operational Service Provider contract. It was confirmed that negotiations were ongoing with an expectation for the final Vendor decision to be made at the end of January 2019, with all Relevant Energy Suppliers being made aware.

The potential Vendor was also in discussions with Alt HAN Co on how they will identify themselves if challenged by the consumer, noting that there would be contact details for Suppliers being made available if requested which would be contractually enforceable between Alt HAN Co and the Vendor. The Change Board requested clarification on who specifically in Suppliers' organisations would need to be contactable on these occasions and suggested that Suppliers contact Alt HAN Co with their preferred teams. Alt HAN Co confirmed this would be built into the process included in the contract and welcomed Suppliers suggestions on who they wanted to be contacted.

The Change Board questioned if it were known when these site surveys would be taking place, so Suppliers could be ready. Alt HAN Co confirmed the assumption was that work would begin in mid- or late February 2019 onwards, but concrete dates would be shared via the Alt HAN Forum once the Vendor had shared the plan of activity.

Change Board Members highlighted a concern that not all Suppliers were receiving Alt HAN related communications and suggested further engagement should occur, especially with small Suppliers, to ensure that they were all ready. It was noted that all Suppliers have an obligation to nominate a representative to join the Alt HAN Forum, but Alt HAN Co acknowledged that a wider activity to engage with all Suppliers needed to be undertaken.

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## Views against the General SEC Objectives

### Objective (h)<sup>1</sup>

The **unanimous** view of the Change Board is that the modification better facilitates SEC Objective (h) as the changes proposed to the SEC would enable Alt HAN Co Surveyors to begin undertaking surveying activity to identify Alt HAN candidate premises that would benefit from Alt HAN technology.

For the avoidance of doubt, the Change Board believe that SECMP0064 is neutral against all other Objectives.

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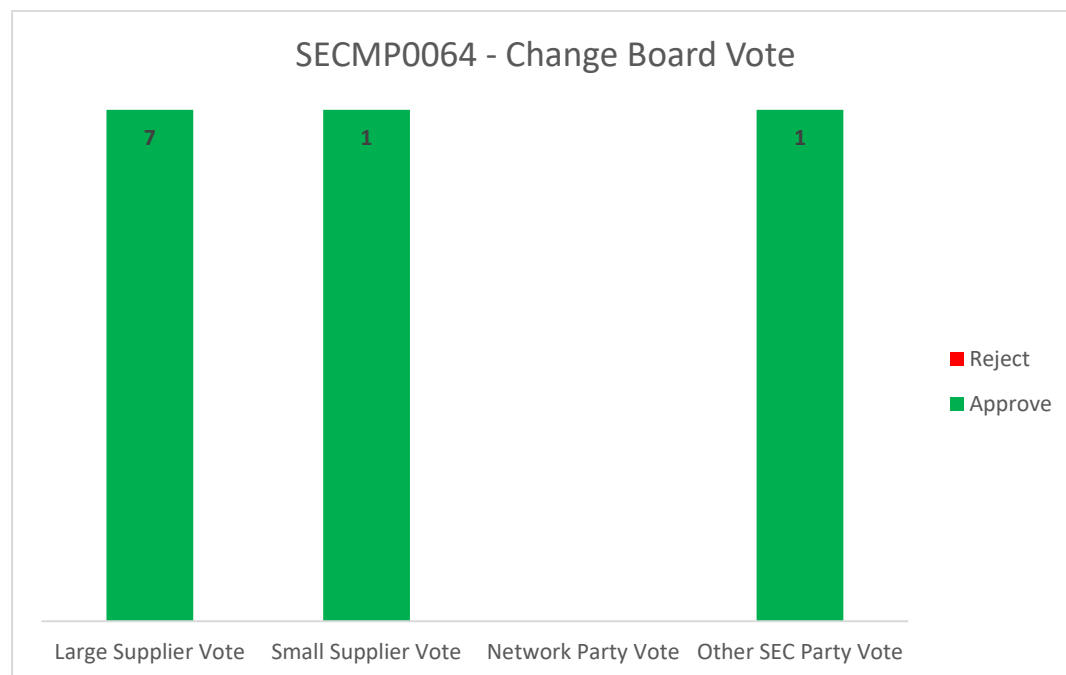
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<sup>1</sup> Facilitate the establishment and operation of the Alt-HAN Arrangements

## 2. Change Board Vote

This section sets out the breakdown of the Change Boards vote.

The Change Board voted to approve SECMP0064.



One Large Supplier member abstained as they noted each Supplier would have their own policy when talking to customers and did not want to compel Suppliers to allocate a representative.

All three Network Party members and two Other SEC Party members abstained as they felt this modification was a matter for Suppliers.

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### 3. Change Board recommendation

The Change Board:

- **CONSIDERED** the Final Modification Report and Modification Report Consultation responses for SECMP0064;
- **RECOMMENDED** that the Authority **APPROVES** SECMP0064 for implementation on 28 February 2019 (or 10 Working Days following Authority decision if the decision to approve is received after 14 February 2019); and
- **PROVIDED** rationale as to why SECMP0064 better facilitates the General SEC Objectives.

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