

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public and any Members may publish the information, subject to copyright.

## SEC Change Sub-Committee Meeting 02\_2304

23 April 2019 10:30 – 11:00

Gemserv, 8 Fenchurch Street, London, EC3M 4AJ

### Final Minutes

#### Attendees:

Representing	Name
Change Sub-Committee Chair	David Kemp
Large Suppliers	Paul Saker
Small Suppliers	Chris Brown (Teleconference)

#### Other Participants:

Representing	Name
DCC	Robin Healey
SECAS	Veronica Asantewaa
SECAS	Abigail Hermon
SECAS	Joe Hehir

#### Apologies:

Representing	Name
Other SEC Parties	Jonathan Lishawa
Other SEC Parties	Elias Hanna

#### 1. Welcomes and introductions

The Chair welcomed Members to the second Change Sub-Committee (CSC) meeting.

#### 2. New Draft Proposals

The CSC were presented with the Draft Proposal for [DP072 'Change of Supplier process'](#) for consideration.

There was discussion around the General Data Protection Regulation (GDPR). A CSC Member noted that when a Communications Hub goes offline the personal data from the customer is still being sent to the meter, which creates a GDPR issue, and noted that winning sites are being rejected by the

DCC as the information sent is incorrect. It was felt the GDPR aspects should be covered by the wider legislation on this, and Suppliers should be aware of their obligations under this.

It was noted that the Change of Supplier (CoS) process is the most important part of the User experience, however it is not stated in the SEC or the CoS Design Notes how the data should be processed as part of GDPR, and that some guidance is needed to make Suppliers aware of their obligations. A CSC member added that the obligation to send Service Request 6.23 is implied in the SEC but not explicitly stated.

The DCC suggested that there could also be an obligation for the CoS process in the Retail Energy Code (REC) that Suppliers can abide by. SECAS noted that the DCC already has steps in place to monitor Suppliers for sending Service Request 6.23 in their Supplier of Last Resort (SoLR) process map.

The Chair noted the Members' comments and acknowledged that the issue appeared to be a valid one but that the proposal and how this issue would be resolved would need to be looked in to further.

### **3. Any other business**

There was no further business and the Chair closed the meeting.