

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.

SECMP0053 Refinement Consultation

1. Purpose

This is the Refinement Consultation for [SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'](#). We invite you to respond to this consultation in order to help the Proposer in the development of this modification.

The draft Modification Report is included in this consultation pack, along with a response form containing the questions we seek your views on.

This consultation will close at **17:00 on Monday 8 July 2019**. We may not be able to consider late responses.

2. Summary of the proposal

What is the issue?

Target Response Times are the target duration for the round-trip journeys for Service Requests and are set to either 30 seconds or 24 hours, depending on how time-critical they are. Through development of installation and commissioning processes it has been identified that some of the Target Response Times set out in Smart Energy Code (SEC) Appendix E are not appropriate and need to be revised.

What is the Proposed Solution?

The proposed solution is to amend the Target Response Times set out in Appendix E to ensure that they are fit for purpose. The priority would be reducing the Target Response Times for time critical Service Requests to 30 seconds; however, this might also involve amending some Target Response Times to 24 hours where 30 seconds is not required.

Are there any Alternative Solutions?

One Alternative Solution is for Requirement 2 in the Preliminary Assessment instead of SR 4.8.1 being moved to 5600 seconds from 30 seconds, SR 4.8.1 will be moved from 30 seconds to 24 hours.

Will I be impacted?

SECMP0053 is expected to impact the following SEC Parties:

- All Supplier Parties
- DCC

Full details of how this modification may impact you can be found in the Modification Report.

3. Contact

If you have any questions on this modification, please contact **Harry Jones** on 020 7081 3345 or email sec.change@gemserv.com.