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Solution Design Specifications

SECMP0053:

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

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Summary

This modification proposes to amend Target Response Times (round-trip journeys for Service Requests) where they need to be processed as part of the installation and commissioning of a smart meter.

Impacts



- Large and Small Supplier Parties
- DCC Central Systems and Party interfacing systems.

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About this Document

This is the Solution Design Specification (SDS) document for SECMP0053, which contains the detailed

- business requirements; and
- implementation approach.

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1. Business Requirements

This section sets out the detailed business requirements for SECMP0053.

Summary

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 SEC Appendix E are not appropriate. For instance, Service Requests which may be required at the point of installation and commissioning to control heating and/or water are currently set to 'within 24 hours' as a Target Response Time, meaning installers may have to leave their sites without knowing if the critical functionality is configured correctly.

The modification seeks to amend the Target Response Times set out in SEC Appendix E and introduce a new Target Response Time of 4 hours to provide a medium speed Target Response Time for Service Requests.

As part of the Preliminary Assessment, DCC is asked to provide a view of the costs and impacts of implementing only Requirement 1 and of implementing both Requirements 1 and 2.

Requirement 1: The DCC will change the Target Response Time for Service Requests 6.14.1, 6.14.2 and 7.9 from 24 hours to 30 seconds.

The Data and Communications Company (DCC) will change the Target Response Times of the following Service Requests from 24 hours to 30 seconds:

- Service Request 6.14.1 – Auxiliary Load Control
- Service Request 6.14.2 – Auxiliary Load Control
- Service Request 7.9 – Add Auxiliary Load to Boost Button

Requirement 2: The DCC will change the Target Response Time for Service Request 4.8.1 from 30 seconds to 5600 seconds.

The DCC will implement a 5600 second Target Response Time and use this to replace the existing 30 second Target Response Time for Service Request 4.8.1 – Read Active Import Data.

The DCC have stated that a request to return 13 months' worth of data is technically unfeasible within 30 seconds, so a new Target Response Time is required to provide this information at a faster rate than is currently the case whilst being technically feasible.

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As part of this assessment, the DCC should explain how they intend to manage these Service Requests and deliver half hourly data as soon as is reasonably practicable so that Users know they won't be waiting the full 5600 seconds for each request, instead the time depending on the amount of half hourly data being requested.

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2. Implementation

Implementation Date

At this stage, the earliest SEC Release that SECMP0053 is likely to be targeted for is the June 2020 SEC Systems Release. This will be reviewed following receipt of the Preliminary Assessment.

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Appendix 1: Glossary

The table below provides definitions of the terms used in this document.

Acronym	Definition
DCC	Data and Communications Company
SDS	Solution Design Document
SEC	Smart Energy Code

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