



SEC Party Questionnaire Results



Purpose

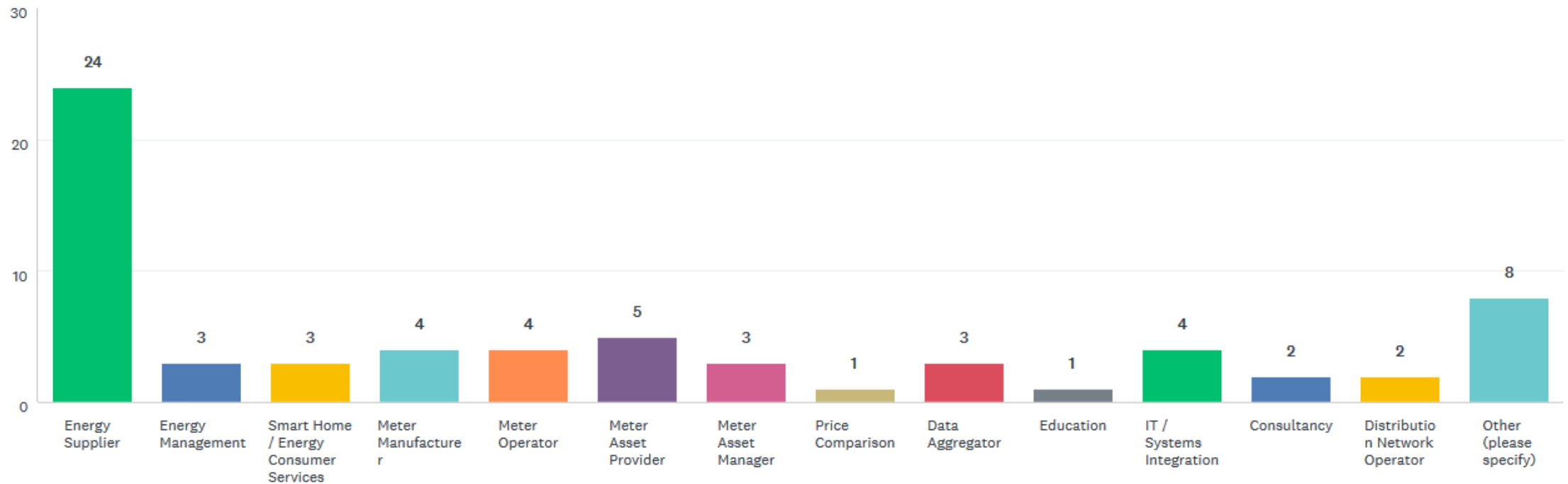


- The Panel considered the possibility of whether there could be the option for Parties to apply to accede to the Code in a new DCC User Role, that does not require access to any sensitive data and is therefore not required to form part of the privacy assurance regime
- The SEC Panel requested SECAS to produce a questionnaire for all SEC Parties to identify their business needs and requirements, and to establish whether there was need to sub-divide DCC User roles further in order to meet their needs better
- To offer the best possible service to SEC Parties, SECAS questioned Parties regarding their primary business functions, and if and how they intend to utilise the DCC Services
- The questionnaire was sent to all SEC Parties and 42 responses were received

Spread of Respondents

Please select your business' primary function(s):

Answered: 42 Skipped: 0



SEC Party Survey

Other:

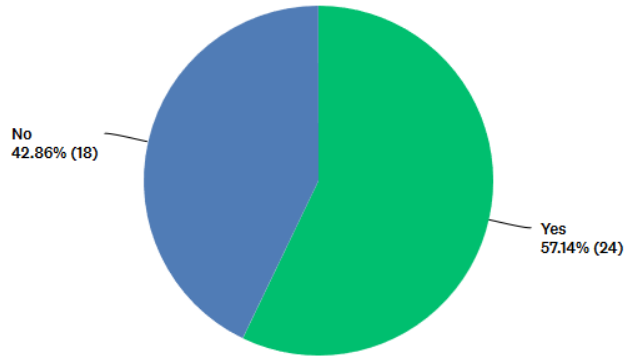
- Industry systems solution provider (HHDC/DA, NHHDC, HHMO, NHHMO), Data Collector (2), IGT Smart Meter Top Ups, DNO, Gas Network, Trade Association for Device Manufacturers

DCC User Percentage



Are you a DCC User?

Answered: 42 Skipped: 0



Why not?

Answered: 4 Skipped: 38

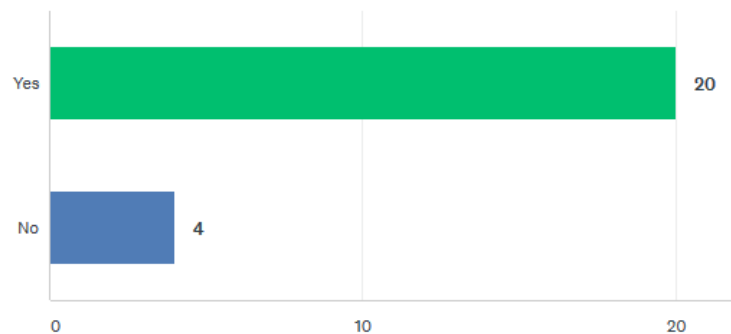
We believed that we would be able to access SR meta data for a particular device on activity for all DCC users, to be able to offer a consumer data transparency service. This we believe is related to SEC 11.4, which should be redundant if we can't actually get this data

I have no sight into TOC activity to know if Firmware updates have been released to Comms Hubs. If this fails there is no method for me to understand why or where it failed.

Both of the RSA and OU roles are very restrictive. For example, the RSA should be able to install a meter and then hand that over to a supplier. Having to perform installation using a supplier adaptor makes the process longer and more expensive than it should. The RSA also does not allow proper diagnostics to be obtained from the meter, limiting the help that we can give to suppliers The OU role is rather limited and cannot get to much smart meter functionality at all. The RSA role should be expanded and a separate data collector role should be created

Do you feel your role gives you the relevant functionality?

Answered: 24 Skipped: 18

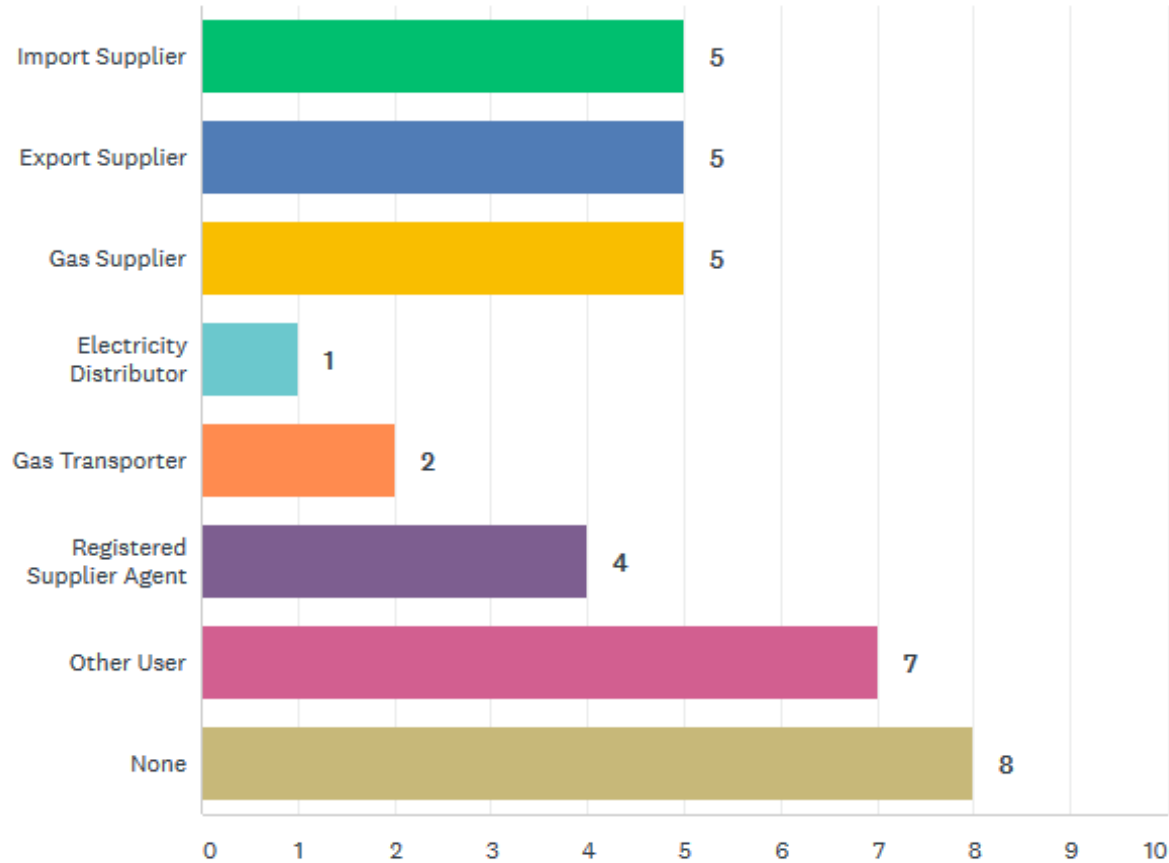


DCC User Roles



Please select which role(s) you plan to apply for:

Answered: 22 Skipped: 20

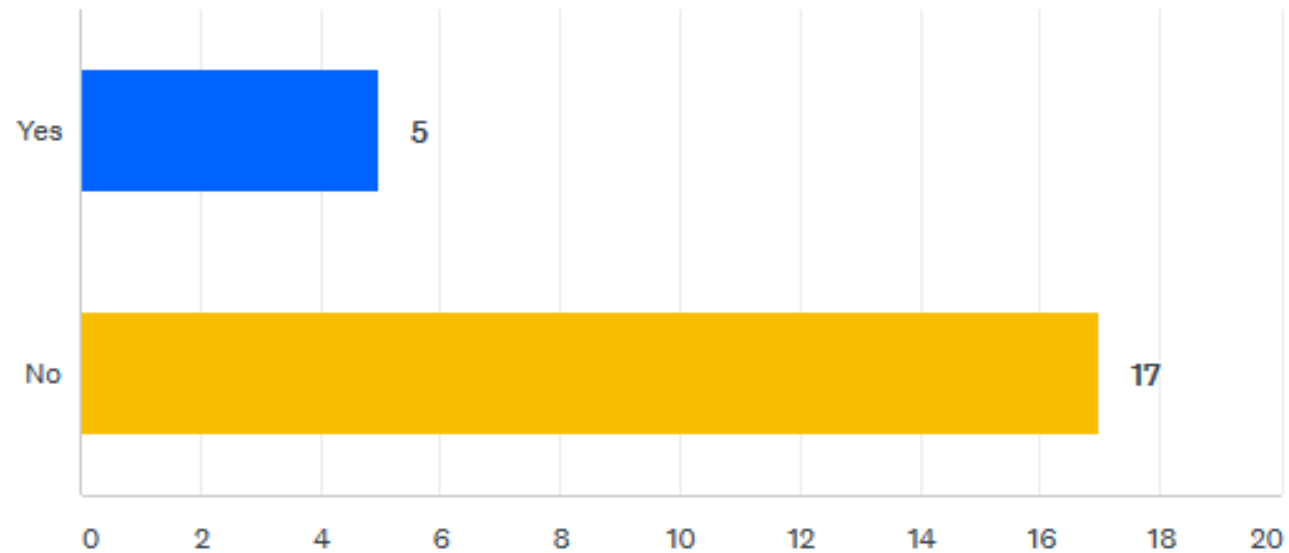


Barriers to Entry?



Have you experienced any barriers to entry, directly related to the User Entry Process?

Answered: 22 Skipped: 20



Barriers to Entry?



Please expand:

Answered: 5 Skipped: 37

The requirements of the entry process are extremely onerous for smaller parties like us. Identifying the minimum requirement amongst the mass of detail that we don't need is unreasonably difficult. And everything is on the critical path because until one step is complete access is not made available to begin on the next.

Long lead times in the process, website is very technical with limited easy to follow guides

Lack of information - it is difficult to find out details on the entry process and requirements for entry, how to get sharepoint access, what information is available in sharepoint, what all the various roles are within the party contacts list etc etc. Although there is an "other party" contact there is little involvement of Other parties in the DCC.

UEPT is set up well for new entrants who are using an existing adapter service but not very well for those who are trying to build their own adapter. There is no easy way to escalate complex technical queries in this regard. Access to required information has been difficult.

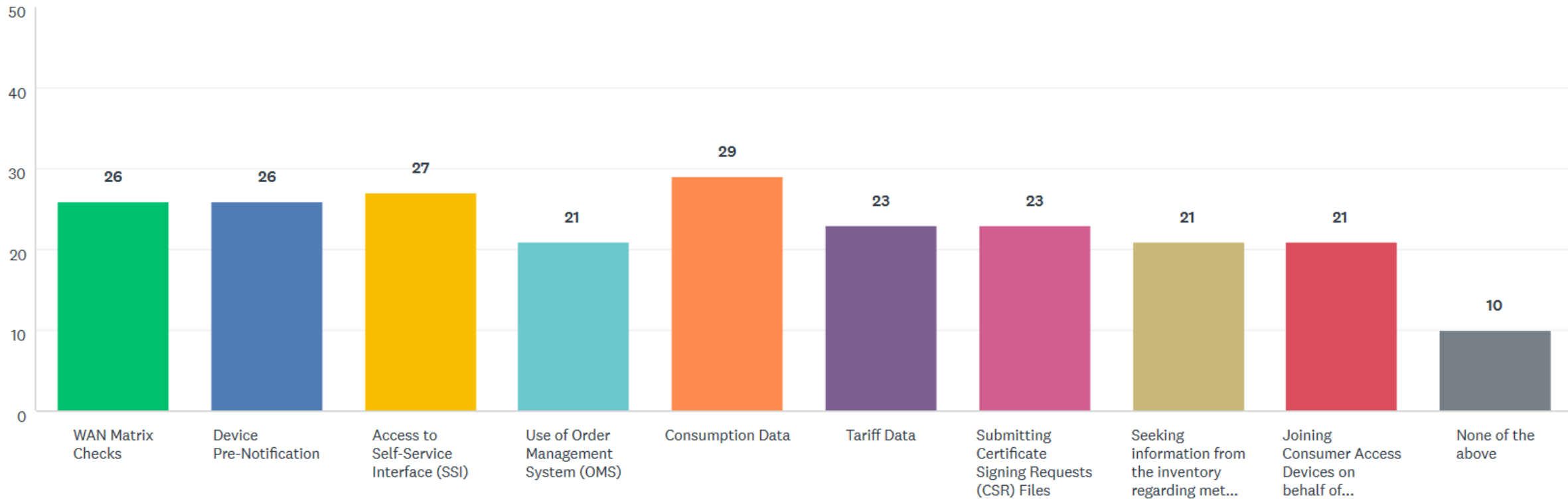
It is expensive and complicated. The CIO audit process is very complicated relative to the potential security impact of the RSA and OU roles as they are.

DCC Services intend to use



DCC Service Required

Answered: 42 Skipped: 0



SEC Party Survey

Analysis of Responses to DCC Services



- Consumption Data is available to all DCC User Roles, with the exception of RSA
 - RSA respondents did not indicate that they wanted access to consumption data
 - One pre-payment organisation plan to access consumption data via Energy Suppliers
- Tariff Data is available to IS,GS,OU
 - Networks or RSA respondents did not indicate that they wanted access to Tariff Data
- Joining Consumer Access Devices on Behalf of Customers is available to IS,GS,OU
 - Networks or RSA respondents did not indicate that they wanted access to this feature
- Conclusion: these 3 DCC services do not need to be incorporated into extra User roles

DCC Services required: 'None of the above'



Please describe below:

Answered: 10 Skipped: 32

We are looking forward to the development of a central firmware library and being able to use this to access the required firmware to deploy onto meters when necessary.

Pre site maintenance checks

As technology and energy services organisation specialising in the non-domestic sector we anticipate using the DCC System to develop additional services.

Control of Aux loads on meter devices

Faster Switching, S1 E&A, Service Requests

Innovative solutions to Electric Vehicle uptake and the impact to Network Operators. Consideration of using the DCC infrastructure and/or Service Requests to view/control ALCS/HCALS EV Charge point charging outputs.

As a DNO we will also be using alerts to help with voltage and power outage events.

- all in life meter management activities

Install and Commission Management of all Security functions Compliance with SEC obligations Compliance with SLC upon a Energy Supplier

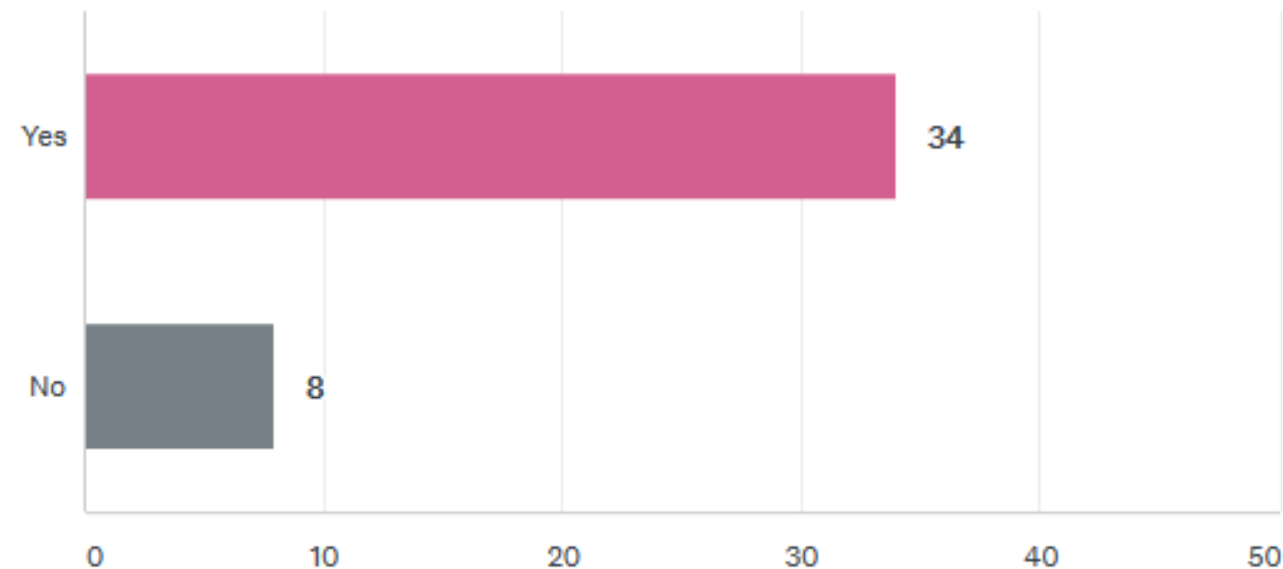
Export data

Panel Representation



Do you feel your business is appropriately represented on the SEC Panel and sub-committees?

Answered: 42 Skipped: 0



Comments Regarding Panel Representation



What form of representation would you like to see?

Answered: 5 Skipped: 37

Not aware of any significant representative input from consumers directly or via consumer championing groups. Consumers are paying for DCC, their influence should be visible and meaningful

the other user role is too broad, it covers a range of interested parties. it would be good to see representation from all groups, space allowing!

Representation is currently weighted towards large suppliers. The "Other SEC Parties" category is very broad and includes industry participants like MAPs, DCs and MOPs as well as other service providers like TPIs, switching services etc. The requirements for both groupings are quite different and so we would like to see this reflected in representation. Separate representation for supplier agents, e.g. DCs and MOPs, could be a way to achieve this. Interactions between the SEC and BSC mean the activities of supplier agents are governed by both.

SEC is dominated, like many areas of smart metering, by the wishes of domestic large suppliers. The voice of independent metering and data collection agents is not heard

More access for device manufacturers

Voting Rights



Do you agree the weighting of voting rights should be in proportion with DCC Live System usage?

Answered: 41 Skipped: 1



Conclusion



- We conclude that there appears to be no requirement to further sub-divide the Other User role
- However, a number of actions can be taken to enhance Other User experience of UEP
 - Processes and timelines could be clearer
 - SECAS to liaise with DCC to ensure all relevant guidance is signposted on our website, including details on how to access SharePoint
 - Security Assessments
 - We will discuss with SSC the comment made in relation to whether the security assessment process is proportionate for the risk associated with the RSA and OU roles
- The Other User Role could have added functionality, which SECAS will consider further with DCC
 - Access to SR meta data, location of SMETS2 Devices etc.
 - Access to DCC Services not captured in the questionnaire
- The Other SEC Party role is considered extremely broad. The Panel may wish to consider adding an 'Other SEC Party' seat