

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.

# DP097 ‘Improving SMETS2 Meter Installs for New Connections’

## Problem statement – version 0.1

### About this document

---

This document provides a summary of this Draft Proposal, including the issue or problem identified, the impacts this is having, and the context of this issue within the Smart Energy Code (SEC).

### Proposer

---

This Draft Proposal has been raised by the Data Communications Company (DCC).

## What is the issue or problem identified?

### What are New Connections?

'New Connections' is the energy industry term for the process to fit electricity and gas meters at new properties. This is generally new build (i.e. a new housing estate) but may include conversion of existing premises into flats. This issue relates purely to new housing estates, not to converted buildings.

In a New Connection:

- The electricity and gas meter will be fitted as the housing developer is building the house and may be used for some of the initial build activity. For example, providing lighting when they're building or heating the property to help plaster dry.
- Fitting a Smart Metering Equipment Technical Specifications 2 (SMETS2) meter at this stage is something that our customers want to do. It saves them spending time demonstrating the meter to the eventual house purchaser and stops them having to make a second site visit to install a SMETS2 meter at a later date.

### What is the problem?

The Electricity Supply Licence states the Supplier needs to check there is Wide Area Network (WAN) before attending site to install a smart meter, as per the excerpt below:

#### **Proactive Install and Leave**

49.8 The obligations in paragraph 49.4 do not apply in respect of a relevant premises where:

(a) the Smart Metering System at the relevant premises:

(i) is installed or arranged to be installed by the licensee; and

(ii) meets the requirements of a Version of the SME Technical Specification, other than a Version with a Principal Version number of 1;

(b) the Electricity Meter forming part of the Smart Metering System is:

(i) a New Electricity Meter; or

(ii) a Mandatory Replacement Electricity Meter; and

(c) the SM WAN Coverage Database indicates that the SM WAN is not (or will not be) available in respect of the relevant premises on the Installation Date of the Smart Metering System but will be available in respect of such premises on a date that is prior to 1 January 2021.

49.9 The exception in paragraph 49.8 applies only until the date from which the SM WAN is available in respect of the relevant premises (as indicated by the SM WAN Coverage Database).

49.10 Where the exception in paragraph 49.8 applies in respect of a relevant premises, the licensee shall not take the steps described in paragraph 49.4(c) in respect of that relevant premises unless it ascertains, at any time during the 30 days prior to the Applicable Date, that the SM WAN Coverage Database indicates that the SM WAN is (or will be) available in respect of the relevant premises on the Applicable Date.

Managed by

The SM WAN Coverage Database is an internal DCC system, run and operated by the Communications Service Providers (CSPs), which shows the level of WAN coverage for Smart Meters in a particular postcode.

The wording in SEC Appendix H 'CH Handover Support Materials' (H3.3) advises that a customer can only raise a Service Management Service Request where there is no postcode.

There can be a time delay from the release of a Postcode from the Royal Mail, and the change of data in the Coverage Database.

- If there is no postcode in the Coverage Database, the customer attempting to fit the meter should follow Appendix H3.3. This advises the Supplier to raise an Incident against the DCC with the Supplier providing Longitude and Latitude. The DCC can then confirm whether there's WAN or not.
- Where there is a postcode or postcode outcode (the outcode is the first part of a postcode, such as GU1), the DCC systems may often return the message "No premises found" as the CSP Coverage Databases haven't been updated with details of the premises. This doesn't meet the Supplier's obligation under the SEC (F7.18) to carry out a check of the coverage checker "any time during the 30 days prior to the date of installation".

In the latter case, the Supplier will not fit a SMETS2 meter at a new build premise. They must abort the job as the DCC cannot tell the Supplier there is WAN because the response provided is not reflected in either the SEC or the Licence. The Supply Licence also states the Supplier needs to check there is WAN before attending site – otherwise it is a Proactive Install & Leave (I&L), which is not allowed. The SEC also requires the Supplier to check SM WAN coverage, so that the Supplier can invoke the 90-day Service Level Agreement.

### How does this issue relate to the SEC?

The wording in SEC Appendix H 'CH Handover Support Materials' (H3.3) advises that a customer can only raise a Service Management Service Request where there is no postcode. The CSPs only update the SM WAN Coverage Database about every 3 months. Therefore, there will be instances where a postcode exists in Post Office systems, but it isn't yet updated on the SM WAN Coverage Database. The solution proposed to clarify scenarios where there is a partial postcode.

## What is the impact this is having?

---

Where there is a postcode or postcode outcode (the outcode is the first part of a postcode, such as GU1), but the CSP Coverage Databases haven't been updated with details of the premises, the DCC systems may return the message "No premises found".

This doesn't meet the Supplier's obligation under the SEC (F7.18) to carry out a check of the coverage checker "any time during the 30 days prior to the date of installation"

In this case the Supplier will not fit a SMETS2 meter at a new build premises and must abort the job as the DCC cannot tell the Supplier if there is WAN.

## What are the views of the industry?

---

### Views of the DCC

The DCC are fully supportive of this change.

### Views of SEC Parties

The views of Parties will be gathered during the Development Stage.

### Views of Panel Sub-Committees

The views of Panel Sub-Committees will be gathered during the Development Stage.

### Views of the Change Sub-Committee

The views of the Change Sub-Committee will be gathered during the Development Stage.