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Paper Reference:	SECP_75_1312_22
Action:	For Decision

DP097 Problem Statement

1. Purpose

Draft Proposal [DP097 'Improving SMETS2 Installs for New Connections'](#) was raised by the DCC and has undergone the Development Stage. The Change Sub-Committee believes this Draft Proposal is ready to be converted to a Modification Proposal. This paper sets out our proposed approach for progressing this modification for the Panel's approval. We are recommending that this modification be progressed directly to the Report Phase and that the Panel approve the Modification Report, the implementation approach, and that MP097 is a Self-Governance Modification.

This paper provides a high-level summary of the key points. A copy of the problem statement submitted by the Proposer can be found in Appendix A, and the draft Modification Report can be found in Appendix B.

2. Summary of the proposal

What is the issue?

In a New Connection (new housing estate) scenario Suppliers are required by their Supply Licence to check there is Wide Area Network (WAN) access using the SM WAN Coverage Database before attending site to install a smart meter. In some cases, there is a delay in the release of a postcode and update of the SM WAN Coverage Database, and this can result in a 'no premises found' message. The SEC does not allow a Supplier in these instances to contact the DCC to determine if there is SM WAN coverage.

What is the proposed solution?

The solution proposes to make minor amendments to Appendix H 'CH Handover Support Materials' to clarify that where a postcode has been issued or where a partial postcode exists but has not been updated in the SM WAN Coverage Checker then Supplier can raise a Service Management Service Request with the DCC.

3. Proposed progression

The Change Sub-Committee has agreed that this Draft Proposal is ready to be converted to a Modification Proposal. We believe that this modification should be progressed directly to the Report

Phase. This is due to the Proposed Solution being a straightforward governance amendment to SEC Appendix H for facilitating Suppliers' process for checking SM WAN coverage at new connections.

Determination approach

We recommend that this Proposal is determined under Self-Governance, as the Proposal does not satisfy the criteria in Section D2.6 for needing an Authority decision.

Implementation approach

We recommend an implementation approach of:

- 27 February 2020 (February 2020 SEC Release) if a decision to approve is made by the Change Board on 22 January 2020.

4. Recommendations

The Panel is requested to:

- **AGREE** that DP097 is ready to be converted to a Modification Proposal;
- **AGREE** that MP097 should be progressed to the Report Phase;
- **APPROVE** the Modification Report;
- **APPROVE** the implementation approach; and
- **AGREE** that MP097 should be progressed as a Self-Governance Modification.

Ali Beard

SECAS Team

6 December 2019

Attachments:

- **Appendix A:** DP097 problem statement
- **Appendix B:** MP097 Modification Report
 - **Annex A:** MP097 legal text

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DP097 ‘Improving SMETS2 Meter Installs for New Connections’

Problem statement – version 1.0

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 properties (such as 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 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.

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

The wording in SEC Appendix H 'CH Handover Support Materials' paragraph 3.3 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. It 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 the visit is deemed 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 (SLA).

How does this issue relate to the SEC?

The wording in SEC Appendix H paragraph 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 three months. Therefore, there will be instances where a postcode exists in the 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, 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 is fully supportive of this change.

Views of the Change Sub-Committee

The Change Sub-Committee was supportive of this change and believed that the Modification Proposal should go directly to the Report Phase.

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MP097

‘Improving SMETS2 Meter Installs for New Connections’

Modification Report

Version 0.1

About this document

This document is the Modification Report for [MP097 'Improving SMETS2 Meter Installs for New Connections'](#). It provides detailed information on the background, issue, solution, costs, impacts and implementation approach. It also summarises the discussions that have been held and the conclusions reached with respect to this Modification Proposal.

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This document also has one annex:

- **Annex A** contains the redlined changes to the SEC required to deliver the proposed solution.

1. Summary

In a New Connection (e.g. a new housing estate) scenario Suppliers are required by their Supply Licence to check there is Wide Area Network (WAN) using the Smart Metering (SM) WAN Coverage Database before attending site to install a smart meter. In some cases, there is a delay in the release of a postcode and update of the SM WAN Coverage Database, and this can result in a 'no premises found' message. The SEC does not allow a Supplier in these instances to raise a Service Management Service Request with the DCC to determine if there is SM WAN coverage.

The solution proposes to make minor amendments to Appendix H 'CH Handover Support Materials' to clarify that where a postcode has been issued or where a partial postcode exists but has not been updated in the SM WAN Coverage Checker then the Supplier can raise a Management Service Request with the DCC.

There will some impact on the DCC in terms of an increased number of Service Management Service Requests. The DCC has confirmed they are already providing this service to Suppliers and this change will bring the SEC in line with current process. Costs will be limited to Smart Energy Code Administrator and Secretariat (SECAS) time and effort to update the SEC, and if approved this change will be included in the February 2020 SEC Release.

2. Background

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 properties (such as 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 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 issue?

The Electricity Supply Licence states the Supplier needs to check there is 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.

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

The wording in SEC Appendix H 'CH Handover Support Materials' paragraph 3.3 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 is WAN coverage 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) but they are unable to raise a Service Management Service Request.

In the latter case, the Supplier will not fit a SMETS2 meter at a new build premise. It 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 the visit is deemed 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 (SLA).

3. Solution

Proposed Solution

The wording in SEC Appendix H paragraph 3.3 advises that a customer can only raise a Service Management Service Request where there is no postcode. 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 that in these scenarios, where there is a postcode issued by the Royal Mail but not on the SM WAN Coverage Database a Supplier can raise a Service Management Service Request. This solution will align the SEC with current practice.

Legal text

The changes to the SEC required to deliver the proposed solution can be found in Annex A.

4. Impacts

This section summarises the impacts that would arise from the implementation of this modification.

SEC Parties

SEC Party Categories impacted			
	Large Suppliers		Small Suppliers
	Electricity Network Operators		Gas Network Operators
	Other SEC Parties	✓	DCC

The DCC will be impacted by an increased number of Service Management Service Requests. The DCC has confirmed they are already providing this service to Suppliers and this change will bring the SEC in line with current process.

No other SEC Parties will be affected in implementing this change but will benefit from being able to raise a Request in this scenario.

DCC System

The DCC has confirmed there are no DCC System impacts.

SEC and subsidiary documents

The following parts of the SEC will be impacted:

- SEC Appendix H 'CH Handover Support Materials'

Other industry Codes

There are no changes to other industry Codes.

Greenhouse gas emissions

There are no impacts on Greenhouse gas emissions.

5. Costs

DCC costs

There will be no costs incurred by the DCC to implement this change.

SECAS costs

The estimated SECAS implementation costs to implement this modification is two days of effort, amounting to approximately £1,200. The activities needed to be undertaken for this are:

- Updating the SEC and releasing the new version to the industry.

SEC Party costs

There will be no costs incurred by SEC Parties in implementing this modification.

6. Implementation approach

Recommended implementation approach

SECAS is recommending an implementation date of:

- **27 February 2020** (February 2020 SEC Release) if a decision to approve is received on or before 22 January 2020.

This is a minor change to the SEC legal text to clarify that Suppliers can use the current process under these conditions. The February 2020 SEC Release is the earliest SEC Release that this modification can be included in.

7. Conclusions

Benefits and drawbacks

The Proposer has identified the following benefits and drawbacks in implementing this modification:

Benefits

- This change will bring the SEC in line with current practice.
- This will ensure all Suppliers are aware they can use Service Management Service Requests in this scenario.
- This will allow Suppliers to fulfil their Licence Conditions.

Drawbacks

- No drawbacks have been identified.

Proposer's rationale against the General SEC Objectives

Objective (a)¹

The Proposer believes that MP097 will better facilitate SEC Objective (a) as there will be accurate information available to ensure appointments to fit smart meters are carried out as arranged.

Objective (d)²

The Proposer believes that MP097 will better facilitate SEC Objective (d) as there will be less aborted installations.

¹ Facilitate the efficient provision, installation, operation and interoperability of smart metering systems at energy consumers' premises within Great Britain

² Facilitate effective competition between persons engaged in, or in commercial activities connected with, the supply of energy

Appendix 1: Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
CH	Communications Hub
CSP	Communications Service Provider
DCC	Data Communications Company
I&L	Install and Leave
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SMETS	Smart Metering Equipment Technical Specifications
SM WAN	Smart Metering Wide Area Network



Smart Energy Code

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MP097 ‘Improving SMETS2 Meter Installs for New Connections’

Annex A

Legal text – version 0.1

About this document

This document contains the redlined changes to the SEC that would be required to deliver this Modification Proposal.

These changes have been drafted against SEC Version 6.20.

Appendix H 'CH Handover Support Materials'

Amend Section 3 as follows:

SM WAN coverage information

- 3.2 The DCC shall provide Parties with information regarding SM WAN coverage at potential Installation Locations and the WAN Variant (and, where applicable, the Communications Hub Auxiliary Equipment) required for each Installation Location via the SM WAN Coverage Database. The DCC shall make the SM WAN Coverage Database information available via:
- (a) the Self Service Interface;
 - (b) responses to Service Request 12.1 (Request WAN matrix); or
 - (c) a reasonable alternative method, as specified by the DCC, where the methods specified in clauses 3.2(a), 3.2(b) are not available.
- 3.3 Where a Party requires SM WAN coverage information for an Installation Location where there is no associated postcode in DCC Systems, the Party may raise a Service Management Service Request with the DCC, and in so doing shall provide the geographic latitude and longitude, for the Installation Location. The DCC shall resolve the Service Management Service Request by providing SM WAN coverage information for the Installation Location to the Party which raised the matter, and by additionally allocating the Installation Location to a Region.