

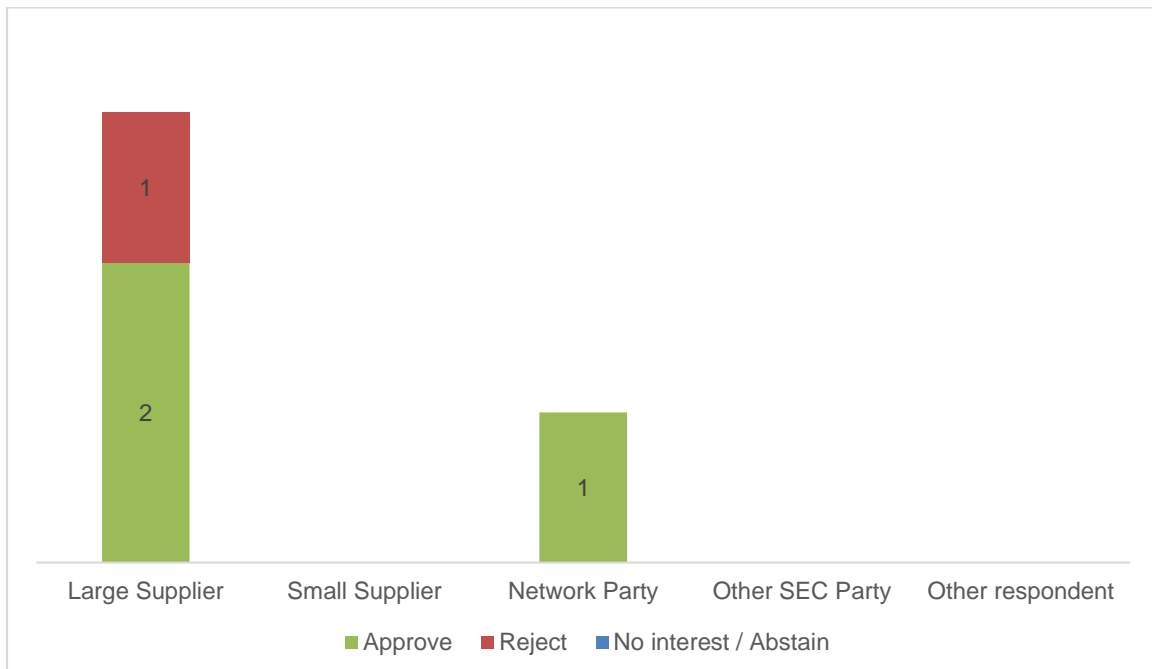
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# MP097 ‘Improving SMETS2 Meter Installs for New Connections’ Modification Report Consultation responses

## About this document

This document contains the full non-confidential collated responses received to the MP097 Modification Report Consultation.

## Summary of responses



## Question 1: Do you believe that MP097 should be approved?

Question 1			
Respondent	Category	Response	Rationale
EDF Energy	Large Supplier	Approve	We agree that MP097 better facilitates SEC Objective (a) as it will enable the efficient installation of smart meters by enabling SEC Parties to identify whether there is WAN Coverage and what variant of Communications Hub where a postcode is not present in the SM WAN Coverage Checker.
Scottish and Southern Electricity Networks	Networks Party	Approve	SSEN agree that this modification will better facilitate SEC Objective (a) and (d). Although this is only a minor wording change to SEC Appendix H, this will bring the SEC in line to reflect current practice and allow Suppliers to fulfil their Licence Conditions.
Centrica plc	Large Supplier	Approve	We agree with the proposer that implementation will better facilitate SEC objective (a) as there will be accurate information available to Users to maximise the number of install appointments that can be made.
E.ON	Large Supplier	Reject	<p>E.ON would like to reiterate we not support the proposed SEC change and believe further work/changes are required to fully address the issue. Noted below is our feedback and suggestions (previously submitted at draft proposal stage).</p> <p>The change fails to address how DCC/CSP's/Developers/Network Operators/Suppliers all need to work more effectively together to ensure suppliers are able to successfully install Smart meters for New Connection customers.</p> <p>We believe these parties need to work together to agree a more effective approach whereby:</p> <ul style="list-style-type: none"> <li>• Developers engage as early as possible with the CSP to ensure the time available for CSP's to ensure WAN coverage is in place is maximised</li> <li>• Network Operators advise CSP's of new developments when they are contacted by developers to arrange electricity network connectivity to the development (this addresses cases where the Developer hasn't already contacted the CSP)</li> </ul>

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Question 1			
Respondent	Category	Response	Rationale
			<ul style="list-style-type: none"> <li>The CSP works with the Developer to ensure there is either WAN connectivity in place for when new connections are required for the individual development properties, or (worst case) advise when connectivity is expected to be available</li> <li>The CSP proposes how new developments can best be included in their coverage files, e.g. by Post Code if this is available, or by partial post code, etc.</li> </ul> <p>Please note: Currently the Post Office doesn't update it's PAF file until they are advised that customers are about to move into new development properties and DCC/CSP don't include address in their coverage files until they are in PAF.</p> <p>However, the Post Office's Address Management Unit does supply a chargeable "Not Yet Built" service which provides details of address for new properties under construction or in planning stage (the attached documents refer). While this is a potential option, the ideal would be for Developers to engage directly with the CSP.</p> <p>Once all parties have agreed a more effective process, then related SEC changes can be brought forward for discussion and approval.</p> <p>We have provided some more detailed comments below:</p> <ul style="list-style-type: none"> <li>In cases where an address is not included in the DCC coverage file, we trialled the process as per Section H3.3 of SEC Appendix H of the CH Handover Support Material" to raise a Service Request with the DCC using Longitude and Latitude co-ordinates to identify the location so that the CSP can supply details as to whether WAN coverage is anticipated and, if so, details of which Comms Hub variant should be installed. However, the results were disappointing with DCC/CSP responses confirmed there was no coverage or that they couldn't advise which comms hub variant for us to install. This is disappointing as site visits confirmed that in the majority of cases WAN connectivity was available in site and clearly Developers and customers had expectations that we would be able to install Smart meters in their new homes – in exactly the same way as they expect mobile phone or broadband connectivity. Please note: as the address is not in the DCC coverage</li> </ul>

Question 1			
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			<p>file, you can't raise an "Incident" in SSI, instead you have to raise a "Service Request".</p> <ul style="list-style-type: none"> <li>The "How does this issue relate to SEC?" section suggests the SM WAN coverage database is updated "about every 3 months" – CSP's are required to provide MONTHLY coverage files.</li> </ul>

## Question 2: Please provide any further comments you may have

Question 2		
Respondent	Category	Comments
EDF Energy	Large Supplier	<p>The draft legal text should be amended prior to implementation. Clause 3.3 of Appendix H 'CH Handover Support Materials' requires Parties to provide 'the geographic latitude and longitude, for the Installation Location' when raising a Service Management Service Request with the DCC. We do not believe that this latitude and longitude information would be appropriate where a Party has a full address and postcode, but the SM WAN Coverage Checker has not been updated to include that location.</p> <p>We suggest that the text in Clause 3.3 is updated along the line that Parties shall 'provide the information requested by the DCC in respect of the Installation Location' to make this requirement less prescriptive. If the latitude and longitude information is required even where a full postcode and address is available we would welcome an explanation as to why this is required, as this may not be information that is straightforward for Parties to capture and provide.</p>
Scottish and Southern Electricity Networks	Networks Party	N/A
Centrica plc	Large Supplier	N/A
E.ON	Large Supplier	N/A