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# DP117 'Bulk CH returns'

## Modification Report Version 0.1

## About this document

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This document is a draft Modification Report. It currently sets out the background, issue, and progression timetable for this modification, along with any relevant discussions, views and conclusions. This document will be updated as this modification progresses.

## Contents

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1. Summary.....	2
2. Issue.....	4
Appendix 1: Progression timetable .....	5
Appendix 2: Glossary .....	6

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## 1. Summary

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This proposal has been raised by Sasha Townsend from the Data Communications Company (DCC).

The Smart Energy Code (SEC) Section F5 'Communication Hub Forecasts & Orders' allows any SEC Party to place orders for Communications Hubs (CHs) from the DCC. In the event of needing to return the CH specified SEC Parties can notify the DCC under SEC Section F8.7 of the return. This is done by submitting either DCC User Interface Specification (DUIS) Service Requests 8.14.3 or 8.14.4.

Currently, these Service Requests allow DCC Users to input one Global Unique Identifier (GUID) per request. This means that DCC Users must send an individual Service Request to notify the DCC of each CH return. This takes a significant amount of time and effort when multiple CHs require return. DCC Users have stated that this is not a sustainable approach in dealing with returns and have requested the ability to upload and trigger all the necessary Service Requests relating to a bulk CH return.

## 2. Issue

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### What are the current arrangements?

SEC Section F5 'Communication Hub Forecasts & Orders' allows any SEC Party to place orders for CHs. In the event of needing to return the CH specified SEC Parties can notify the DCC under SEC Section F8.7. A Party wishing to return a CH is entitled to do so at any time.

Parties currently return Communications Hubs to the DCC for several reasons, including:

- A CH fault/defect is identified either prior or post installation;
- CHs are destroyed or damaged in transit/storage; or
- The DCC requests that Parties return CHs to the DCC because of a Product Recall/Technology Refresh;

SEC Appendix I 'Communications Hub Installation and Maintenance Support Materials' (CHMISM) currently sets out the procedures for notifying the DCC of a CH return. It requires DCC Users to submit one of two Service Requests depending on the reason for return:

- Service Request 8.14.3 'Communications Hub Status Update – Fault Return'; or
- Service Request 8.14.4 'Communications Hub Status Update – No Fault Return'.

On submission of a SR8.14.3 or a SR8.14.4, a Returns Remedy Record is automatically generated, which triggers a 90-day returns journey from a DCC User to the DCC.

### What is the issue?

Currently, these Service Requests allow DCC Users to input one GUID per request. This means that DCC Users must send an individual Service Request to notify the DCC of each CH return.

DCC Users are reporting that to trigger an individual Service Request can take a significant amount of time and effort per CH. They have stated that this is not a sustainable approach in dealing with returns. Therefore, DCC Users have requested the ability to upload and trigger all the necessary Service Requests relating to a bulk CH return.

### What is the impact this is having?

If this issue is not addressed, it will continue to cause inefficiencies, duplicating time and effort for DCC Users attempting to return multiple CH.

## Appendix 1: Progression timetable

Following consideration by the Change Sub-Committee (CSC) on 25 February 2020, comments will be sought from the Panel Sub-Committees and the wider industry. Subject to the comments received, the CSC will be asked to recommend that the Panel converts this to a Modification Proposal in March.

Timetable	
Action	Date
CSC initial consideration	25 Feb 2020
CSC recommendation that Panel convert into a Modification Proposal	24 Mar 2020
Panel convert Draft Proposal to Modification Proposal	17 Apr 2020

## Appendix 2: 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
CHISM	Communications Hub Installation and Maintenance Support Materials
CSC	Change Sub-Committee
DCC	Data Communications Company
DUIS	DCC User Interface Specification
GUID	Global Unique Identifier
SEC	Smart Energy Code