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DP094 ‘Supporting prepayment customers in no SM WAN scenarios’ Request for Information

Responding to this Request for Information

This is a Request for Information (RFI) for [DP094 ‘Supporting prepayment customers in no SM WAN scenarios’](#).

We invite you to respond to this RFI and welcome your responses to the questions set out in this form. To help us better understand your views on this Draft Proposal, please provide rationale to support your responses.

To help us process your response efficiently, please email your completed response form to sec.change@gemserv.com with the subject line ‘DP094 Request for Information response’.

If you have any questions or you wish to respond verbally, please contact Joe Hehir on 020 7770 6874 or email sec.change@gemserv.com.

Deadline for responses

This consultation will close at **17:00 on Tuesday 5 May 2020**.

The Proposer may not be able to consider late responses.

Summary of the proposal

What is the issue?

The Proposer has raised concerns that the minimum functional requirements set out in the second major version of the Smart Metering Equipment Technical Specifications (SMETS2) do not result in a device that is sufficiently robust to serve smart prepayment customers effectively. Similarly, the Adoption and Enrolment of SMETS1 meters in the Data Communications Company (DCC) leads to the same loss of resilience in relation to SMETS1 meters.

The Proposer seeks a solution to be able to effectively manage SMETS2 prepayment customers in no Wide Area Network (WAN), intermittent WAN or DCC outage scenarios equivalent to the commercially developed solution available from the Secure SMETS1 product.

Will I be impacted?

DP094 is expected to impact the following SEC Parties:

- Large Suppliers
- Small Suppliers
- DCC

Respondent details

Respondent details	
Name	Click and insert your name
Organisation	Click and insert the name of the organisation you are responding for
Phone number	Click and insert a phone number we can call you on with any queries

Parties represented	
Party Category	Click and select your Party Category
Parties represented	Click and insert the name(s) of any SEC Parties you are responding for

Confidential information	
Does your response contain any confidential information?	
Response	Click and select your response
<p>If 'yes', please clearly mark all confidential information (e.g. in red font).</p> <p>Any confidential responses will be shared with the Change Board and the Authority under a Red classification in accordance with the SEC Panel Information Policy.</p>	

Questions

Question 1	
<p>When you attempt to install a SMETS2 Meter, how often do you find a lack of WAN?</p> <p><i>Please provide your rationale.</i></p>	
Rationale	Click and insert your response and any supporting rationale

Question 2	
<p>Do you keep statistics on how long it takes for WAN issues to be resolved from the point they are logged with the DCC?</p> <p><i>Are you prepared to share these with us? If yes, please provide a response below.</i></p>	
Response	Click and select your response
Rationale	Click and insert the rationale for your response

Question 3	
<p>What percentage of WAN issues that you have raised with the DCC are resolved to a positive conclusion?</p> <p><i>i.e. WAN is established, and a PPM could be installed if still needed; or a connection is established with a PPM which has 'lost' connectivity.</i></p>	
Response	Click and insert your response and any supporting rationale

Question 4	
<p>Please provide any further comments you may have.</p>	
Comments	Click and insert any further comments