Department for Business, Energy & Industrial Strategy

Department for Business, Energy & Industrial Strategy
1 Victoria Street,
London SW1H 0ET

www.gov.uk/beis

31 July 2020

The Authority (Ofgem), the SEC Panel, SEC Parties and other interested parties

Dear Colleague,

SMART METERING IMPLEMENTATION PROGRAMME: DIRECTION TO RE-DESIGNATE THE SEC INCIDENT MANAGEMENT POLICY FOR DCC'S SMETS1 SERVICE

1. The Incident Management Policy (IMP) covers processes regarding how DCC manages incidents and problems with SEC Parties. The latest version of IMP was included in the Smart Energy Code (SEC) as Appendix AG on 28 July 2019 as Version 2.0.

2. In order to deliver the SMETS1 service, DCC has contracted with a number of service providers including Telefonica UK Limited as a SMETS1 Communications Service Provider (SMETS1 CSP) related to the MOC - MDS cohort of SMETS1 smart metering systems.

3. DCC ran a consultation on proposed revisions to Version 2.0 of IMP from 18 May to 12 June 2020 to reflect the arrangements with Telefonica UK Limited. In particular, the consultation proposed:
   a) Changes to reflect incident response and resolution times for Telefonica UK Limited as a SMETS1 CSP for the MOC - MDS cohort.
   b) Changes to reflect limitations regarding a response to a disaster.
   c) Changes to reflect a reduced notification period for a Planned Maintenance.
   d) (on behalf of BEIS) a re-designation date for the document of 3 July 2020 or, if necessary, as soon as reasonably practicable within one month thereafter.

4. On 29 June 2020, DCC submitted an amended IMP to BEIS for re-designation together with its consultation conclusions. DCC received one response to the consultation, agreeing with the proposals. This response was provided to BEIS once the consultation had closed. Given the limited response from stakeholders, DCC conducted further engagement with stakeholders which confirmed they were content and/or had decided not to respond. No concerns about the proposals were raised during DCC's engagement.

5. We conclude that it is appropriate for the new version of IMP (v 3.0) at Annex A to be designated today. A marked-up version of the document showing changes relative to

the version previously in legal effect is provided at Annex B for reference.

Direction

This direction is made for the purposes of the smart meter communication licences granted under the Electricity Act 1989 and the Gas Act 1986 (such licences being the "DCC Licence") and the Smart Energy Code designated by the Secretary of State pursuant to the DCC Licence (such code being the "SEC").

Words and expressions used in this direction shall be interpreted in accordance with Section A (Definitions and Interpretation) of the SEC.

Pursuant to Condition 22 of the DCC Licence and Section X5 (Incorporation of Certain Documents into this Code) of the SEC, the Secretary of State directs that, with effect from 31 July 2020, the Incident Management Policy previously designated and incorporated into the SEC as Appendix AG is hereby re-designated and incorporated in the form set out in Annex A to this direction.

For the avoidance of doubt such re-designation of the Incident Management Policy shall be without prejudice to anything done under the DCC Licence or the SEC on or after this document first being designated, or to the continuing effectiveness of anything done under this document prior to its re-designation (which shall have effect as if done under the re-designated document).

This direction is also being notified to the SEC Administrator.

Yours faithfully,

Duncan Stone

Deputy Director & Head of Delivery,
Smart Metering Implementation Programme

(An official of the Department for Business, Energy & Industrial Strategy authorised to act on behalf of the Secretary of State)

ANNEXES [separate documents]

Annex A: SEC Appendix AG - Incident Management Policy v 3.0 CLEAN

Annex B: SEC Appendix AG - Incident Management Policy v.3.0 MARKED UP