

MP010 ‘Introduction of triage arrangements for Communication Hubs’

Business requirements – version 0.4

About this document

This document contains the business requirements that support the solution for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

| Business Requirements | |
|-----------------------|---|
| Ref. | Requirement |
| 1 | Communications Hub that are unsuccessfully installed and which are not faulty should be capable of being reset by the Supplier at the Supplier premises such that they are ready to be installed as a new Communications Hub. |

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General background

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS) 2 Devices. The previous business requirements were centred around allowing the Relevant Supplier to triage any Communications Hubs that were unsuccessfully installed via a Hand-Held Terminal (HHT). These business requirements were solution heavy and prescriptive in nature which led to the costs returned by the DCC in Preliminary Assessment to reach £14.5 million. This was quickly dismissed as a plausible solution.

Therefore, the business requirements outlined below aim to establish what is required at a high level and rely on the DCC to devise a solution based on these requirements.

Based on the previous revised Preliminary Assessment issued on 18 May 2019, it is assumed that any type of triage tool and HHT are not in the scope of SECMP0010. Additionally, the DCC and Service Providers will not provide support to the triage arrangements, the use of the HHT, testing by an HHT, or any processes internal to the Service Users carrying out triage.

Previously, the DCC and Communications Service Provider (CSP) have viewed this modification as risky and high-impacting and raised the following points in their assessment of allowing Service Users to triage Communications Hubs.

- Communications Hubs are effectively owned by the CSPs and so maintenance and repair of the Communications Hub should be under CSP control.
- The CSP's support systems would need updating to allow tracking, in case triage leads to issues downstream.
- There is an unknown impact on Communications Hub reliability and performance as the Communications Hub triage is not under the CSP's control and as a result the performance measures will need to be re-assessed
- Triage may result in the loss of warranty on the Communications Hub

The overall assessment expressed that a significant rewrite of the Smart Energy Code (SEC) documents would need to be undertaken to accommodate this Modification.

2.2 What is the benefit of this change?

It is estimated about **1%** of Communications Hub are returned to the CSP due to an unsuccessful installation. Only a certain percentage¹ of these are found to be genuinely faulty, the remainder will be charged the **£7.43** fee. As there are still approximately **18 million** Communications Hubs to be fitted these fees will add up to approximately **£1.44 million** as set out in the breakdown below:

- **1% of 18,000,000** Communications Hubs still to be fitted = **180,000** Communications Hubs returned
- **80% of 180,000** Communications Hubs returned = **144,000** non faulty Communications Hubs returned
- **£10 x 144,000** non faulty Communications Hubs returned = **£1,440,000** total cost of no change

Therefore, should a solution be devised to address this issue, it should amount to less than the £1.44 million it currently costs to triage non-faulty Communication Hubs.

2.3 Requirement 1: Communications Hub that are unsuccessfully installed and which are not faulty should be capable of being reset by the Supplier at the Supplier premises such that they are ready to be installed as a new Communications Hub.

In the case of an unsuccessful Communications Hub installation Suppliers to have the ability to be able to reset Communications Hub, so they are ready to reinstall at another site.

Currently Communications Hub which are unsuccessfully installed are sent back to the CSP incurring delivery expenses and charges (£7.43 per Communications Hub which is found to be non-faulty).

3. Glossary

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

| Glossary | |
|----------|---|
| Acronym | Full term |
| CSP | Communications Service Provider |
| DCC | Data Communications Company |
| HHT | Hand-Held Terminal |
| CSP | Communications Service Provider |
| SEC | Smart Energy Code |
| SMETS | Smart Metering Equipment Technical Specifications |
| SMIP | Smart Metering Implementation Programme |

¹ DCC to confirm the percentage of Communications Hub that are returned to the DCC which are non-faulty.