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# DP154 'CH Returns SLA Amendment'

## Modification Report

Version 0.1

16 February 2021

Corporate member of  
Plain English Campaign  
Committed to clearer  
communication

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## 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.

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## 1. Summary

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This proposal has been raised by Sasha Townsend from the Data Communications Company (DCC). Smart Energy Code (SEC) Parties have raised concerns in relation to their removal and return processes and have highlighted that it is not possible to process a Communications Hub return and send Service Request 8.14.3 within five Working Days of the removal of the Communications Hub. They believe this Service Level Agreement (SLA) should be extended to 15 Working Days to prevent a breach of the SEC and incur charges.

## 2. Issue

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### What are the current arrangements?

During a Communications Hub lifecycle, the Device may end up being removed from a premise and returned to a warehouse due to faults in a unit. If so, then the faulty unit will undergo the removal and returns process to be sent back.

Following removal of the Communications Hub, the SEC Party will notify the DCC by submitting Service Request 8.14.3 (Communications Hub Status Update – Fault Return) indicating the appropriate return type as specified in Appendix AD ‘DCC User Interface Specification’ (DUIS).

Clause F8.9(a) of SEC Section F ‘Smart Metering System Requirements’ states that SEC Parties are obligated to notify the DCC of returns of Communications Hubs in accordance with Appendix I ‘Communications Hubs Installation and Maintenance Support Materials’ (CHIMSM). Section I9.4 further states that the SEC Party shall notify the DCC of its removal and intended return within five Working Days of the date of removal using Service Request 8.14.3.

Currently, where a SEC Party does not send the Service Request within five Working Days, the reason for return shall be deemed to be a Communications Hub User Responsibility, as set out in SEC Section F9.6(a).

### What is the issue?

SEC Parties have raised concerns in relation to their removal and return processes and have highlighted that it is not possible to process a Communications Hub return and send the Service Request 8.14.3 within five Working Days of the Communications Hub’s removal.

Due to activities such as the physical unloading and processing of the removed Communications Hub at the respective SEC Party’s warehouse, SEC Parties have noted that they would require at least 15 Working Days to send Service Request 8.14.3.

This means that the SEC Party will be obliged to pay a charge. Either the “CH returned and redeployed” (K7.5(o)) or “CH returned not redeployed” (K7.5(p)) charges in SEC Section K ‘Charging Methodology’. This is because the SEC currently states that these charges will have to be paid the SEC Party if it exceeds the five Working Days SLA. This therefore results in a SEC Party potentially incurring a charge when they have followed the guidance as set out in the SEC, but the DCC needs to process the return and during which exceeds the currently obligated SLA.

## What is the impact this is having?

If this issue remains unresolved, it will lead to more SEC Parties incurring the charges, even if the responsibility is with the DCC at that point of the Communications Hub returns process. This is a text only change and extending the SLA will not impact SEC Parties negatively as any processes built on the five day SLA will still be valid.

## Impact on consumers

There is no impact on consumers from this modification.

## Appendix 1: Progression timetable

The Modification Proposal was raised on 15 February 2021. It will be raised at the Change Sub Committee (CSC) meeting on 23 February 2021 for initial comment and at the Requirements Workshop and Panel Sub Committees for assessing impacts. Then, once further input has been requested from industry, it will return to the CSC on 23 March 2021 for a decision on whether it should be presented to Panel for conversion to a Modification Proposal.

Timetable	
Event/Action	Date
Draft Proposal raised	15 Feb 2021
Presented to CSC for initial comment	23 Feb 2021
Taken to Requirement Workshop	8 Mar 2021
Presented to CSC for initial comment	23 Mar 2021

## 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
CHIMSM	Communication Hub Installation and Maintenance Support Materials
CSC	Change Sub Committee
DCC	Data Communications Company
DUIS	DCC User Interface
SLA	Service Level Agreement
SEC	Smart Energy Code

