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Action:	For Discussion

MP154 'CH Returns SLA Amendment' Update

1. Purpose

The purpose of this document is to inform the Smart Energy Code (SEC) Operations Group (OPSG) on the progress of [MP154 'CH Returns SLA Amendment'](#). This paper provides an overview of the issue, the business requirements to create the Proposed Solution and to seek the OPSG's views on the Proposed Solution and endorsement for the modification to be taken to Preliminary Assessment.

2. Modification Proposal

Issue

SEC Parties have raised concerns in relation to the Communications Hub removal and return processes. They have highlighted that it is not possible to process a Communications Hub return and send either one of Service Request 8.14.3 or 8.14.4 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 incurring charges and that changes are needed to the SEC wording to ensure Users are not charged if they process the return within the SLA.

Solution

The Proposed Solution is to extend the SLA time from five Working Days to 15 Working Days on the following Service Requests used for issuing Communications Hub returns:

- SR8.14.3 'Communications Hub Status Update – Fault Return'; and
- SR8.14.4 'Communications Hub Status Update – No Fault Return'.

This should improve the conditions for Supplier Parties returning Communications Hub units and notifying the DCC. The DCC has confirmed that there will be no change to the total amount of time for the full Communications Hub returns process (90 Working Days), only that the SLA time within those 90 days will be extended.

3. Business Requirements

The Proposer and the Smart Energy Code Administrator and Secretariat (SECAS) have developed business requirements which are currently being prepared to be issued for Preliminary Assessment. A summary of the business requirements has been provided below:

Requirement 1: Extend the current CH returns SLA from five Working Days to 15.

The solution will amend the existing SLA for Communications Hub returns from five Working Days to 15. The DCC Systems will need to change any part of its process to accommodate the extension to the SLA so that Users aren't charged until the newly specified SLA time period elapses.

The solution will only be used against extending the SLA to 15 Working Days for Service Request (SR) 8.14.3 'Communications Hub Status Update – Fault Return' and SR 8.14.4 'Communications Hub Status Update – No Fault Return'.

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS)2 Devices only.

4. Next Steps

The next steps are to request the Operations Group views of the Proposed Solution, and whether the business requirements would facilitate this.

Following this, industry opinion will be sought for further comments before the Preliminary Assessment is requested, with the Preliminary Assessment being returned to the Operations Group in a future update.

5. Recommendations

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **PROVIDE** any views on the MP154 business requirements as presented ahead of requesting a Preliminary Assessment.

Harry Jones

SECAS Team

25 May 2021

Attachments:

Appendix A - MP154 Modification Report v0.4

Annex A - MP154 RFI responses

Annex B - MP154 Business Requirements v0.1