**SECMP0010 ‘Introduction of triage arrangements for Communication Hubs’**

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**Request for information**

Responding to this consultation

This is a Request for Information for [SECMP0010 ‘Introduction of triage arrangements for Communication Hubs’.](https://smartenergycodecompany.co.uk/modifications/introduction-of-triage-arrangements-for-communication-hubs/)

We invite you to respond to this consultation and welcome your responses to the questions set out in this form. To help us better understand your views on this Modification Proposal, please provide rationale to support your responses. In order for us to set out the business case we ask that you provide any information you can on the costs and benefits of this modification to you. This can be a rough order of magnitude and can be marked as confidential.

To help us process your response efficiently, please email your completed response form to [sec.change@gemserv.com](mailto:sec.change@gemserv.com) with the subject line ‘SECMP0010 Request for information response’.

If you have any questions or wish to respond verbally, please contact Khaleda Hussain on 020 7770 6719 or email [sec.change@gemserv.com](mailto:sec.change@gemserv.com).

Deadline for responses

This consultation will close at **17:00** on **Friday 24 September 2021.**

The Proposer may not be able to consider late responses.

Summary of the proposal

## What is the issue?

Currently, if a Communications Hub fails to install successfully, the installing Supplier needs to send it back to the Communication Service Provider (CSP). If the CSP does not find a fault with the Communications Hub, the Supplier is charged a penalty fee. Only a certain percentage of these are found to be genuinely faulty, the rest are charged the penalty fee.

SECMP0010 was raised to allow Smart Energy Code (SEC) Supplier Parties the ability to carry out basic checks or ‘triage’ on Communications Hub following their return from a consumer’s property. Currently, the SEC arrangements do not allow SEC Supplier Parties to undertake such activity. This would result in all removed Communications Hub being assumed to be no longer fit for purpose or re-use.

The proposed modification is for the introduction of a ‘triage’ and recycling solution for Communications Hubs. It seeks to reduce the Supplier costs associated with the return of high volumes of Communications Hub to the Data Communications Company (DCC) (for investigation by the CSPs). It is thought that a percentage of Communications Hubs could reasonably be reused at other premises by an installing Supplier (after successfully passing the triage and recycling solution that this change is seeking to implement). The implementation of a solution of this type would reduce the overall cost for both Suppliers and DCC (via CSPs), thus delivering benefits for the overall Great Britain Smart Meter rollout and, ultimately, energy consumers.

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 |
| If ‘yes’, please clearly mark all confidential information (e.g. in red font).  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. | |

Consultation questions

| Question 1 | |
| --- | --- |
| Does the impact identified under SECMP0010 impact you and if so, how?  *Please provide your rationale.* | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 2 | |
| --- | --- |
| As an Installing Supplier, how many Communications Hubs fail to successfully install?  *Please provide the volumes and the percentage per timeframe (ie per day/per week/ per month). If you can, please provide a breakdown per CSP region.* | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 3 | |
| --- | --- |
| How many of the returned Communications Hubs are subsequently identified as faulty and how many as non-faulty?  *Please provide your rationale.* | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 4 | |
| --- | --- |
| How much do you estimate this issue is costing you (to return Communications Hub which are then not faulty)?  *Please provide your rationale.* | |
| **Response** | Click and select your response |
| **Rationale** | Click and insert the rationale for your response |

| Question 5 | |
| --- | --- |
| Please provide any further comments you may have. | |
| **Comments** | Click and insert any further comments |