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DP190

'Standard Event and Alert Screens on SMETS2 Meters'

Modification Report

Version 0.2

5 September 2022

Corporate member of
Plain English Campaign
Committed to clearer
communication

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About this document

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.

Contents

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1. Summary

This proposal has been raised by Tom Woolley from SMS Plc.

There is no common process to identify outstanding faults on a Smart Metering Technical Equipment Specification (SMETS) 2 Meter, however there is a common set of Great Britain Companion Specification (GBCS) Event and Alert codes.

Meter Manufacturers are seeing demand for using standard GBCS Event/Alert codes to display on "triage screens" within the menus of the SMETS2 Electricity and Gas Meter displays.

A standard set of logic to determine an Event or defect status on a Meter would be very valuable to the industry, as it would help prevent the redistribution of faulty SMETS2 Meters.

This modification has now been withdrawn.

2. Issue

What are the current arrangements?

There is currently no common industry process for displaying recorded faults on SMETS2 Electricity and Gas Meters, despite there being a common set of GBCS Event and Alert Codes.

What is the issue?

Without a clear record of faults on SMETS2 Electricity and Gas Meters, there is a risk that faulty Meters which have been returned to the Device Manufacturers will be reset and redeployed to the field, to be installed at Premises without the underlying fault being resolved.

What is the impact this is having?

Several Device Manufacturers have already been asked to deliver Event/Alert screens. Without a standard defined triage process across the industry, operational and commercial arrangements concerning Meter defects will be unclear and likely result in Party disputes.

Impact on consumers

If faulty SMETS2 Meters are re-installed at customer Premises, this can result in increased costs to resolve defects which could have been clearly communicated at the point the Meter was returned to the Device Manufacturer. It could increase the time taken to resolve customer queries, and in extreme cases cause customers to be off supply unnecessarily. This would lead to decreased trust in the Smart Metering programme and reputational damage for the Parties involved.

3. Assessment of the proposal

Observations on the issue

A Change Sub-Committee (CSC) member noted that the SMETS defines the minimum requirements for the display and there was nothing preventing Device Manufacturers providing further functionality. SECAS noted that this Draft Proposal needs to consider whether the Proposer's requested addition needs to be added as part of the minimum specification. The member considered this could be a large change.

This issue was also discussed with the Technical Specification Issue Resolution Subgroup (TSIRS). There was feedback from members that noted a change to User Interfaces would be difficult and costly to implement. This was echoed by Device Manufacturers in a separate meeting. Due to anticipated complexity, cost and timescales the Proposer has decided to withdraw the modification.

Appendix 1: Progression timetable

Timetable	
Event/Action	**Date**
Draft Proposal raised	22 Nov 2021
Presented to CSC for initial comment	30 Nov 2021
Modification discussed with TSIRS	9 Dec 2021
Modification discussed with Device Manufacturers	2 Aug 2022
Modification withdrawn	5 Sep 2022

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**
CSC	Change Sub-Committee
GBCS	Great Britain Companion Specification
SMETS	Smart Metering Technical Equipment Specification
TABASC	Technical Architecture and Business Architecture Sub-Committee
TSIRS	Technical Specification Issue Resolution Subgroup