

SECAS Guidance Notes:

Commissioning non-commissioned Devices

Introduction

There are instances where Smart Metering Equipment Technical Specifications (SMETS) 2 Devices have been installed but not commissioned. This is viewable within the Smart Metering Inventory. This is often due to premises not having Smart Meter Wide Area Network (SM WAN) coverage when the Device was installed. In the case of no SM WAN coverage, the DCC has 90 days to address the WAN connectivity. In this timespan, it is possible that the Consumer could request a Change of Supplier (CoS) which will result in the Consumer not receiving smart services from their installed Device as the new Supplier will not have the install Code.

Definitions

Non-Commissioned Device - Device that comprises the Smart Metering System that has not yet been commissioned on the Data Communications Company (DCC) system

Gaining Supplier - The newly appointed Supplier

Losing Supplier - The Supplier that has previously been the registered Supplier

Installing Supplier - The Supplier that installed the Device

Overview of the Process

The Gaining Supplier identifies the Losing Supplier (or identifies the Supplier at time of meter installation).

The Gaining Supplier contacts the Losing Supplier by email to request the install code for the affected Device(s). The Device(s) should only be referred to by their Globally Unique Identifier (GUID) to ensure that no personally identifiable information could be obtained by a third party.

If a Supplier receives such an email it should check to verify if it was the Installing Supplier for that Device. If it was then they shall identify the install code for the Device and return this via email to the Gaining Supplier within 10 working days.

If a Supplier receives such an email but was not the Installing Supplier, then they must respond accordingly within the same timescale.

Security Recommendations

The gaining Supplier should ensure that any request they send only contains the Globally Unique Identifier (GUID) to ensure that no personally identifiable information, such as an address or MPxN, could be gleaned from the email alone.

Suppliers should follow good working practices to verify that the requesting party is a bonafide party that has valid reason for requesting the data.

SEC Party Operational Contact List

The SEC Party Operations contact list is a database containing Operations contacts for each Party. This has been expanded to include a list of contacts for MP121 enquiries and escalation contacts.

SEC Parties can use this database to quickly find the correct contacts within other SEC Parties to resolve issues.

If the SEC Party does not have an appropriate contact listed then you can contact the [SECAS Helpdesk](#) who will reach out to the relevant Party directly to obtain the correct contact details.

The SEC Party Operations contact list is published [here](#) securely on the SEC website and must only be used for the purpose intended. It is only available to SEC Parties. If you are supplying contact details which identify a colleague, please ensure that you have their consent to share their contact details.

Escalation process

SECAS will not actively police this process. Therefore, should any party not receive responses and wish to escalate the issue they should do so in the normal way.

If you have any questions, please either call 020 7090 7755 or email the [SECAS Helpdesk](#).