

# SECAS Guidance Notes: How to Raise Change

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## 1. Introduction

Do you have an issue that could be resolved through the Smart Energy Code (SEC)? Do you think that there is something missing from the SEC?

If you answer 'YES' to either of the above you can raise a change with the SEC Change Management team, which sits within the Smart Energy Code Administrator and Secretariat (SECAS). This document informs you what you can expect during the change process.

## 2. How can I raise a change to the SEC?

Any SEC Party can submit a Draft Proposal via the SECAS website using the following [link](#).

Once submitted, an email to the SEC Change Management team is automatically generated containing the information provided. We aim to provide a response to you within one Working Day, confirming receipt of the Draft Proposal.

### Proposal content

There are several mandatory fields in the Draft Proposal submission form. Some of these are for contact details, which are only for internal use and will not be shared with any third party. The others require you to provide:

- a summary of the issue that has been identified;
- the impact it is having; and
- how it relates to the SEC.

The Proposer should provide as much detail as they are able to, as this will help inform the SEC Change Management team and ensure the following stages can be completed more

quickly. If there is anything the Proposer is unsure of, this should be noted in the submission so that it can be considered and further information provided where necessary.

#### Helpful Tip

We don't need to know a solution at this stage. It might be tempting to provide a potential solution, but we only need to know the **problem or issue you have** at this stage.

### 3. What support will SECAS provide me?

The SEC Change Management team will assist you through the process. Once you have notified us of your issue, a dedicated Lead Analyst will work with you throughout the lifecycle of your modification. They will be there to support you every step of the way and answer any questions you may have.

Your Lead Analyst will:

- Meet with you to **discuss** your issue, the impact it currently has on your business or on the wider industry, and the impact of doing nothing about it.
- **Understand** your issue or concern and **create** a full 'problem statement', making the problem clear.
- **Progress** the change through the subsequent stages of the modification framework, seeking your input throughout and keeping you updated.

Your Lead Analyst plays the role of the 'critical friend'. This means that we assist in developing the proposal by challenging its assumptions, thereby strengthening the case for change and ensuring all angles have been considered when developing the solution.

We want your proposal to be fully considered and have the best chance of getting the most effective outcome. We will also prepare all the documentation to support your proposal.

Don't have all the answers at this stage? Don't worry, we will help you gather all the required information.

#### Helpful Tip

The **clearer** we can be on the problem and the impact at this early stage, the **easier** the rest of the process will be, as this helps build the business case for implementing any change.

Don't forget, we are here to help. We appreciate the SEC can be a very technical document so please don't feel that you must understand all the detail. No problem is too big or too small, and the sooner you contact us the sooner we can help.

If it is found that the proposed issue cannot be resolved by making changes to the SEC, we will endeavour to find the right person or organisation to help you address the issue in the appropriate way and facilitate the handover.

## 4. What is my role as the Proposer?

**You** own the modification and any solution developed. Although the process is designed to obtain input from across the industry and to create collaborative solutions, the ultimate decision on what the proposal and the solution look like sits with you.

It is therefore important that you (or a nominated representative) remain **engaged** throughout the lifecycle of your proposal.

We acquire industry input through discussing the modification at various Sub-Committees and Working Groups, which are attended by representatives of each of the different SEC Party types and other industry experts. We strongly recommend that you attend any industry meeting where your modification is due to be discussed, to assist with any questions or requests for clarifications that may arise.

For further guidance on the role of the Working Group, please refer to the 'Working Group guidance' document available on our [website](#). You can also find more information about the Modification Process as a whole, and your role within it, in the '[End-to-End Process](#)' document.

## 5. Can I withdraw my modification?

Yes, you can. If your proposal is no longer needed or you feel it is not supported, you can withdraw it from the Modification Process **at any time prior to the final Change Board vote**. Should you withdraw your modification, the Change Management team will make SEC Parties aware should they wish to take over as Proposer. If no SEC Party comes forward within 2 weeks, the modification is closed. After this point, any future modifications relating to the same issue must be raised as a new Draft Proposal.

### Helpful Tip

To limit the amount of unnecessary work that the industry would need to undertake, we encourage you to withdraw your modification if you no longer believe it is needed.