

MP169 ‘Managing SEC Obligations and the Consumer’s Right to Refuse a Smart Meter’

Annex A

Business requirements – version 0.1

About this document

This document contains the business requirements that support the solution for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

Business Requirements	
Ref.	Requirement
1	Suppliers will be able to notify the DCC of the customer's preference for Smart functionality.
2	A flag will be created to indicate if communications with a Device have been reduced due to customer choice.
3	Critical, Security and Safety Alerts will still be sent when communication with a Device has been reduced due to customer choice.

2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

2.1 General

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS)1 and SMETS2 Devices.

2.2 Requirement 1: Suppliers will be able to notify the DCC of the customer's preference for Smart functionality.

At the Working Group meeting in November 2021 the Ofgem Representative expressed the view that using SRVs to notify the DCC could undermine Supplier Licence obligations.

Exceptions to this requirement are to be considered through the solution development process. For instance, any consumer on an Economy 7 tariff (or similar) arrangement relies on the Smart meter communicating. Potential Network Managed sites with no Wide Area Network (WAN) and those on specific Radio TeleSwitched regimes must also have communications. In such exceptional cases, where a Smart meter is refused, this needs to be communicated to the customer and the option of reducing communications removed.

These SRVs should be sent only after the Smart Meter and Communications Hub have been installed and commissioned. It should also be possible to send them if there is a Change of Tenancy (CoT) and the incoming tenant has different preferences to the outgoing customer.

2.3 Requirement 2: A flag will be created to indicate if communications with a Device have been reduced due to customer choice.

The presence of a flag would prevent customer preference being lost in a Change of Supplier (CoS). It will also prevent the new Supplier from wasting time and resource investigating the reason for lack of communication.

This flag could be held in the DCC System and its presence have the function of suppressing certain Smart functionality. It could also be held outside of the DCC System, for instance in the Priority Service Register.

2.4 Requirement 3: Critical, Security and Safety Alerts will still be sent when communication with a Device has been reduced due to customer choice.

The Smart Metering solution is designed for Security and Safety Alerts to be provided and sent out. This is part of the benefits case and solution in place for Distribution Network Operators (DNOs). Smart Energy Code (SEC) Parties are also required to act on specific critical or mandated Alerts. Which Alerts require exceptions and the mechanism for allowing them to be sent will be agreed during the solution development process.

3. Solution development

This section contains a must-have, should-have, could-have, won't-have (MoSCoW) analysis for the different requirement components to be considered as part of the solution.

MoSCoW Analysis		
Requirement Ref.	Description	MoSCoW
1	Suppliers to be able to notify the DCC of consumer preference for Smart functionality.	M
1.1	New SRVs to be created or existing SRVs to be adopted to allow Suppliers to notify the DCC of consumer preference.	C
1.2	Notification to result in reduced communication with the Device.	C
2	A flag will be created to indicate if communications with a Device have been reduced due to customer choice.	M
2.1	The flag to be visible through the DCC System.	C
2.2	The flag to be capable of indicating other information (e.g. no Smart functionality due to no-WAN site).	C
2.3	The flag to have its own functionality (e.g. presence of flag reduces Smart communications).	C
3	Critical, Security and Safety Alerts will still be sent when communication with a Device has been reduced due to customer choice.	M (if 1.2 included)

Key

- M = Must have
- S = Should have
- C = Could have
- W = Won't have

4. Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
CoS	Change of Supplier
CoT	Change of Tenancy
DCC	Data Communications Company
DUIS	DCC User Interface Specification
SEC	Smart Energy Code
SMETS	Smart Metering Equipment Technical Specifications
SRV	Service Reference Variant
WAN	Wide Area Network