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MP094 ‘Supporting prepayment customers in no SM WAN scenarios’ Business requirements – version 0.3

About this document

This document contains the business requirements that support the solution options for this Modification. It sets out the requirements along with any assumptions and considerations. The DCC will use this information to provide an assessment of the requirements that help shape the alternative solution options.

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	To provide a workable solution for prepayment Consumers in the event of no Wide Area Network (WAN)
2	Significantly reduce the need to visit sites of prepayment Consumers with no WAN
3	Provide a viable option for Consumers wishing to be prepayment customers in permanent no WAN scenarios
4	Avoid undue risk to the security model

2. Considerations and assumptions

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

2.1 Requirement 1: To provide a workable solution for prepayment Consumers in the event of no Wide Area Network (WAN)

The minimum functional requirements set out in SMETS2 has resulted in a Device that is not sufficiently robust to serve smart prepayment customers sufficiently. Due to the DCC-led adoption and enrolment program, SMETS1 prepayment Devices are also subject to reduced functionality. Smart prepayment meters operate by receiving Commands via the WAN. In order to function adequately, a smart prepayment meter must be connected to the WAN.

2.2 Requirement 2: Significantly reduce the need to visit sites of prepayment Consumers with no WAN

Site visits usually require the customer to be at their property, resulting in a potential loss of work or leisure time and an overall worse customer experience for the Consumer. Furthermore, site visits relating to WAN connectivity result in Suppliers incurring additional costs. It would be beneficial for Consumers and Suppliers if the Proposed Solution includes the possibility of resolving WAN connectivity issues remotely.

2.3 Requirement 3: Provide a viable option for Consumers wishing to be prepayment customers in permanent no WAN scenarios

No WAN scenarios greatly diminish Suppliers' ability to service prepayment customers affectively, placing prepayment customers at a disadvantage compared to credit customers. The solution must result in prepayment being a feasible option for Consumers located in areas where there is no WAN.

2.4 Requirement 4: Avoid undue risk to the security model

Previous Proposed Solutions for modifications surrounding prepayment in no WAN scenarios have not progressed due to potential security breaches. The solution of MP094 must address the issue identified relating to prepayment customers in no WAN scenarios without posing undue risk to the security model. The Proposed Solution will be discussed by the Security Sub-Committee (SSC) to ensure the security model is not compromised.

3. Solution options

This document contains requirements for multiple solution options, and an assessment for each option is to be provided. The table below summarises the requirements that make up each solution option:

Solution Options				
Option	Req. 1	Req. 2	Req. 3	Req.4
Option 1	✓	✓		✓
Option 2		✓	✓	✓

During discussions between SECAS and DCC, Requirements 1 and 3 were noted as potentially offering two solutions. As such, SECAS has split the solution options into two parts. Option 1 includes pre-payment customers in permanent no WAN scenarios, whereas Option 2 includes pre-payment customers who may experience periods of intermittent WAN.

3.1 Option 1

3.1.1 Supporting pre-payment customers in the event of no WAN

This includes the need to provide a workable solution for pre-payment customers in the event of no WAN, significantly reduce the need to visit sites of pre-payment customers with no WAN and avoid undue risk to the security model.

3.2 Option 2

3.2.1 Supporting pre-payment customers in permanent no WAN scenarios

This solution must provide a viable option for pre-payment customers in permanent no WAN scenarios, significantly reduce the need to visit sites of pre-payment customers with no WAN and avoid undue risk to the security model.

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
DCC	Data Communications Company
SMETS	Smart Metering Equipment Technical Specifications
SSC	Security Sub-Committee
WAN	Wide Area Network