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## SEC Modification Proposal Form

### Mod Title

Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes

### Submission Date

26<sup>th</sup> April 2018

### Details of Proposer

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### Details of Representative (if applicable)

Name:	
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**1. What issue are you looking to address?**

SEC Section H3.14 and Appendix E (DCC User Interface Services Schedule) set out requirements on the DCC to send messages to meters within specific time periods, referred to as the Target Response Time.

With some exceptions, the Target Response Times set out in Appendix E are defined as being either 30 seconds or 24 hours. The original driver for setting the Target Response Time to be 30 seconds was that the Service Request in question would need to be processed either as part of the installation and commissioning of a smart meter, or to provide instantaneous information or services to a customer.

Through development of installation and commissioning processes it has been identified that some of the Target Response Times set out in Appendix E are not appropriate. In some cases the Target Response Times are set to 24 hours, however as the Service Request would need to be processed as part of installation and commissioning it should be 30 seconds.

Service Requests 6.14.1 (Update Device Configuration (Auxiliary Load Control Description)), 6.14.2 (Update Device Configuration (Auxiliary Load Control Scheduler)) and 6.6 (Update Device Configuration (Gas Conversion)) are specific examples of this issue; however there may be others depending on how different Users have designed their installation and commissioning processes (for example Service Request 7.9 (Add Auxiliary Load To Boost Button)).

**2. Why does this issue need to be addressed? (i.e. Why is doing nothing not an option?)**

As part of installing and commissioning a smart meter it is critical that the meter is configured in a way that delivers appropriate information and services to the customer. Where a Service Request is required to enable this, but has a 24 hour Target Response Time, it may not be possible to ensure that this is the case.

Specifically in regards to Service Requests 6.14.1 and 6.14.2, a 24 hour Target Response Time may mean that it is not possible to appropriately configure the Device Configuration related to Auxiliary Load Control. In many cases customers with Auxiliary Load Control will be reliant on this functionality to provide their heating and/or hot water.

It is not appropriate to install and commission a smart meter without being able to configure critical functionality during that installation visit. Installers should not be leaving site without knowing that the customer's meter is able to provide the services that they require.

Until and unless these changes are made, it might not be possible to install smart meters at specific premises given the risk that they may not be able to be configured correctly.

**3. What is your Proposed Solution?**

The proposed solution is to amend the Target Response Times set out in Appendix E to ensure that they are fit for purpose. The priority would be reducing the Target Response Times for time critical Service Requests to 30 seconds, however this might also involve amending some Target Response Times to 24 hours where 30 seconds is not required. This might help to mitigate the impacts of these changes on the DCC systems.

**4. What SEC objectives does this Modification better facilitate?**

We consider that this Modification better facilitates the following applicable SEC objective (Section C1.1):

*(a) the first General SEC Objective is to facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain;*

Changing the Target Response Times will enable smart meters to be installed and configured correctly, and enable smart meters to be installed in premises where this might not currently be possible.

**5. What is the requested Path type?**

Path 2

It is proposed that this Modification Proposal is progressed as a Path 2 Modification, as it meets the criteria for Path 2 Modifications under Section D2.6 (a) of the SEC.

**6. Are you requesting that the Modification Proposal be treated as Urgent?**

No

This change does not meet the Urgency criteria.

**7. What is your desired implementation date?**

27<sup>th</sup> June 2019 as this is the earliest implementation date for modification post Release 2.0.

**8. Which SEC Parties are expected to be impacted? (Please mark with an X)**

Large Supplier Parties	X	Small Supplier Parties	X
Electricity Network Parties		Gas Network Parties	
Other SEC Parties			

Supplier parties will need to consider how any amended Target Response Times will impact their business processes,

**9. Which parts of the SEC will be impacted?**

Appendix E (DCC User Interface Services Schedule)

**10. Will there be an impact on Central Systems? (Please mark with an X)**

DCC Systems	X	Party interfacing systems	
Smart Metering Systems		Communication Hubs	
Other systems			

DCC systems will need to be able to meet the revised Target Response Times.

**11. Will there be any testing required?**

Some testing may be required by the DCC to ensure that there are no unintended consequences from amending the Target Response Times.

<b>12. Will this Modification impact other Energy Codes?</b>	No
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No other Energy Codes are impacted.

<b>13. Will this Modification impact Greenhouse Gas Emissions?</b>	No
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Greenhouse Gas Emissions will not be impacted.