

This document is classified as White in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

SECMP0053 Initial Modification Report

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

About this document

This Initial Modification Report (IMR) contains our initial assessment of SECMP0053 'Amend Target Response Times for Service Requests Critical to Installation and Commissioning Processes'. It also provides information on the issue, the Proposer's solution, potential impacts, costs and proposed progression.

This document is submitted to the Smart Energy Code (SEC) Panel for consideration to determine how this Modification Proposal should be progressed through the Modification Process.

As part of this document the Panel:

- AGREED that this modification should be submitted into the Refinement Process to be assessed by a Working Group;
- **AGREED** the Working Group Terms of Reference (ToR);
- AGREED the progression timetable set out in Section 6; and •
- AGREED that SECMP0053 should be progressed as a Path 2 Modification • Proposal.

Where are we in the process?



Administered by Gemserv, 8 Fenchurch Place, London EC3M 4AJ



Stage 01: Initial Modification Report

SECMP0053:

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

Summary

This modification proposes to amend Target Response Times (round-trip journeys for Service Requests) where they need to be processed as part of the installation and commissioning of a smart meter.

Proposed Progression

This Modification Proposal is recommended to be progressed:

- as a Path 2: Authority Determined; and
- through the Refinement Process for 12 months.

Potential Impacts

!

P2

- Large and Small Supplier Parties.
- DCC Central Systems and/or Party interfacing systems.



01	Initial Assessment
02	Refinement Process
03	Modification Report
• 04	Decision

SECAS Contact:

Name:

Phillip Twiddy

Number:

07926 903789

Email:

SEC.change@gems erv.com

> SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 1 of 16







Content

1.	Summary	3		
2.	What is the issue?	5		
3.	Solution	7		
4.	Potential Impacts	8		
5.	Potential Costs	10		
6.	Proposed Progression	11		
7.	A Recommendations 14			
Ap	pendix 1: Detailed Progression Plan	15		
Ap	Appendix 2: Glossary			

About this Document

This is an Initial Modification Report (IMR). This document contains details of the issue, solution, potential impacts and costs as well as the proposed progression for SECMP0053.

This document has one attachment:

• Attachment A contains the SECMP0053 Modification Proposal Form.

The Panel considered this IMR at its meeting on 11th May 2018 and determined how this modification should be progressed through the Modification Process.

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 2 of 16







1. Summary

What is the issue?

Target Response Times are the target duration for the round-trip journeys for Service Requests, and are set to either 30 seconds or 24 hours, depending on how timecritical they are.

Through development of installation and commissioning processes it has been identified that some of the Target Response Times set out in SEC Appendix E are not appropriate.

What is the 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.

Potential impacts

Party

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

System

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

Potential implementation costs

We believe that the cost to implement <u>SECMP0053</u> will be made up of SEC and DCC time and effort. The total estimated cost to deliver this modification will be determined as part of the Working Group's assessment.



SECP_56_1105_15

Administered by Gemserv, 8 Fenchurch Place, London EC3M 4AJ

SECMP0053 Initial Modification Report

16th May 2018

Version 1.0

Page 3 of 16



Proposed progression

We believe that this Modification Proposal should be progressed:

- as a Path 2: Authority Determined; and
- through the Refinement Process for 12 months.

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 4 of 16

This document is classified as White © SECCo 2018



SECP_56_1105_15

Administered by Gemserv, 8 Fenchurch Place, London EC3M 4AJ





2. What is the issue?

Background

During the design of the Smart Metering Implementation Program, BEIS led a series of working groups to develop a view of business processes which, amongst other things, ultimately influenced the DCC's Service Provider contracts. Part of this was to set Target Response Times, setting the duration of round-trip journeys for Service Requests (time taken for the request to be sent and the response received). These have been typically set to either 30 seconds or 24 hours, depending on how time-critical they are.

The original driver for setting Target Response Times for certain Service Requests 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 SEC Appendix E are not appropriate.

Specific examples of this are the Service Requests to configure Auxiliary Load Control. In many cases this may be used to control heating and/or hot water.

These Service Requests will be used in installation and commissioning, but have Target Response Times set to 24 hours. This means that installers will leave site without knowing that this critical functionality is configured correctly.

What is the issue?

The Proposer has further developed their installation and commissioning processes, and through this has identified that some of the Target Response Times set out in SEC Appendix E are not appropriate.

Specific examples of this are the Service Requests to configure Auxiliary Load Control:

- Service Request 6.14.1 (Update Device Configuration (Auxiliary Load Control Description)); and
- Service Request 6.14.2 (Update Device Configuration (Auxiliary Load Control Scheduler)).

In many cases these may be required at installation and commissioning to control heating and/or hot water. However, these Service Requests have Target Response Times set to 24 hours, meaning that installers will leave the site without knowing that this critical functionality is configured correctly.



SECP_56_1105_15

SECMP0053 Initial Modification Report

16th May 2018

Version 1.0

Page 5 of 16





Additionally, Service Request 6.6 (Update Device Config (Gas Conversion)) is required as part of the installation and commissioning of gas meters.

There may be others such Service Requests, depending on how different Users have designed their installation and commissioning processes (for example Service Request 7.9 (Add Auxiliary Load To Boost Button)).

The Proposer believes that it is critical that the meter is configured in a way that delivers appropriate information and services to the customer. They believe 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, the Proposer believes that 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.

> SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 6 of 16







3. Solution

Proposed solution

<u>SECMP0053 'Amend Target Response Times for Service Requests Critical to</u> <u>Installation and Commissioning Processes'</u> was raised by EDF Energy on 23rd April 2018.

This modification proposes to review and amend the Target Response Times set out in SEC Appendix E 'DCC User Interface Services Schedule' 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.

The Proposer has identified three Service Requests that they consider to be timecritical and welcome views from the Working Group and wider industry as other Suppliers may have differing views of time-critical Service Requests as there is no standard installation and commissioning process.

The Modification process will develop revised Target Response Time, set out in SEC Appendix E, based on input during the Refinement Process.

Views against the General SEC Objectives

The Proposer believes that this Modification Proposal better facilitates General SEC Objective (a)¹.

• **Objective (a)**: 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.

SECMP0053 Initial Modification Report 16th May 2018

¹ Facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain



SECP_56_1105_15

Administered by Gemserv, 8 Fenchurch Place, London EC3M 4AJ

Page 7 of 16 This document is classified as **White**

© SECCo 2018

Version 1.0





4. Potential Impacts

The following section sets out the initial assessment of likely impacts should SECMP0053 be approved and implemented. Additional impacts may be identified by the Working Group as part of the Refinement Process.

SEC Party impacts

Large Supplier Parties		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.

It would be beneficial for Suppliers to contribute details of Service Requests they consider to be time-critical to the installation and commissioning process and/or to the provision of instantaneous information or services to a customer.

Central System impacts

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

The DCC Systems will need to be able to meet the revised Target Response Times and therefore may require modification.

The Communications Services Providers' (CSP) contracts include Schedule 2.2 'Performance Measures and Monitoring'. Appendix 1, Part C defines Service Request Target Response Times. Amending Target Response Times will therefore impact the CSP contracts.

Party interfacing systems may be impacted. Although this Modification Proposal does not seek to amend the structure of any Service Request, business logic may be impacted (e.g. a Supplier Party may need to adjust the timing of checks for Service Responses).

SECMP0053 Initial Modification Report 16th May 2018

Version 1.0

Page 8 of 16 This document is







Some testing may be required by the DCC to ensure that there are no unintended consequences from amending the Target Response Times. Non-functional testing is likely to be necessary.

SEC and Subsidiary Document impacts

Changes are required to:

• Appendix E 'DCC User Interface Services Schedule'.

Impacts on other industry codes

No changes to other industry codes are anticipated.

Greenhouse Gas Emission impacts

There is no impact on Greenhouse Gas Emissions.

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 9 of 16





Potential Costs 5.

Potential implementation costs

The cost to implement SECMP0053 is expected to include the following:

- SEC Administration time and effort for: •
 - making the necessary amendments to the SEC; 0
 - releasing a new version of the SEC to SEC Parties; and 0
 - publication of it on the SEC website. 0
- DCC time and effort for:
 - developing the necessary changes to any impacted 0 systems;
 - pre-integration, system integration and user testing; and 0
 - implementation to live. 0

The estimated costs and effort will be determined as part of the Working Group's assessment and development of the modification.

> SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 10 of 16







Modification Path

We and the Proposer recommend that SECMP0053 be progressed as a Path 2: Authority Determined Modification Proposal.

The modification may have a material beneficial effect on Energy Consumers, as the amended Target Response Times should enable Suppliers to ensure that Smart Metering Systems are appropriately configured during the installation and commissioning process.

Proposed progression

We recommend the following progression timetable for Panel consideration.

Activity	Date
Modification Proposal raised	23 April 2018
IMR presented to Panel	11 May 2018
Working Group Meeting(s)	21 May 18 - Jun 18
DCC Preliminary Assessment	Jun 18 – Aug 18
Working Group Meeting	Sep 18
Working Group Consultation	Oct 18
Working Group Meeting	Nov 18
DCC Impact Assessment	Nov 18 - Feb 19
Working Group Meeting (if required)	Mar 19
Panel reviews Modification Report	Apr 19
Modification Report Consultation	Apr/May 19
Change Board vote	May 19
Modification Decision by the Authority	Jun 19

Refinement length

We recommend that this modification is submitted for a 12-month Refinement and assessment by a Working Group. This 12-month timeframe will allow for:



SECP_56_1105_15

Administered by Gemserv, 8 Fenchurch Place, London EC3M 4AJ

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 11 of 16



- a full Working Group assessment to take place;
- the Preliminary Assessment (estimated at three/four months) and Impact Assessment (estimated at four months) to be carried out by the DCC; and
- one 15 Working Day industry consultation to be issued and reviewed.

For a more detailed progression plan please see Appendix 1.

Working Group

Membership

We recommend that the SECMP0053 Working Group be made up of individuals from Supplier Parties.

Ideally, this will include the individuals involved in the design or operation of the installation and commissioning process and customer services operation.

Terms of Reference

In order to assess the Modification Proposal fully, we recommend that the Working Group consider the following specific questions in addition to the standard Terms of Reference questions.

Q1: Are there Services Requests that you consider time-critical to installation and commissioning that have a Target Response Time of 24 hours?

The initial driver for Target Response Times of 30 seconds included those Service Requests necessary for the installation and commissioning process. The Working Group should consider whether there are any such time-critical Service Requests that currently have a Target Response Time of 24 hours.

Q2: Do you consider any of the above Service Requests to have a safety consideration?

The Working Group should consider whether any of the Service Requests identified as needing a 30 second response time would need so due to any safety considerations. An example of this may be a Service Request necessary to control a consumer's heating or hot water that could not be assumed to be set during the installation and commissioning.



SECP_56_1105_15 Administered by Gemserv, 8 Fenchurch Place, London EC3M 4AJ SECMP0053 Initial Modification Report 16th May 2018

Version 1.0

Page 12 of 16





Q3: Do you consider that there are currently Service Requests with a Target Response Time of 30 seconds where this is unnecessary?

The ability to 'downgrade' other Target Response Times from 30 seconds to 24 hours may mitigate the impact on DCC Systems and offset contractual costs of the modification. The Working Group should consider if there are any Service Requests with a 30 second response time that could be safely changed to a 24-hour response time.

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 13 of 16







7. Recommendations

The Panel is invited to:

- **AGREE** that this modification should be submitted into the Refinement Process to be assessed by a Working Group;
- AGREE the Working Group terms of reference;
- AGREE the progression timetable set out in Section 6; and
- **AGREE** that SECMP0053 should be progressed as a Path 2 Modification Proposal.

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 14 of 16





Appendix 1: Detailed Progression Plan

Please note that the progression plan shown below is subject to change.

Panel agreed milestor🔶 Decision 🔶





Appendix 2: Glossary

The table below provides definitions of the terms used in this document.

Acronym	Defined Term	
BEIS	(Department for) Business Energy and Industrial Strategy	
DCC	Data Communications Company	
IMR	Initial Modification Report	
SEC	Smart Energy Code	
SECAS	Smart Energy Code Administrator & Secretariat	
TRT	Target Response Time	
TSIRS	Technical Specification Issue Resolution Subgroup	

SECMP0053 Initial Modification Report

16th May 2018 Version 1.0

Page 16 of 16

© SECCo 2018

This document is classified as **White**

