TABASC Effectiveness Review Briefing Pack – second iteration

SEC
Smart Energy Code

Gemserv

The TABASC Effectiveness Review – The Who, What, When, Where and Why?

- **Who?**
  - The TABASC is engaging with SEC Parties and DCC Users, with a focus on operational DCC Users or those undergoing the User Entry Process
- **What?**
  - A confidential questionnaire is being issued to SEC Parties and DCC Users
  - One questionnaire return per organisation including feedback from technical and operational aspects
  - The findings will be shared with the SEC Panel and its Sub-committees only to inform whether further work is required
- **When?**
  - The questionnaire was initially issued in April 2018 with 1 month to respond
  - The second iteration of the questionnaire is being issued again in September 2018 with 1 month to respond due to sufficient initial installed volumes identified
  - Intention to repeat at 4 to 6 month intervals
- **Where?**
  - The questionnaire will be online however it will also be available for printing for use internally before providing a single response online
- **Why?**
  - On direction from the SEC Panel the TABASC is required to review the effectiveness of the Technical Architecture, Business Architecture and the HAN requirements
  - The survey findings will help inform whether further investigation is required

Background: The SEC Section F1.4 puts obligations on TABASC to undertake three reviews on behalf of the SEC Panel

SEC Section F1.4 sets out the requirements that:

"The Technical Architecture and Business Architecture Sub-Committee shall undertake the following duties on behalf of the Panel: ……

(e) to review (where directed to do so by the Panel) the effectiveness of the End-to-End Technical Architecture (including so as to evaluate whether the Technical Code Specifications continue to meet the SEC Objectives), and report to the Panel on the outcome of such review (such report to include any recommendations for action that the Technical Architecture and Business Architecture Sub-Committee considers appropriate)."

(f) to review (where directed to do so by the Panel) the effectiveness of the Business Architecture (including their assessment against the SEC Objectives), in consultation with Parties and Competent Authorities (but without engaging directly with Energy Consumers), and report to the Panel on the outcome of such review (such report to include any recommendations for action that the Technical Architecture and Business Architecture Sub-Committee considers appropriate);

(g) to review (where directed to do so by the Panel) the effectiveness of the HAN Requirements (including their assessment against the SEC Objectives), in consultation with Parties and Competent Authorities (but without engaging directly with Energy Consumers), and report to the Authority and the Panel on the outcome of such review;"

The SEC Panel meeting on 12 August 2016 approved the Panel directions for TABASC to undertake the three reviews described in F1.4 (e), (f) and (g).

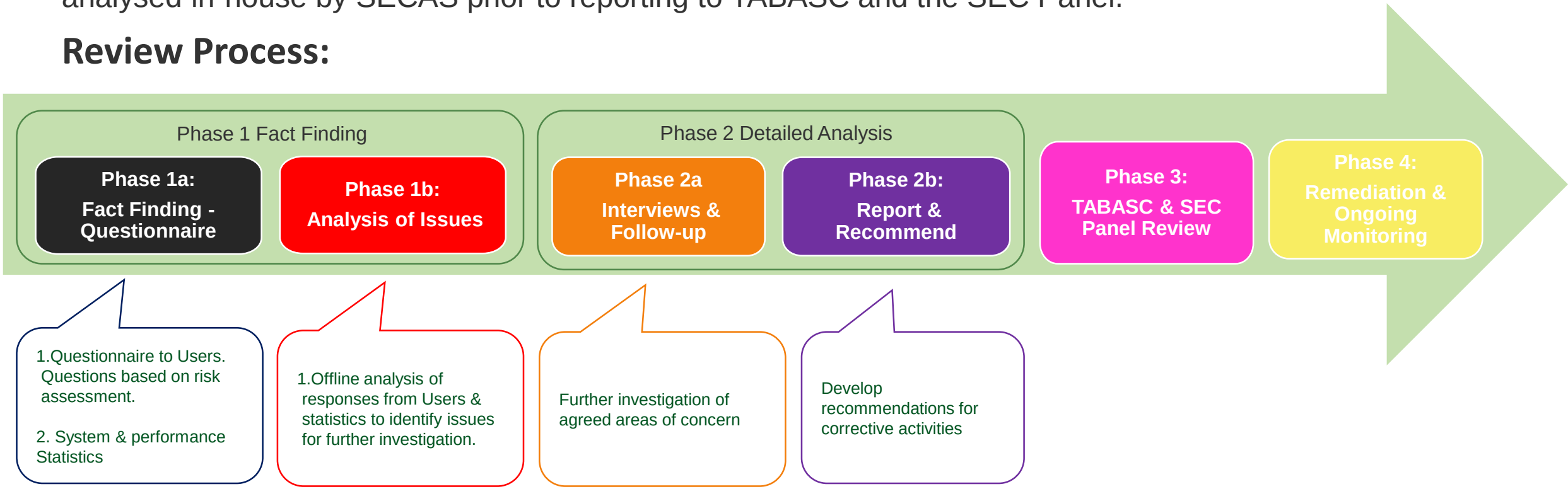
TABASC identified a number of strategic risks to be addressed in the reviews

Review Area	ID	Strategic Risk
Technical Architecture	1	DCC technical solution doesn't work effectively and adversely impacts DCC User rollout
	2	High number of (SMETS2) smart meters require fault resolution following installation
	3	High number of Communications Hubs require fault resolution following installation
	4	Smart Meter device specification problems, inconsistencies and time to market delays cause initial problems
	5	Technical problems prevent Network Operators meeting industry SLAs on receipt of alerts on loss of supply
	6	DCC system performance, availability and reliability affects installation processes and rollout rates
	7	DCC service management function not capable of supporting volume and severity of reported incidents affecting rollout
	8	Technical scalability problems affect installation and rollout rates
	9	Technical interoperability problems require meters to be replaced
	10	DCC change and release processes do not support prompt and agile improvements to functionality to address problems
	11	BCRD processes are inadequate to maintain business operations at scale
Business Architecture	12	DCC User business and operational processes cause problems (e.g. time or resource related) affect installation rates
	13	'Clunky' processes / workarounds cause large numbers of consumer transactions to be conducted 'offline'
	14	Inadequate interoperability prevents a smooth change of supplier process for consumers
	15	Processes affect the consumer experience (e.g. requiring consumer contact for readings, billings, change of circumstances) leading to consumer resistance which affects rollout profiles
	16	Supplier rollout strategies do not adequately support vulnerable and fuel poor consumers during rollout
HAN Requirements	17	HAN performance (e.g. in the absence of non-functional requirements) affects business operations
	18	Difficulties experienced with implementing firmware upgrades remotely affects business operations
	19	Difficulties experienced with the HAN integrating with CADs and other in-home consumer equipment
	20	The performance of 2.4GHz HAN does not meet the 70% assumed deployment capability
	21	868 and Alt HAN delays affect rollout timescales

A Phased Approach to the reviews

The process uses a factfinding phase, which can be iterative, and uses a questionnaire to focus on the areas identified in the risk assessment to identify any areas requiring further investigation. TABASC propose the use of a Survey Monkey questionnaire as an economic, efficient and readily available tool that can be issued by SECAS on behalf of TABASC and can also have the responses analysed in-house by SECAS prior to reporting to TABASC and the SEC Panel.

Review Process:



1.Questionnaire to Users. Questions based on risk assessment.

2. System & performance Statistics

1.Offline analysis of responses from Users & statistics to identify issues for further investigation.

Further investigation of agreed areas of concern

Develop recommendations for corrective activities

An Iterative Questionnaire

The questionnaire is intended to be proportionate and not too onerous for Users to complete. The questionnaire can be re-issued iteratively (amended as appropriate in the light of experience) at various points in the deployment lifecycle to identify any emerging problems associated with the technical and / or business architecture and / or HAN requirements.

TABASC will consider factors such as the volume of installed devices (including Pre-Payment Meters) when proposing the exact timing for the issue of a questionnaire. Reports and recommendations will be provided to TABASC and the Panel following each iteration of the questionnaire with a final report planned for February 2019.

TABASC believe there is value in conducting early surveys to identify emerging problems, therefore the second iteration of the questionnaire is being issued in September 2018 due to sufficient initial installed volumes identified. Any feedback will inform survey improvements or analysis on problems preventing installations.

TABASC estimates that effective live operations can only be measured when Large Suppliers are operating around 10,000 Pre-Payment Meters, therefore the survey will be reissued once installed volumes increase, subject to any amendments in light of the initial survey period.

Potential Iterating Timetable (to be adjusted by TABASC as appropriate)

Post R1.3/R1.4 Live (end July 2017)

Phase 1a/b/2a Iteration 1

Questionnaire to All Users - April 2018

Sufficient initial installed volumes

Phase 1a/b/2a Iteration 2

Questionnaire to All Users - September 2018

10,000 Pre-Payment Meters (est. Nov 2018)

Phase 1a/b/2a Iteration 3

Questionnaire to All Users - TBC 2018

Phases 2/3/4

Phase 2b/3/4

Reports to TABASC and SEC Panel after each iteration. Final report expected February 2019

Note: Depending on responses to the questionnaires, TABASC may recommend that the Panel engages an external organisation to conduct a more in-depth and independent analysis and to make recommendations to TABASC and the Panel.

Thank you

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