

## Enrolment and Adoption: Frequently Asked Questions and Clarification Questions

Following Issue 1 of Frequently Asked Questions and Clarification Questions, DCC have received further questions for which we have included the responses below. For convenience Issue 1 of this document is also included.

### Clarification Questions - Issue 2

#### **4. Could you please provide clarification on what is expected for section 8.2 (Meter Performance Levels)?**

In responding to 8.2 Meter performance levels, you may include the ways in which you measure the performance either of the meter specifically, or of the end-to-end meter solution. DCC would like to understand the target performance level and actual performance against this target. For example, you might measure:

- Percentage of ad-hoc meter reads that are successful first time
- Percentage of batched scheduled meter reads that are successful first time
- For those meters that do not return successful reads in the first instance, what is the average number of retries before a successful read is obtained
- Average round trip response time from a request being made for an ad-hoc read
- Minimum and maximum round trip response times from a request being made for an ad-hoc read.

#### **5. Does the response spreadsheet mean I have to treat each fuel type as a 'Procured meter'? If this is the case, do I need to complete the word document response for each fuel type?**

If different meter groups follow the same solution, only one full word document needs to be completed for each solution group. This is explained in more detail on pages 3 – 4 of the word document response.

#### **6. What happens after Suppliers have submitted their responses by 26th June 2015?**

Once Supplier responses are received, there will be a period of initial analysis in which DCC will review completeness and clarity. We anticipate that we will then have further questions to clarify Supplier solutions. DCC would like to organise workshop placeholders to discuss these with you in the period of 27th July – 14th August.

## Issue 1

Part 1 of this document answers some general frequently asked questions about DCC's Enrolment and Adoption programme. DCC will update this list of questions and responses throughout the programme.

Part 2 of this document provides DCC's responses to clarification questions received in relation to the Invitation to Suppliers published on 15th May 2015. DCC will update this list of questions and responses throughout the Invitation period.

### Part 1: Frequently Asked Questions

#### 1. How long will Supplier Parties have to respond to the Invitation?

Supplier Parties have six weeks to respond from the date on which the Invitation was issued. The deadline is 11.59pm on 26 June 2015.

#### 2. I don't think I can reply to the Invitation in six weeks – can we have longer?

We will consider requests for an extension to the timeframe. There is a process for clarification questions. Please include the reasons for your request. Please also note the guidance in section 3.1 of the Invitation, covering situations where, despite having taken all reasonable steps to provide information, a Supplier Party is prevented or delayed from submitting a complete response to one or more questions in the response templates.

#### 3. A lot of the information you require in the Invitation will come from my service providers – can I just get them to send it direct?

No, Supplier Parties are responsible for providing information in response to DCC's Invitation.

#### 4. If I submit a response, am I committed to enrolling those meters?

No, there is no binding commitment to enrol meters, although we would expect that Supplier Parties participate in good faith since it would not be in industry or consumers' interest for DCC to explore feasibility if there is no intention of enrolling those meters.

#### 5. What are the timescales for producing the Initial Enrolment Project Feasibility Report?

DCC will formally publish its timetable for producing the Initial Enrolment Project Feasibility Report ('the Report') following the completion of the Invitation. However, subject to a number of dependencies, DCC intends to consult on the Report during Q2 2016 and to submit the final Report around Q3 2016.

#### 6. What are the timescales for implementing the Enrolment Projects?

The timescales for any Enrolment Projects to deliver enrolment and adoption of SMETS1 meters will depend on the nature of the solutions that will be implemented. In developing the Report, DCC will assess the potential solutions and formulate a proposed implementation approach and timescales, and consult on these as part of its consultation on the draft Report.

The timescales will not be confirmed until DCC receives a direction from the Secretary of State and will be subject to the agreement of any Initial Enrolment Code Amendments ('Code Amendments') required to implement the chosen solution(s).

#### **7. If there is more than one project, how will you choose which solutions go first?**

DCC will consult on the Report, which will include DCC's proposed implementation approach for the proposed technical solution(s). In designing the approach DCC will need to be mindful of potential competition issues relating to the phasing of projects.

#### **8. Is this the only opportunity to put forward meters for enrolment by DCC?**

DCC does not plan to produce any further Feasibility Reports for SMETS1 meters not proposed in response to its Invitation, unless DCC is required to do so as a result of a SEC Modification Proposal at a later date in line with SEC N2.1.

On 30th April 2015 DCC received a direction that varies Section N of the SEC so that Sections N4.7-4.9 no longer apply. Instead DCC is required to provide appropriate opportunities for Supplier Parties to include or exclude meters from the scope of the Report. Please note section 2 of the Invitation, which covers DCC's proposals to provide opportunities for Supplier Parties to provide updates to the meters included in the scope of the Report prior to consultation on the Report. DCC will confirm the timing of these opportunities for Supplier Parties to provide updates when DCC publishes its timetable for the development of the Report.

#### **9. Will DCC enrol all meters included in the Feasibility Report?**

In developing the Report, DCC will consider the potential options for enrolling all meters within the scope of the Report. DCC may also consider the potential options for subsets of meters. However, at this early stage it is not possible to say whether it will be feasible to enrol all meters within the scope of the Report.

#### **10. What options are you considering?**

It is too early to say. We are seeking details of end to end solutions to understand what the potential options might be. Nothing is ruled out at this stage. We intend to share our thinking on the direction of travel early in the Report stage.

#### **11. How will DCC assess whether it should adopt communications contracts and enrol meters? How will you choose between options?**

DCC will identify the available technical options and assess the potential feasibility, costs, benefits and risks associated with these. This will include an assessment of:

- technical feasibility and complexity
- security risks and how these might be mitigated
- potential service management arrangements
- likely complexity and timescales for implementation

- Potential costs to Users.

In parallel, DCC will consider whether it should adopt the existing communications contracts, based on an assessment against the Adoption Criteria and other relevant considerations. Note that depending on the emerging technical options, DCC might also consider whether it should establish commercial relationships with existing Smart Metering System Operators to provide services for SMETS1 meters.

## **12. Can I propose meters that I have gained through Change of Supplier if I can't currently operate them in smart mode?**

Meters must be operating in smart mode at the point of enrolment, since there must be a means of communicating with the meter. In theory, if you are currently operating a meter in 'dumb' mode but then activates it prior to enrolment this could be considered for enrolment.

## **Part 2: Clarification Questions**

**1. Question 2.2 asks for various details regarding the different solutions, but gaining suppliers have limited knowledge of the meters they acquire. We believe it would be easier to remove Question 2.2 and instead look at information provided by the installing suppliers (in response to Question 2.1). In particular, we don't believe gaining suppliers are best placed to provide details of the arrangements in place to allow the meter to operate in smart mode.**

We understand that Suppliers may wish to propose meters that have been gained through Change of Supplier. We recognise that the information available to the Supplier about the meter solution they have gained may be limited. We request that Suppliers who wish to propose meters that have been gained through Change of Supplier provide DCC with as much information as they can, given that DCC may or may not also receive a full set of information from the Supplier that installed the solution. DCC does need to understand the arrangements in place to allow the gaining supplier to operate the meter in smart mode in order to assess the potential technical and commercial implications of DCC enrolling and adopting those meters.

We would like to clarify the final part of Question 2.2, "Details of the arrangements in place to allow the meter to operate in smart mode". We would specifically like to understand the commercial and technical arrangements the gaining supplier has had to put in place in order to operate the gained meter in smart mode. For example:

- a. has the gaining supplier agreed commercial terms with the installing supplier or the installing supplier's SMSO in order to request and retrieve data from the meter?
- b. at a high level, what processes are included in this agreement?
- c. what is the protocol to request data from the installing supplier or installing supplier's SMSO e.g. e-mail request, integrated systems via secure web services?

**2. On Question 2.1 "Type of Communications Module (e.g. SIM or communications hub)", the spreadsheet only allows one or other response. Our understanding is that all current SMETS1 capable meters contain a GPRS SIM in either an intimate or separate communications hub.**

We recognise that there are multiple communications module options in the marketplace, as per the combinations below:

Intimate comms hub with integrated SIM

Intimate comms hub with non-integrated SIM

External comms hub with integrated SIM

External comms hub with non-integrated SIM.

In the drop down option for Question 2.1 “Type of Communications Module (e.g. SIM or communications hub)” please select the answer as per below:

Intimate comms hub with integrated SIM                      Select “SIM”

Intimate comms hub with non-integrated SIM                      Select “SIM”

External comms hub with integrated SIM                      Select “Communications Hub”

External comms hub with non-integrated SIM                      Select “Communications Hub”

In your response to 9.1 Q1, please provide further detail relating to your solution, including identifying the solution as one of the four options outlined above.

Depending on the solution, you may answer both 9.1 Q5 and Q6 if both sets of questions are applicable to the solution.

**3. Question 2.1 asks for “Meter fuel type”, and the drop down options are “Gas meter”, “Electricity meter” or “Dual fuel meter”. Meters are either electricity only, gas only or capable of being a dual fuel meter set. If our meter set is capable of being used as either electricity only or as dual fuel, how should we respond?**

In the drop down option for Question 2.1 “Meter fuel type”, please ignore the “Dual fuel meter” option for this answer and choose either “Gas meter” or “Electricity meter” as appropriate. In your response to 9.2 Q1, please include details of the additional meter models (including meter hardware versions and meter firmware versions) that your communications hub is able to support, if applicable.