



SMETS1 Consultation on changes to the Incident Management Policy

**A consultation on changes to the Incident Management
Policy (IMP) for Telefonica UK Limited's role as a SMETS1
Communications Service Provider.**

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Author: consultations@smartdcc.co.uk

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Table of Contents

1. Introduction and Context	3
2. Changes to the IMP	3
3. Next Steps	5
4. How to Respond	5
5. Attachments	6
Attachment 1.....	7

1. Introduction and Context

A number of energy suppliers have installed first generation smart devices (known as SMETS1 devices) in consumers' premises across Great Britain. The Data Communications Company (DCC) has designed a solution for the enrolment of SMETS1 devices into its network. Part of DCC's plan to deliver SMETS1 services involves a detailed approach for migrating SMETS1 Installations into DCC's systems.

The Incident Management Policy (IMP) is included in the Smart Energy Code¹ (SEC) as Appendix AG and the latest version was included in the SEC on 28 July 2019 as Version 2.0. The IMP provides process details regarding how DCC manages incidents and problems with SEC Parties.

This consultation document is seeking views on changes to the IMP related to SMETS1; covering services provided by Telefonica UK Limited as a SMETS1 Communications Service Provider (CSP) related to the MOC (MDS) cohort. These Telefonica UK Limited services are used to communicate with SMETS1 devices and it is important to note that such matters are entirely separate from the SMETS2 CSP services provided by Telefonica for SMETS2 devices installed in the Central Region and South Region. The MOC (MDS) cohort went live in March 2020 and thus DCC is looking to expedite these amendments to the IMP.

For SMETS1, in order to ensure a timely implementation of the enrolment service in an economically efficient manner, DCC has contracted with a range of service providers based on legacy contractual arrangement that are not fully consistent with all aspects of the SEC's obligations covering SMETS2. Given the distributed nature of Telefonica UK Limited's SMETS1 CSP solution within Telefonica's wider global service, Telefonica UK Limited is not able support all aspects of the IMP. It is important to note that, in 2019, the IMP was modified in a similar manner with regard to Vodafone Global Enterprise Limited's comparable services as a SMETS1 CSP.

2. Changes to the IMP

In addition to a limited number of typographical, alignment, and formatting changes (which have been included in this consultation for transparency), there are a number of proposed changes to the IMP (as attached). Table 1 below provides an overview of the changes. The clause references in Table 1 relate to the proposed new drafting within the IMP.

No	IMP Reference	Description and Rationale for Change
1.	Various	References to Vodafone amended to be Vodafone Global Enterprise Limited to improve clarity.
2.	Definitions	New definitions included covering 'Normal Business Hours' and 'Normal Business Day' to reflect incident response times for Telefonica UK Limited in Table 1 within Clause 2.4.4.

¹ The current SEC is available via the SECAS website - www.smartenergycodecompany.co.uk/the-smart-energy-code-2/.

No	IMP Reference	Description and Rationale for Change
3.	Clause 2.44	With respect to their respective SMETS1 CSP services, Telefonica UK Limited and Vodafone Global Enterprise Limited have agreed with DCC that they will endeavour to meet the incident response and resolution times (set out in Table 1 within Clause 2.4.4) however DCC is not able to contractually enforce these targets. Thus, a new sentence is included to provide clarity that DCC is not able to contractually enforce the incident response and resolution times regarding the SMETS1 CSP service for both Telefonica UK Limited and Vodafone Global Enterprise Limited.
4.	Clause 2.44 Table 1	New columns setting out the expected incident response and resolution times applicable for Telefonica UK Limited's SMETS1 CSP service based on the standard service offered by Telefonica UK Limited. It is important to note that an 'out of hours' response is only provided for Sev 1 or Sev 2 incidents.
5.	Clause 2.10.9	'Not Used' added for clarity as paragraph numbering misaligned.
6.	Clause 3.4	DCC's contractual framework has no provision of problem management for matters solely related to Telefonica UK Limited's SMETS1 CSP service. DCC will monitor trends of incidents regarding Telefonica UK Limited's SMETS1 CSP service and could seek to revise the contractual framework if needed.
7.	Clause 6.1 and 6.2	The limitations applicable to Vodafone Global Enterprise Limited's SMETS1 CSP service regarding a response to a disaster are similarly extended to Telefonica UK Limited's SMETS1 CSP service. DCC notes that these limitations have not given rise to any adverse disaster response related to Vodafone Global Enterprise Limited. Furthermore, both Vodafone Global Enterprise Limited and Telefonica UK Limited have robust Business Continuity and Disaster Recovery (BCDR) processes.
8.	Clause 6.3	Telefonica UK Limited do not provide testing of BCDR and therefore the requirements to test set out within Section H10.11 of the SEC are disapplied to Telefonica UK Limited's SMETS1 CSP service. DCC considers the risk of not testing BCDR for Telefonica UK Limited's SMETS1 CSP service to be low as the service utilises Commercial-Off-The-Shelf software provided by CISCO ¹ rather than a bespoke solution.

¹ Cisco Systems, Inc – www.cisco.com.

No	IMP Reference	Description and Rationale for Change
9.	Clause 7	<p>The reduced notification period for a Planned Maintenance applicable to Vodafone Global Enterprise Limited's SMETS1 CSP service is similarly extended to Telefonica UK Limited's SMETS1 CSP service. There are differing notice periods for each service provider; DCC will provide notice:</p> <ul style="list-style-type: none"> ▪ 4 Working Days in advance for Vodafone Global Enterprise Limited; and ▪ 6 Working Days in advance Telefonica UK Limited.

Table 1 - Overview of Drafting Changes

TEF IMP Q1	Do you have any views on the proposed changes to the IMP? Do you have any detailed comments on the relevant changes to the legal drafting? Please provide a rationale for your views.
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3. Next Steps

Following the closure of this consultation, DCC will take into account respondents' views, and, subject to the consultation responses received, submit to the Department of Business, Energy and Industrial Strategy (BEIS) an amended version of the IMP that it considers suitable for re-designation into the SEC by the Secretary of State.

DCC is aiming to providing a conclusions report to BEIS no later than Friday 26 June 2020. DCC has discussed the re-designation of the IMP with BEIS and it is proposed that, subject to timely receipt of DCC's report, copies of relevant stakeholder responses to this consultation, BEIS will re-designate the IMP on Friday 3 July 2020 or as soon as reasonably practicable within one month.

In order to expedite the re-designation of the IMP, DCC is also seeking views on behalf of BEIS on the proposed date for re-designation of the IMP as well as the draft direction which is presented in Attachment 1 of this consultation document for stakeholder consideration.

TEF IMP Q2	Do you agree with the proposed re-designation date of Friday 3 July 2020 (or, if necessary, as soon as reasonably practicable within one month thereafter) for the updates to the IMP using draft notification at Attachment 1?
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4. How to Respond

Please provide responses in the attached template by 1600 on Friday 12 June 2020 to DCC at consultations@smartdcc.co.uk. This template may be submitted in PDF or similar format rather than Microsoft Word format if preferred.

Consultation responses may be published on our website www.smartdcc.co.uk. Please state clearly in writing whether you want all or any part, of your consultation to be treated as confidential. It would be helpful if you could explain to us why you regard the information you have provided as confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department of Business, Energy and Industrial

Strategy (BEIS) and the Gas and Electricity Markets Authority (the Authority). Information provided to BEIS or the Authority, including personal information, may be subject to publication or disclosure in accordance with the access to information legislation (primarily the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004). If BEIS or the Authority receive a request for disclosure of the information we/they will take full account of your explanation (to the extent provided to them), but we/they cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded by us as a confidentiality request.

If you have any questions about the consultation documents, please contact DCC via consultations@smartdcc.co.uk.

5. Attachments

- Attachment 1 - IMP Draft Notification Text
- Attachment 2 - Response Template
- Attachment 3 - IMP V3.0 draft (clean)
- Attachment 4 - IMP V3.0 draft (change marked against existing V2.0)

Attachment 1

This attachment contains the text that BEIS plans to use for direction of changes to the IMP.

IMP Draft Direction Text

This direction is made for the purposes of the smart meter communication licences granted under the Electricity Act 1989 and the Gas Act 1986 (such licences being the "DCC Licence") and the Smart Energy Code designated by the Secretary of State pursuant to the DCC Licence (such code being the "SEC").

Words and expressions used in this direction shall be interpreted in accordance with Section A (Definitions and Interpretation) of the SEC.

Pursuant to Condition 22 of the DCC Licence and Section X5 (Incorporation of Certain Documents into this Code) of the SEC, the Secretary of State directs that, with effect from [DD MMM YYYY], the Incident Management Policy previously designated and incorporated into the SEC as Appendix AG is hereby re-designated and incorporated in the form set out in Annex [XX] to this direction.

For the avoidance of doubt such re-designation of the Incident Management Policy shall be without prejudice to anything done under the DCC Licence or the SEC on or after this document first being designated, or to the continuing effectiveness of anything done this document prior to its re-designation (which shall have effect as if done under the re-designated document).

This direction is also being notified to the SEC Administrator.