

Future Service Management

Consultation on a revised
designation date for the
enduring SEC changes

Issued: 17 March 2026

Respond by: 17:00 on 31 March 2026

Contact: consultations@smartdcc.co.uk

Classification: DCC Public

Table of Contents

- 1. Background and context..... 3
 - 1.1. The FSM Programme 3
 - 1.2. Previous consultation and engagement 4
 - 1.3. Scope and structure of this consultation 4
- 2. Revised designation date for the enduring SEC changes 4
- 3. Further amendments to the NETMAD 5
- 4. Next steps 5
- 5. Consultation questions and how to respond 6
- 6. Attachments 6
- Appendix A – Draft direction text..... 7

1. Background and context

1. This consultation sets out and seeks your views on a revised date for the implementation of the enduring changes to the Smart Energy Code (SEC) required for the delivery of the Future Service Management (FSM) Programme. It also seeks your views on further amendments to SEC Appendix AU 'Network Evolution Transition and Migration Approach Document' (NETMAD) in response to this change of date.
2. We are seeking your responses to the questions set out in this consultation by **17:00 on Tuesday, 31 March 2026**.

1.1. The FSM Programme

3. The DSMS is a critical part of DCC's infrastructure, used to track and resolve issues across the smart metering network. Customers use the DSMS to request DCC services, raise incidents, and access reporting and diagnostics information. This system handles a high volume of activity, with around 25,000 separate requests or incidents raised through it each month. The current DSMS service is supported under the existing Data Service Provider (DSP) contract.¹ However, the tool on which the DSMS is currently built is now coming to the end of its life and so a new tool is required to mitigate service and security risks to the smart meter network.
4. The FSM Programme was initiated in June 2023 to competitively procure and implement a replacement tool ahead of the new DSP service commissioning in 2028. The scope of this programme is to:
 - Replace the existing scope of DSMS including the Self-Service Interface (SSI) and the Self-Service Management Interface (SSMI);
 - Replace the underlying Service Management tool which is used by the DCC Service Desk; and
 - Incorporate Order Management System (OMS) capabilities, including the ordering of 4G Communications Hubs (CHs) and the returns of all Smart Metering Equipment Technical Specifications (SMETS) 2+ CHs.
5. The current DSMS service is built upon a BMC Remedy platform, which is an IT Service Management tool. The support contract for Remedy is due to expire and DCC has procured a new platform as a replacement for the existing DSMS. Following it being recommended by all bidders during our procurement exercise, DCC selected ServiceNow as the platform to be used for FSM. ServiceNow is a flexible cloud-based 'software as a service' tool offering several Service Management aspects either 'out-of-the-box' or via configuration or customisation.
6. The OMS functionality for 4G CHs is included within the scope of the FSM Programme, leveraging the same ServiceNow solution as for Service Management. The 4G OMS will therefore be delivered through the replacement tool at the same time, replacing the existing solution. Any future technologies would also be incorporated into the ServiceNow solution in the same way. The functionality to return all SMETS2+ CHs is also included within the scope of the programme. Please note that the existing OMS solutions for ordering 2G/3G and long-range radio (LRR) CHs will not be replaced within this programme. Each will instead be retired independently in the future as they reach their final dates for ordering the respective products.
7. In addition to replacing the tool, DCC will be retiring the use of User Interface (UI) DCC Key Infrastructure (DCKI) personnel certificates to access the DSMS and replacing them with multi-factor authentication (MFA). MFA is a widely used and trusted approach to authenticating the

¹ The DSP and other services delivered under the data services contract sit right at the heart of the smart metering infrastructure, by providing data services that connect DCC Users (such as Energy Suppliers, Network Operators and Other Users) to Devices at their consumers' premises.

person logging in to a site by requiring them to provide two or more pieces of evidence (for example entering a password, using a security token or authenticator device, or using biometrics).

1.2. Previous consultation and engagement

8. DCC previously consulted on the transitional and enduring changes to the SEC required to deliver the FSM solution, and its conclusions were published on 25 April 2025.² The transitional arrangements were designated into the live SEC on 29 May 2025, and the enduring changes are currently due to be designated on 21 March 2026 alongside FSM Go-Live.
9. DCC also previously consulted upon its delivery timeline for the FSM Programme, and its conclusions on this were published on 4 July 2025.³ This timeline set out a Go-Live date for the FSM solution of 21 March 2026.
10. Despite a concerted effort to hold this date, DCC has concluded that the current planned FSM Go-Live date of 21 March 2026 is no longer achievable without introducing significant risk. To allow time to complete fixes, retest critical items, and ensure Users are fully prepared, the FSM Go-Live date has been moved to **25 April 2026**. This revised timeline provides the necessary space to deliver a stable, high-quality release and support a smoother transition for all Users.
11. The enduring changes to the SEC for the FSM solution have all been drafted on the basis they will be implemented on the FSM Go-Live date to reflect the change to the DSMS taking effect. Consequently, the designation date for the enduring SEC changes will need to be revised accordingly.

1.3. Scope and structure of this consultation

12. This consultation seeks your views on the following areas:
 - The proposed revised date for the designation of the enduring SEC changes to deliver the FSM solution – this is set out in section 2 of this document.
 - Further amendments to the NETMAD in response to this change of go-live date and a revised date for the designation of these – this is set out in section 3 of this document.
13. This consultation is expected to impact all SEC Parties that use the DSMS and the interim OMS.
14. This consultation will close at **17:00 on Tuesday, 31 March 2026**. Following this, DCC will provide a report to the Department containing its consideration of the responses and its conclusion on the regulatory changes and revised designation date set out in this consultation. We will publish this conclusions document on the DCC website.

2. Revised designation date for the enduring SEC changes

15. The enduring FSM solution will be delivered on the Go-Live date, when the existing DSMS will be deactivated and the ServiceNow platform will be subsequently activated during a maintenance window. The enduring changes to the SEC have all been drafted on the basis they will be implemented on Go-Live to reflect this replacement taking effect.
16. DCC previously consulted on a designation date for the enduring changes of 21 March 2026, or as soon as reasonably practicable within one month thereafter, to align with the planned Go-Live date for the FSM solution. Its conclusions on this were published on 4 July 2025.⁴

² [FSM conclusions on the transitional and enduring regulatory changes | Smart DCC](#)

³ [FSM conclusions on the revised delivery plan | Smart DCC](#)

⁴ [FSM conclusions on the revised delivery plan | Smart DCC](#)

17. Following the change to the planned FSM Go-Live date as set out in section 1.2 of this document, this designation date is no longer appropriate. DCC is therefore consulting on a revised designation date for the enduring SEC changes to align with the revised FSM Go-Live date.
18. We are therefore proposing that, subject to the timely receipt of DCC's conclusions report on this consultation, the Department will designate the enduring SEC changes on 25 April 2026, or as soon as reasonably practicable within one month thereafter as a contingency measure if required. A revised draft direction for the designation of the SEC documents can be found in Appendix A of this document

3. Further amendments to the NETMAD

19. DCC recently consulted on updates to the NETMAD to amend the requirements for the migration of the historical data from the current DSMS to the replacement platform being delivered under the FSM Programme. Its conclusions to this consultation were issued on 16 February 2026.⁵
20. The changes proposed in that consultation referred to the "DSP FSM – Go-Live" Joint Industry Plan (JIP) Milestone, with the intention that the changes would be introduced to the SEC in advance of this date:
 - The three years of historic data that would be available on the replacement platform would be for the three years prior to this JIP Milestone date.
 - DCC would then have until six months following this JIP Milestone date to migrate the remainder of the historic data to the replacement platform.
21. Considering the delay to Go-Live, DCC and the Department now consider that the updates to the NETMAD that were previously consulted upon should be made on the FSM Go-Live date alongside the enduring changes. References to the JIP Milestone will therefore be removed and replaced with references to the corresponding clauses coming into effect. This will better futureproof these updates should the JIP Milestone date not be updated to reflect the actual go-live date achieved by the FSM Programme. The updated proposed changes to the NETMAD can be found in Attachment 1 to this document.
22. We are proposing that, subject to the timely receipt of DCC's conclusions report on this consultation, the Department will also designate the changes to the NETMAD on 25 April 2026, or as soon as reasonably practicable within one month thereafter as a contingency measure if required. The NETMAD has been added to the draft direction for the designation of the SEC documents in Appendix A of this document.

4. Next steps

23. Following the closure of this consultation, DCC will assess respondents' views and amend the draft changes and the proposed revised designation date as required. DCC will then submit an amended version of these changes to the Department that it considers suitable for designation by the Secretary of State.
24. DCC is aiming to provide a report to the Department by no later than 16 April 2026. This report will contain DCC's consideration of the responses to this consultation as well as the proposed updated version of the SEC changes and the proposed revised designation date. DCC will publish its conclusions document on its website.

⁵ [FSM conclusions on updates to the go-live arrangements | Smart DCC](#)

5. Consultation questions and how to respond

25. We are seeking your views on the following questions:

Q1	<p>Do you agree with the proposed revised designation date for the enduring SEC changes for the FSM Programme of 25 April 2026 (or as soon as reasonably practicable within one month thereafter)?</p> <p><i>Please provide your rationale for your response</i></p>
Q2	<p>Do you agree with DCC's proposed revised amendments to the NETMAD for the migration of historical DSMS data?</p> <p><i>Please provide any comments you may have on the proposed changes and your rationale for your views</i></p>
Q3	<p>Do you agree with the proposed redesignation date for the NETMAD of 25 April 2026 (or as soon as reasonably practicable within one month thereafter)?</p> <p><i>Please provide your rationale for your response</i></p>

26. Please provide responses using the attached response form by **17:00 on Tuesday, 31 March 2026** to DCC at consultations@smartdcc.co.uk.

27. Consultation responses may be published on our website (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 and the Gas and Electricity Markets Authority (the Authority). Information provided to the Department 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 the Department 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.

28. If you have any questions about this consultation, please contact us at consultations@smartdcc.co.uk.

6. Attachments

29. This consultation includes two attachments:

- Attachment 1: Proposed changes to SEC Appendix AU
- Attachment 2: Consultation response template

Appendix A – Draft direction text

This appendix contains the text that the Department plans to use for the approval of the updated transitional changes and the enduring changes to the SEC for FSM.

This direction is made for the purposes of the smart meter communications 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 25 April 2026:

- The SMKI Registration Authority Policies and Procedures previously designated and incorporated into the SEC as Appendix D;
- the CH Handover Support Materials previously designated and incorporated into the SEC as Appendix H;
- the CH Installation and Maintenance Support Materials previously designated and incorporated into the SEC as Appendix I;
- the Enduring Testing Approach Document previously designated and incorporated into the SEC as Appendix J;
- the SMKI and Repository Test Scenarios Document previously designated and incorporated into the SEC as Appendix K;
- the Common Test Scenarios Document’ previously designated and incorporated into the SEC as Appendix R;
- the DCCKI Certificate Policy previously designated and incorporated into the SEC as Appendix S;
- the DCCKI Interface Design Specification previously designated and incorporated into the SEC as Appendix T;
- the DCCKI Code of Connection and DCCKI Repository Code of Connection previously designated and incorporated into the SEC as Appendix V;
- the DCCKI Registration Authority Policies and Procedures previously designated and incorporated into the SEC as Appendix W;
- the Threshold Anomaly Detection Procedures previously designated and incorporated into the SEC as Appendix AA;
- the Self Service Interface Access Control Specification previously designated and incorporated into the SEC as Appendix AH;
- the Self Service Interface Code of Connection previously designated and incorporated into the SEC as Appendix AI; and
- the Network Evolution Transition and Migration Approach Document previously designated and incorporated into the SEC as Appendix AU

are hereby re-designated and incorporated in the form set out in Annex [XX] to this direction.

Pursuant to Condition 22 of the DCC Licence and Section X5 of the SEC, the Secretary of State also directs that, with effect from 25 April 2026, SEC Section A (Definitions and Interpretations) and SEC Section F (Smart Metering System Requirements) are hereby consequentially modified in the form set out in Annex [XX] to this direction to incorporate the consequential amendments arising from the above redesignations.

For the avoidance of doubt such re-designation of these documents shall be without prejudice to anything done under the DCC Licence or the SEC on or after these documents being re-designated, or the continuing effectiveness of anything done in these documents prior to their re-designation (which shall have effect as if done under the re-designated document).

This direction is also being notified to the SEC Administrator.