

DCC Digital Onboarding Tool (For SEC Parties)

Frequently Asked Questions (FAQs)

1. What's changing?

We're introducing a digital onboarding tool that will provide better in-tool guidance to help users navigate and complete onboarding forms and tasks. The tool is designed to coordinate and guide applicants through the User Entry Process. This ensures that onboarding data is collected at the right time, in the right sequence, and provided to the right DCC team to process.

These changes will initially support SEC Parties applying to become a DCC Other User. A future phase will ensure the solution can be rolled out to Energy Suppliers, (i)DNOs, and other roles. Further details on the Other User role can be found on the DCC SEC Parties Training & Knowledge site here [Other Users \(OUs\)](#). You will need a DCC SharePoint account to access this site.

2. Why are you making this change?

The DCC, in collaboration with the Smart Energy Code Company (SECCo), embarked on a project to make joining the smart meter network easier, faster, and more efficient for SEC Parties. We heard consistent feedback from stakeholders across the industry about the DCC user entry process while seeing increasing enquiries from parties wishing to become a User. This tool is part of our ongoing work to address that feedback, by improving the accessibility of DCC services.

3. Why is the solution initially only supporting Other Users?

Onboarding challenges are particularly acute for innovators and smaller market entrants with less resources and smart metering knowledge; it is also resource intensive to manage for DCC. The first release focuses on digitalising the journey for Other Users as this is where immediate benefits are expected with over 85% of the DCC onboarding pipeline composed of this party category.

4. Why does this matter?

These changes are expected to:

- Cut onboarding time and complexity.
- Improve transparency and user experience.
- Support broader accessibility to the smart metering network.
- Reduce the administrative burdens for DCC and the users applying.

5. What if I need to onboard as an Energy Supplier, i(DNO) or another User role?

The existing manual process supported by DCC's dedicated onboarding manager will continue to be available until all DCC User roles are migrated over to the new solution. If you are interested in becoming a DCC User, please email dcccustomeronboarding@smartdcc.co.uk and our onboarding manager will be in contact to discuss your requirements.

6. How do I access the new DCC digital onboarding tool?

Should you decide to become a DCC Other User, please reach out to our DCC Onboarding Manager dcccustomeronboarding@smartdcc.co.uk who will be able to arrange for an account to be set up for you on the new DCC digital onboarding tool. Please make sure the Primary and Secondary Contact information provided to SECAS as part of your SEC accession is up to date as these will be the main contacts used for onboarding purposes. If you need to confirm or update who the primary or secondary contact is for your organisation, please contact SEC at SEC@talan.com.

7. What is the User Entry Process (UEP)?

The User Entry Process is a SECAS and DCC jointly managed process under the SEC. Many of DCC's services as described in SEC Section H are only available to Users. A SEC Party is only entitled to receive those Services once they become a User by completing the User Entry Process.

Further specific FAQs on the Other User UEP will be available on the DCC SEC Parties Training & Knowledge Site here [Other User Onboarding \(OUO\)](#). You will need a DCC SharePoint account to access this site.

8. How long will User Entry take on the DCC Digital Onboarding Tool?

The tool is designed to be more convenient and transparent for applicants. All onboarding forms required for a DCC Other User will be available in one place rather than in different SharePoint folders as they are today, which will streamline the onboarding process. There should also be reduced risk of rework due to in-tool data validation and back-end orchestration of tasks.

However, the timelines depend on how you intend to connect to and communicate with smart meters over the network and whether you plan on outsourcing any of the elements to an Adapter Service Provider or a Managed Service Provider. During onboarding, DCC and SECAS teams will support your needs, ensuring the fastest pathway to completing your OU accreditation.

9. Who do I contact if I have a question?

If you have questions about the DCC Digital Onboarding Tool, please contact us at dcccustomeronboarding@smartdcc.co.uk.