
FOUNDATION INTERIM OPERATING MODEL

Version 1.1

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1 Introduction, Context and Purpose

1.1 Background

The Smart Metering Implementation Programme (the Programme) has designed the end to end operating model and arrangements that will apply for the Enduring Smart Market, when:

- all meters installed will be SMETS 2 compliant smart meters;
- all meters will use standard communications methods; and
- the Data Communications Company (DCC) will manage the data communications under governance of the Smart Energy Code.

These enduring arrangements will apply when the DCC and its procured service providers are in place and the mass rollout of smart meters can begin (expected Q4 2014).

The Foundation stage of the Programme covers the period before DCC go live and the start of mass rollout.

The Programme has objectives to ensure that the smart market evolves in a controlled way with appropriate risk allocation, without market distortion. It also seeks:

- to protect the consumer experience during roll-out and ensure that smart functionality once installed can be retained; and
- to develop smart market arrangements and enable the ‘smart change of supplier’ process where smart rents will be paid for smart meters.

1.2 Advanced Domestic Meters

Many suppliers have already installed, or are currently installing, meters with varying amounts of smart functionality into customer premises, either as part of trials, or as part of an early rollout strategy.

These meters are collectively known as Advanced Domestic Meters (ADMs) and use a variety of technologies, communications methods and service provider companies to access them.

1.3 Customer Switching

Each year 15%-20% of all consumers change their energy supplier, which affects approximately 8 - 10 million meters. Responsibility for the customer, the metering assets and the settlement and billing of energy passes from the losing, to the new supplier.

The rollout of smart metering in GB brings new challenges to the customer switching process:

- more information is required to enable communication with, and collection of data from, a smart meter than for a dumb meter, including: meter/communications specifications, configurations, firmware versions, passwords, security keys and so on;
- value added opportunities are available to consumers to manage their energy usage, patterns and costs, over and above receiving accurate bills for energy used; and
- the cost of a smart metering system is significantly higher than that of a dumb meter, resulting in asset rentals for smart metering systems (smart rents) being significantly higher than for dumb meters (dumb rents), and the increased need for tracking specific assets.

The Foundation workstream is leading and driving Foundation-specific aspects of the Programmes, including the development of an interim operating model for use during the Foundation period, prior to implementation of the enduring smart arrangements.

1.4 Purpose of this Document

This document provides an overview of the Foundation Interim Operating Model (FIOM) that has been developed by industry for the period prior to DCC go live and the start of mass rollout. The processes included in this model can also be used after DCC go live for ADMs that have been installed before DCC go live and have not yet been enrolled into the DCC.

This work has been developed by the FIOM hothouse and supported by the Foundation Interim Operating Model (FIOM) working group, facilitated by the Programme.

1.5 Content of the Model

The Foundation Interim Operating Model consists of:

- Interim Operating Model Overview and principles of operation (this document);
- Roles and Responsibilities;
- Suggested Processes for:
 - Customer Engagement at CoS
 - Requesting Information from Installing Supplier
 - Change of Supplier
 - Old Supplier
 - New Supplier
 - SMSO
 - SMSO Operating Principles
 - Supplier MOP/MAM interactions
 - Transfer from Smart to Dumb
 - Prepayment Requirements
- Data and flow of data required to support the model;
- Assumptions; and
- Detailed Diagrams for the interim Change of Supplier process.

2 The Need for a Foundation Interim Operating Model

The Programme has designed a comprehensive end to end operating model and set of arrangements for the Enduring Smart Market. The Programme is working to ensure that these arrangements are in effect for the period after DCC go live and for mass rollout. However during Foundation, the current market arrangements and governance apply.

2.1 The Enduring Arrangements

Under these enduring arrangements:

- the DCC will manage communications with all Smart Metering Systems via the procured services of the Data Service Provider (DSP) and Communications Service Providers (CSPs);
- the DCC will be under governance of the Smart Energy Code (SEC) and its Licence obligations;
- all smart metering systems installed will meet the SMETS requirements for the Smart Meter, the HAN and the WAN communications, including the appropriate security protections;
- all data requirements and flows will be in place to ensure that each party has the data that it requires in the smart world; and
- changes to existing Industry Codes will have been implemented to support all aspects of smart meters and enable interoperability.

2.2 Foundation Arrangements

During the Foundation stage:

- customers continue to switch their energy supplier;
- new licence obligations have been introduced to facilitate effective switching;
- current Industry Governance and Codes apply;
- data, system and process changes to support smart meters are not yet in place;
- many installed meters will not meet the Programme's SMETS, security and communications standards; and
- there will be no central communications service in place.

2.3 Foundation Meters

If all meters that were installed in consumer premises before DCC go live and the start of mass rollout were dumb meters, there would be no need for an interim operating model during Foundation, as:

- all provisions for smart meters would have been put in place before the installation of any smart functionality; and
- all meters installed after go live will meet the SMETS requirements, support the selected communications methods and be enrolled directly into the DCC at the point of installation.

However, many suppliers have already installed, or are currently installing, meters with varying amounts of smart functionality into customer premises, either as part of trials, or as part of an early rollout strategy. These meters are collectively known as Advanced Domestic Meters (ADMs).

ADMs are not necessarily SMETS compliant and use a variety of different technologies, communications methods and service provider companies to access them. It is estimated that the number of ADMs installed will reach several million by the start of mass rollout.

Instead, each supplier has defined its own meter requirements and made their own arrangements for communicating with their installed ADMs.

Whilst this effectively provides some smart functionality for the supplier's customers, the meters and supporting communications are not compliant with SMETS definitions, security standards and interoperability requirements. Consequently, if a customer decides to change energy supplier for one or both fuels, the incoming supplier:

- does not know what type of meter or functionality the customer currently has;
- will inherit:
 - a non-compliant meter that may not be able to be subsequently supported by the DCC without additional components, site visits and costs; and
 - a communications solution which it may be unable to support;
- may be unable to continue to provide the functionality and services that the customer has.

Many ADMs installed during Foundation will continue to be used well into the enduring arrangements before being replaced or enrolled into DCC.

2.4 Consumer experience aims

Protecting the consumer experience is at the heart of the Programme's objectives and is the basis of many of the proposed licence obligations below.

During Foundation, the key aims are to:

- facilitate switching for all customers, regardless of meter type;
- maintain smart functionality for the customer where possible;
- explain what functionality (if any) will be lost on switching, before signing contract;
- ensure that information provided to the customer is accurate, including the:
 - removal of misleading information; and
 - timely addition of new tariffs;
- to carefully manage ADMs operating in prepayment mode, to ensure the customer can still top the meter up.

2.5 Proposed Supplier Licence obligations

A number of new Supplier licence obligations are to be introduced during to enable the smooth switching of supplier, to both ensure the consumer experience is good, and facilitate the smooth rollout of smart metering through GB.

2.5.1 Ofgem Proposed Licence obligations

In February 2011 the Ofgem Spring Package proposed a number of obligations on suppliers with regard to the installation of meters with smart functionality and change of supplier during Foundation. The licence condition changes were initially consulted on in the December 2011 Effective Switching consultation and further refined in a Supporting Effective Switching Consultation letter in March 2012, with the final proposals in June 2012.

The final decision was published in August 2012, with implementation dates of 1st November 2012 and 1st January 2013 (see [Ofgem Effective Switching Decision - August 2012](#)).

In summary these obligations are:

- **Installing Suppliers:**

- must explain to the customer the meter functionality that may be lost on CoS *before* installing an ADM;
- where requested, must make information available to the new supplier which enables the new supplier to:
 - determine the functionality of the existing ADM and
 - maintain all or part of the services relating to the existing ADM
 - must make available, at the request of a new supplier, all services that the new supplier would reasonably require to maintain ADM functionality (subject to the installing supplier exceeding a threshold level of ADM installations).

- **New Suppliers:**

- during engagement with prospective customers before the customer signs a contract or commits to enter into a contract, must:
 - ascertain whether a customer has an ADM installed;
 - if they do, find out what the functionality of that meter is; and
 - inform the customer of functionality they may lose if they switch.

It is assumed that this obligation applies for both direct sales by the supplier and those facilitated by switching sites.

- **Losing Suppliers:**

- must not remove historic consumption information from ADM or IHD during the Change of Supplier; and
- must disable any misleading information on the IHD and ADM immediately prior to losing the customer.

2.5.2 Government Proposed Licence obligations

The proposed Programme obligations on suppliers, following the Government Response documents published in April 2012, are:

- all gas and electricity suppliers must take all reasonable steps to complete the roll-out of smart metering systems to their domestic and smaller non-domestic customers by 31 December 2019, with no exemptions for small suppliers;
- suppliers will be required to take all reasonable steps to ensure that smart metering systems comply, and continue to comply, with the version of the SMETS in place at the time of the installation;
- installing energy suppliers must:
 - offer an IHD at the time of installation of any SMETS-compliant smart meter,
 - keep that offer open for 12 months after the installation if initially refused, and
 - require that faulty IHDs are repaired or replaced for 12 months after installation;
- gaining energy suppliers to supply and repair or replace an IHD, following change of energy supplier; obligations will take effect when the technical specifications are further developed;
- a supplier must install a smart metering system whenever a traditional meter is being replaced or newly installed (the ‘new and replacement’ obligation); *this will be subject to a period of notice that energy suppliers will be given before this obligation takes effect*; and
- a supplier should take all reasonable steps to install a smart metering system when taking emergency action to replace a meter, once the new and replacement obligation has taken effect.

2.6 Foundation Change of Supplier (CoS)

When a customer who has an ADM fitted currently switches energy supplier, the new supplier:

- cannot identify that the customer has some smart functionality, and if so, to what extent;
- may not be able to:
 - access, read or support the meter or its communications;
 - continue to provide the smart services;
 - continue to support meters in a prepayment mode;
- may choose to operate the ADM as a dumb meter.

This introduces issues in a number of areas:

2.6.1 Consumer Experience

Consumers are likely to:

- lose some or all of their smart functionality after the switch;
- receive manual/estimated readings (and meter reader visits) and therefore less accurate bills;
- lose prepayment capability;
- require a further site visit to restore smart and/or prepayment functionality either during Foundation or mass rollout; and
- have a bad overall experience of smart metering, leading to:
 - a reluctance to have a further smart meter; and
 - potentially adverse publicity for the Programme.

2.6.2 Gaining Suppliers

Suppliers who gain non-SMETS compliant ADMs may:

- have difficulty operating these ADMs in smart mode;
- not yet have service provider arrangements in place to communicate with smart meters;
- have consumers who are unhappy at the disruption to their 'smart' service and may be reluctant to have further visits for compliant smart meters to be installed;
- have the cost of replacing the ADM with a dumb meter if prepayment functionality is needed; and
- have acquired a variety of assets that have some smart functionality but that do not count towards their rollout targets.

2.6.3 Meter asset rentals

If the new supplier cannot use the ADM in smart mode, or will have the cost of replacing it with a SMETS compliant meter during mass rollout, then the rent that will be paid to the Meter Asset Provider (MAP) may not reflect the functionality in the meter and may be a dumb rental, in place of the 'smart' rental paid by the installing supplier.

This may also lead to asset stranding should the new supplier subsequently replace the meter with a SMETS compliant meter.

This will result in an uncertain revenue stream for the asset provider, and may cause difficulties with obtaining sufficient asset funding to continue smart metering rollout.

2.7 Smart Functionality

During Foundation, there will be a wide variety of equipment installed, with varying degrees of smart functionality.

As a principle, smart functionality should be retained where it is possible and practical to do so. It is expected that this will be possible for all meters that are compliant with SMETS, although under SMETS 1 (and SMETS 2 where no compliant communications hub is available), the method of communicating with the meter may be specific to each supplier and not fully interoperable.

Once SMETS 2 meters *with* compliant comms hubs are installed, it will be possible to maintain all smart functionality and for the meter to be able to be enrolled in the DCC.

At this point, all changes of supplier will be expected to be **Smart Change of Supplier** and the rent payable by the supplier for the meter, to be a **smart rent**. The Programme is also consulting on the possibility of introducing smart CoS for SMETS 1 meters.

2.8 Conclusions

Under the current arrangements, when a customer with an ADM switches energy supplier, the new supplier has no way to identify which supplier installed the meter, what smart functionality it has, or how to continue to effectively provide smart services to the consumer.

As a result, after CoS many ADMs are used in dumb mode and the consumer loses the smart benefits, and a dumb rental is paid. This situation will perpetuate with the rollout of SMETS 1 meters.

So, the conclusion is that the current arrangements do not adequately support Foundation and enable suppliers to meet their licence obligations, and that some changes to data, systems and processes are required.

Nor do the current arrangements support the smart CoS process or the smooth evolution of the smart metering market, from dumb meters, through a variety of ADMs and into the installation of SMETS compliant equipment.

Consequently a Foundation interim operating model is required.

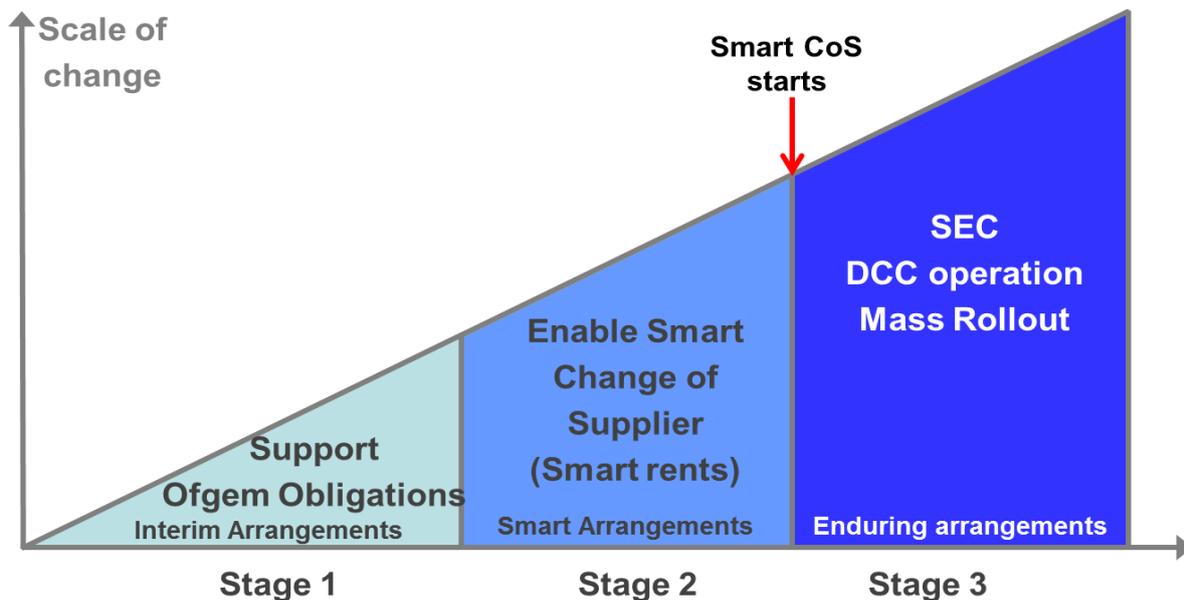
3 Development of the Foundation Interim Operating Model

Having identified that some changes to the current arrangements are necessary to support Foundation, it is important to keep these to a minimum to:

- avoid nugatory changes and the costs associated with them; and
- to ensure that effort is not diverted from the development of the enduring arrangements.

3.1 FIOM Roadmap

The Foundation workstream has defined the following roadmap for the delivery of the model where the changes for each stage will build on those from the previous one.



The approach of the interim model development is to identify the minimum set of changes to systems and processes that are required to support the two Foundation stages, ensuring that the changes proposed are consistent with, and strategic towards, the enduring arrangements.

Changes will be kept to a minimum to expedite implementation, minimise nugatory changes for suppliers to support Foundation and avoid delaying the start of mass rollout.

There are two stages that the Foundation operating model must support:

- The **Interim arrangements** to support the Ofgem Effective Switching obligations on suppliers; and
- The **Smart arrangements** that deliver Smart CoS that enables consumers to retain smart functionality and smart rents to be paid.

3.1.1 Interim Arrangements

During the interim arrangements:

- dumb rents may be paid on Advanced Domestic Meters (ADMs); and
- smart functionality may be lost by the customer during Change of Supplier (CoS).

3.1.1.1 Timing

The interim arrangements commence when the licence conditions to support the Ofgem Effective Switching measures are introduced i.e. November 2012, and continue until the Smart Change of Supplier is in place.

3.1.1.2 Characteristics

Under these arrangements, suppliers will have obligations to each other and the customer, to take reasonable steps to facilitate a smooth change of supplier process.

- The installing supplier must provide the gaining supplier with information about the ADM functionality, and how to communicate with it;
- Installing suppliers (above an installation volume threshold), will be obliged to provide communication services to the ADM on behalf of the gaining supplier, if requested to do so;
- Suppliers will try to retain smart functionality of CoS, but this may not always be possible;
- The functionality of the installed meters will not be standard, and some or all smart functionality may be lost at CoS;
- ADMs operating in prepayment mode may need to be:
 - Replaced with a dumb meter to retain prepayment after the switch; or
 - Switched to credit mode.

3.1.2 Smart Arrangements

Under the smart arrangements:

- smart functionality is expected to be maintained at CoS; and
- smart rents will be payable for smart meters.

3.1.2.1 Timing

The smart arrangements commence when supplier switching takes place for meters that are compliant with the SMETS specifications, resulting in a “Smart Change of Supplier” (Smart CoS. The version of SMETS to which smart CoS will apply is to be consulted on in October 2012.

The Smart Arrangements will only apply to CoS on compliant meters, therefore the smart arrangements and interim arrangements will operate concurrently, with the specification of the meter being the differentiating factor.

3.1.2.2 Characteristics

During the smart arrangements:

- SMETS compliant meters will be available and being installed;
- A supplier may gain a SMETS compliant meter at CoS, known as “Smart CoS”;
- Smart functionality will be able to be maintained during supplier switching;
- A smart rent for a smart meter will be payable by the new supplier under Smart CoS;
- Installed SMETS compliant meters will be able to be subsequently enrolled in DCC.

3.2 FIOM Development Principles

The key principles for the development of the interim model were to identify practical, pragmatic solutions that:

- enable suppliers to meet their licence obligations;
- facilitate the Programmes objectives of the Foundation stage;

-
- are strategic towards the enduring smart arrangements;
 - avoid nugatory changes for suppliers; and
 - do not adversely impact DCC go live or the start of mass rollout.

3.3 FIOM Development

The Programme's Foundation workstream established a FIOM working group to inform the development of the model, with representatives from suppliers, network operators, meter operators, meter asset providers, central bodies and consumer bodies.

Workshops were held to identify the problems, possible solutions and consider the potential operating model and its supporting processes and data requirements.

The FIOM working group was facilitated by the Programme to:

- capture the current CoS issues;
- identify the key components of the operating model required;
- lead and facilitate the FIOM working group;
- co-ordinate FIOM activities with other parts of the Programme; and
- co-ordinate the production of the Foundation interim operating model.

A FIOM hothouse was also set up to focus on the identification of options for the model and the drafting of products and processes for review by the FIOM working group.

The FIOM strategy was for the Programme to co-ordinate the design of the model by industry representatives, but for this then to be implemented by industry, through existing governance and change mechanisms.

4 Foundation Interim Operating Model

The Foundation interim operating model includes a process model; defined roles and responsibilities; and a set of high level processes, flows of information and working arrangements; that enable the supplier obligations and Smart CoS to be delivered.

The changes for the interim arrangements are procedural, but those for the smart arrangements include a minimal set of changes to systems and flows.

4.1 Components

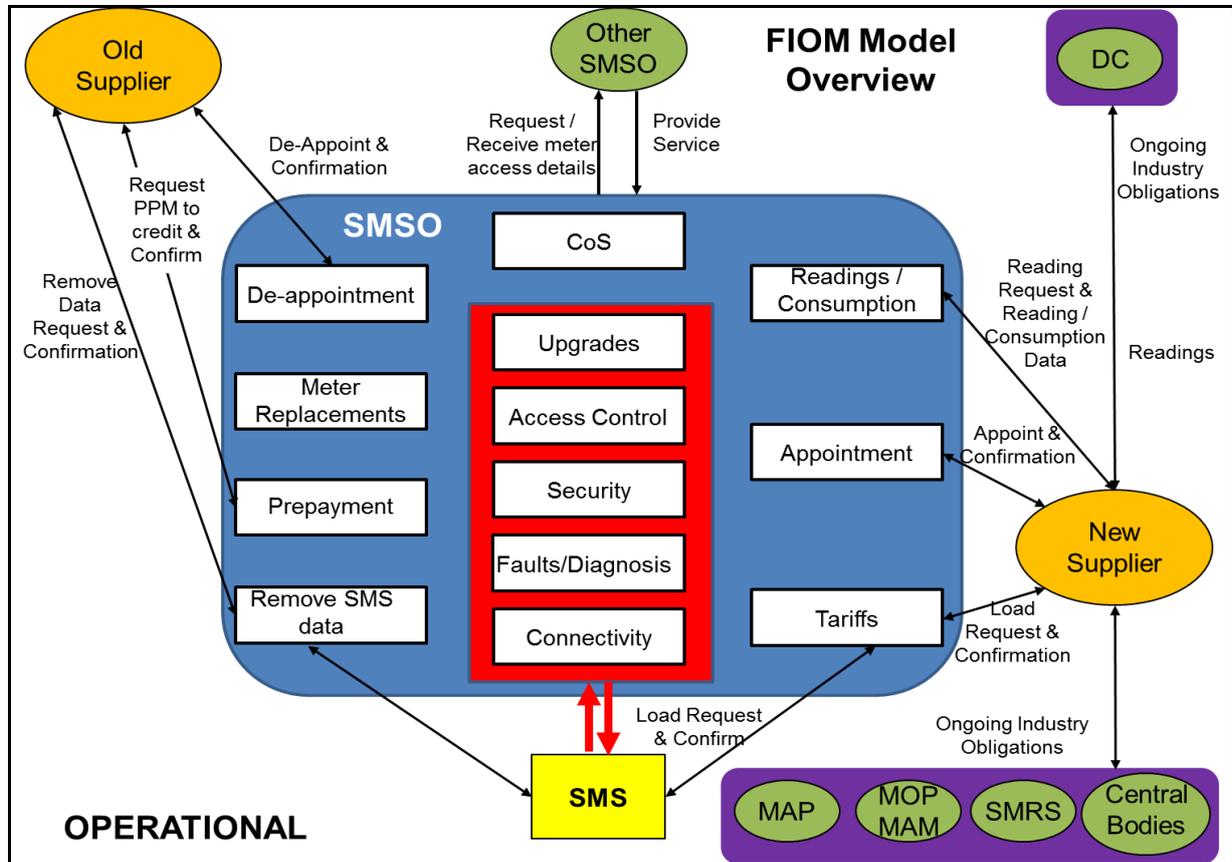
The components of the model are:

Component	Comment
Interim Operating Model Overview	This includes an overview diagram and explanatory text to explain the principles of how the model will work.
Roles and Responsibilities	The roles and responsibilities within Fiom are defined including the applicable timescales.
Processes (by area)	Draft processes are included in a standard template for all key processes in the model.
– Supplier	These include draft processes to enable each supplier to meet its obligations during Foundation.
– SMSO Set-up and Assurance	A supplier is responsible for defining the service that it requires from its SMSO and for ensuring that this meets its requirements, enables the supplier to comply with its industry obligations and complies with the appropriate GB and EU standards and legislation.
– SMSO / Supplier Arrangements	The commercial arrangements between a supplier and its SMSO are outside the scope of the Fiom and are for each supplier to specify and include in its contracts.
– SMSO Operations	Each SMSO is responsible for their own interactions with the metering systems to which they are appointed, however the model includes an overview of the services that should be provided.
– SMSO to SMSO	Arrangements between SMSOs are also outside the scope of Fiom and where required, are for SMSOs to agree and prove bilaterally.
Data and flow of data required	This defines the data items and flow changes required to support the model. It also details the process for implementing the proposed changes.
Detailed Operating Model for CoS	This will include a detailed process model, similar to that produced for the enduring arrangements.

Note: The individual Fiom components have been produced by different parties and sometimes use different terminology. The terms ADM and SMS have been used interchangeably. An ADM is as defined in Ofgem’s Effective Switching obligations.

5 Fiom Overview

The following diagram shows an overview of the proposed Fiom model:



5.1 Principles of the Model

The key principles of the model are as follows.

1. Installing suppliers will meet their obligations via a new role of a 'smart metering system operator (SMSO)' who will provide reading and other services to the supplier for the ADM. This SMSO role will not be a formal role in Industry Codes; instead suppliers will have responsibility for the operation of their appointed SMSOs. The format of interactions between the supplier and their SMSO(s) will be part of the commercial arrangements and standard message sets will not be specified.
2. Installing suppliers will ensure that arrangements are put in place with their SMSO (and that these remain in place even if the meter churns), to provide information and services to any new supplier requiring them to do so, until the replacement of the meter, or its enrolment in DCC.
3. On change of supplier (CoS), the new supplier will determine whether the customer has any smart functionality by asking the customer.
4. On CoS, the new supplier can either:
 - request the previous SMSO to provide services to it for the acquired ADM;
 - appoint its preferred SMSO to manage the ADM, and request the transfer of security key information from the previous SMSO; or
 - operate the ADM in dumb mode if it chooses not to continue the smart service.

5. SMSOs will be appointed to an ADM and will provide the required services to the appointed supplier during their appointment. Each SMSO will ensure that it complies with all appropriate standards and legislation for when providing this service.
6. The appointed SMSO will manage the service for the ADM and can choose to either:
 - Communicate directly with the ADM using communication information provided by the supplier or previous SMSO, or
 - Contract with the previous SMSO to provide communications to and from the meter (to be known as the communicating SMSO), although responsibility for the ADM remains with the appointed SMSO.
7. The supplier will ensure that all required industry flows of information are undertaken to complete the CoS process as per the current market arrangements. Where actions are taken by their appointed SMSO that would previously have been undertaken by a different agent, the supplier will ensure that each agent has all the information that it requires to complete its obligations within the required timescales, including meter configurations and meter readings.
8. There will be no formal SMSO market assurance or accreditation; each supplier will be able to choose whether to use an individual SMSO or not. SMSO will be a new role on MDD, with data added by suppliers using normal MDD processes. SMSO contact details will be available on MRA, SPAA websites and MDD, as will 'Installing Supplier' contacts.
9. No system changes are absolutely essential to enable Foundation CoS; the proposed model will enable suppliers to meet their obligations, although without minimal system changes, the required processes will be cumbersome. The proposed changes are described in section 6 of this document.
10. Only 1 SMSO will have access to any communications hub at any point in time; this will require that Import and Export sites must use the same SMSO - driven by the import meter.

5.2 Principles by Role

The activities of each role are:

5.2.1 Installing Supplier

The installing Supplier will:

- meet its obligations during Foundation via a Smart Metering System Operator (SMSO);
- notify the incoming supplier of the appointed SMSO for the ADM during CoS;
- ensure that arrangements are in place for its SMSOs to support the change of supplier process including the following (if required) to the incoming supplier:
 - provision of information about the SMS installed;
 - transfer of SMS access information; and
 - provision of SMS services;
- appoint an SMSO for each ADM it installs;
- keep records of SMSO used for each installed meter
- retain responsibility for providing information and services to new suppliers as the installing supplier, until the ADM is replaced.

5.2.2 SMSO

The SMSO will:

- contract with suppliers to provide smart services as requested;

- ensure compliance with all relevant standards and legislation;
- provide reliable communications with each ADM to which it is appointed either:
 - directly using its own developed Head End systems and the security keys for the ADM,
 - or by procuring the services of the previous SMSO and managing the exchange of messages and data, to deliver the required service to the supplier;
- notify the supplier whether it will access the ADM directly or via another SMSO;
- receive and process instructions from suppliers for each ADM, returning requested data and confirming actions undertaken;
- manage the security of the ADM and its data;
- receive and confirm supplier appointments and de-appointments;
- ensure that access to the ADM is managed in line with its supplier appointments and that unauthorised parties cannot access the data;
- manage meter faults and alerts as agreed with the appointed supplier;
- will keep records of who they transferred meter access details to when de-appointed.

5.2.3 Incoming Suppliers

Incoming (or new) suppliers will:

- ascertain the type or meter and functionality currently installed by asking the customer during initial engagement;
- contact the installing supplier to request information about the ADM and who is providing services to it;
- determine whether it is possible to continue to provide smart functionality to the customer;
 - ⇒ if so:
 - appoint an SMSO and agree services;
 - notify the new SMSO who the previous SMSO was;
 - ensure that the appropriate arrangements are in place with its appointed SMSO to deliver the smart metering functionality that it requires for operating its ADMs, and to the standards required;
 - be responsible for the actions of their appointed SMSO;
 - obtain CoS read;
 - apply tariff / product;
 - store the appointed SMSO on registration systems (when data item available)
 - ⇒ if not:
 - operate meter in dumb mode;
- if the customer was previously on a prepayment arrangement and wishes to continue this, agree how this will be achieved with the customer, installing a dumb prepayment meter if necessary.

5.2.4 Outgoing Suppliers

Outgoing or losing suppliers will:

- convert a prepayment ADM to credit mode;
- ensure that any misleading information is removed from the meter;
- request any final information required from the ADM;
- de-appoint the SMSO.

6 Proposed Data Changes

As stated previously, no system changes are absolutely essential to enable Foundation CoS; the proposed model enables suppliers to meet their obligations, although without minimal changes, the required processes may be long-winded.

The key data items required to enable the FIOM are:

- Meter Type;
- Installing Supplier Id;
- SMSO Id.

6.1 Meter Type

Suppliers need to identify the type of meter that is installed in a customer's premises.

The valid set of meter types should identify whether a meter is a dumb meter; an Automated Meter Reading meter; a pre-SMETS ADM; or a SMETS compliant meter with the applicable version.

This will enable a supplier to easily identify the presence of an ADM, rather than to purely rely on customer-provided information, to allow them to appoint an SMSO to support it.

Meter Type is a data item held on ECOES and DES (the electricity and gas registration enquiry systems), although the current valid set does not contain the FIOM required values. This meter type (meter mechanism on gas RGMA flows) is passed throughout the industry on various flows to communicate the data to interested parties.

6.1.1 Proposed Changes

1. FIOM proposes to introduce additional meter types related to Smart meters and Advanced Domestic Meters to enable a new supplier to accurately identify the presence of an ADM, by extending the valid set for Meter Type (J0483):
 - The new Meter Type values proposed are:
 - “NSS” – A meter that meets the definition of an Advanced Domestic Meter but is not compliant with any version of SMETS.
 - “S1” – A meter that is compliant with the SMETS Version 1.
 - “S2” – A meter that is compliant with the SMETS Version 2.
2. FIOM proposes that Suppliers retrospectively populate meter type for all installed ADMs.

6.1.2 Progress

Electricity

- Change Proposal DTCCP3349 has been raised by EDF Energy.
- It was reviewed by industry and approved by MDB for implementation in Feb 2013.
- There is an action on MDB to clarify whether this can be brought forward to align with implementation of MAPCP0138.

Gas

- Mod 430 entitled “Inclusion of data items relevant to Smart Metering into existing industry systems” was raised by Northern Gas Networks.

- Although this modification was initially raised for the enduring DCC solution, it was extended to include the provision of the Foundation data items: meter type (as meter mechanism), installing supplier and SMSO.
- The Mod was presented to the UNC Modification panel in July and a request from the GTs to proceed to the Detailed Cost Analysis was sent to Xoserve on 7th September.
- Mod 430 is expected to be implemented in late 2013.
- Mod 430 does not meet the full Foundation requirements, as the data is also required by shipper/suppliers prior to the CoS.
- ROM EVS2646 (Rough Order of Magnitude) assessment of the full Foundation requirements has been provided to the industry for comment, with the objective of getting a quick and simple solution in place as soon as possible whilst evolving the process for the full enduring solution for the industry and DCC.

6.1.3 Interim Actions Required

The proposed changes outlined above will not be in place by the start of the Effective Switching obligations on the supplier in November, although for electricity, this is scheduled soon after. Therefore it is necessary for Suppliers to undertake some interim measures to meet their licence obligations.

This will be done using a set of questions during customer engagement to identify the type of meter installed - see the FIOM customer engagement process for more information.

6.2 Installing Supplier

Identification of the Installing Supplier is essential to enable a new supplier to identify which supplier (if any) has the obligation to provide services for support of an acquired ADM.

6.2.1 Proposed Changes

1. FIOM proposes that ECOES and DES calculate and store the installing supplier whenever the meter installation date changes, using the registered supplier at the installation date.
2. FIOM proposes that contact details for installing suppliers are added to the MRA and SPAA websites for use by new suppliers.

6.2.2 Progress

Electricity

- Change Proposal MAPCP0138 has been raised by Scottish Power.
- The CP introduces the identification of an Installing Supplier in ECOES to assist with the Advanced Domestic Meters obligations introduced by Ofgem.
- It was reviewed by industry and approved by MDB for implementation in Feb 2013.
- Indications are that this can be implemented earlier than originally anticipated a supplementary CP has been raised to revise implementation to 7th January 2013.

Gas

- As with Meter Type, this is covered by Mod 430 (see section 6.1.2 above).

Contact Details

- Suppliers will be responsible for providing and maintaining contact details for their own organisations.
- In advance of the addition of these contact details to industry websites, a spreadsheet of available contact details will be produced.

6.2.3 Interim Actions Required

As with meter type, the proposed changes will not be in place by the start of the Effective Switching obligations on the supplier in November. Therefore it is necessary for Suppliers to undertake some interim measures to meet their licence obligations.

1. The new supplier can currently identify the installing supplier using the following steps:
 - Identifying the presence of an ADM (by asking the customer)
 - Looking at registration history, using the meter installation date to identify who the supplier was at the point of installation.
 - Contacting the installing supplier, via the contract manager to identify who the SMSO is.
2. In the period before the contact details for installing supplier are available on industry websites, the new supplier can use the contract manager contact details for the existing supplier, that are currently available. The contract managers will then provide the installing supplier and SMSO contact details.

6.3 SMSO

The consequential changes for DCC that are being progressed by BPDG working group 4 include SMSO as one of the data items for the enduring solution, to handle non-domestic sites that are not enrolled in the DCC.

6.3.1 Proposed Changes

1. FIOM proposes to use the SMSO Id that WG4 are adding to registration, to identify the SMSO that is supporting domestic customers during Foundation, prior to their enrolment in DCC.
2. FIOM proposes that the consequential changes to registration flows are implemented at the earliest date possible, and that industry stakeholders push for this as part of the change proposal processes.

6.3.2 Progress

Electricity

The following Change Proposals have been raised and are being progressed by the MRA to deliver the Programme's consequential change requirements, aiming for implementation in Q3/Q4 2013:

- MRA CP199 – new MRA provisions for the extended 'smart' MPAD (registration data), data ownership and providing the DCC with Registration data:
 - the extended 'smart' MPAD for the MPAS systems = SMSO Id, DCC Flag, SMETS versions, UPRN and IHD Install status
 - The registration data for the DCC includes MOp Id, in line with the current Programme thinking and excludes SMSO Id as confirmed by DECC in September;
- DTC CP3362 – amended and new D Flows to and from MPAS; and
- MAP CP 0150 – update ECOES to reflect the new 'smart' MPAD (and MAP CP0151 to include UPRN in the address dataset – note there is no obligation to have this fully populated by the implementation date).

Gas

- As with Meter Type, this is covered by Mod 430 (see section 6.1.2 above).

6.3.3 Interim Actions Required

As with meter type and installing supplier, SMSO will not be in place by the start of the Effective Switching obligations.

In the interim, the new supplier should ask the installing supplier who their SMSO is.