

Smart Metering Implementation Programme

BPDG Sign-Off for Process Cycle 1
Process Review Summary

25 August 2011

- BPDG model approach for Process Cycle 1 sign-off
- Agenda for future meetings (1 September and 15 September)

BPDG approach for sign-off (Process Cycle 1 models)

The purpose of today's session is to:

- Demonstrate how comments from BPDG members have been incorporated into the business process design
- Discuss key issues and comments that have been 'rejected'
- Illustrate how comments taken into Process Cycle 2 will be managed
- Gain 'sign-off' for the high-level end-to-end business processes as the base for more detailed design in Process Cycle 2 (August – October 2011)
- Review updated BPDG business process review dates for Process Cycle 2

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Managing comments received from BPDG members

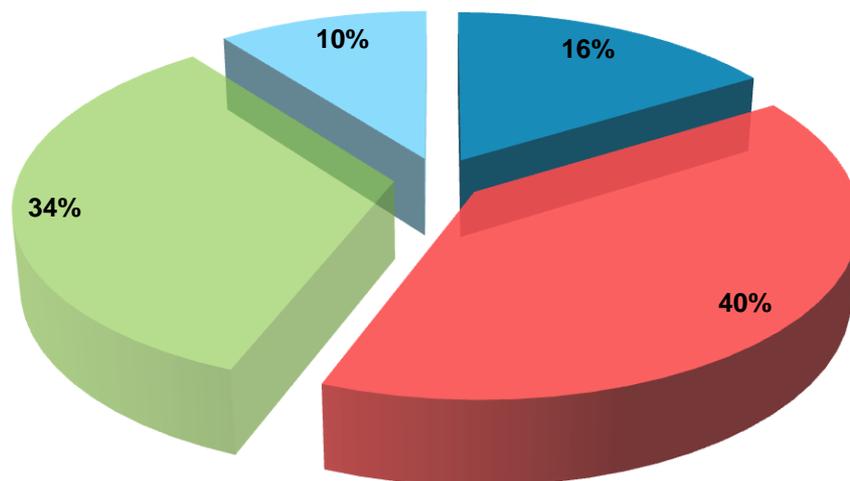
Classification

- 1116 comments were received during this process review
- The BPD Team used the following 'Status' codes when reviewing comments:
 1. **Accepted - In latest version (v0.6):** Comment has been accepted, changes were made to the process model and can be viewed as part of Version 0.6 that was published on 15th August 2011
 2. **Accepted - Process Cycle 2:** Comment will be considered and if warranted, actioned as part of the Process Cycle 2 activities
 3. **Rejected:** Comment has not been accepted and no changes to the model have been made or comment is a general query where no changes to the model have been made

BPDG approach for sign-off (Comments received as at 24/08/2011)

01. Install Smart Metering System

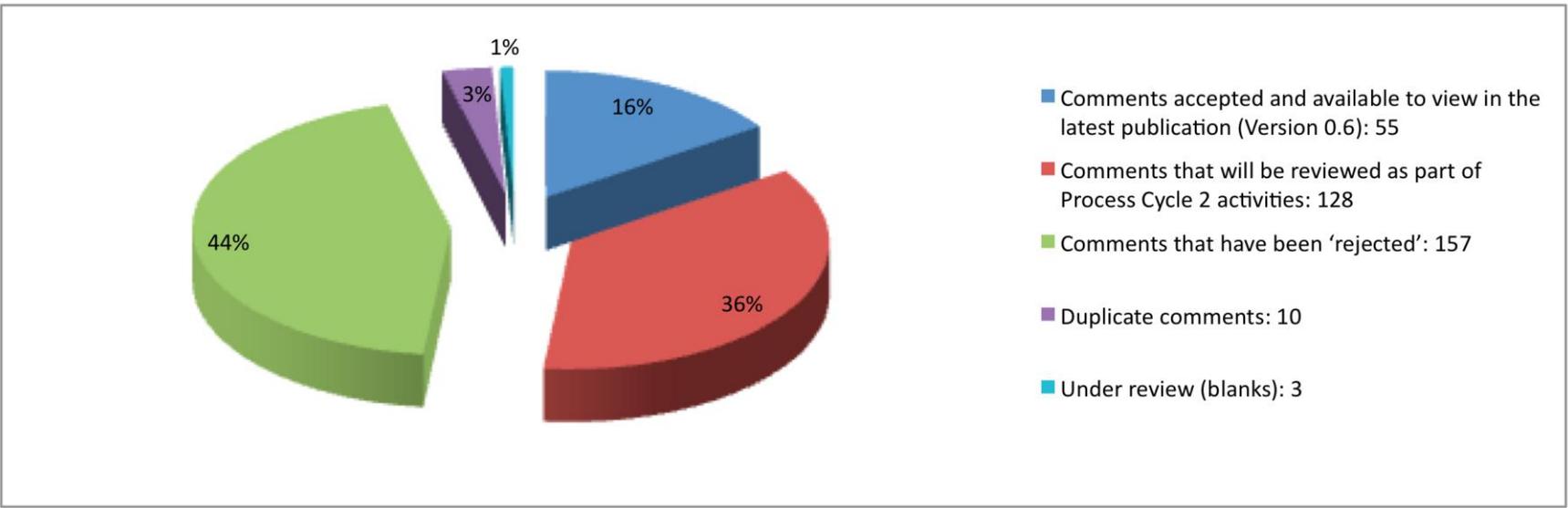
– Total number of comments received: **154**



- Comments accepted and available to view in the latest published version (Version 0.6): 25
- Comments that will be reviewed as part of Process Cycle 2 activities: 61
- Comments that have been 'rejected': 52
- Under review (blanks): 16

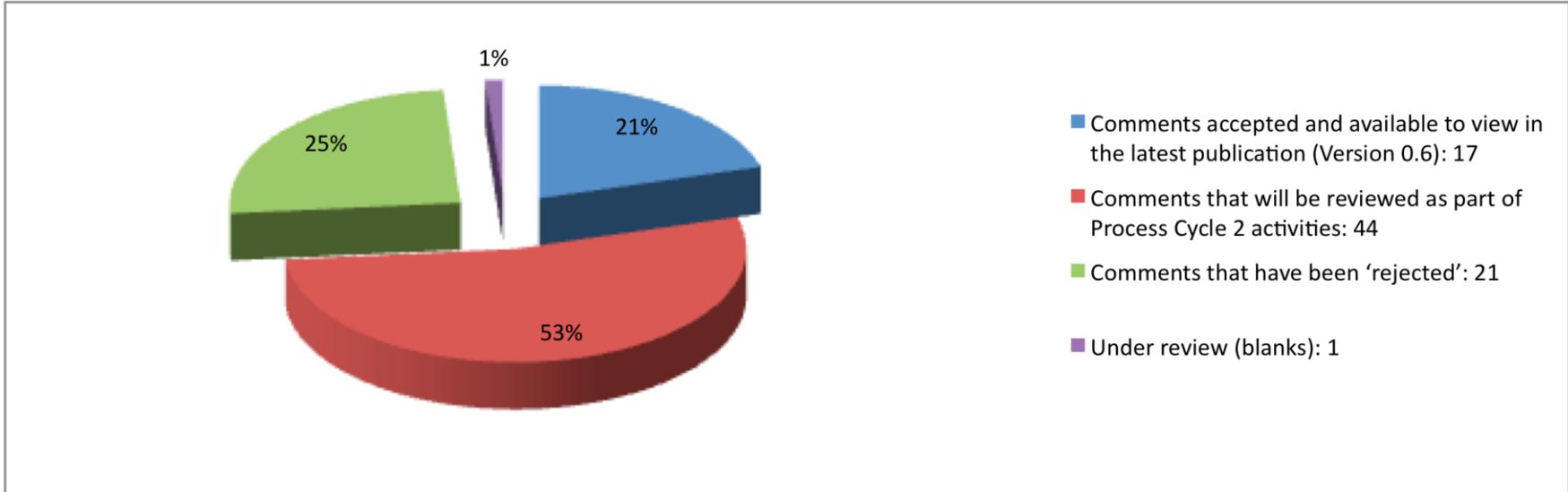
BPDG approach for sign-off (Comments received as at 24/08/2011)

02. Operate Smart Metering System – Total number of comments received: **353**



BPDG approach for sign-off (Comments received as at 24/08/2011)

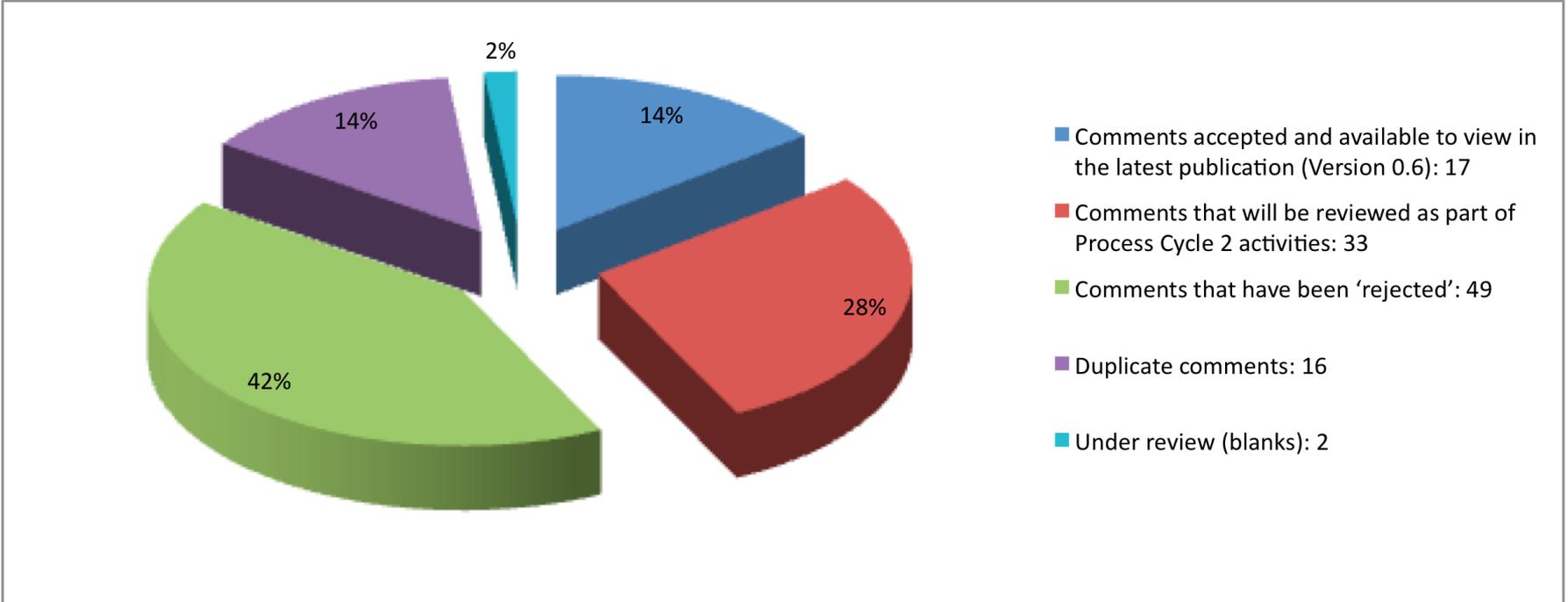
03. Decommission Smart Metering System – Total number of comments received: 83



BPDG approach for sign-off (Comments received as at 24/08/2011)

04. Change of Supplier

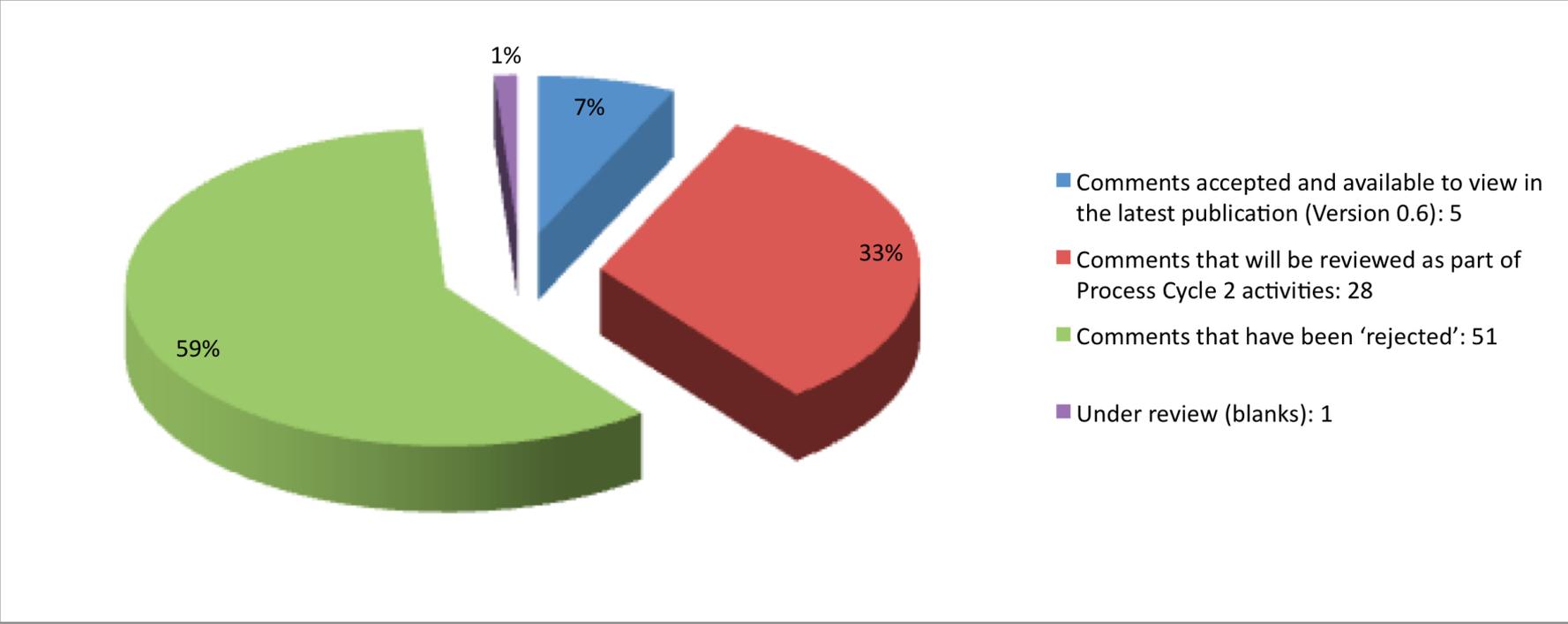
– Total number of comments received: **117**



BPDG approach for sign-off (Comments received as at 24/08/2011)

05. Access and Security

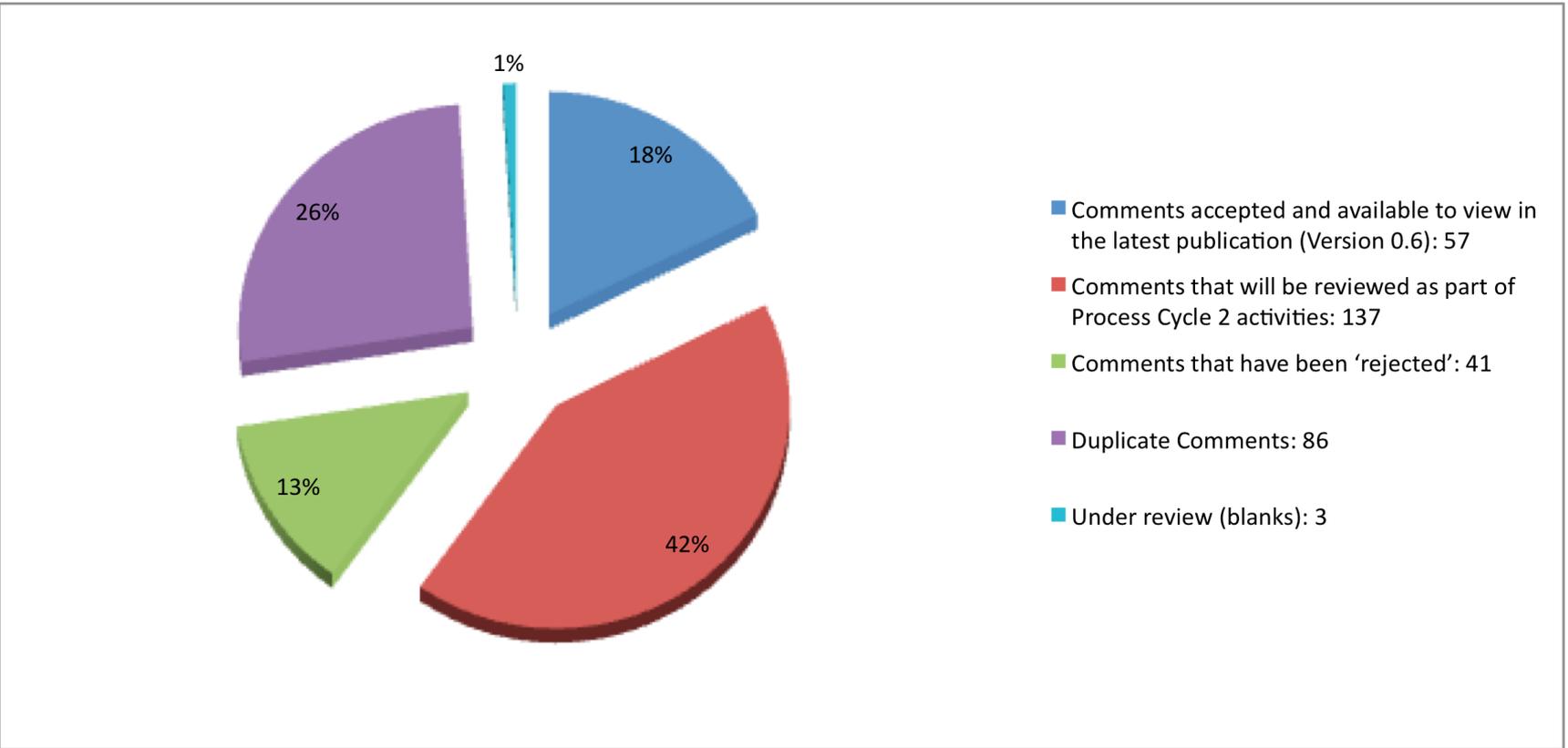
– Total number of comments received **85**



BPDG approach for sign-off (Comments received as at 24/08/2011)

06. DCC Service Management

– Total number of comments received: **324**



BPDG approach for sign-off (Process Cycle 1 models)

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Key Issues

1. Displaying Supplier agents on process models

- The current position is that any Supplier agents such as MOPs/MAMs/NHHDCs are managed by the Suppliers and as such, are subject to different commercial arrangements. The DCC will not be prescriptive in this area

Key Issues

2. Role of the 'Meter Services Provider' (MSP)

- There were nineteen separate comments referring to the role and responsibilities of a MSP
- Current position is that the Supplier swimlane will reflect Supplier and MSP and they are interchangeable roles. This position is subject to further review and our business processes will remain unchanged until the MSP's role and responsibilities has been clarified
- Further discussion about the role of the MSP will take place at the next BPDG meeting on 1st September 2011

Key Issues

3. 'Push' versus 'Pull' meter data

- Current position is for our business process models to reflect the 'pull' meter data approach
- This position is subject to further review at Programme level and our business processes will remain unchanged until the position has been clarified

Key Issues

4. Firmware updates

- The current position is still being debated within the programme and our business processes will remain unchanged until a working model has been established

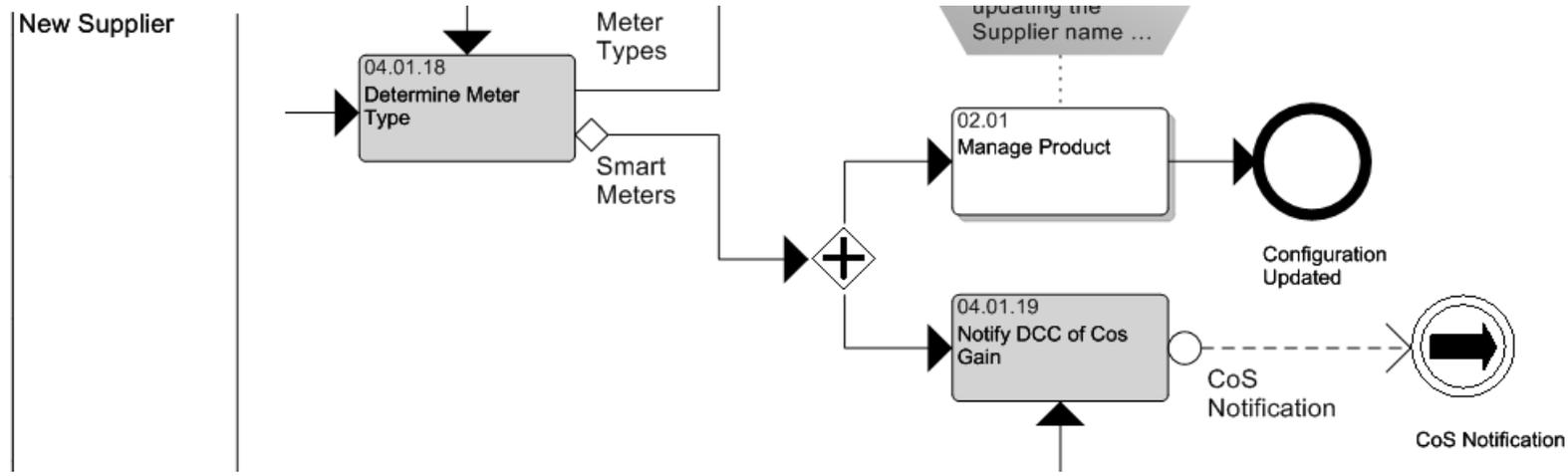
Key Issues

5. DCC Opt In/Out: Export Supplier following Import Supplier

- The current position is that upon a Loss of an Import site, which has an associated export metering supplier, that the export supplier will follow the import supplier's lead in opting out or opting in. This is because of shared elements on the meter and access control can only be held by one party (i.e. DCC or other)
- We do recognise that this position may cause issues for Suppliers where the export supplier is different to the import supplier as generally, the export supply is not subject to as many CoS events. Suppliers do not wish to be forced into either opting in or out of DCC services for a CoS event that they have not initiated.

Key Issue: CoS - New Supplier vs. Gas/Electricity registration systems

6. Why has the process been developed to show that the CoS notification is being sent to the DCC by the new Supplier and not from the gas or electricity registration systems?



- One of the key design principles of DCC is that it should only act upon commands issued by authorised parties. This is the model that has been adopted with the gaining supplier instigating the CoS activity with the DCC. The registration system is not an authorised party and up to this point has no authority to activate DCC processing.

Key Issue: CoS - New Supplier vs. Gas/Electricity registration systems

- This is the same processing logic as collecting Initial meter reading data where the registered supplier must directly request the data. Not instigated by DCCs knowledge of meter installation.
- This option leaves the gaining supplier responsible for the CoS event and all subsequent activities. Ensures that all CoS activities should be followed by the gaining supplier and a complete set of CoS commands are applied to the SMS. If registrations systems invoke the changes there is no guarantee that the gaining supplier will flow this request with their own set of commands to complete the CoS set. This would leave a partial CoS event processed to the SMS, thus impacting the customer.

Key Issue: CoS - New Supplier vs. Gas/Electricity registration systems

- More complex business rules required for DCC. If registration systems are to trigger the CoS change, what is the trigger point for the notification to DCC? Is it the CoS date, CoS – 1, Cos -3 etc? In all scenarios, if a snapshot date is chosen the registration data can change (due to objections being received). DCC would need to have objection window processing on reduced timeline registrations logic developed which adds complexity and cost which is not required at 2Q2014. This logic only must be applied when DCC takes on full registration responsibility post go-live in circa 2017. Registration systems already have this logic developed and is not required if the Supplier only triggers this DCC CoS notification post all objection windows are complete.
- Reduces the levels of changes required to the current registration systems.

E.ON

1. New connection/installation of a smart meter – This process is new to the industry and seems the least confident of all those that have been prepared. There are a number of options as to how this process will work and therefore it isn't clear what the actual scope of activity the DCC may have to undertake. From our own experience with installing smart meters to date we know for example that having a call centre to answer queries regarding technical issues is highly useful to the operational staff installing meters, no matter how much automation is included in the hand held unit. There is a risk that potential applicants will not be in a position to understand the requirements of this element of work and price their bids incorrectly.

E.ON

2. Although we understand the logic of building upon existing business processes and data flows for expediency we think it would be better from the outset to consider harmonised electricity and gas processes that would better suit the requirements of the industry over the coming years. Each process map should be considered with the future in mind and not the past.
3. The ability for retrospective amendments to information on the smart metering system is technically feasible and will probably be in the interests of consumers and suppliers (e.g. erroneous transfers for PAYG customers). This sort of function is not built into existing business processes as technology at the time the deregulated energy industry was established didn't easily allow for it. Assuming that these type of functions will be required in the future has implications for the DCC's Access Control functions and it would be useful to make this explicit in the process maps.

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Managing comments during Process Cycle 2

Consolidated Comments Log

- An updated Consolidated Comments Log will be created and added to the BPDG Huddle site to include:
 - Original reference numbers to any comments taken into review for Process Cycle 2
 - Progress updates on comments raised
- Comments taken into Process Cycle 2 will be added to the existing Assumptions and Issues log (RAID log)
- Please note that we will also send e-mails to those who raised the comments as we update them

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- **Review updated BPDG business process review dates for Process Cycle 2**

Key dates for 'Process Cycle 2'

01. Install Smart Metering System (Elexon)

- Internal review (DECC/CB's): 24 August (Wednesday)
- Publish models and requirements document for BPDG review: 9 September (Friday)
- **BPDG process walkthrough: 16 September (Friday)**

03. Decommission Smart Metering System (Elexon)

- Internal review (DECC/CB's): 31 August (Wednesday)
- Publish models and requirements document for BPDG review: 9 September (Friday)
- **BPDG process walkthrough: 16 September (Friday)**

Key dates for 'Process Cycle 2' (cont.)

05. Access and Security (Xoserve)

- Internal review (DECC/CB's): 7 September (Wednesday)
- Publish models and requirements document for BPDG review: 21 September (Wednesday)
- **BPDG process walkthrough: 28 September (Wednesday)**

02. Operate Smart Metering System (Electralink)

- Internal review (DECC/CB's): 14 September (Wednesday)
- Publish models and requirements document for BPDG review: 21 September (Wednesday)
- **BPDG process walkthrough: 28 September (Wednesday)**

Key dates for 'Process Cycle 2' (cont.)

04. Change of Supplier (Xoserve)

- Internal review (DECC/CB's): 21 September (Wednesday)
- Publish models and requirements document for BPDG review: 6 October (Thursday)
- **BPDG process walkthrough: 13 October (Thursday)**

06. DCC Service Management (Gemserv)

- Internal review (DECC/CB's): 28 September (Wednesday)
- Publish models and requirements document for BPDG review: 6 October (Thursday)
- **BPDG process walkthrough: 13 October (Thursday)**

- BPDG model approach for Process Cycle 1 sign-off
- **Agenda for future meetings (1 September and 15 September)**

- **Agenda for 1st September:**
 - Legacy Changes (presentation)
 - System Design Principles (Paper)

- **Agenda for 16th September:**
 - Gateway options (presentation)
 - Legacy changes (Paper)
 - Property referencing (update)
 - Status update regarding the Foundation period