



Change Request Form

This form should be used by any party authorised to raise a Change Request (CR) under Section B2.2.2 of the SMICoP.

Please complete this form and submit it to smicop@electralink.co.uk. The CR will then be issued to the SMICoP Change Advisory Group for review in accordance with the timescales set out in the Change Calendar.

Document Control	
CR Status	Standard
CR Number	CR023
Date Proposal Raised	5 th August 2015
Attachments / Associated Documents	N/A

Originator Details	
Company Name	E.ON Energy Solutions
Originator Name (The Proposer)	Tim Newton
Category	Electricity & Gas Suppliers Domestic & Non-Domestic/Micro Business
Telephone Number	07879 802148
Email Address	Tim.newton@eonenergy.com

Change Request Details	
CR Title	SMICoP Housekeeping Changes
Impacted SMICoP Clause(s)	Clause A1.2, Clause B3.3.3 and Clause B3.3.5.2



Description of the Issue	Some Clauses of the SMICoP have been identified as being inaccurate and/or ambiguous.
Description of Proposed Solution	<p>Amend Section A, Clause 1.2 as follows to remove repeated “smart metering” term:</p> <p><i>“The Code covers those Smart Metering Systems, for both electricity and gas smart metering. The Code is applied on a voluntary basis for Smart Metering Systems not installed under licence obligations.”</i></p> <p>Amend Section B, Clause 3.3.3 as follows to clarify that the Auditor will be procured by SMICoP Ltd and managed by the Code Administrator:</p> <p><i>“the Code auditor (an independent auditor), will be procured by <u>SMICoP Ltd</u> and managed by the Code Administrator.”</i></p> <p>Amend Section B, Clause 3.3.3 as follows to reflect that the commencement of the audit will be aligned to mass rollout of SMETs meters. This will aid those that may be new to the SMICoP by making it clear that the Audit has not yet occurred.</p> <p><i>“The independent audit is expected to be executed by the end of 2014 at the start of mass rollout, but <u>actual timing may be</u> subject to change in timing as directed by the SMICoP Governance Board. “</i></p> <p>Delete the footnote in Clause B3.3.5.2 which refers to SMICoP Members receiving anonymised audit reports, as the Member will be receiving the results for their own audit there is no need to anonymise them.</p> <p><i>“results will only be provided to the Member in anonymised form”.</i></p>



Rationale for the Change	To ensure the Code is accurate and unambiguous.
Proposed Implementation Date	At next publication of the Code.
Proposed Implementation Technique	Big Bang

Guidance Notes for Completing the Form

The Change Management Guidelines are available from the Code Administrator and provide more information about the progression of a CR through the Change Process.

Data Field	Guidance
CR Status	The majority of CRs will be processed in accordance with the standard timescales set out in the Change Calendar. If you believe there are exceptional circumstances which mean the CR must be processed more quickly than the timescales within the Change Calendar then you can request this. If you would like a CR to be processed urgently then you must provide rationale setting out why the standard timescales are not sufficient. The SMICoP Governance Board will consider this request and decide whether the timescales should be shortened.
Attachments	Append any proposed legal text or supporting documentation in order to better support / explain the CR.



Impacted SMICoP Clause	This section should highlight the specific SMICoP clause(s) affected by the CR.
Description of the Issue	This section should include a description of the issue or defect which the proposed change seeks to address.
Description of the Proposed Solution	<p>This section should clearly state the desired amendment to the SMICoP. Where possible, change marked text of the relevant sections of the SMICoP should be included.</p> <p>Where relevant, proposals should estimate the extent to which industry wide system development or process change is likely to be required to fulfil the proposal, and an assessment of the capital and operating costs which might result. Assessments for both the initial and the ongoing costs and benefits should be included.</p>
Rationale for Change	<p>This section should include the rationale for making the change linked to the objectives of the Code licence conditions. Where applicable this should be supported by a qualitative or quantitative description of the impact.</p> <p>The objectives in the Condition 41 of the standard electricity supply licence and Condition 35 of the standard gas supply licence are as follows:</p> <p style="text-align: center;"><i>Smart Metering Installation and Installation Code of Practice – Domestic Customers</i></p> <p style="text-align: center;"><i>The objectives of this Condition (the Objectives) are to ensure that:</i></p> <p style="text-align: center;"><i>(a) the licensee and any Representative provides and maintains a standard of service which helps to ensure that Domestic Customers’ experience of the installation of Smart Metering Systems at their premises meets their reasonable expectations;</i></p>

(b) all activities undertaken by the licensee and any Representative in relation to the installation of Smart Metering Systems are conducted in a fair, transparent, appropriate and professional manner;

(c) Domestic Customers are given information about, and during, the installation of Smart Metering Systems which:

(i) is complete and accurate;

(ii) does not mislead them; and

(iii) informs them about the benefits of Smart Metering Systems and about what to expect in relation to the installation process; and

(d) Domestic Customers are not subject to unwelcome Marketing during any visit to their premises for the purposes of installing Smart Metering Systems.

The objectives in the Condition 42 of the standard electricity supply licence and Condition 36 of the standard gas supply licence are as follows:

Smart Metering Installation and Installation Code of Practice – Micro Business Consumers

The objectives of this Condition (the Objectives) are to ensure that:

(a) the licensee and any Representative provides and maintains a standard of service which helps to ensure that Micro Business Consumers' experience of the installation of Smart Metering Systems at their premises meets their reasonable expectations;

(b) all activities undertaken by the licensee and any Representative in relation to the installation of



	<p><i>Smart Metering Systems are conducted in a fair, transparent, appropriate and professional manner; and</i></p> <p><i>(c) Micro Business Consumers are provided with information about, or during, the installation of Smart Metering Systems which:</i></p> <p><i>(i) is complete and accurate;</i></p> <p><i>(ii) does not mislead them; and</i></p> <p><i>(iii) informs them about the benefits of the Smart Metering Systems and about what to expect in relation to the installation process.</i></p>
<p>Proposed Implementation Date</p>	<p>SMICoP is subject to three formal releases per year in February, June and November, as shown in the Change Calendar. Proposers are requested to align with the release schedule unless circumstances dictate otherwise. The following guidelines are suggested for determining implementation dates: 6 months minimum for changes impacting systems and software; 4 months minimum for changes impacting operational procedures; or 2 months minimum for changes to documentation only.</p> <p>When the Authority withholds approval for a certain amount of time, the elapsed time for implementation may become much shorter than anticipated. Proposers may make provision for these circumstances by stating that the implementation date should be a minimum lead time from date of approval rather than specifying an actual date.</p> <p>Where the originator wishes to propose an implementation date other than the three formal releases,</p>



	justification must be provided.
Implementation Technique	This section should clearly state the preferred method of implementation i.e. phased approach or all Parties to implement simultaneously (big bang). Where a phased approach is recommended an end date for implementation should also be included.