









SMICoP Change Report		Stage of the document in the process:
<h1 data-bbox="119 342 481 432">CR 064</h1> <h2 data-bbox="119 472 999 607">Housekeeping Amendments to SMICoP</h2> <p data-bbox="103 683 293 723">28/08/2020</p>		<div data-bbox="1185 331 1422 398" style="background-color: #e0ffe0; padding: 5px;">01 – Draft Change Report</div> <div data-bbox="1185 443 1422 510" style="background-color: #ffcc00; padding: 5px;">02 – Final Change Report</div>
<p data-bbox="103 770 536 808">Purpose of Change Request</p> <p data-bbox="103 835 1430 965">This change seeks to implement a number of minor housekeeping amendments identified (by the SGB and various Working Groups) as being required to ensure code accuracy and consistency.</p>		
	<p data-bbox="240 994 1086 1032">SMICoP Governance Board voted on the Change Request:</p> <ul data-bbox="300 1050 1050 1196" style="list-style-type: none"> • That the change solution is Approved • That the implementation date is 04 January 2021 • That the implementation technique is Big Bang 	
	<p data-bbox="240 1234 507 1272">Impacted Clauses:</p> <ul data-bbox="276 1290 1398 1928" style="list-style-type: none"> • Definitions for capitalised terms in the Code: <ul data-bbox="323 1357 727 1532" style="list-style-type: none"> ○ Citizens Advice ○ Citizens Advice Scotland ○ Network Operator • Section C Paragraph 5.3 erroneous ‘Part A’ • Section C Paragraph 5.4 erroneous Part ‘A’ • Section C Clause 1.4 erroneous Part ‘A’ • Section B Clause 1.3.7, Clause 2.2.1.1.5 ‘meter operator’ will be lower case throughout • Section C Clause, 6.2.3 ‘network operator’ will be capitalised 	
	<p data-bbox="240 1980 1326 2056">Audit Impacts: No impact, as correcting identified inaccuracies, redundant or misleading information.</p>	

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Timeline		
The timetable for the progression of the Change Request was as follows:		
Change Request timetable		
The Secretariat recommends the following timetable:		
Change Report circulated to CAG for IA		05 August 2020
Change Report presented to SGB		27 August 2020
Final Change Report issued to the Authority		01 September 2020
Authority Decision Due		12 October 2020
Proposed Implementation Date		04 January 2021

1 Summary

What

1.1 This change seeks to implement a number of minor housekeeping amendments identified by SGB as being required to ensure code accuracy and consistency. In particular:

- Four terms are capitalised within the SMICoP but are not included within the list of defined terms;
- There are erroneous reference to “Part A” in three clauses of the SMICoP; and
- There is an erroneous open bracket that needs to be removed.
- There is a term that needs to be capitalised for consistency.

Why

1.2 Code accuracy and consistency is necessary to ensure that the code that does not contain ambiguity, errors or clauses which can be misconstrued.

How

1.3 The housekeeping CR will:

- Add definitions for the following capitalised terms in the code:
 - Citizens Advice
 - Citizens Advice Scotland
 - Network Operator
- To tidy up the text left behind after the merger of Parts A and B of Section C:
 - Update Section C Paragraph 5.3 to remove the erroneous ‘Part A’ in the text.
 - Update Section C Paragraph 5.4 to remove the erroneous Part ‘A’ in the text.
 - Update Section C Clause 1.4 to remove the erroneous Part ‘A’ in the text.
 - Update Section C Clause, 6.2.3 ‘network operator’ will be capitalised.

2 Why Change?

2.1 Code accuracy and consistency is necessary to ensure that the code that does not contain ambiguity, errors or clauses which can be misconstrued.

3 Code Specific Matters

Legal Text

The proposed legal text is as follows:

Add the following definitions:

Citizens Advice – means the National Association of Citizens Advice Bureaux;

Citizens Advice Scotland - means the Scottish Association of the Citizens Advice Bureaux;

Network Operator - means a party responsible for the distribution and transportation of gas or electricity

Amend the following paragraphs as shown:

Section C Paragraph 5.3 erroneous 'Part A' in text. “Reporting frequency is in line with this specification ~~Part A – Appendix A~~”.

Section C Paragraph 5.3 erroneous 'Part A' in text. “A standardised reporting format will be agreed with the SMICoP Code Board and Suppliers will complete this in line with this specification ~~Part A – Appendix A~~ and send securely to the SMICoP Code Administrator. All Suppliers are to take the surveys and report within agreed prescribed periods.”

Section C Clause 1.4 erroneous Part 'A' in text. “~~This Part A of t~~The Monitoring and Compliance Customer Survey Specification applies in respect of the installation of a Smart Metering System at Domestic Premises and at premises of a Micro-Business Customer.”

Section B Clauses 1.3.7 and 2.2.1.1.4 'Meter Operators' will become 'Meter operators'

Section C Clause 6.2.3 'network operator' will be capitalized to 'Network Operator'.

4 Solution

SGB Assessment

The SMICoP Governance Board (SGB) assessed CR064. The SGB is open to all parties, including Large Suppliers, Small Suppliers, Microbusiness Suppliers, Citizens Advice, BEIS, Ofgem, Energy Ombudsman, Metering Agent representatives.

- 4.1 Meetings were held in open session and the minutes and papers of each meeting are available on the SMICoP website – www.SMICOP.co.uk.
- 4.2 SGB issued the change for consultation to gather information and feedback from the Change Advisory Board and interested GB energy market participants.

CR 064 Impact Assessment

- 4.3 CR064 was issued on 05 August 2020 to the Change Advisory Group (CAG) for consideration and there were no responses received.
- 4.1 There were responses made by the legal adviser, which were discussed by SGB. An amendment was made to include every use of the term ‘network operator’ as capitalised. No other changes were adopted by SGB, but have been noted for future review. .

5 Relevant Objectives

Evaluation Against the SMICoP Objectives

- 5.1 For a SMICoP Change Request to be approved it must demonstrate at least one of the following two things:
 - 5.1.1 How it better meets the SMICoP Supply Licence Objectives. These objectives are set out in the Condition 41 and 42 of the standard electricity supply licence and Condition 35 and 36 of the standard gas supply licence.
 - 5.1.2 The Proposer has identified the SMICoP Objectives it deemed to be better facilitated by this Change Request, which have been highlighted below:

Impact of the Change Request on the Relevant SMICoP Objectives:

Domestic Customer Objectives [SLC 41 & 35]	Identified impact
<input checked="" type="checkbox"/> 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.	Positive

<input checked="" type="checkbox"/> 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.	None
<input type="checkbox"/> 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.	Positive
<input type="checkbox"/> d) Domestic Customers are not subject to unwelcome Marketing during any visit to their premises for the purposes of installing Smart Metering Systems.	None
Micro Business Customer Objectives [SLC 42 & 36]	Identified impact
<input checked="" type="checkbox"/> 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.	None
<input type="checkbox"/> 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.	None
<input type="checkbox"/> c) Micro Business Customers are provided with information about, or 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.	Positive

5.2 This change better facilitates SMICoP Objectives C of both Domestic and Micro-Business Supplier licence conditions by improving the accuracy of the document by removing any erroneous text or potentially misleading information, thus helping consumers who might refer to SMICoP to better understand what they can expect from their Supplier.

6 Impacts & Other Considerations

Customer Impacts

- 6.1 This Change Request will provide additional clarity to the customer by correcting errors or inconsistencies identified in SMICoP.

Supplier Impacts

- 6.2 This Change Request will provide additional clarity to the Supplier by correcting errors or inconsistencies identified in SMICoP.

Environmental Impacts

- 6.3 This Change Request corrects a number of minor drafting errors or inconsistencies that have been identified in SMICoP, and thus is not expected to have any foreseeable environmental impacts.

Engagement with the Authority

- 6.1 Ofgem have been engaged throughout the development of this Change Request by providing feedback through the SMICoP SGB meetings.

7 Implementation

- 7.1 The proposed implementation date is 04 January 2021.
- 7.2 It is noted that this date assumes an Ofgem determination is received within the timescales set out in the indicative timeline on page 1.
- 7.3 The change will be implemented via the Big Bang technique.

8 Legal Text

- 8.1 The legal text for CR064 is provided as *CR062 CR064 Final Change Report_Attachment 1_Legal Text_27 August_SGB Modified*
- 8.2 The Change Proposer has considered the Legal Text and is satisfied that it meets the intent of the Solution.

9 Voting

- 9.1 On 27 August 2020 the SGB reviewed CAG's comments and discussed CR 064 and voted to approve the CR. The voting results are as follows:

Supplier Category	Member	Solution	Implementation Date	Implementation Technique
Large Supplier	Utility Warehouse	Approve	04 January 2021	Big Bang
Micro-Business Supplier	BES Utilities	Approve	04 January 2021	Big Bang
Micro-Business Supplier	Haven Power and Opus	Approve	04 January 2021	Big Bang
Citizens Advice	Citizens Advice	Approve	04 January 2021	Big Bang
Large Supplier	Centrica	Approve	04 January 2021	Big Bang
Large Supplier	E.ON and Npower	Approve	04 January 2021	Big Bang
Large Supplier	SSE and OVO	Approve	04 January 2021	Big Bang
Micro-Business Supplier	SSE Energy Supply	Approve	04 January 2021	Big Bang
Large Supplier	EDF	Approve	04 January 2021	Big Bang
Large Supplier	Bulb	Approve	04 January 2021	Big Bang
Small Supplier	Igloo	No minded position	04 January 2021	Big Bang

9.2 The Final Change Report for CR064 will be issued to the Authority on 01 September 2020.

9.3 In accordance with section B 2.7.5 of the SMICoP, the Authority may give:

- Its approval to the proposed revisions;
- Notice that it is withholding approval; or
- Notice that it is unable to reach a decision within 30 working days.

9.4 Should the Authority not respond to this Change Request within 30 Working Days, the Change Request will be treated as approved by the Authority.

10 Recommendations

SMICoP Parties Recommendation

10.1 SMICoP Parties recommend:

- that CR064 should be implemented.
- that CR064 better facilitates the Relevant Objectives.

11 Attachments

CR062 CR064 Final Change Report_Attachment 1_Legal Text_27 August_SGB Modified

Appendix 1 – CAG Responses

CHANGE ADVISORY GROUP RESPONSE TO CR 064

Respondent	Legal Text	Implementation Date	Implementation Technique	Comments including proposed improvements to the CR