

Smart Metering Implementation Programme

Phase 1A – DCC Project **DCC Scope & Services Workstream**

Meeting 12: 10 March 2011

Agenda

1. Introductions
2. Meeting 11: Minutes & actions
3. Business process definition
 - Review models for:
 - Product management
 - Payment processing
 - Change of tenancy
 - Discuss:
 - Change of supplier
 - SM fleet management

Agenda Item 2

MTG 11: MINUTES & ACTIONS

Agenda Item 3

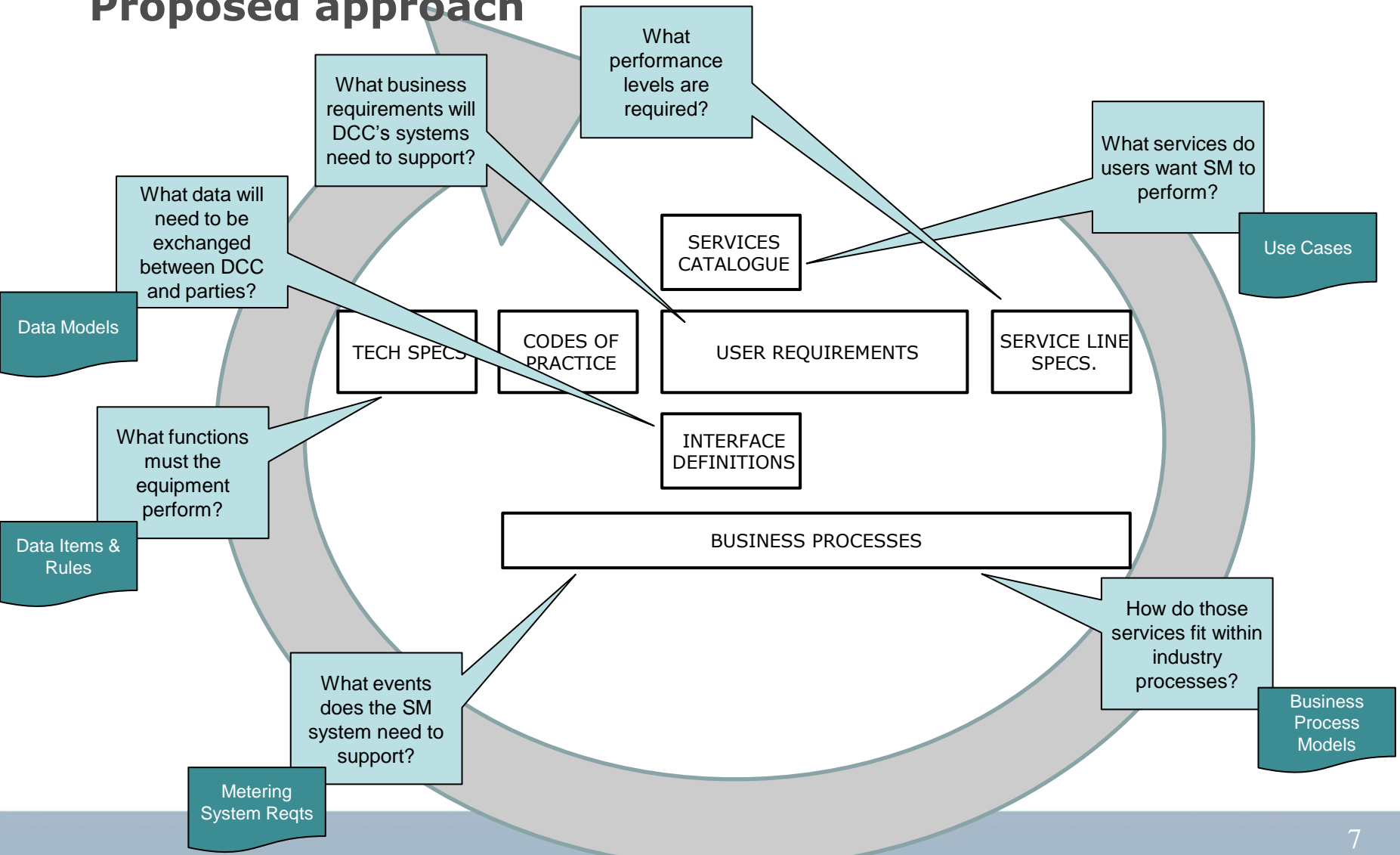
BUSINESS PROCESS MODELLING

Business Processes	10-Feb	24-Feb	10-Mar	24-Mar	TBD		
01 Meter installation / activation <i>All</i>	Review						
02 SM fleet management <i>Elexon/Gemserv</i>			Discuss	Draft	Review		
03 Product management <i>Electralink/xoserve</i>		Discuss	Draft	Review			
04 Meter reading <i>Elexon/Gemserv</i>	Discuss	Draft	Review				
05 Change of supplier <i>All</i>				Discuss	Draft	Review	Review (If needed)
06 Change of tenancy <i>Electralink/xoserve</i>			Discuss	Draft	Review		
07 Payment processing <i>Elexon/Gemserv</i>			Discuss	Draft	Review		
08 Network operation <i>Electralink/xoserve</i>					Discuss	Draft	Review
09 Other (In-home & industry actions) <i>All</i>					Discuss	Draft	Review

Agenda Item 3

BUSINESS PROCESS MODELS

Proposed approach

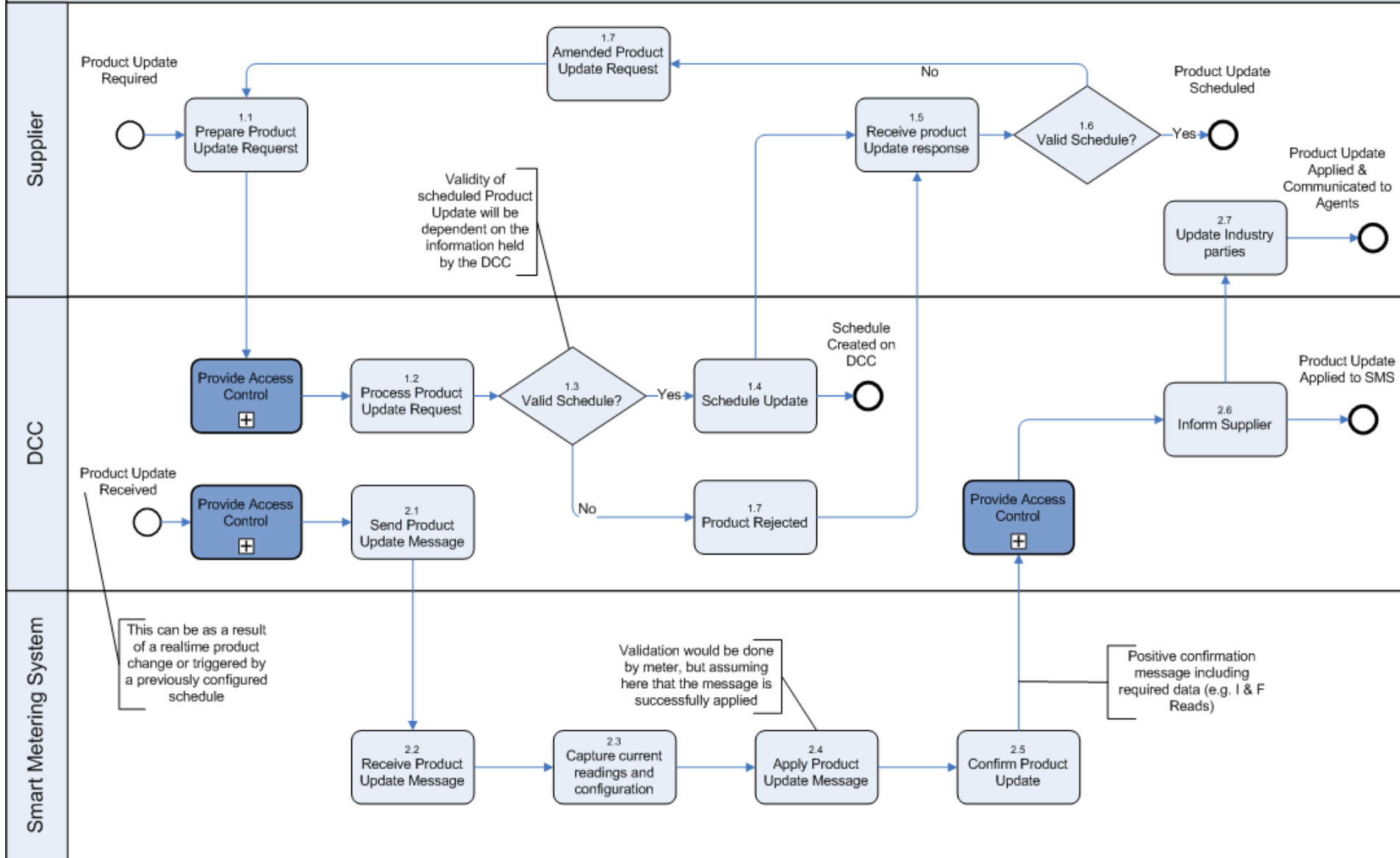


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PRODUCT MANAGEMENT

Product Management v0.1

1. Update Product



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PAYMENT PROCESSING

Prepayment Assumptions

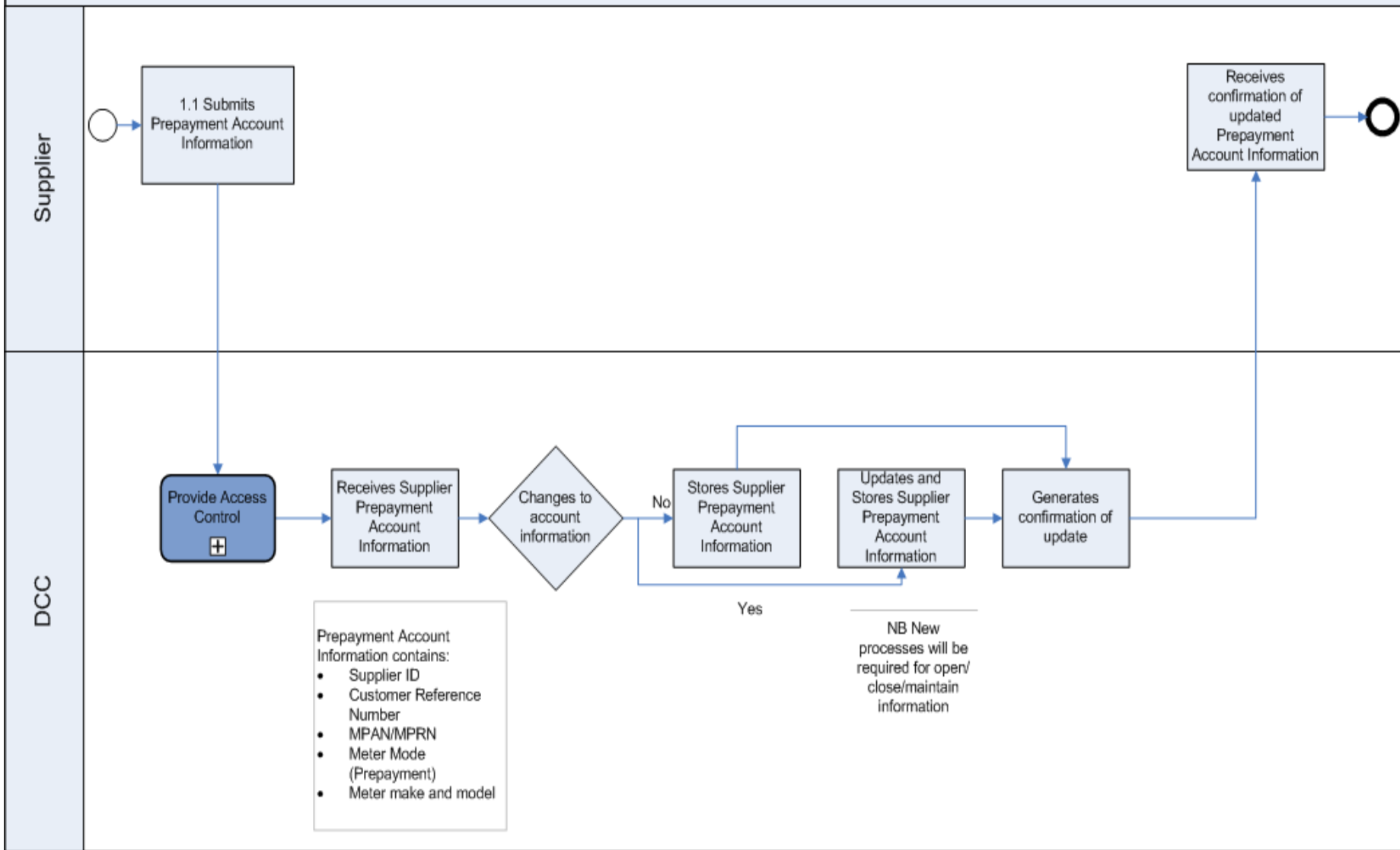
- DCC will require additional prepayment account record information from Suppliers to generate a UTRN. This information will need to be updated regularly and either held by DCC or as a look up.
- Each payment request made by a customer at Point of Sale needs to be validated against the prepayment account records.
- The UTRN is a one-time code that can be applied directly onto the relevant meter in order to set prepayment credit, with no further translation/manipulation by the sender necessary.
- Generating a UTRN requires knowledge of the payment required and the meter make/model used at that site.
- At a minimum, the DCC needs to know the MPAN/MPRN in order to send any instructions to the associated meters.

Processes covered

- Updating DCC with Prepayment Account Information
- Prepayment processing
 - DCC undertaking prepayment activities
 - DCC generating and applying UTRNs
 - DCC applying UTRNs only
- Account Balance updates

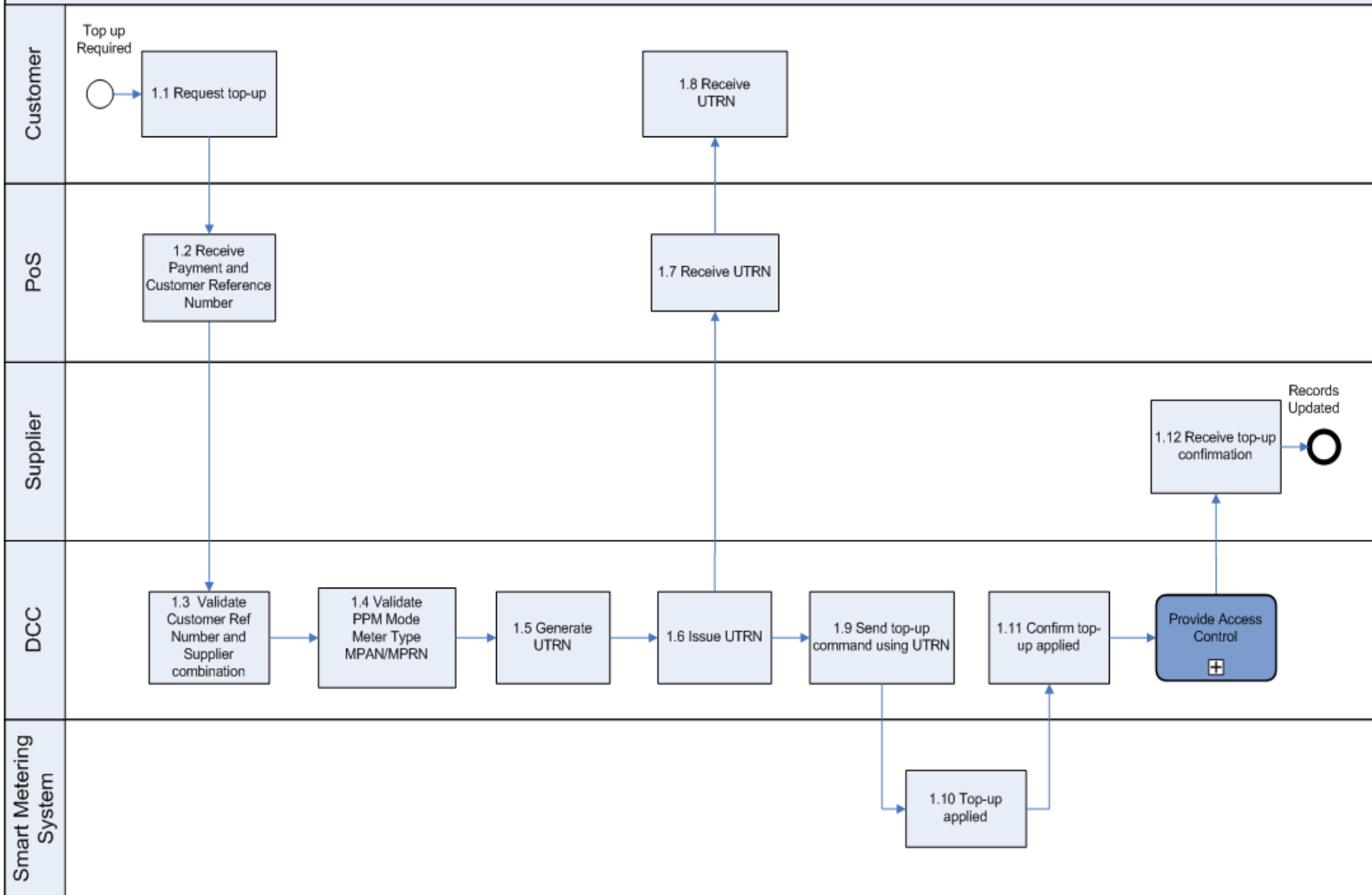
Smart Meter Payment Processing Process v0.2

Updating DCC with Prepayment Account Information



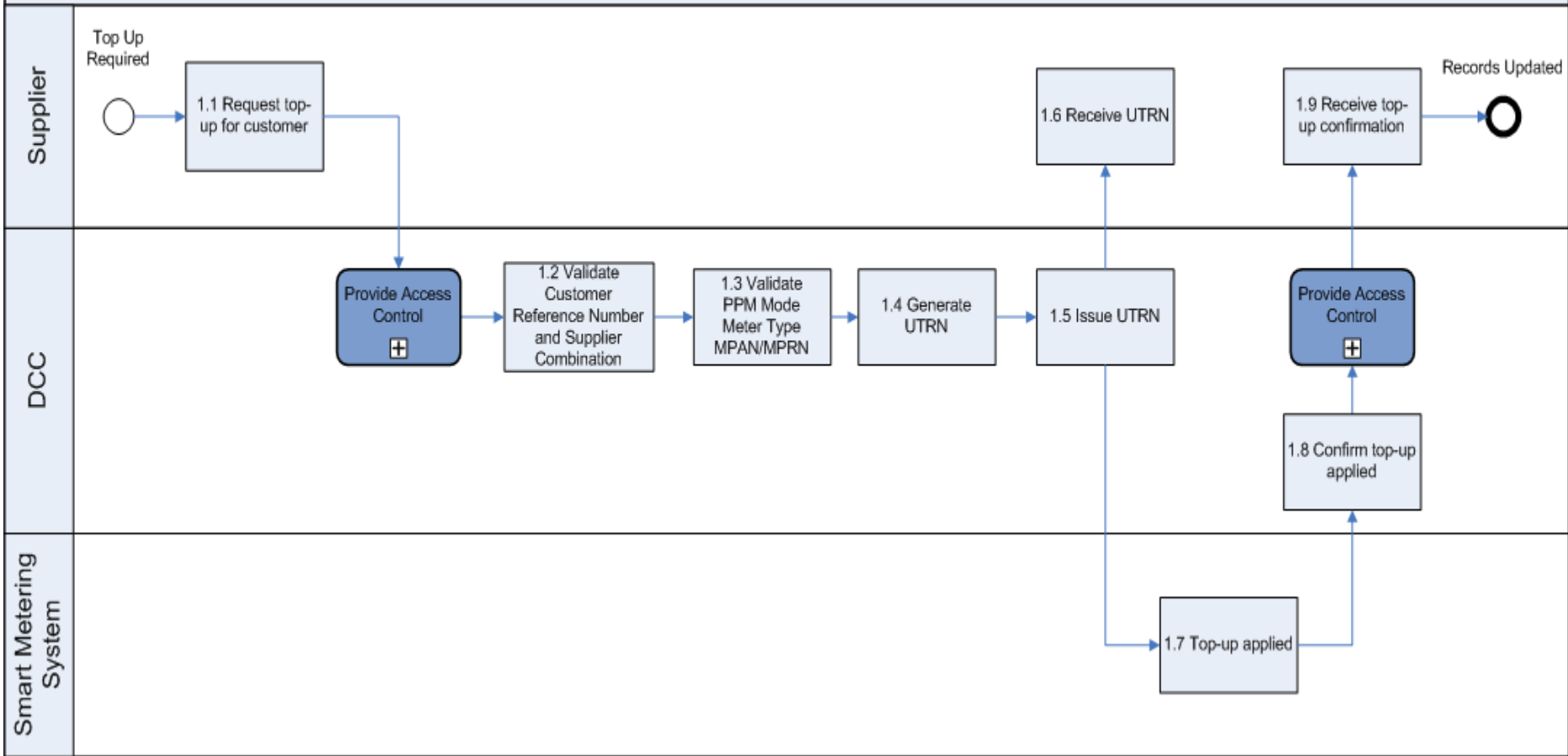
Smart Meter Payment Processing Process v0.2

1A – DCC Undertaking Prepayment Activities – Customer Initiates Top Up



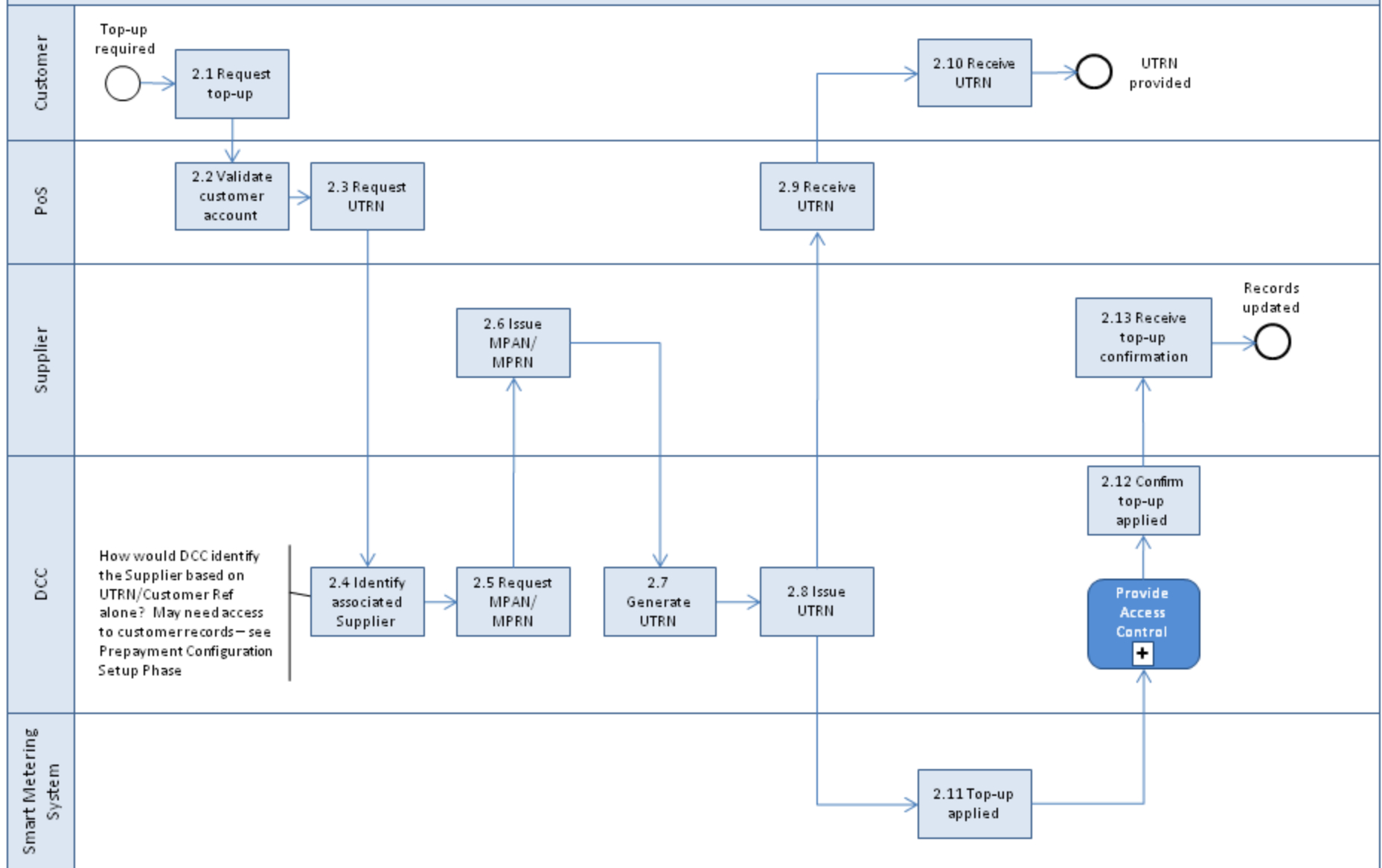
Smart Meter Payment Processing Process v0.2

1B – DCC Undertaking Prepayment Activities – Supplier Initiates Top Up



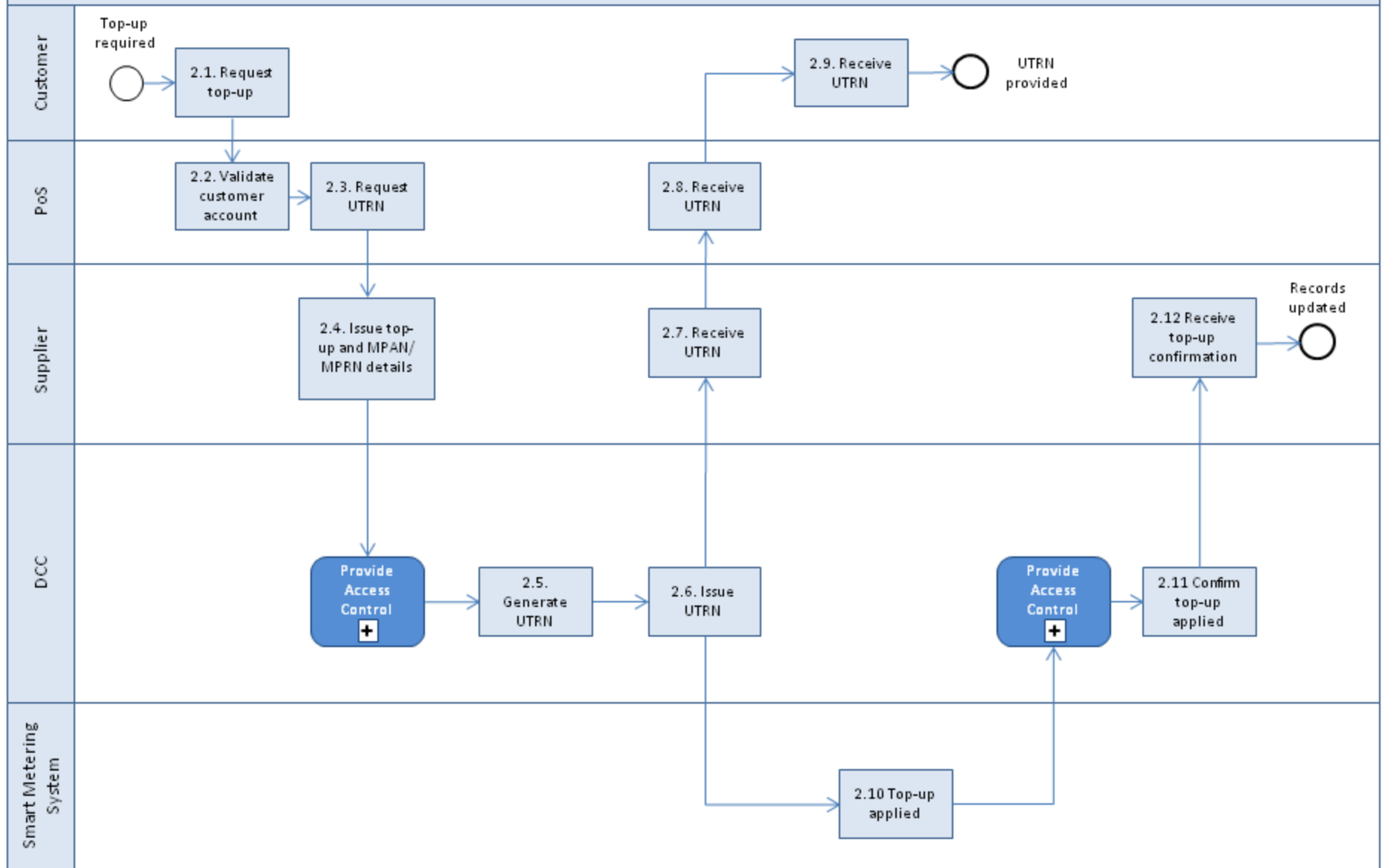
Smart Meter Payment Processing v0.2

2A – DCC Generating and Applying UTRNs – Customer Initiates Top Up



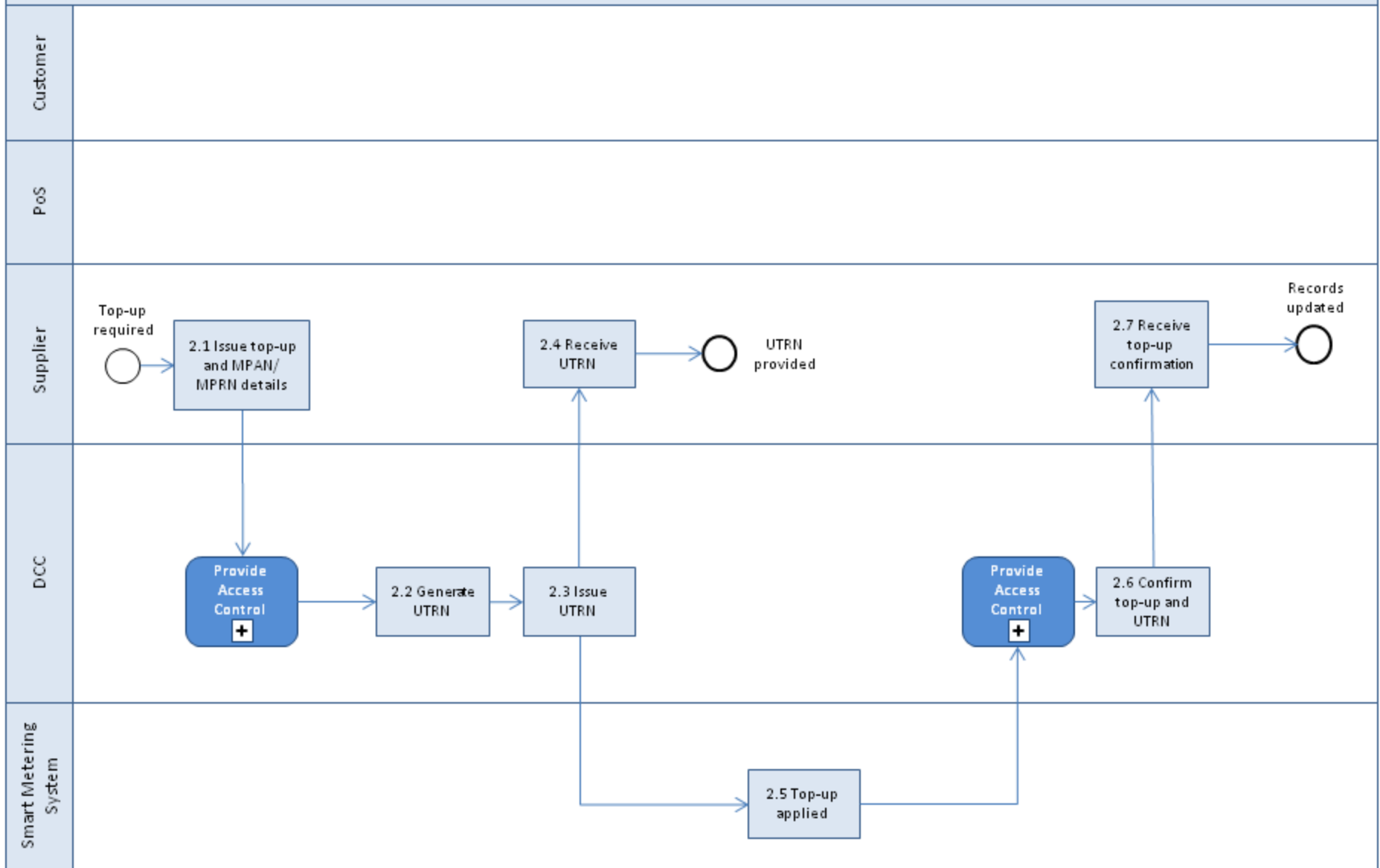
Smart Meter Payment Processing v0.2

2A – DCC Generating and Applying UTRNs – Customer Initiates Top Up -- VARIATION



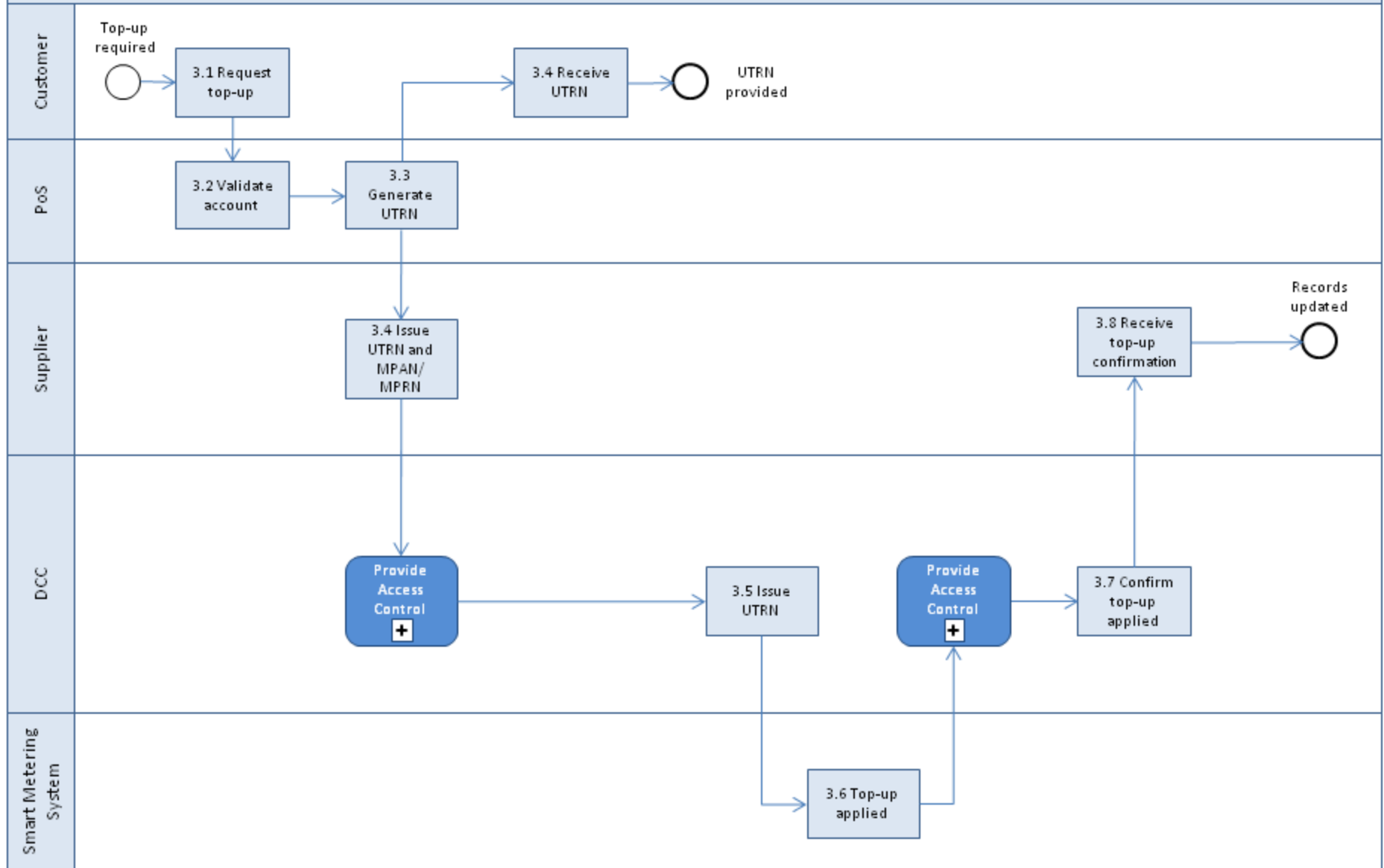
Smart Meter Payment Processing v0.2

2B – DCC Generating and Applying UTRNs – Supplier Initiates Top Up



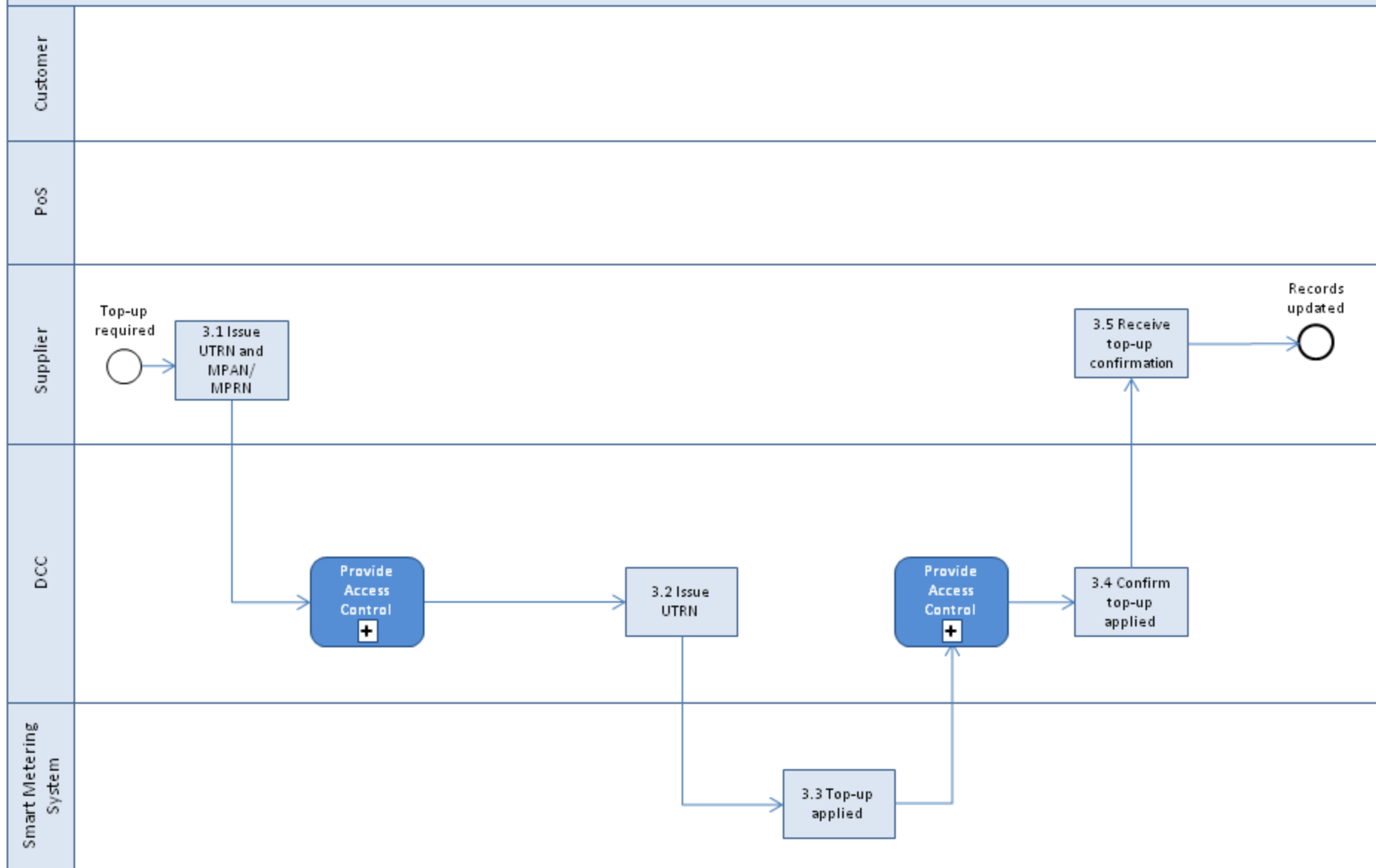
Smart Meter Payment Processing v0.2

3A – DCC Applying UTRNs Only – Customer Initiates Top Up



Smart Meter Payment Processing v0.2

3B – DCC Applying UTRNs Only – Supplier Initiates Top Up

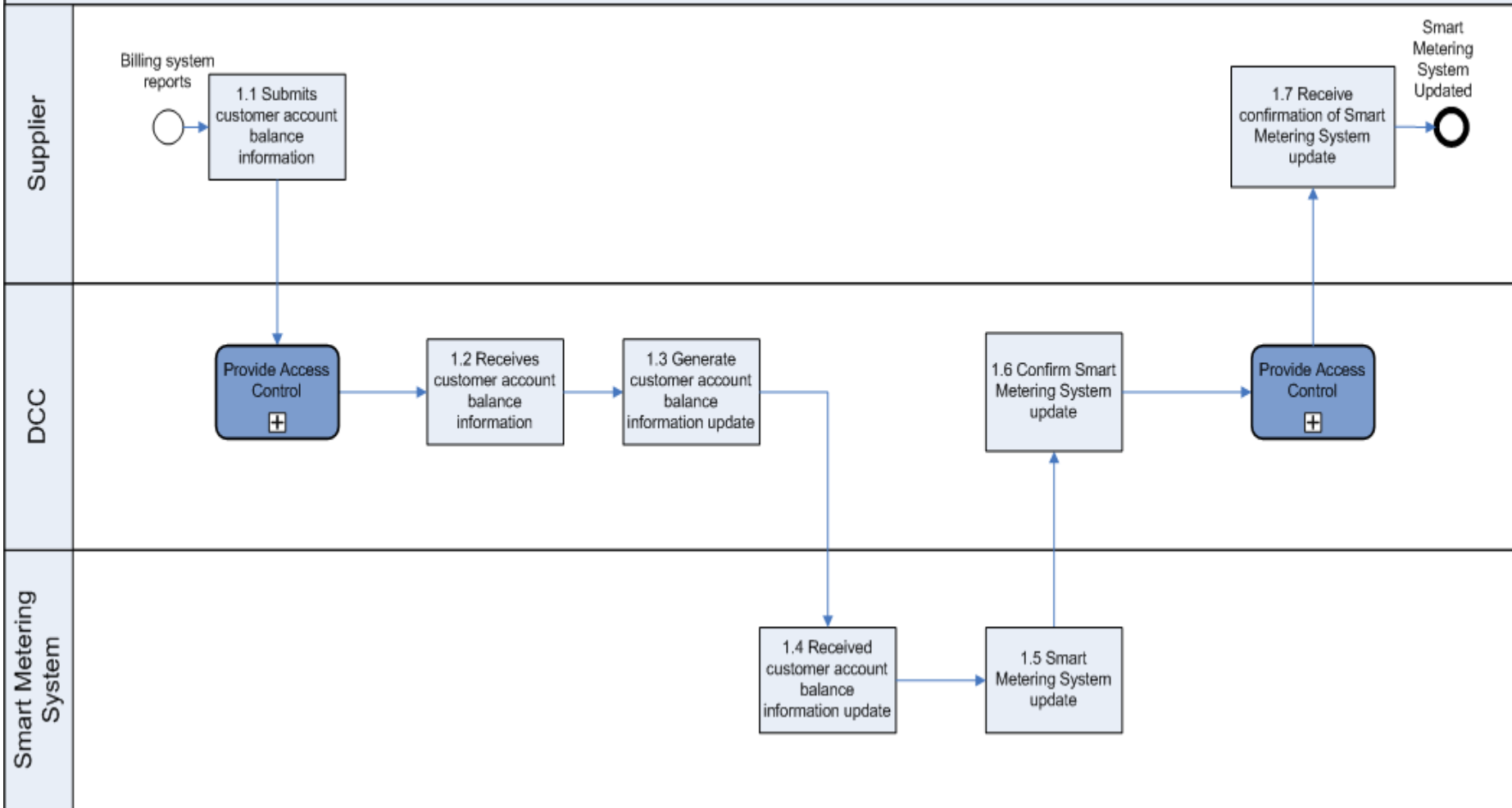


Account Balance Assumptions

- No balance calculations are performed within the meter; all information is provided by the Supplier and downloaded as required
- DCC ensures balance updates are applied successfully to the meter but would not confirm the same information has flowed through to the IHD (if present)

Smart Meter Payment Processing Process v0.2

4 – Account Balance

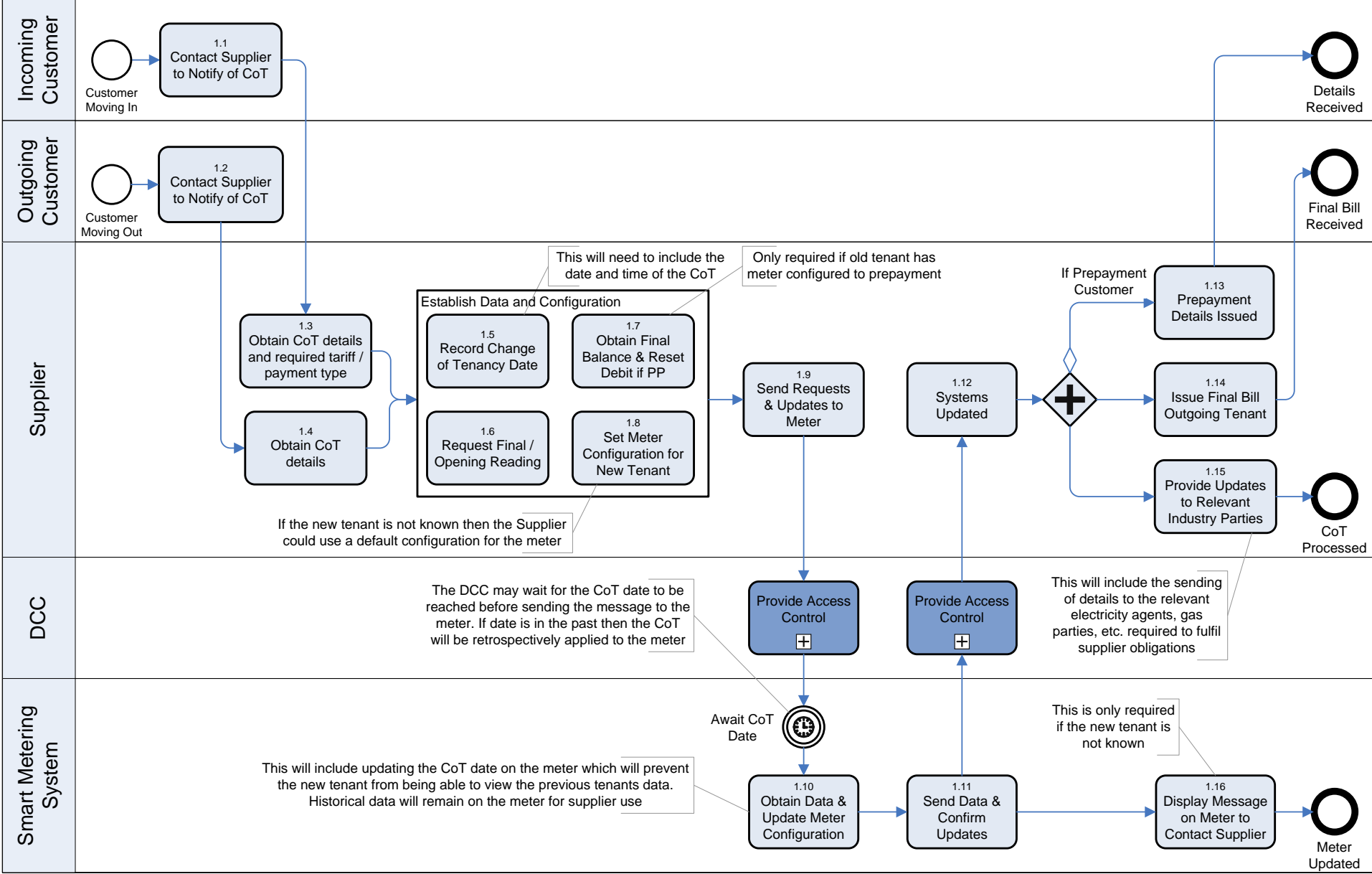


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CHANGE OF TENANCY

Change of Tenancy v0.2

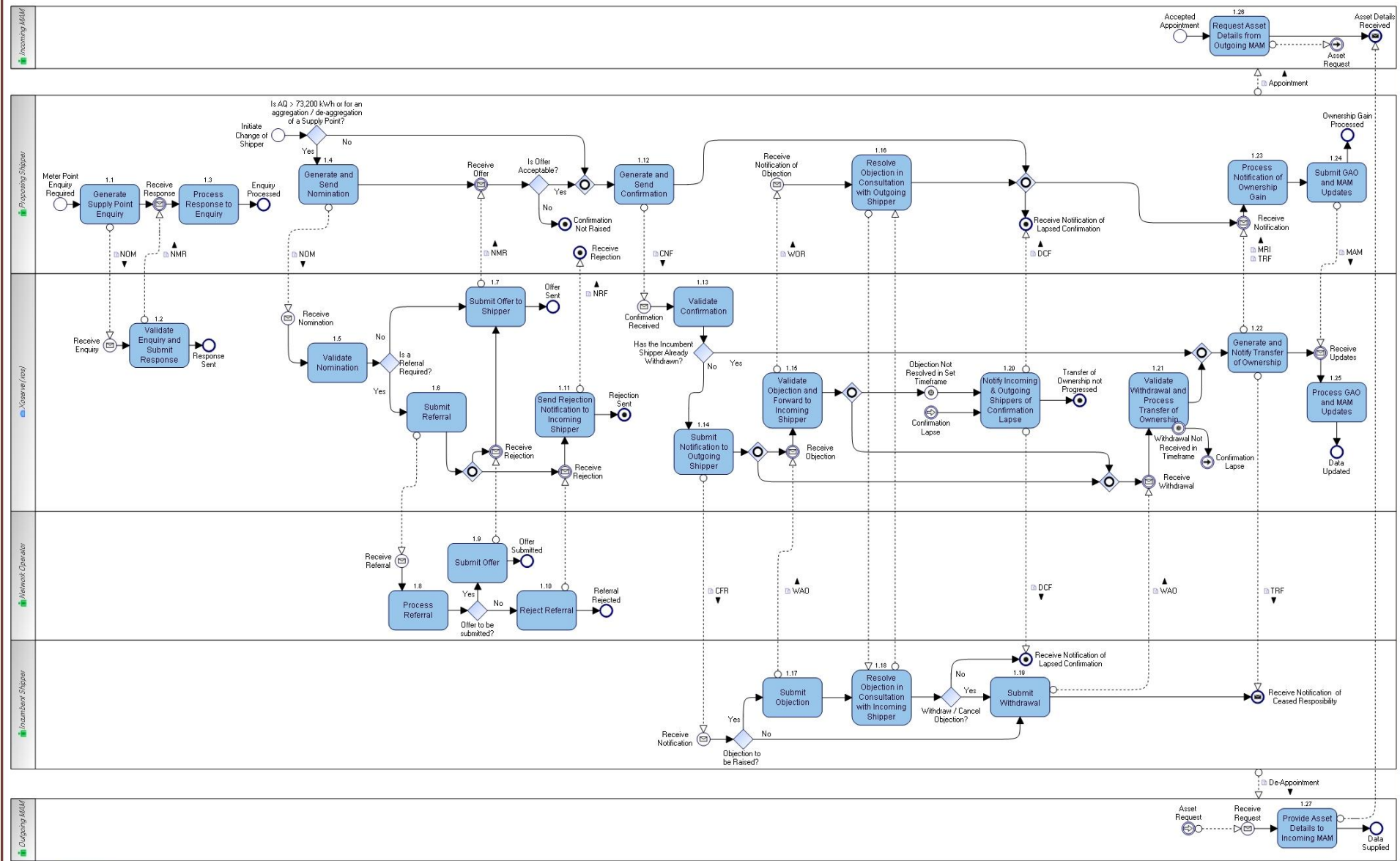
1. Notification of CoT by Outgoing / Incoming Tenant



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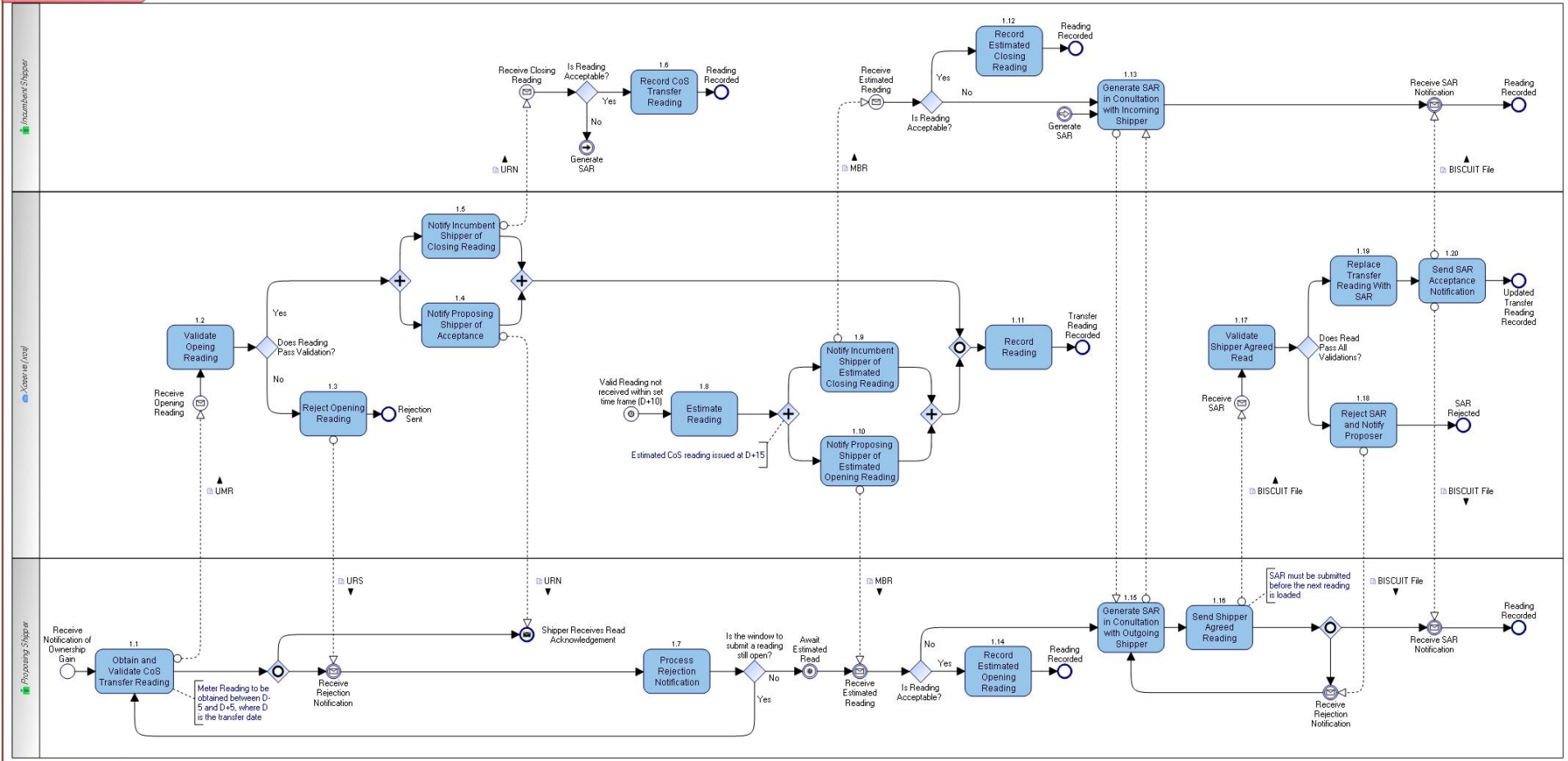
CHANGE OF SUPPLIER - GAS

Manage NDM Change of Shipper



Version Control
 Owned by: Xserve (ros)
 Version No: 1.0
 Status: Approved
 Date updated: 09/03/2011
 Updated by: Michael Payley

Manage NDM Transfer Reads



Version Control

Owned by: Xserve (003)
 Version No: 1.0
 Status: Approved
 Date updated: 09/03/2011
 Updated by: Michael Payley

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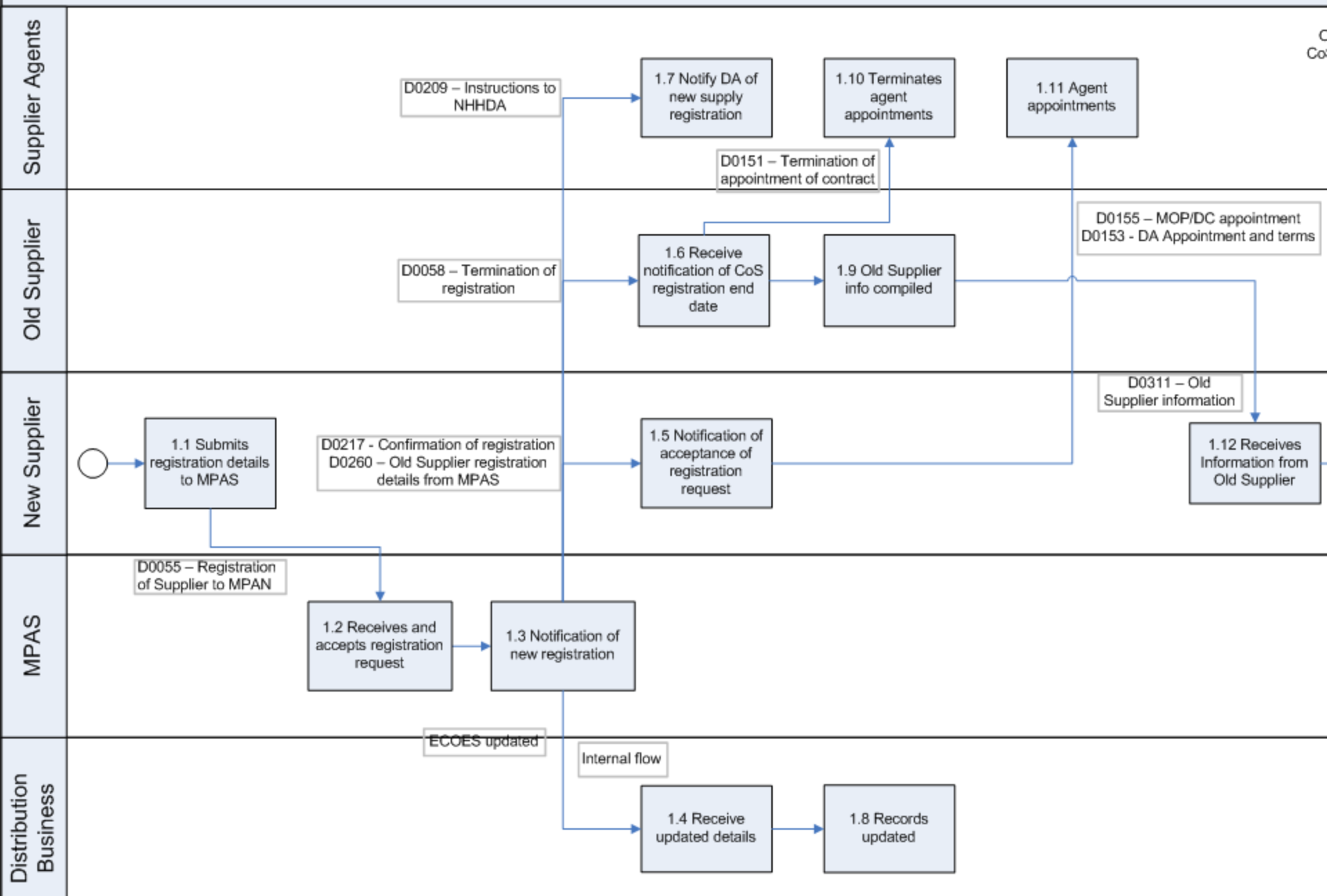
CHANGE OF SUPPLIER - ELECTRICITY

Assumptions

- Sunny Day
- Triangulation in ECOES by New Supplier has happened and did not reveal any issues (and therefore no change to MPAD)
- No Objection
- New Supplier might change agents
- Not PPM
- Actual Read obtained for CoS
- No disputed CoS Read

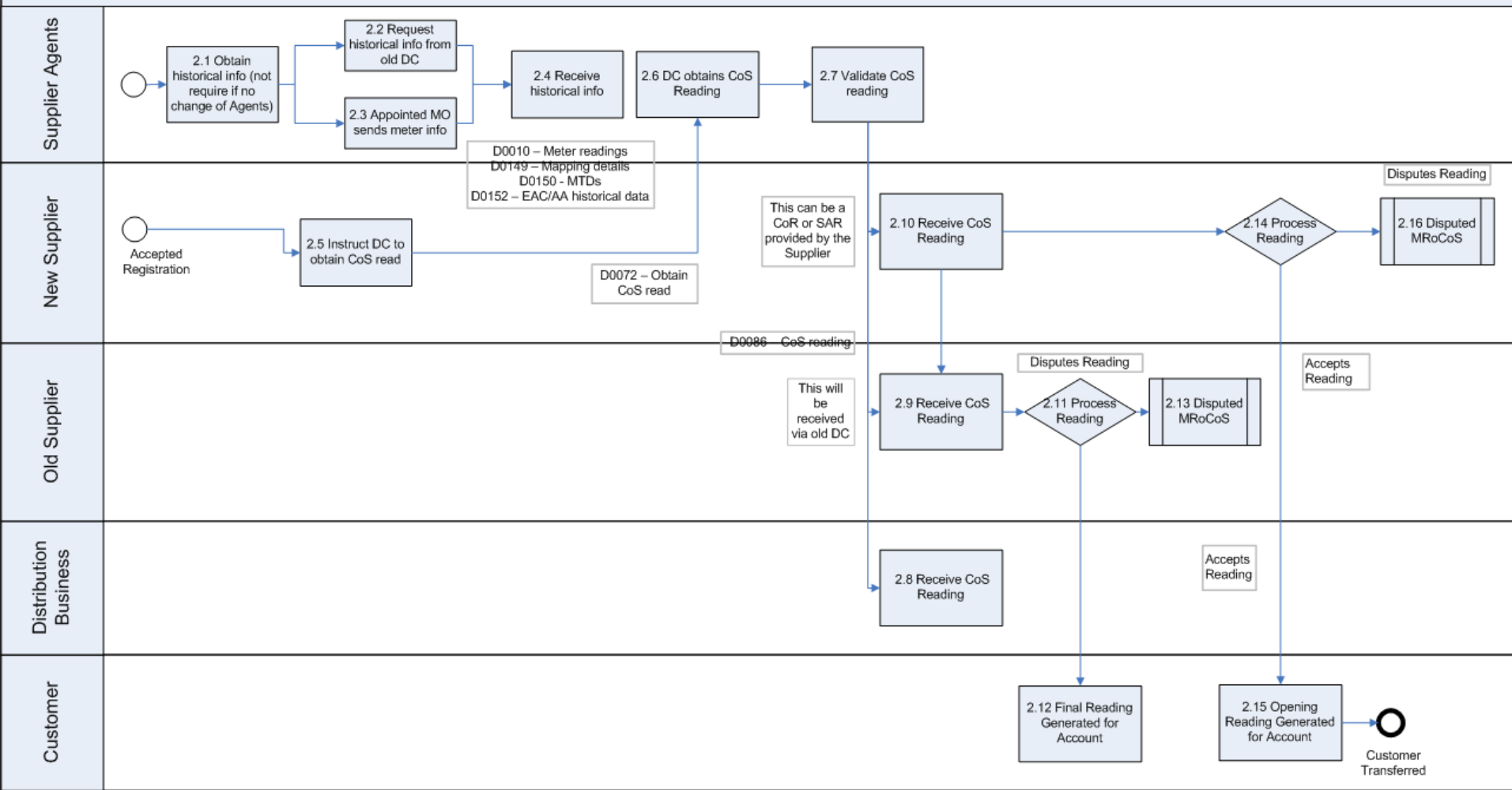
Change of Supplier

1 Accepted CoS registration



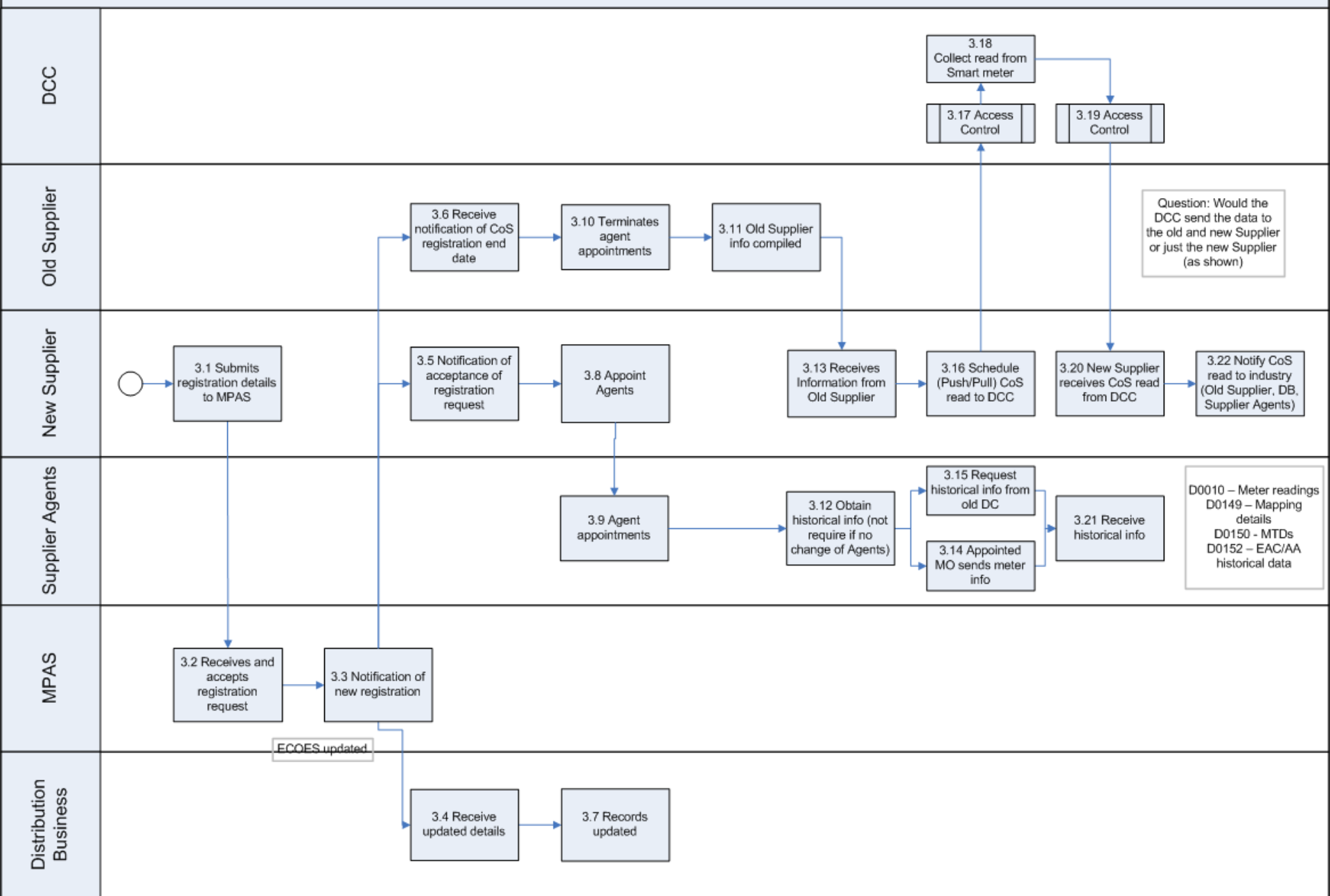
Change of Supplier

2 – Obtain and Notify CoS Read



Change of Supplier

3 Accepted CoS Registration with DCC CoS read



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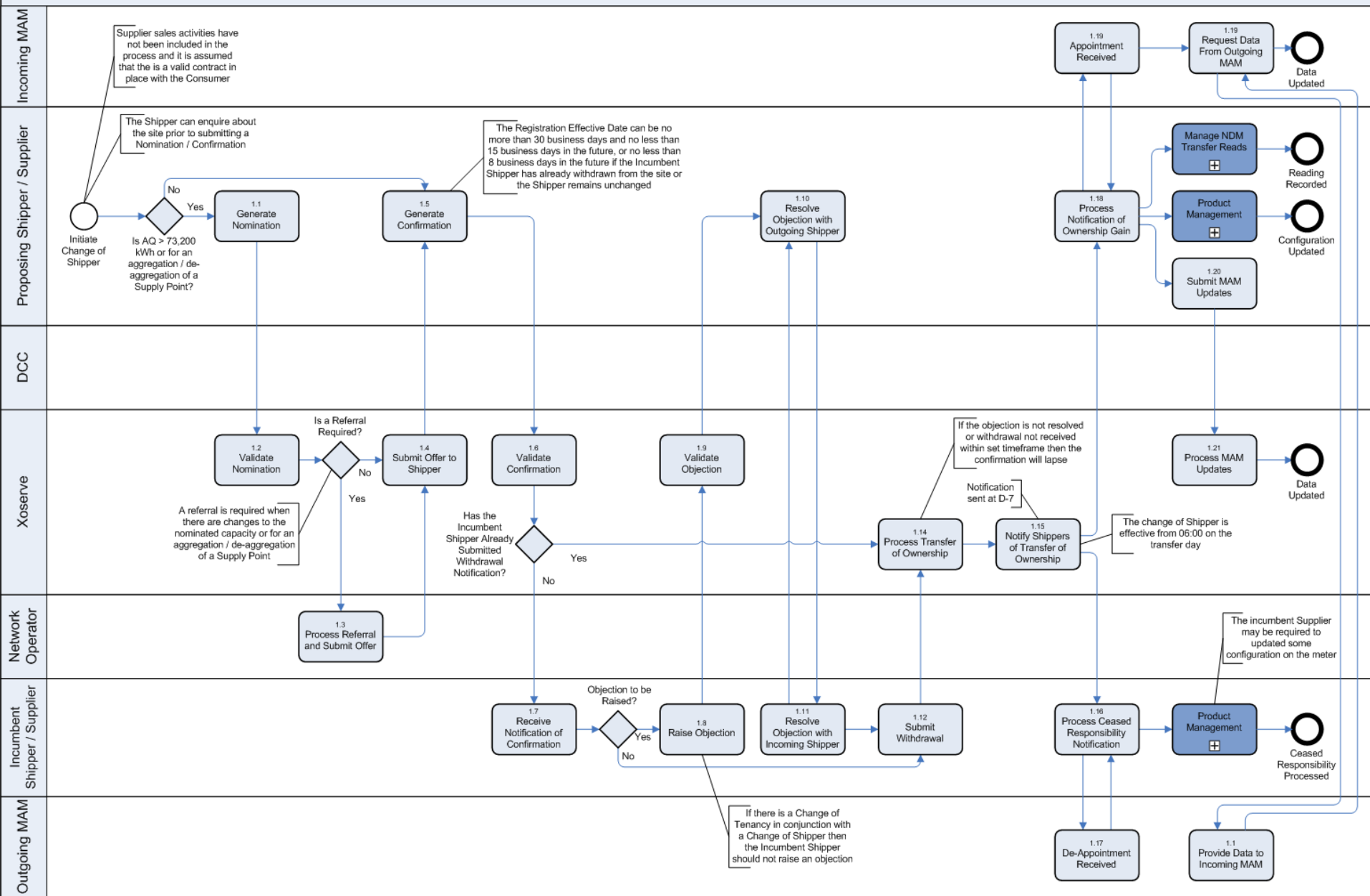
SM FLEET MANAGEMENT

Gas Change of Shipper Process

To- Be Strawman

Manage Gas NDM Change of Shipper

To-Be Strawman v0.2



Manage Gas NDM Transfer Reads

To-Be Strawman v0.2

