

UNC 0614:

Mod Title: Introducing IHD (In-Home Display) Installed Status of Failed



This modification seeks to introduce a new status of ‘Failed’ for the In-Home Display (IHD) Installed Status, so that Suppliers are able to capture when it has not been possible to provide an IHD to the customer as part of the smart metering installation visit. This information will be sent to the GTs via the Supplier's Shipper and will be provided to any Incoming Supplier via their Shipper under the existing mechanisms.

Proposer: Alex Cebo

Panel Date: 16th March 2017

Why change?



- Gas Supply SLC 34 requires the installing Supplier to provide the customer with an IHD where it is technically possible to do so.
- There are instances where provision of an IHD is not possible, for example due to HAN connectivity failure, and therefore a smart meter may be installed but no IHD is provided to the customer.
- The existing IHD Installed Status values of 'Installed', 'Declined by Customer' and 'Existing' cannot be used to accurately record these situations.
- A 'Failed' status is required to accurately record that an IHD was not provided.
- As the IHD may not be provided until new technology becomes available the customer may have switched Supplier in that time. Therefore any incoming Supplier would need to know that no IHD was provided in this instance and that they would then be obliged to do so.

Options



- Initial discussions with the Distribution Workgroup have recommended that this change is progressed under a UNC modification.
- It has been recognised that a ‘do nothing’ approach or using one of the existing values for the IHD status is not a suitable option.
- The addition of a new status to an existing data item is a cost-efficient way to communicate a ‘Failed’ status.
- A similar approach has been approved in the electricity market under the MRA (DTC CP 3505).

Solution



- Currently the IHD Installed Status is exchanged between Suppliers (via their Shipper) and GTs.
- Introducing a new allowable value of 'Failed' will allow Supplier's to accurately record status of IHD and communicate to the relevant parties in order to fulfil their licence obligations.

Recommended Steps



Please use bullets to summarise the recommended steps. Please indicate how long you think the assessment process should last and if self-governance should apply or not.

- **The Proposer recommends that this modification should be:**
(delete as appropriate)
 - Subject to self-governance
 - Sent to Workgroup for assessment