

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

### **Condition 1**

#### **Amendments to definition of HAN**

##### **HAN**

means, in relation to a Smart Metering System, the home area network operating within one or more harmonised frequency bands, which:

- (a) is created by virtue of the HAN Interfaces of that Smart Metering System; and
- (b) constitutes a means by which information can be exchanged between that Smart Metering System and any other device or system.

#### **Addition of a New Definition**

##### **Specified Frequency Band**

means the 2400 - 2483.5 MHz harmonised frequency band.

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

### **Condition 34: Provision of an In-Home Display**

#### **The general duty**

34.1 The licensee must, where it installs or arranges for the installation of a Smart Metering System at any Domestic Premises on or after the Smart Metering Designated Date, ensure that it:

(a) provides to the Domestic Customer at the premises complete and accurate information, which does not mislead the Domestic Customer, concerning the availability and benefits of an In-Home Display;

(b) communicates that information in plain and intelligible language;

(c) offers the Domestic Customer the opportunity to have an In-Home Display provided at the Domestic Premises from no later than the date the Smart Metering System is installed; ~~and~~

(d) where the Domestic Customer accepts the offer, provides at the premises from no later than that date an In-Home Display ~~which operates, together with the Smart Metering System at the premises, so as to permit the intended use of the functional capability of that In-Home Display; and~~

(e) where it provides an In-Home Display pursuant to sub-paragraph (d), provides an In-Home Display that is of a type that is capable of being connected, through the HAN to the Smart Metering System at the premises, at the Specified Frequency Band, unless it would be technically impracticable for an In-Home Display provided at the premises to be so connected (and for the purposes of this sub-paragraph (e) it shall be considered to be technically impracticable for an In-Home Display provided at the premises to be so connected where any such connection cannot be made without the installation of additional equipment or the relocation of any part of the Smart Metering System at the premises).

34.2 The requirement in paragraph 34.1 is subject to paragraph 34.3.

#### **Exception to the general duty**

34.3 The licensee is not required to comply with paragraph 34.1 if a device has been provided by any person at the Domestic Premises which, on the date on which the Smart Metering System is installed at the Domestic Premises:

constitutes an In-Home Display; ~~and~~

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

~~operates, together with the Smart Metering System at the premises, so as to permit the intended use of the functional capability of that In-Home Display~~

#### **The duty on request of Domestic Customers**

34.4 Where paragraph 34.5 applies, the licensee must:

(a) take all reasonable steps to provide, at Domestic Premises in respect of which it is the Relevant Gas Supplier, an In-Home Display ~~which operates, together with the Smart Metering System at the premises, so as to permit the intended use of the functional capability of that In-Home Display; and~~

(b) where it provides an In-Home Display pursuant to sub-paragraph (a), ensure that the In-Home Display it provides is of a type that is capable of being connected, through the HAN to the Smart Metering System at the premises, at the Specified Frequency Band, unless it would be technically impracticable for an In-Home Display provided at the premises to be so connected (and for the purposes of this sub-paragraph (b) it shall be considered to be technically impracticable for an In-Home Display provided at the premises to be so connected where any such connection cannot be made without the installation of additional equipment or the relocation of any part of the Smart Metering System at the premises).

34.5 This paragraph applies where:

(a) the Domestic Customer at premises in respect of which the licensee is the Relevant Gas Supplier makes a request for the licensee to provide an In-Home Display within the Relevant Period; and

(b) prior to that request an In-Home Display has not been provided at the premises.

34.6 The requirement in paragraph 34.4 is subject to paragraph 34.11.

#### **The duty during the Relevant Period on and after provision of an IHD**

34.7 The licensee must take all reasonable steps to ensure that at each Domestic Premises in respect of which it is the Relevant Gas Supplier and at which an In-Home Display has been provided, the In-Home Display continues during the Relevant Period to satisfy the requirements of the IHD Technical Specification applicable (in accordance with paragraph 47.12 of standard condition 47 (Technical Specifications)) at the date on which it was provided.

34.8 The requirement in paragraph 34.7 is subject to paragraph 34.11.

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

### **The duty to deal with IHD faults**

34.9 Where:

- (a) the licensee is notified that there is a fault in an In-Home Display provided at a Domestic Premises in respect of which it is the Relevant Gas Supplier;
- (b) the consequence of the fault is that the In-Home Display no longer satisfies the minimum requirements of the IHD Technical Specification applicable at the date on which the In-Home Display was provided;
- (c) the Smart Metering System at the Domestic Premises was installed:
  - (i) on or after the Smart Metering Designated Date; and
  - (ii) no more than 12 months prior to the date on which the licensee is notified of the fault; and
- (d) the licensee is in its reasonable opinion satisfied that the fault in the In-Home Display is not due to a failure by the Domestic Customer to take all reasonable steps to keep the In-Home Display in good working order,

the licensee must take all reasonable steps to repair or replace the faulty In-Home Display.

34.10 The requirement in paragraph 34.9 is subject to paragraph 34.11.

### **Exceptions**

34.11 Paragraphs 34.4, 34.7 and 34.9 apply:

- (a) in all cases in respect of any Domestic Premises at which the licensee installed or arranged for the installation of the Smart Metering System; and
- (b) in any other case, only from such date and to such extent as specified in a direction issued by the Secretary of State under this sub-paragraph.

### **Definitions**

34.12 For the purposes of this condition:

**Relevant Period** means, in respect of a Smart Metering System installed on or after the Smart Metering Designated Date, the period which commences on the date on which the Smart Metering System

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

is installed at the Domestic Premises and ends 12 months after that date.

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

### **Condition 43: Smart Metering Systems and In-Home Displays — Operational Requirements**

#### **Application of Part A**

43.1 Part A of this Condition applies to the licensee in respect of any Domestic Premises and any Designated Premises of Micro Business Consumers at which:

- (a) it is the Relevant Gas Supplier; and
- (b) there is installed a Smart Metering System,  
  
(a **relevant premises**).

43.2 Part A of this Condition applies from:

- (a) the Effective Date in respect of any relevant premises where:
  - (i) the Installation Date of the Smart Metering System is a date after the Effective Date; or
  - (ii) the Installation Date of the Smart Metering System is a date on or prior to the Effective Date and the Smart Metering System is enrolled in accordance with the Enrolment Service; and
- (b) the date specified in paragraph 33.1 of standard condition 33 (Smart Metering System – Roll-out, Installation and Maintenance) in respect of any relevant premises which are Domestic Premises and where:
  - (i) the Installation Date of the Smart Metering System is a date on or prior to the Effective Date; and
  - (ii) the Smart Metering System is not enrolled in accordance with the Enrolment Service.

#### **Application of Part B**

43.3 Part B of this Condition applies to the licensee from the Effective Date in respect of any Domestic Premises at which:

- (a) it is the Relevant Gas Supplier;
- (b) there is installed a Smart Metering System; and
- (c) the Installation Date of the Smart Metering System is a date on or after the Effective Date,

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

(a **relevant IHD premises**).

## **PART A: SMART METERING SYSTEMS**

### **Smart Metering System — Operational Requirement**

43.4 In respect of each relevant premises, the licensee must take all reasonable steps to ensure that:

(a) a connection is established that enables the exchange of information between the Smart Metering System at those premises and the licensee's Communications System (either directly to the licensee's Communications System or indirectly through the DCC's Communications System or another Communications System);

(b) where the connection established in accordance with paragraph (a):

(i) is not through the DCC's Communications System, it maintains that connection;

(ii) is through the DCC's Communications System, it does not act in a manner that compromises the maintenance of that connection;

(c) the Smart Metering System is configured, and where necessary the Alt HAN Services (or any other services of equivalent purpose and effect which have been acquired by the licensee) are utilised, so that:

(i) the HAN extends into at least one part of the relevant premises which:

(A) if the relevant premises is a Domestic Premises, is a part located within the main dwelling area of the premises;

(B) if the relevant premises is a Designated Premises of a Micro Business Consumer, is a part located within the main business area of the premises; and

(ii) where a connection is established in accordance with paragraph (d), the Smart Metering System, together where necessary with the Alt HAN Equipment (or other equipment of equivalent purpose and effect) which is being used by the licensee in respect of the relevant premises, enables the Customer Information referred to in paragraph (e) to be sent to the Relevant Consumer Device for the purposes referred to in paragraph (e);

(d) on request of the Customer at the relevant premises, it:

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

- (i) both establishes and thereafter maintains a connection through the HAN between the Smart Metering System and each Relevant Consumer Device that is located within a part of the premises to which the HAN extends and is the subject of the request; and
  - (ii) where the Relevant Consumer Device is an In-Home Display which can be connected through the HAN to the Smart Metering System at the premises at the Specified Frequency Band, ensures that the connection (established in accordance with sub-paragraph (i)) is established and thereafter maintained at the Specified Frequency Band; and
- (e) the connection established in accordance with paragraph (d) enables that Customer to access (at any time and, in the case of a Domestic Customer, free of charge) by means of each Relevant Consumer Device, the Customer Information that:
- (i) is capable of being stored in or held by the Smart Metering System (or any part of it); and
  - (ii) the Smart Metering System (or any part of it) is capable of sending to the Relevant Consumer Device.

43.4A Where the licensee provides or uses any Alt HAN Equipment (or any other equipment of equivalent purpose and effect) for the purposes of paragraph 43.4(c), it shall ensure that it does not seek to recover costs from a Customer in relation to the provision, installation, operation, maintenance, modification, decommissioning or replacement of that equipment except to the extent that they are borne by the licensee's Customers generally as an increment of charges for electricity or gas supplied to them.

43.5 The obligations in paragraph 43.4 are subject to paragraphs 43.6 and 43.7.

#### **Exception to SMS Operational Requirement — Premises of Micro Business Consumers**

43.6 The obligations in paragraph 43.4 do not apply in respect of a Designated Premises of a Micro Business Consumer where the Smart Metering System at the premises is not enrolled in accordance with the Enrolment Service.

#### **Exception to SMS Operational Requirement — Domestic Premises**

43.7 Subject to paragraph 43.8, the obligations in paragraph 43.4 do not apply in respect of a Domestic Premises where:

- (a) the Smart Metering System at the premises was not installed or arranged to be installed by the licensee; or



Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

- (b) the licensee replaces any apparatus forming part of the Smart Metering System pursuant to paragraph 44.9 of standard condition 44 (Smart Metering – Continuation of Arrangements on Change of Supplier).

43.8 The exceptions in paragraph 43.7 apply only until the earlier of:

- (a) the date that the Smart Metering System installed at the premises is enrolled in accordance with the Enrolment Service; or
- (b) the date specified in paragraph 33.1 of standard condition 33 (Smart Metering System – Roll-out, Installation and Maintenance).

### **Customer Information**

43.9 In this Condition, ‘**Customer information**’ is information which provides details of or relates to:

- (a) the quantity of gas measured by the Gas Meter as having been supplied by the licensee to the customer at the relevant premises;
- (b) Charges for the Supply of Gas (including the standing charge (where applicable) and the unit rate (expressed where applicable in pence per kWh);
- (c) where the Gas Meter forming part of the Smart Metering System is a Prepayment Meter:
  - (i) the amount of credit (by reference to sums of money) that at any given time remains available for use by the customer;
  - (ii) the amount of Outstanding Charges (if any and by reference to sums of money being recovered through calibration of the Prepayment Meter), the level of such Outstanding Charges, and the period within which such Outstanding Charges are to be recovered.

### **PART B: IN-HOME DISPLAYS**

#### **In-Home Display — Operational Requirement**

43.10 The licensee must ensure that any In-Home Display provided by it, pursuant to its obligations in standard condition 34 (Provision of an In-Home Display), to a Domestic Customer at any relevant IHD premises is during the Relevant Period configured to operate in such a manner as to comply with the requirement of paragraph 43.12.

43.11 The obligation in paragraph 43.10 is subject to paragraph 43.14.

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

43.12 Subject to paragraph 43.13, the requirement of this paragraph is that the Domestic Customer can, at any time during the Relevant Period and free of charge, access by means of the In-Home Display all information:

- (a) which is communicated to it from the Smart Metering System across the HAN; and
- (b) which the In-Home Display is required to be capable of displaying in accordance with the requirements of the version of the IHD Technical Specification with which the In-Home Display was compliant at the date on which that In-Home Display was provided to the Domestic Customer.

43.13 Except where the Gas Meter forming part of the Smart Metering System is a Prepayment Meter, the In-Home Display need not be configured to operate so as to enable the Domestic Customer to access information which provides details of or relates to:

- (a) the amount of credit (by reference to a sum of money) that may be, or is, available to the Domestic Customer; or
- (b) Outstanding Charges.

#### **Exception to IHD Operational Requirement**

43.14 Where the Smart Metering System at the relevant IHD premises was not installed or arranged to be installed by the licensee, the obligation in paragraph 43.10 applies only from such date as is specified in a direction issued by the Secretary of State under this paragraph.

### **PART C: DEFINITIONS**

#### **Definitions and Interpretation**

43.15 In this Condition:

**Alt HAN Equipment** has the meaning given in standard condition 49 (Smart Metering – The Alt HAN Arrangements).

**Alt HAN Services** has the meaning given in standard condition 49 (Smart Metering – The Alt HAN Arrangements).

**Consumer Device** means either:

- (a) an In-Home Display located at the relevant

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

premises; or

(b) any other device located at those premises which:

(i) is capable of providing the Customer with access (whether directly or indirectly) to Customer Information; and

(ii) is capable of connecting through the HAN to a device forming part of the Smart Metering System, and that capability has been so enabled.

<b>Consumer Information</b>	has the meaning given in paragraph 43.9.
<b>Communications System</b>	means a system (or part of it) that can generate, send, receive, store, or otherwise process electronic communications from and to the Smart Metering System.
<b>Effective Date</b>	means 14 July 2013.
<b>Enrolment Service</b>	means the service operated by the DCC pursuant to the requirements of paragraphs 17.14 and 17.15 of Part D of Condition 17 of the DCC Licence for the purposes of enrolling a Smart Metering System in accordance with the provisions of the Smart Energy Code.
<b>Micro Business Consumer</b>	has the meaning given to it in standard condition 7A (Supply to Micro Business Consumers).
<b>Relevant Consumer Device</b>	means a Consumer Device to which devices forming part of the Smart Metering System are capable of being connected by virtue of the technical capability and functionality of those devices.
<b>Relevant Period</b>	means the period which commences on the date on which the Smart Metering System is installed at the

Smart Metering Conditions Gas Supply – Proposed Modifications (shown in track change) for IHD and 868 MHz solution – Draft 15 December. (This draft also includes (but not shown in track change) modifications proposed in relation to Alt HAN).

relevant IHD premises and ends 12 months after that date.