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Sent by email to: [smartmetering@ofgem.gov.uk](mailto:smartmetering@ofgem.gov.uk)

Dear Ayena,

**Consultation on DCC Price Control: Regulatory Year 2018/19**

We welcome the opportunity to provide a response to the recent DCC Price Control consultation for Regulatory Year 2018/19. The views below represent those of SSE Business Energy (SSE Energy Supply Limited).

Currently, SSE Business Energy are undertaking Systems and Integration Testing and User Acceptance Testing for our SMETS2 and DCC solution. Consequently, we have had limited exposure to and interaction with the DCC in a 'live' setting and therefore are not, at this time, in a position to provide specific responses to the questions set out in the consultation. Notwithstanding, we agree that price control arrangements and oversight from Ofgem must be effective to ensure that costs are economic and efficient and that the DCC delivers better performance and innovation, and we are therefore keen to highlight our experience with the DCC thus far.

We note that in terms of readiness, the DCC is generally set up to provide the expected level of service, however, there are some areas where we have identified opportunities for improvement which we have noted below:

DCC Processes

We would encourage the DCC to reduce the rigidity of some of the SLAs which have, in some cases, made it more difficult to make prompt progress. Additionally, we would welcome efforts by the DCC to continue to increase the transparency and communication around the DCC User Onboarding process, particularly when changes occur.

Communication

Reliable support has consistently been provided by individual staff members, although access to relevant individuals to address specific queries has at times proven difficult. We would encourage the DCC to increase proactive and timely communications, as well as improving the ease of accessibility to DCC Services, such as the DCC SharePoint site. We also note that guidance provided by the DCC generally only covers high-level scenarios and often leads to further contact with the DCC for clarity, so would welcome more detailed information.

SSE Business Energy recognises the pivotal role that the smart meter rollout plays in securing a low-carbon future and providing better outcomes for consumers. We would be happy to further engage with Ofgem to discuss our response and look forward to working more closely with Ofgem and the DCC as we progress with our SMETS2 rollout.

Yours sincerely,

**Christie Thomson**

Senior Regulation Analyst – Customer Solutions GB