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Rt Hon Cheryl Gillan MP
Joint Chair, Smart Meter Bill Committee
House of Commons
London
SW1A 0AA

22nd November 2017
REF: SMBC-RW221117

SUBJECT: ADDITIONAL WRITTEN EVIDENCE FOR THE SMART METER BILL COMMITTEE

Dear Ms Gillan,

I wanted to thank you for the opportunity to provide oral evidence to the Smart Meters Public Bill Committee yesterday. As requested, I would wish to provide additional information on three points in particular:

1. Interoperability

As mentioned during my response yesterday, Trilliant and the Data Communications Company (DCC) have finalised a deal that enables Trilliant's communications hub to be enrolled into the Smart Meter Implementation Programme. In summary, this solution will resolve interoperability issues within the existing SMETS1 estate while delivering a convenient and secure solution that provides similar functionality as SMETS2. This will allow for the same DCC Adapters to be used for secure communication between the Trilliant estate and for SMETS2 devices in a secure, scalable and proven manner.

In summary, the Change of Supplier (CoS) process is invoked when a customer with a smart meter leaves one supplier for another. The losing supplier has to generate a CoS loss process, with the new supplier having to activate a CoS gain procedure. Both parties need access to a compatible system to keep the meters live and active, replace with another system (least preferred option due to replication of costs) or leave the meters in a smart stand-by mode pending reactivation post Enrolment & Adoption (E&A). Currently there is no industry wide intermediate interoperability platform in

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order to keep the smart meters. Currently, there is no industry wide solution for this, even as an interim solution, until Enrolment & Adoption is fully operational.

For our existing energy suppliers, we provide each a UnitySuite™ Head End System control their own meters and displays for their smart clients (see Figure1 - Trilliant SMETS1 Estate).

Trilliant SMSO Sequential Deployment – IP5B Solution

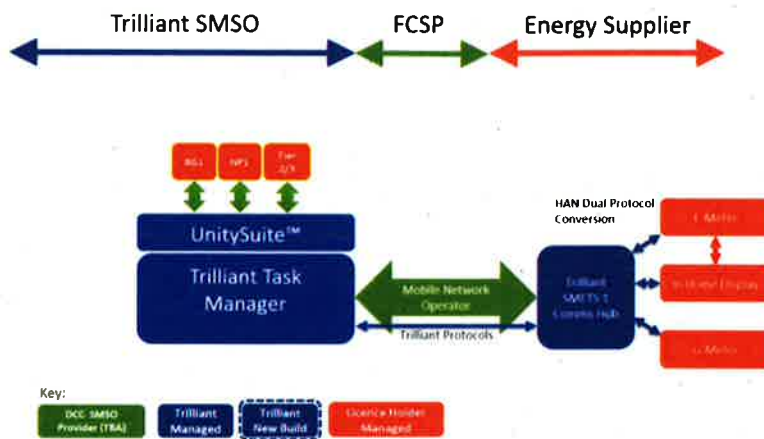


Figure 1 - Trilliant SMETS1 Estate

For interim interoperability, Trilliant’s SEAL™ interface layer provide interface into 3rd party systems, such as Instant Energy, for a CoS loss scenario (see Figure 2 – Trilliant Estate with Change of Supplier Loss Functionality).

A CoS gain interface must be activated by the new supplier and this was a suggested I made yesterday, as there are currently no incentives or requirements for suppliers to do so – this is industry wide and not limited to the Trilliant estate.

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Trilliant SMSO Sequential Deployment – IP5B Solution

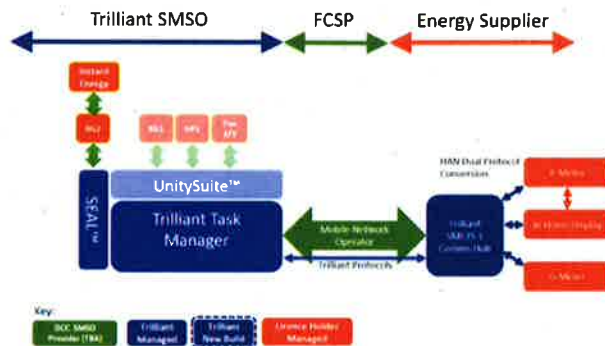


Figure 2 - Trilliant Estate with Change of Supplier Loss Functionality

Enrolment & Adoption bring true interoperability to SMETS1 meters, with the Trilliant system providing an additional translator between the SEAL and Trilliant Task Manager (other meter manufacturers will have a similar system). This allows any licenced DCC user will be able to access our estate via their adaptor and interface to the Data Service Provide, ensuring only certified and authorised parties can access end user information. SMETS1 devices will be accessed in the same way as SMETS2, with the considerable number of existing deployed meters sharing similar functionality to the enduring device specifications without the need to replace, thereby reducing overall project cost for and avoiding inconvenience and disruption to the public.

Trilliant SMSO Sequential Deployment – IP5B Solution

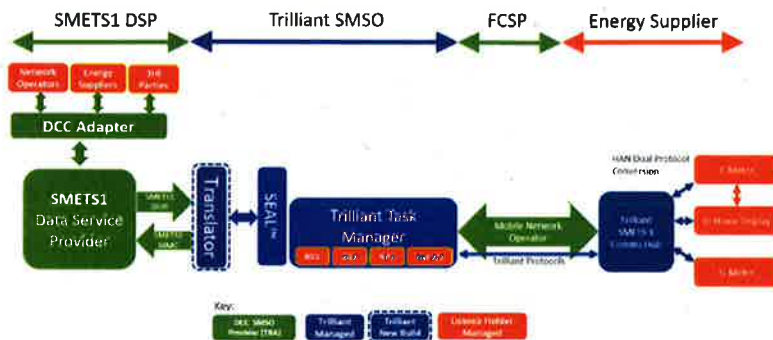


Figure 3 - Planned Trilliant Estate After Enrolment & Adoption (E&A)

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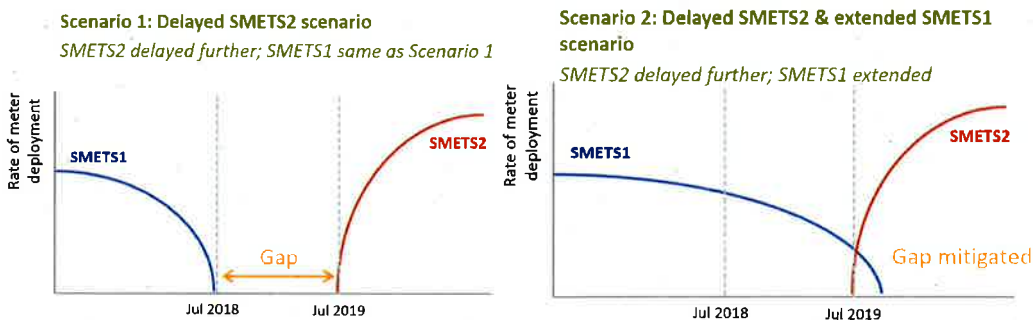
2. Co-Existence of SMETS1 and SMETS2 meters

Trilliant is fully committed to supporting its clients and the DCC in relation to the UK SMIP rollout targets and transitioning to the enduring SMETS2 solution as soon as it is safe and practical to do so, whilst protecting and maintaining supplier deployment plans to meet the 2020 targets and ensuring our solution is as cost effective as possible thereby reducing overall project cost for and avoiding inconvenience and disruption to the public.

Suppliers who are making every effort to achieve their transition to SMETS2 carefully are likely to face operational and financial risk ahead of the end date for SMETS1. To maintain the most cost-effective and risk-free supply chain of smart meter devices, suppliers will typically place forecast orders for up to 12 months in advance, with committed order volumes of at least 6 months in advance.

This allows SMETS1 manufacturers to ensure the availability of components and production lines used for building the devices, as the UK domestic electricity market is unique to any other market in the world. As such, Trilliant and other communications providers, have designed a bespoke product for operation in this market – there is no “off the shelf” solution.

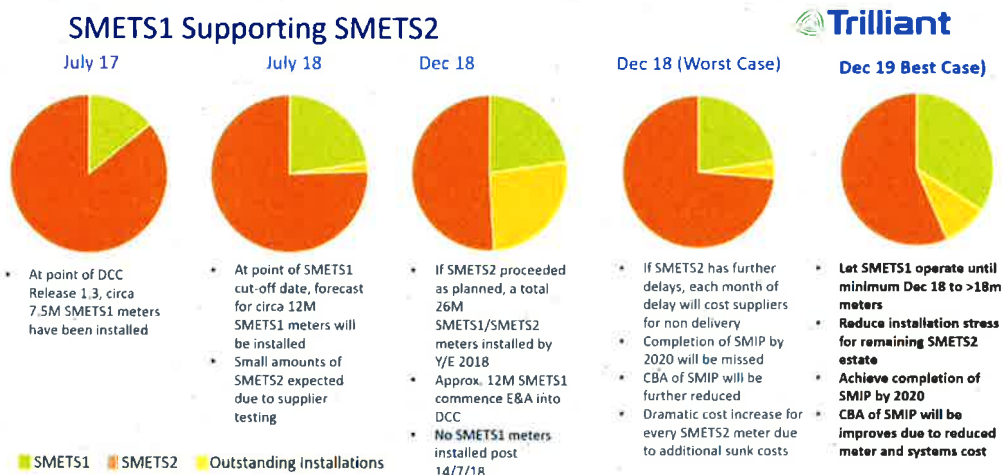
Components are sourced and manufactured all over the world before being assembled, thus in order to shut down operations, 6 months’ notice is required and similarly, up to 6 months’ notice to ramp back up should any further production be required.



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Our experience of building large scale smart metering implementations and rollouts suggests that even after the in-home device technology is matured and robust, there are often systemic issues that only come to light when the systems and processes are operating at scales of tens of thousands of installs per week. These issues can take time to resolve and if they were to affect SMETS2, suppliers need to be able to fall back on their proven SMETS1 technology to maintain their rollout plans, or risk having installations of any meters until a resolution to issues have implemented.



It is for this reason that whilst Trilliant recommends extending the SMETS1 end date to suppliers to achieve their license roll out obligations, and ensure there are no negative consequences for the consumer due to rollout inefficiency.

For an extension to provide suppliers with ability to meet the 2020 installation completion deadline, they must maintain SMETS1 installations until their transition to SMETS2 is complete and operating at scale of deployment – this is the only insurance policy for Government and consumers against any unforeseen circumstances with the deployment of SMETS2.

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3. Proposal to give the Secretary of State the power to veto any proposal by the authority to transfer the DCC licence

Upon reflection, Trilliant do believe that it is prudent to give the Secretary of State the power to veto any authority to transfer the DCC licence to ensure that the maximum protection is provided to public for the overall programme.

Ms Gillan, I trust that the enclosed provides additional information and clarity.

Please do not hesitate to contact me should additional information be required regarding the content of my additional information.

Sincerely,



Richard Wiles
VP Sales, UK&I
Trilliant Inc.