

Changes to Section A

Include the following new definition in alphabetical order.

**Communication Services
Availability Statement**

has the meaning given in Condition 17 of the DCC
Licence.

H3 **DCC USER INTERFACE**

Obligation to Maintain DCC User Interfaces

- H3.1 The DCC shall maintain the DCC User Interface in accordance with the DCC User Interface Specification, and make it available via DCC Gateway Connections to Users to send and receive communications in accordance with the DCC User Interface Specification and the DCC User Interface Code of Connection.
- H3.2 The DCC shall ensure that the DCC User Interface is available at all times (subject to Planned Maintenance undertaken in accordance with Section H8.3).

Communications to be sent via DCC User Interface

- H3.3 The DCC and each User shall use the DCC User Interface for the following communications:
- (a) Service Requests from a User to the DCC;
 - (b) Signed Pre-Commands from a User to the DCC;
 - (c) Acknowledgements from the DCC to a User;
 - (d) Pre-Commands from the DCC to a User;
 - (e) Service Responses from the DCC to a User;
 - (f) Device Alerts and DCC Alerts from the DCC to a User;
 - (g) Commands from the DCC to the User pursuant to the Local Command Services;
or
 - (h) any other communications expressly required in this Code to be sent via the DCC User Interface.
- H3.4 The communications required to be sent via the DCC User Interface under Section H3.3 shall only be validly sent for the purposes of this Code if sent in accordance with this Section H3, Section H4 (Processing Service Requests) and the DCC User Interface Specification.

- H3.5 No Party may use the DCC User Interface for any purpose other than to meet the requirements of Section H3.3. Only the DCC and Users may use the DCC User Interface.

Eligibility for Services Over the DCC User Interface

- H3.6 A User shall not send a Service Request in respect of a Smart Metering System (or a Device forming, or to form, part of a Smart Metering System) unless it is an Eligible User for that Service and Smart Metering System (save that a User may send a Service Request in circumstances where it is not an Eligible User in order to rectify errors, as further described in the Service Request Processing Document).

H3.6A Where the DCC receives a Service Request in respect of a Device forming part of a Smart Metering System that is not eligible to receive communications by means of the DCC's Communication Services by virtue of that Smart Metering System being one for which the end date in the Communication Services Availability Statement has passed, then the DCC shall not be required to send a Command to that Device.

- H3.7 Whether or not a User is an Eligible User for the following Services is determined as follows:

- (a) for Enrolment Services, Core Communication Services and Local Command Services, the entitlement is described in Section H3.8; or
- (b) for Elective Communication Services, the entitlement is described in the relevant Bilateral Agreement.

- H3.8 Subject to Sections H3.9 to H3.10B (inclusive), the following Users are entitled to receive the following Services in respect of a Smart Metering System (or a Device forming, or to form, part of that Smart Metering System):

- (a) the Import Supplier for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the 'Import Supplier';
- (b) the Export Supplier for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the 'Export Supplier';

- (c) the Gas Supplier for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the ‘Gas Supplier’;
- (d) the Electricity Distributor for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the ‘Electricity Distributor’;
- (e) the Gas Transporter for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the ‘Gas Transporter’;
- (f) the Registered Supplier Agent for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the ‘Registered Supplier Agent’;
- (g) the Meter Data Retriever for that Smart Metering System is entitled to those Services described in the DCC User Interface Services Schedule as being available to the ‘Meter Data Retriever’;
- (h) any User acting in the User Role of Other User is entitled to those Services described in the DCC User Interface Services Schedule as being available to an ‘Other User’; and
- (i) in respect of certain Services (where specified in the DCC User Interface Services Schedule) and where an electricity Smart Metering System and a gas Smart Metering System share a Communications Hub Function, the Import Supplier is entitled to those Services in respect of the gas Smart Metering System.

H3.9 Subject to Sections H3.10 and H3.10A, a User’s eligibility for a Service in respect of a Smart Metering System (or a Device forming, or to form, part of that Smart Metering System) is also dependent upon the status of that Smart Metering System (or such a Device), such that:

- (a) the Responsible Supplier may send Service Requests in respect of Devices that have an SMI Status of ‘pending’, ‘whitelisted’, ‘installed not commissioned’,

‘commissioned’, or ‘suspended’;

- (b) Users that are not the Responsible Supplier may only send Service Requests in respect of Devices that have an SMI Status of ‘installed not commissioned’ or ‘commissioned’; and
- (c) Communication Services are not available in respect of a Smart Metering System until it has been Enrolled.

H3.10 Certain Services are available on the basis of Eligible User Role (rather than a User’s status as an Eligible User in respect of a particular Smart Metering System or Device). In respect of these Services, references in the DCC User Interface Services Schedule to ‘Electricity Import Supplier’, ‘Electricity Export Supplier’, ‘Gas Import Supplier’, ‘Electricity Network Operator’, ‘Gas Network Operator’, ‘Registered Supplier Agent’, ‘Meter Data Retriever’ and ‘Other Users’ are to the corresponding User Roles. The Services in question are those described in the DCC User Interface Services Schedule as:

- (a) ‘Request WAN Matrix’;
- (b) ‘Device Pre-notifications’;
- (c) ‘Read Inventory’;
- (d) ‘Communications Hub Status Update - Install Success’;
- (e) ‘Communications Hub Status Update - Install No SM WAN’;
- (f) ‘Communications Hub Status Update - Fault Return’; and
- (g) ‘Communications Hub Status Update - No Fault Return’.

H3.10A Certain Services (or certain functionality in respect of certain Services) may be identified in the DCC User Interface Services Schedule as not being available in respect of SMETS1 Devices in general or in relation to particular SMETS1 Device Models. Where this is the case, Users are not Eligible Users for the Services (or affected functionality) that are identified as being unavailable in such circumstances.

H3.10B A Party can, to the extent permitted under the Common Test Scenarios Document, complete User Entry Process Testing for a User Role (and consequently become an Eligible User for that User Role) without successfully completing testing for all the Service Requests potentially available to a User in that User Role. However, such a User will only be an Eligible User for those Service Requests in respect of which it has successfully completed testing (and not those which it has not).

Categories of Service

H3.11 Enrolment Services, Local Command Services and Core Communication Services fall into the following categories (and corresponding categories may be established in respect of Elective Communication Services under Bilateral Agreements):

- (a) Services identified in the DCC User Interface Services Schedule to be available as ‘on-demand’ services, and which a User requests on such basis (“On-Demand Services”);
- (b) Services identified in the DCC User Interface Services Schedule to be available as ‘future-dated’ services, and which a User requests on such basis specifying the relevant time and date for execution (“Future-Dated Services”); and
- (c) Services identified in the DCC User Interface Services Schedule to be available as ‘scheduled’ services, and which a User requests on such basis specifying the initial time and date for execution as well as the frequency at which execution is to recur (“Scheduled Services”).

H3.12 The DCC shall only accept a Service Request for a Future-Dated Service or a Scheduled Service that has an execution date that is later than the time on the date at which the Service Request is received by the DCC. No User may request a Future-Dated Service that has an execution date of more than 30 days after the date on which the Service Request is sent to the DCC.

Sequenced Services

H3.13 An On-Demand Service or a Future-Dated Service may also be requested on the basis that it is only to be provided following the successful execution of a specified Service Request (“**Sequenced Services**”).

Use of Services for purposes relating to the electricity settlements process

H3.13A Users shall submit any Service Requests for the purpose of submitting data into the electricity settlements process through a Scheduled Service where such a Service is available and shall only request an On-Demand Service where a Scheduled Service fails or is not available.

Target Response Times

H3.14 The DCC shall (subject to Section H3.15) undertake the following activities within the following time periods (each such time period being, in respect of each such activity, the “**Target Response Time**” for that activity, subject to Section H3.15):

- (a) Transforming Critical Service Requests into Pre-Commands and sending to the relevant User, within 3 seconds from receipt of the Service Request;
- (b) sending a User a Service Response in respect of a Non-Critical Service Request for an On-Demand Service that is not a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from receipt of the Service Request from the User;
- (c) sending a User a Service Response in respect of a Critical Service Request for an On-Demand Service that is not a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from receipt of the Signed Pre-Command from the User;
- (d) sending a User a Service Response in respect of a Service Request for an On-Demand Service that is a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from the receipt by the DCC of the Service Response for the Service Request upon which the Sequenced Service is dependent;
- (e) sending a User a Service Response in respect of a Service Request for a Future-Dated Service that is not a Sequenced Service or for a Scheduled Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from the time and date for execution specified in the Service Request;
- (f) sending a User a Service Response in respect of a Service Request for a Future-

Dated Service that is a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from the receipt by the DCC of the Service Response for the Service Request upon which the Sequenced Service is dependent;

- (g) (except for the Alerts referred to in (h), (i) and (j) below, and except for any Alerts consolidated in accordance with the Alert Management Mechanism) sending a User an Alert, within 60 seconds measured from the Alert being communicated to (Device Alerts) or generated by (Non-Device Alerts) the Communications Hub Function;
- (h) for the Services Request 'Update Device Configuration (Billing Calendar)', in addition to the above response times applicable to the Service Response confirming the configuration, periodic Alerts will be generated as a result of such configuration, for which the response time for sending the Alert to the User shall be within 24 hours from the relevant data having been communicated to the Communications Hub Function;
- (i) for the Alert 'Power Outage Event (AD1)', in relation to a CSP System either predominantly based on second or third generation cellular technology or predominantly based on long-range radio technology as the SM WAN for the purposes of communicating with a particular Communications Hub, sending a User an Alert within the time as stated within the Power Outage & Restoration Alerts Delivery Management Document, measured from the time that the Alert is generated by the Communications Hub Function; and
- (j) for the Alerts 'Supply Outage Restored (0x8F35)' and 'Supply Outage Restored – Outage $\geq$ 3 minutes (0x8F36)' in relation to a CSP System either predominantly based on second or third generation cellular technology or predominantly based on long-range radio technology as the SM WAN for the purposes of communicating with a particular Communications Hub, sending a User an Alert within the time as stated within the Power Outage & Restoration Alerts Delivery Management Document, measured from the time that an Alert is generated by the Electricity Smart Meter.

H3.14A For clarity, where the DCC uses a CSP System other than a CSP System

predominantly based on second or third generation cellular technology or predominantly based on long-range radio technology as the SM WAN for the purposes of communicating with a Communications Hub, then Section H3.14(i) and Section H3.14(j) shall not apply and all Alerts will be subject to Section H3.14(g).

H3.14B For the alerts which are subject to Section H3.14(i) or H3.14(j), the Target Response Times, the methodology for reviewing and determining these times, and any exclusions that shall be applied in determining whether these times have been met shall be set out in the Power Outage & Restoration Alerts Delivery Management Document. The Power Outage & Restoration Alerts Delivery Management Document shall be reviewed at least annually by the DCC in consultation with the Parties. Any changes to the Power Outage & Restoration Alerts Delivery Management Document shall be prepared and consulted upon by the DCC and approved by the Panel. Following each review of the document and its approval by the Panel, the new Target Response Times for the forthcoming year will be established and applied using the updated methodology. In preparing and consulting on any changes to the document, the DCC shall seek and pay particular attention to views given by Electricity Network Parties.

H3.15 The Target Response Times set out in Section H3.14 shall not apply to activities in respect of SMETS1 Devices, and the Target Response Times for activities in respect of SMETS1 Devices shall instead be determined in accordance with the DCC User Interface Services Schedule. For the purposes of Section H3.14 and activities in respect of SMETS2+ Devices:

- (a) the concepts of ‘sending’ and ‘receipt’ are to be interpreted in accordance with the explanation of those concepts in the DCC User Interface Specification;
- (b) any time during which an anomalous communication is quarantined by the DCC in accordance with Section H4 (Processing Service Requests) shall be disregarded for the purpose of measuring Response Times; and
- (c) the time taken by the Communications Hub Function in communicating with the other Devices forming part of a Smart Metering System shall be disregarded.

Inherent Restrictions Linked to Technical Specifications

- H3.16 The Services set out in the DCC User Interface Services Schedule are available only insofar as the minimum functionality of Devices as described in the Technical Specifications (or, to the extent required to support that minimum functionality, the GB Companion Specification or SMETS1 Supporting Requirements) allows for such Services. Any Services required in respect of additional functionality of Devices should be requested as Elective Communication Services. This Section H3.16 does not apply in respect of Services to which Non-Device Service Requests apply.

Change of Tenancy

- H3.17 As soon as reasonably practicable after a Responsible Supplier for an Enrolled Smart Metering System relating to a premises becomes aware of a change of occupancy at that premises, that Responsible Supplier shall send a ‘Restrict Access for Change of Tenancy’ Service Request to the DCC in relation to the Smart Meter and any Gas Proxy Function forming part of that Smart Metering System (except where the outgoing Energy Consumer has indicated that they wish historic information on the Smart Metering System to remain available to be viewed).

Cancellation of Future-Dated and Scheduled Services

- H3.18 As soon as reasonably practicable after receipt by the DCC of a Service Response from a Smart Metering System in respect of a ‘Restrict Access for Change of Tenancy’ Service Request, the DCC shall cancel any and all Service Requests for Future-Dated Services or Scheduled Services in respect of any Device forming part of that Smart Metering System for which the Command has not yet been sent and which are being processed on behalf of an Other User (and shall notify the relevant User of such cancellation via the DCC User Interface).
- H3.19 [Not used]
- H3.20 The DCC shall cancel any and all Service Requests for Future-Dated Services or Scheduled Services for which the Command has not yet been sent and which are due to be undertaken in respect of a Device after the Decommissioning or Suspension of that Device (and shall notify the relevant User of such cancellation via the DCC User Interface).

Managing Demand for DCC User Interface Services

- H3.21 During the months of January, April, July and October, by the 15th Working Day of the month, the DCC shall provide to the Panel and all Users the DCC's forecast of the number of Service Requests that all Users will (collectively) send in each of the 6 months following the end of the month in which such forecast is provided. Such forecast shall contain a breakdown of the total number of Service Requests by reference to each Service Reference Variant listed in the DCC User Interface Services Schedule; provided that for Service Reference Variant 11.1 (Update Firmware), the forecast must predict the aggregate number of Device upgrade requests that will be specified in the Service Requests (rather than the number of Service Requests). Each such forecast must specify the DCC's estimate of the number of Smart Meter installations and Enrolments which all Users will (collectively) undertake during each relevant month (recognising that such installations and Enrolments drive Service Request volumes).
- H3.22 The DCC shall produce, periodically review and update, and apply a methodology (including applicable assumptions) for creating the DCC's forecasts under Section H3.21. The DCC shall share such methodology (and updates) with the Panel and Users, and the DCC shall take into account any comments on such methodology received from the Panel and Users. In producing its forecasts under Section H3.21, the DCC shall take into account any and all information provided by Users under Section H3.25.
- H3.23 The DCC shall monitor and record the aggregate number of Service Requests sent by each User in total, and also the aggregate number of Service Requests sent by each User in respect of each Service Reference Variant listed in the DCC User Interface Services Schedule. In addition, for Service Reference Variant 11.1 (Update Firmware), the DCC shall monitor and record the aggregate number of Device upgrade requests specified in Service Requests.
- H3.24 During the months of February, May, August and November, by no later than the 10th Working Day of the month, the DCC shall provide to the Panel and all Users a report which sets out:
- (a) the aggregate number of Service Requests sent by all Users (collectively) during

each of the previous 3 months (in total and broken down by reference to each Service Reference Variant listed in the DCC User Interface Services Schedule, and by number of Device upgrade requests for Service Reference Variant 11.1 (Update Firmware)) and comparing the actual numbers sent against the numbers most recently forecast for the applicable month;

- (b) the DCC's assessment as to the cause of any significant deviation (taking into account any directions of the Panel concerning significance) between the DCC's forecasts and the actual numbers under paragraph (a) above, and the DCC's proposed corrective action; and
- (c) the current value (calculated at the end of each of the previous three months) for every Monthly Service Metric (measured across all Users collectively) and a comparison of the current value against the relevant Monthly Service Threshold.

H3.25 Each User has the option (but no obligation) to review the (collective) forecasts and reports on actuals produced by the DCC under Sections H3.21 and H3.24. Each User has the option (but no obligation) to notify the DCC where the User disagrees with the DCC's forecast (recognising that the forecasts relate to Users collectively, and each User will only be aware of matters relating to itself), including where the User is aware of expected changes to one or more of the following (each of which will apply by reference to any threshold or other guidelines approved by the Panel from time to time):

- (a) the User's daily/monthly distribution or volume of Service Requests;
- (b) the User's monthly Smart Meter installation capacity;
- (c) firmware releases for the User's Devices; and/or
- (d) tariff updates for the User's customers.

H3.26 The Panel shall maintain and publish a list of priority Service Requests (if any) in respect of which the DCC must focus its efforts in achieving forecasting accuracy under Section H3.21. A Service Request shall only be added or removed from the list on the application of one or more Users or the DCC, and where the Panel considers the addition or removal to be reasonable in circumstances. The Panel shall publish the

list from time to time on the Website, and shall give the DCC and each User advance notice of any changes to the list.

- H3.27 The DCC shall, on or around each anniversary of the date on which it first started providing Services over the DCC User Interface, review (and report to the Panel on) each Monthly Service Metric and associated Monthly Service Threshold to establish whether they are still an appropriate mechanism to illustrate User behaviour that may utilise a significant element of the capacity requirements of the Services.
- H3.28 The DCC shall not be considered to be in breach of this Code with regard to the obligation to achieve Target Response Times if, for the month in question:
- (a) aggregate Service Requests sent by all Users exceeds 110% of the aggregate demand most recently forecast by the DCC for that month for all Users pursuant to Section H3.21;
 - (b) the DCC can demonstrate to the Panel's reasonable satisfaction that the DCC did not receive comments or other information (including revisions to Anomaly Detection Thresholds) from Users which should reasonably have led the DCC to change its forecasts; and
 - (c) provided that the DCC shall nevertheless in such circumstances take reasonable steps to achieve the Target Response Times.

Availability of Communication Services

- H3.29 By the last Working Day of each month, the DCC shall provide to each Responsible Supplier (via appropriate secure electronic means) such information as will enable that Responsible Supplier to identify:
- (a) that it is the Responsible Supplier for a Smart Metering System in respect of which there is an end date, as identified in the Communication Services Availability Statement, from which communication services will no longer be provided by the DCC; and
 - (b) those Smart Metering Systems which are affected and the date from which the communication services will no longer be provided in respect of each such Smart Metering System.

Updating the Communication Services Availability Statement

H3.30 The DCC shall, in preparing any proposed update to the Communication Services Availability Statement published by it in accordance with Condition 17 of the DCC Licence:

- (a) consult with Responsible Suppliers and such other persons likely to be interested in or materially affected by the proposed update to the statement; and
- (b) in carrying out the consultation required under paragraph (a) above, provide all relevant information relating to the proposed update, together with where applicable, the supporting reasons and rationale for the proposed update.

H3.31 Where, in accordance with the requirements of paragraph 17.33D(a) of Condition 17 of the DCC Licence, the DCC submits to the Secretary of State a copy of the updated Communication Services Availability Statement it proposes to publish, the DCC shall provide to the Secretary of State:

- (a) a statement of the reasons why the DCC considers the proposed update and, where applicable, the supporting rationale, to be fit for purpose;
- (b) copies of the responses received to the consultation carried out by it in accordance with Section H3.30; and
- (c) a summary of any changes made by the DCC to the proposed update following consultation, together with the DCC's reasons and rationale for making such changes; and
- (d) a summary of any changes sought by respondents to the consultation and not made by the DCC, together with the DCC reasons and rationale for not making such changes.