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MP217 ‘Obtaining Timestamps to allow Target Response Time Measurements’

June 2023 Working Group – meeting summary

Attendees

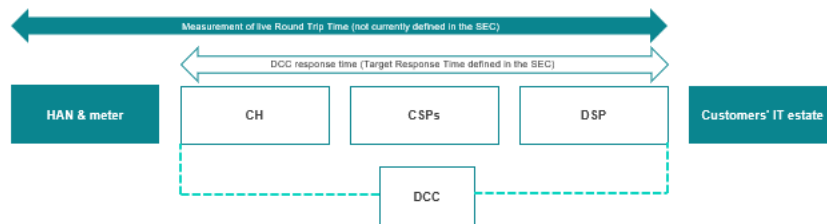
Attendee	Organisation
Rachel Black (RBI)	Gemserv
Kev Duddy (KD)	Gemserv
Bradley Baker (BB)	Gemserv
Rainer Lischetzki (RL)	Gemserv
Abhijit Pal (AP)	DCC
Christopher Thompson (CT)	DCC
David Walsh (DW)	DCC
Tom Rothery (TR)	DCC
Julie Brown (JB)	British Gas
Beth Davey (BD)	Calvin Capital
Alex Hurcombe (AH)	EDF
Sharon Armitage (SA)	EON
Daniel Davies (DD)	ESG
Martin Bell (MB)	EUA
Alastair Cobb (AC)	Landis + Gyr
Rachael Prosser (RP)	National Grid
Joey Manners (JM)	Octopus Energy
Ralph Baxter (RB)	Octopus Energy
Jamie Flaherty (JF)	Ofgem
Audrey Smith-Keary (ASK)	OVO
Mahfuzar Rahman (MRa)	Scottish Power
Nik Wills (NW)	Stark
Shuba Khatun (SK)	SSEN
Kevin Clark (KC)	Utilita

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified, and the Data Communications Company (DCC) Preliminary Assessment.

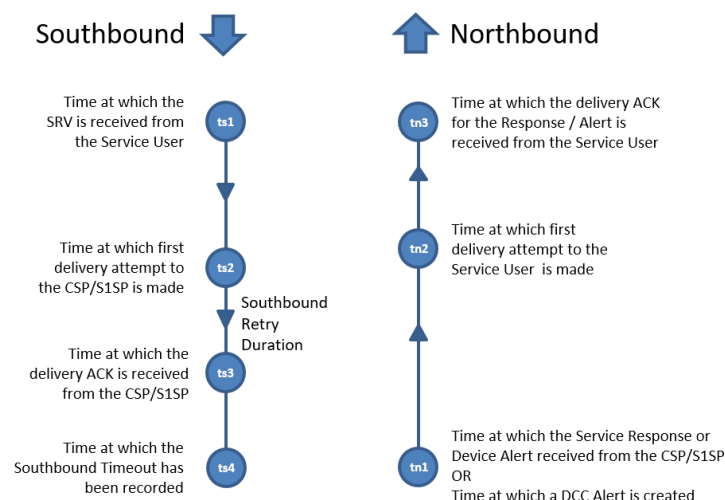
Issue

- The implementation of [MP122A 'Operational Metrics'](#) led to a revised suite of reports and dashboards that are measuring the Round Trip Times (RTTs) of a request or transaction, and not the Target Response Time (TRT).
- The DCC does not currently have the capability to measure TRTs at an individual Service Reference Variant (SRV) level and in real-time, as required by the MP122A legal text.



DCC Preliminary Assessment key findings

- Preliminary Assessment carried out by nine SPs against the 16 business requirements that relate to:
 - CR4253 'Measuring SRV Responses and Alerts'
 - CR4258 'System Availability'
 - CR4259 'Meeting Target Performance Levels'
- Benefits:
 - Obtaining valid timestamps related to the true TRT would allow the DCC, its customers and Service Providers to see potential issues much more clearly than currently.
 - Additional timestamps from Communications Devices will aid monitoring and reporting on Communications Hub performance.
 - Allowing for better management of performance and report accuracy.
- Northbound and Southbound Timing Points within the Data Service Provider (DSP):



- Communication Service Provider South & Central (CSP S&C) solution:
 - Design, build and system test modifications to their CH firmware, covering all CH variants, to support the generation of Alerts to the DSP. These alerts will be triggered by the CH receiving SRV requests in scope for this modification.
- Communication Service Provider North (CSP N) solution:
 - Option 1: Only consider messages of limited size for inclusion in the measure, in line with current RTT test messaging.
 - Option 2: Modifications to the radio plan to ensure eight bulk messaging channels across the whole network in an effort to reduce the number of CHs each channel supports.
 - Option 3: As per option 2, but with additional work to be performed on the Communications Hub and additional areas of the CSP's systems.
- Lead time of 8 – 12 months to complete Design, Build and Pre-Integration Testing (PIT).
- Cost: £7.86m - £8.9m to end of Design, Build and PIT.
- DCC Impact Assessment will cost £1,000,498 and will be completed in 90 days.

Other reporting-based modifications

- [MP176 'Customer Analytics Reporting'](#)
- [MP187 'Incorporation of Target Round Trip Times and Target Success Rates into the SEC'](#)
- [DP242 'Change to Operational Metrics to Measure on Success'](#)

Working Group Discussion

SECAS (BB) provided an overview of the issue, DCC Preliminary Assessment key findings and advise the Working Group on other open report-based modifications.

Costs

A Working Group member (RB) commented that it is unfortunate that the implementation of MP122A has led to the potential need of high financial investment from industry. They added that the costs associated with this modification will not lead to improvements to DCC performance, and will only help to provide measurement capabilities. They noted the money would be better spent by actually delivering performance improvements. These comments were supported by another Working Group member (JB).

SECAS (BB) informed the Working Group that if MP217 is withdrawn due to the high costs, MP187 may be taken off the waiting list to pursue RTT targets and incorporate them into the SEC. This will also depend on the latest report-based proposal DP242. A Working Group member (RB) stated that as a result of MP122A, Parties have enforced upon the DCC the need to improve performance with high associated costs. They hoped that DP242 may be a more suitable alternative.

Timestamps

A Working Group member (JB) queried whether the high cost was associated with the high number of timestamps being proposed. The DCC (DW) confirmed that the cost comes from the Service

Providers having to implement timestamps that they do not currently have in their systems. The DCC added further that this modification was raised as a result of discussions that were held as part of the Operational Performance Regime (OPR) Working Group.

Potential improvements

A Working Group member (RB) commented that the DCC presented to the Operations Group (OPSG) a number of Service Requests they thought they could focus on to improve some of the end-to-end business processes. They added this should take into account the knowledge that has been gained from the work undertaken due to MP122A and hopefully will then allow SEC Parties to focus that effort in the right places in the right order in terms of prioritisation. SECAS (BB) stated that they would investigate the OPSG discussions and inform the DP242 Proposer.

Next Steps

The following actions were recorded from the meeting:

- SECAS to present the modification to the OPSG.
- SECAS to discuss the next steps with the DCC.