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MP242 ‘Change to Operational Metrics to Measure on Success’

Annex B

Legal text – version 0.1

About this document

This document contains the redlined changes to the SEC that would be required to deliver this Modification Proposal.

Section H ‘DCC Services’

These changes have been redlined against Section H version 20.0.

Amend Section H13 as follows:

H13. PERFORMANCE STANDARDS AND REPORTING

Code Performance Measures

H13.1 Each of the following performance measures constitute a Code Performance Measure (to which the following Target Service Level and Minimum Service Level will apply, measured over the following Performance Measurement Period):

No.	Code Performance Measure	Performance Measurement Period	Target Service Level	Minimum Service Level
1	Percentage of On-Demand Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
2	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%

3	Percentage of Alerts delivered within the applicable Target Response Time (including the Alerts which are subject to Sections H3.14(i) and (j). Alerts consolidated in accordance with the Alert Management Mechanism will not be counted.	monthly	99%	96%
3A	For those Alerts which are subject to Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time.	monthly	As set out in the Power Outage & Restoration Alerts Delivery Management Document	As set out in the Power Outage & Restoration Alerts Delivery Management Document
4	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	100%	85%
5	Percentage of Incidents, measured and reported as a separate Code Performance Measure for each of Incident Categories 3, 4 and 5, which the DCC is responsible for resolving that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	90%	80%
5A	Percentage of Incidents which fall within Incident Category 3, 4 or 5 that are recorded on the Incident Management Log and assigned to a resolver within the Target Initial Response Time.	monthly	90%	80%
6	Percentage of time (in minutes) during which each DCC Interface (excluding the one listed in paragraph (f) of the definition of DCC Interface) is available during the Target Availability Period. There shall be a separate Code Performance Measure for each combination of DCC Interface, Region and the two relevant times of day (the first such relevant time of day being Monday-Friday 08.00-20.00 and Saturday 08.00-12.00; the second being every other time). For this purpose, a DCC Interface is only considered to be available where it and the DCC Systems on which it relies are fully available, such that those persons which are intended to be able to use the DCC Interface can use the full functionality which is intended to be available to them.	monthly	99.5%	98%
6A	Percentage of each of the Business Processes described in Section H13.1A which is delivered within the applicable Target Response Time. There shall be a separate Code Performance Measure for each combination of Business Processes and either Region (for SMETS2+) or SMETS1.	monthly	99%	96%
6B	Percentage of firmware images successfully delivered to Communication Hubs.	monthly	99%	96%

6C	Percentage of firmware image activations successfully implemented on Communication Hubs.	monthly	99%	96%
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~~H13.1A—The Business Processes referred to in Code Performance Measure 6A above are a combination of Service Reference Variants as set out in the table below. The percentage of each Business Process which is delivered within the Target Response Time shall be measured and calculated by reference to whether the messages that together comprise that Business Process were sent and received within the required Target Response Time. For this purpose, a Service Response will not be considered to have been received if the Service Response contains an error Response Code relating to a communications failure or timeout (E20 or E21).~~

Business Process	Service Reference Variant	Description	SMETS1 applicable
Install and Commission	8.11	Update HAN Device Log	Yes
	6.21	Request Handover of DCC Controlled Device (Update Supplier Certificates)	No
	8.1.1	Commission Device	Yes
	8.7.2	Join Service (Join GPF with GSME)	Yes
	6.20.1	Set Device Configuration (Import MPxN)	No
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
	8.14.1	Communications Hub Status Update Install Success	No
Change of Supplier (Gain)	6.23	Update Security Credentials (CoS)	Yes
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
Change of Tenancy	3.2	Restrict Access for Change of Tenancy	Yes
Tariff Updates	1.1.1	Update Import Tariff (Primary Element)	Yes
Pre-Payment	1.6	Update Payment Mode (Payment Mode = Prepayment)	Yes
	2.1	Update Prepay Configuration	Yes
	2.2	Top Up Device (Update Balance with positive value)	Yes
Security and Key Management	6.15.2	Update Security Credential (Device) — Credential Type = Digital Signature	No
	6.15.2	Update Security Credential (Device) — Credential Type = Key Agreement	No
	6.17	Issue Security Credentials — Credential Type = Digital Signature	No
	6.17	Issue Security Credentials — Credential Type = Key Agreement	No
	11.1	Update Firmware	Yes

Update Device Firmware		Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request.	
	11.3	Activate Firmware (Individual SR for each GUID for firmware activation) Note: SMETS1 five-day Target Response Time.	Yes
Logistics CH Ordering and Returns	8.14.3	Communications Hub Status Update— Fault Return	No
	8.14.4	Communications Hub Status Update— No Fault Return	No
Distribution Networks Post I&C Activity	6.15.1	Update Security Credentials (Update Network Operator Certificates)	Yes
	6.5	Update Device Configuration (Voltage)	Yes
	6.22	Configure Alert Behaviour (Update ENO Alter Configuration)	No
Meter Reads	4.6.1	Retrieve Import Daily Read Log	Yes
	4.6.2	Retrieve Export Daily Read Log	No
	4.8.1	Read Active Import Profile Data	Yes
	4.8.2	Read Reactive Import Profile Data	Yes
	4.8.3	Read Export Profile Data	Yes
	4.10	Read Network Data	Yes
	4.17	Retrieve Daily Consumption Log	No

Note, where the response for the 'Update Security Credentials (CoS)' Service Request erroneously reports a failure, the presence of subsequent Critical and Non-Critical Service Requests sent by the gaining supplier will be used as an indicator of success.

Service Provider Performance Measures

H13.2 The DCC may modify the Reported List of Service Provider Performance Measures where it has:

- undertaken reasonable consultation with the Parties regarding the proposed modification;
- given due consideration to, and taken into account, any consultation responses received; and
- provided to the Panel, the Parties, the Authority and (on request) the Secretary of State a statement of its reasons for the modification together with copies of any consultation responses received,

and as soon as reasonably practicable following any such modification, the DCC shall provide an up-to-date copy of the Reported List of Service Provider Performance Measures to the Panel, the Parties, the Authority and (on request) the Secretary of State.

H13.3 Prior to agreeing any changes to the DCC Service Provider Contracts that will alter the Service Provider Performance Measures, the DCC shall:

- (a) undertake reasonable consultation with the Panel and Parties regarding such changes;
- (b) give due consideration to, and take into account, any consultation responses received; and
- (c) provide to the Panel, the Parties, the Authority and (on request) the Secretary of State a statement of its reasons for proposing to agree such changes.

Reporting

H13.4 The DCC shall, within 10 Working Days following the end of each Performance Measurement Period, produce a report setting out the Service Levels achieved in respect of each Performance Measure. Such report must identify:

- (a) those Performance Measures (if any) for which the Service Level was less than the Target Service Level and/or the Minimum Service Level;
- (b) where a Service Level is less than the Target Service Level, the reason for the Service Level achieved;
- (c) where a Service Level is less than the Minimum Service Level, the steps the DCC is taking to prevent the re-occurrence or continuation of the reason for the Service Level achieved; and
- (d) any anticipated reductions in the DCC's Internal Costs and/or External Costs (as both such expressions are defined in the DCC Licence) arising as a consequence of the DCC Service Providers failing to achieve the Target Service Levels in respect of the Service Provider Performance Measures.

H13.5 A copy of the report produced pursuant to Section H13.4:

- (a) shall be provided by DCC, immediately following its production, to the Panel, the Parties, the Authority and (on request) the Secretary of State; and
- (b) may be provided by the Panel, at its discretion, to any other person.

Report on Performance Indicators

H13.5A At the same time as the report required under Section H13.4, the DCC shall also report on its performance against the Performance Indicators for the same period.

H13.5B The Panel shall establish and periodically review, in consultation with the Parties and the Authority, a document (to be known as the DCC Performance Indicators Document) which lists the reasonable service metrics which are to constitute the Performance Indicators, and which are therefore to be measured and reported on by the DCC. The DCC Performance Indicators Document shall include the Performance Indicators described in Section H13.5C and shall require these to be included in the report required under Section H13.5A and may request other individual Performance Indicator(s) to be included in the report, including:

- (a) graphs of daily performance in respect of delivery of each of the Business Processes;
- (b) monthly median figures for performance in respect of delivery of each of the Business Processes;
- (c) the total number of each of the Business Processes delivered each month;
- (d) for each DCC Interface separately, the average amount of downtime per Incident; and

- (e) for each DCC Interface separately, the mean amount of time between Incidents.

H13.5C When looked at on an Alert type basis (as opposed to when aggregated with other Alert types pursuant to row 3 of the table in Section H13.1), the performance of the Alerts which are subject to Section H3.14(j) against the relevant Target Response Time set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document shall be Performance Indicators.

Performance Measurement Methodology

H13.6 The DCC shall:

- (a) establish and periodically review the Performance Measurement Methodology in accordance with Good Industry Practice and in consultation with the Panel, the Parties and the Authority;
- (b) seek approval from the Panel for any proposed changes that the DCC wishes to make to the Performance Measurement Methodology; and
- (c) as soon as reasonably practicable following any modification which the Panel approves, provide an up to date copy of the Performance Measurement Methodology to the Panel, the Parties, the Authority and (on request) the Secretary of State.

DCC Performance Indicators Document

This modification will also result in changes to the DCC Performance Indicators Document. The proposed changes can be found below. This will result in an uplift from the current version to v1.1.

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DCC Performance Indicators Document – v1.10

Purpose

This document contains the Data Communications Company (DCC) Performance Indicators produced in accordance with Smart Energy Code (SEC) Section H 'DCC Services' H13.5B.

The DCC shall provide metrics on the Performance Indicators within this document in its Performance Measurement Report (PMR).

Definitions

Performance Indicator: means an indicator of service performance from time to time determined by the Panel under SEC Section H13.5B 'Performance Indicators', on which the DCC is to report but which does not constitute a Performance Measure.

Business Process Performance Indicators

For each Business Process referenced in SEC Section H13.1A below, the DCC shall measure the combination of SRVs attempted by a Service User for an iteration of that process and report the percentage of those iterations across all Service Users that returned at least one failure Alert or that did not return a response. This metric would be defined as an Indicator.

The DCC shall also use non-communicating Devices identified during each Business Process as a proxy for gauging estate health.

Business Process Performance Indicators set out the percentage of each of the Business Processes described in the table below which is delivered within the applicable Round Trip Time (RTT).

<u>Business Process</u>	<u>Service Reference Variant</u>	<u>Description</u>	<u>SMETS1 applicable</u>
<u>Install and Commission</u>	<u>8.11</u>	<u>Update HAN Device Log</u>	<u>Yes</u>
	<u>6.21</u>	<u>Request Handover of DCC Controlled Device (Update Supplier Certificates)</u>	<u>No</u>
	<u>8.1.1</u>	<u>Commission Device</u>	<u>Yes</u>
	<u>8.7.2</u>	<u>Join Service (Join GPF with GSME)</u>	<u>Yes</u>
	<u>6.20.1</u>	<u>Set Device Configuration (Import MPxN)</u>	<u>No</u>
	<u>1.1.1</u>	<u>Update Import Tariff (Primary Element)</u>	<u>Yes</u>
	<u>6.8</u>	<u>Update Device Configuration (Billing Calendar)</u>	<u>Yes</u>

	8.14.1	Communications Hub Status Update Install Success	No
Change of Supplier (Gain)	6.23	Update Security Credentials (CoS)	Yes
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
Change of Tenancy	3.2	Restrict Access for Change of Tenancy	Yes
Tariff Updates	1.1.1	Update Import Tariff (Primary Element)	Yes
Pre-Payment	1.6	Update Payment Mode (Payment Mode = Prepayment)	Yes
	2.1	Update Prepay Configuration	Yes
	2.2	Top Up Device (Update Balance with positive value)	Yes
Security and Key Management	6.15.2	Update Security Credential (Device) – Credential Type = Digital Signature	No
	6.15.2	Update Security Credential (Device) – Credential Type = Key Agreement	No
	6.17	Issue Security Credentials – Credential Type = Digital Signature	No
	6.17	Issue Security Credentials – Credential Type = Key Agreement	No
Update Device Firmware	11.1	Update Firmware Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request.	Yes
	11.3	Activate Firmware (Individual SR for each GUID for firmware activation) Note: SMETS1 five-day Target Response Time.	Yes
Logistics CH Ordering and Returns	8.14.3	Communications Hub Status Update – Fault Return	No
	8.14.4	Communications Hub Status Update – No Fault Return	No
Distribution Networks Post I&C Activity	6.15.1	Update Security Credentials (Update Network Operator Certificates)	Yes
	6.5	Update Device Configuration (Voltage)	Yes
	6.22	Configure Alert Behaviour (Update ENO Alter Configuration)	No
Meter Reads	4.6.1	Retrieve Import Daily Read Log	Yes
	4.6.2	Retrieve Export Daily Read Log	No
	4.8.1	Read Active Import Profile Data	Yes
	4.8.2	Read Reactive Import Profile Data	Yes
	4.8.3	Read Export Profile Data	Yes
	4.10	Read Network Data	Yes

	<u>4.17</u>	<u>Retrieve Daily Consumption Log</u>	<u>No</u>
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Note, where the response for the 'Update Security Credentials (CoS)' Service Request erroneously reports a failure, the presence of subsequent Critical and Non-Critical Service Requests sent by the gaining supplier will be used as an indicator of success.

Specific Business Process Performance Indicators

The following section defines a set of Performance Indicators for each of the identified Business Processes defined in ~~SEC Section H13.1~~the table above.

These metrics are to be made available to Users ~~in addition to Code Performance Measure 6A in SEC Section H.~~

Table 1: Install and Commission metrics		
ID	Requirement	Definition
IC1	Provide a greater level of visibility for the time taken for the DCC Total System for the install and commission process. <i>Note: Install and Commission is a complex process and is orchestrated differently by each User making measurement of the end-to-end process challenging.</i>	Measure daily total volume of successful and failed installations broken down by CH/ESME/GSME and Region.
		Measure daily total volume of installs for the period against the predicted number of installs. This will be broken down by SEC Party and anonymised as a failure to meet historic install volumes could be due to issues outside DCC control. The predicted installations will be based on historic DCC recorded installation volumes data and therefore may only be used for informational purposes.
		Measure daily total volume of Install and Commission versus Install and Leave ¹ . The reporting is to include a category for any Communications Hubs awaiting a decision that are still within the 90-day investigation period for Install and Leave.
IC2	Provide information on the impact of service degradation and outage on the User.	The DCC uses predictive modelling techniques to record and predict behaviour of meter installations in near real-time. The deviation from the norm provides a good indicator of degradation in service and the volume of messages provides a proxy measure of impact on Users. In addition, Incident Category 1 and Incident Category 2 data can be combined to provide a more accurate reflection of the User's experience.

¹ Install and Leave shall include both Proactive Install and Leave and Reactive Install and Leave as defined under the Supply Standard License Conditions.

Table 2: Change of Supplier metrics

ID	Requirement	Definition
CoS1	Provide a measure of the success of the Change of Supplier Process.	Provide information on the reason for failure e.g. where a CoS database becomes unavailable or other Service Provider issue materialises.
		Measure the overall success of SRV 6.23 on a daily basis aggregated by each Supplier Party.

Table 3: Prepayment metrics

ID	Requirement	Definition
PP1	Provide a measure of the success of topping up a device remotely.	Provide information on the volumes of success and failures within the period.
		Provide a table showing the percentage attempts to top-up before success. Provide metric for the first and second attempts and the percentage of failures. Where failure is above 5%, provide further details on the reason for the failure.

Table 4: Update Device Firmware metrics

ID	Requirement	Definition
DF1	Provide information of the success of transferring the device images from CH to the device.	Measure Device image verification success (0x8F72) and verification failure (0x8F1c) responses to provide information on the percentage of images that are successfully transferred from the CH to the Device. Record Devices that did not issue an Alert after the SLA has elapsed to identify failure to transfer from CH to the Device.
DF2	Provide information on successful activation of device firmware image.	Measure the percentage of success and failure responses to the SRV 11.3 'Activate Firmware' request.

Table 5: Alerts metrics

ID	Requirement	Definition
A1	Provide a measure of the success of delivering Alerts.	Measure the total number of Alerts that fail to be delivered within the SLA time and a breakdown of the number of failures by Alert code to identify the type of Alert impacting overall performance.

Additional Performance Measurement Report metrics

The following monthly metrics are to be recorded and reported within the PMR:

Monthly Average and Median RTT Including HAN time

- An Indicator of the Monthly Average (Mean) and Median ~~Round Trip Time (RTT)~~ including time spent within the Home Area Network (HAN).

The Median is reported because, when compared to the average/mean, this measure is less likely to be skewed by extremely large or small numbers and therefore provides a better idea of the typical response time.

Indicator of the range of ~~RTT~~ values

- An Indicator of the range of RTT values measured within the month to show the longest and slowest response time recorded.

Indicator of SRV volumes

- An Indicator of the total number (volume) of SRV requests listed in SEC Section H13.5B, recorded for the period.

Indicator for Failed SRVs

- An Indicator of the percentage of SRVs that failed to be delivered due to a communications failure or timeout (E20 or E21).

Indicator for planned downtime

- An Indicator for Planned Maintenance to show what actual availability is for Service Users. It is acknowledged that the DCC is permitted under SEC Section H 'DCC Services' to carry out Planned Maintenance.

Note, Unplanned Maintenance will not be counted under this Indicator.

Business Process Success – Performance Indicators

The DCC shall report on the success / failure of the following SRVs contained within the following Business Processes in the table below.

<u>Process</u>	<u>SRV</u>	<u>Description</u>
<u>Install & Commission</u>	<u>8.11</u>	<u>Update HAN Device Log</u>
	<u>6.21</u>	<u>Request Handover of DCC Controlled Device (Update Supplier Certificates)</u>
	<u>8.1.1</u>	<u>Commission Device</u>

Managed by

	<u>8.7.2</u>	<u>Join Service (Join GPF with GSME)</u>
	<u>6.20.1</u>	<u>Set Device Configuration' (Import MPxN)</u>
	<u>1.1.1</u>	<u>Update Import Tariff (Primary Element)</u>
	<u>6.8</u>	<u>Update Device Configuration (Billing Calendar)</u>
	<u>8.14.1</u>	<u>Communications Hub Status Update Install Success</u>
<u>Change of Supplier (Gain)</u>	<u>6.23</u>	<u>Update Security Credentials (CoS)</u>
	<u>1.1.1</u>	<u>Update Import Tariff (Primary Element)</u>
	<u>6.8</u>	<u>Update Device Configuration (Billing Calendar)</u>
<u>Pre-Payment</u>	<u>1.6</u>	<u>Update Payment Mode (Payment Mode = Prepayment)</u>
	<u>2.1</u>	<u>Update Prepay Configuration</u>
<u>Pre-Payment Top Up</u>	<u>2.2</u>	<u>Top Up Device (Update Balance with positive value)</u>
<u>Update Device Firmware</u>	<u>11.1</u>	<u>Update Firmware</u>
	<u>11.2</u>	<u>Read Firmware Version</u>
	<u>11.3</u>	<u>Activate Firmware (Individual SR for each GUID for firmware activation)</u>
	<u>11.4</u>	<u>Update PPMID Firmware</u>
<u>Meter Reads</u>	<u>4.6.1</u>	<u>Retrieve Import Daily Read Log</u>
	<u>4.6.2</u>	<u>Retrieve Export Daily Read Log</u>
	<u>4.8.1</u>	<u>Read Active Import Profile Data</u>
	<u>4.8.2</u>	<u>Read Reactive Import Profile Data</u>
	<u>4.8.3</u>	<u>Read Export Profile Data</u>
	<u>4.10</u>	<u>Read Network Data</u>
	<u>4.17</u>	<u>Retrieve Daily Consumption Log</u>
<u>Tariff Updates</u>	<u>1.1.1</u>	<u>Update Import Tariff (Primary Element)</u>
	<u>1.2.1</u>	<u>Update Price (Primary Element)</u>

The Business Processes in the table above shall be measured against the following conditions to determine success.

<u>Scenario</u>	<u>DUIS Response Code</u>	<u>GBCS Execution Status</u>	<u>DCC Outcome</u>	<u>Business Outcome</u>
<u>SRV passes DSP validation</u>	<u>I99</u>	<u>N/A</u>	<u>ACK</u>	<u>N/A</u>
<u>SRV fails DSP validation</u>	<u>E1 – E100*</u>	<u>N/A</u>	<u>Success</u>	<u>Failure</u>
<u>Failed to send request to CSP/S1SP</u>	<u>E20</u>	<u>N/A</u>	<u>Failure</u>	<u>Failure</u>
<u>No response from Device</u>	<u>E21</u>	<u>N/A</u>	<u>Failure</u>	<u>Failure</u>
<u>No response from Device at Future Dated execution time (T)</u>	<u>E30</u>	<u>N/A</u>	<u>Failure</u>	<u>Failure</u>

<u>Failed to send request to CSP/S1SP or No response from Device for Scheduled or Future Dated SRV (T)</u>	<u>E31</u>	<u>N/A</u>	<u>Failure</u>	<u>Failure</u>
<u>Failed to send request to ECoS Party (T)</u>	<u>E66</u>	<u>N/A</u>	<u>Failure</u>	<u>Failure</u>
<u>No response from ECoS Party (T)</u>	<u>E67</u>	<u>N/A</u>	<u>Failure</u>	<u>Failure</u>
<u>Response received – GBCS Success</u>	<u>I0</u>	<u>Success</u>	<u>Success</u>	<u>Success</u>
<u>Response received – GBCS Failure</u>	<u>I0</u>	<u>Failure</u>	<u>Success</u>	<u>Failure</u>

Note: * excludes the E codes E20, E21, E30, E31, E66, E67

(T) indicates messages related to Timeouts

The four conditions will set out the criteria for determining the success or failure of the SRVs included within the Business Processes listed in table 1 above.

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Code Performance Measures

H13.1 Each of the following performance measures constitute a Code Performance Measure (to which the following Target Service Level and Minimum Service Level will apply, measured over the following Performance Measurement Period):

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3	Percentage of Alerts delivered within the applicable Target Response Time (including the Alerts which are subject to Sections H3.14(i) and (j). Alerts consolidated in accordance with the Alert Management Mechanism will not be counted.	monthly	99%	96%
3A	For those Alerts which are subject to Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time.	monthly	As set out in the Power Outage & Restoration Alerts Delivery Management Document	As set out in the Power Outage & Restoration Alerts Delivery Management Document
4	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	100%	85%
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6	Percentage of time (in minutes) during which each DCC Interface (excluding the one listed in paragraph (f) of the definition of DCC Interface) is available during the Target Availability Period. There shall be a separate Code Performance Measure for each combination of DCC Interface, Region and the two relevant times of day (the first such relevant time of day being Monday-Friday 08.00-20.00 and Saturday 08.00-12.00; the second being every other time). For this purpose, a DCC Interface is only considered to be available where it and the DCC Systems on which it relies are fully available, such that those persons which are intended to be able to use the DCC Interface can use the full functionality which is intended to be available to them.	monthly	99.5%	98%
6A	Percentage of each of the Business Processes described in Section H13.1A which is delivered within the applicable Target Response Time. There shall be a separate Code Performance Measure for each combination of Business Processes and either Region (for SMETS2+) or SMETS1.	monthly	99%	96%
6B	Percentage of firmware images successfully delivered to Communication Hubs.	monthly	99%	96%

6C	Percentage of firmware image activations successfully implemented on Communication Hubs.	monthly	99%	96%
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Business Process	Service Reference Variant	Description	SMETS1 applicable
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	6.21	Request Handover of DCC Controlled Device (Update Supplier Certificates)	No
	8.1.1	Commission Device	Yes
	8.7.2	Join Service (Join GPF with GSME)	Yes
	6.20.1	Set Device Configuration (Import MPxN)	No
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
	8.14.1	Communications Hub Status Update Install Success	No
Change of Supplier (Gain)	6.23	Update Security Credentials (CoS)	Yes
	1.1.1	Update Import Tariff (Primary Element)	Yes
	6.8	Update Device Configuration (Billing Calendar)	Yes
Change of Tenancy	3.2	Restrict Access for Change of Tenancy	Yes
Tariff Updates	1.1.1	Update Import Tariff (Primary Element)	Yes
Pre-Payment	1.6	Update Payment Mode (Payment Mode = Prepayment)	Yes
	2.1	Update Prepay Configuration	Yes
	2.2	Top Up Device (Update Balance with positive value)	Yes
Security and Key Management	6.15.2	Update Security Credential (Device) — Credential Type = Digital Signature	No
	6.15.2	Update Security Credential (Device) — Credential Type = Key Agreement	No
	6.17	Issue Security Credentials — Credential Type = Digital Signature	No
	6.17	Issue Security Credentials — Credential Type = Key Agreement	No
	11.1	Update Firmware	Yes

Update Device Firmware		Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request.	
	11.3	Activate Firmware (Individual SR for each GUID for firmware activation) Note: SMETS1 five-day Target Response Time.	Yes
Logistics CH Ordering and Returns	8.14.3	Communications Hub Status Update— Fault Return	No
	8.14.4	Communications Hub Status Update— No Fault Return	No
Distribution Networks Post I&C Activity	6.15.1	Update Security Credentials (Update Network Operator Certificates)	Yes
	6.5	Update Device Configuration (Voltage)	Yes
	6.22	Configure Alert Behaviour (Update ENO Alter Configuration)	No
Meter Reads	4.6.1	Retrieve Import Daily Read Log	Yes
	4.6.2	Retrieve Export Daily Read Log	No
	4.8.1	Read Active Import Profile Data	Yes
	4.8.2	Read Reactive Import Profile Data	Yes
	4.8.3	Read Export Profile Data	Yes
	4.10	Read Network Data	Yes
	4.17	Retrieve Daily Consumption Log	No

Note, where the response for the 'Update Security Credentials (CoS)' Service Request erroneously reports a failure, the presence of subsequent Critical and Non-Critical Service Requests sent by the gaining supplier will be used as an indicator of success.

Service Provider Performance Measures

H13.2 The DCC may modify the Reported List of Service Provider Performance Measures where it has:

- undertaken reasonable consultation with the Parties regarding the proposed modification;
- given due consideration to, and taken into account, any consultation responses received; and
- provided to the Panel, the Parties, the Authority and (on request) the Secretary of State a statement of its reasons for the modification together with copies of any consultation responses received,

and as soon as reasonably practicable following any such modification, the DCC shall provide an up-to-date copy of the Reported List of Service Provider Performance Measures to the Panel, the Parties, the Authority and (on request) the Secretary of State.

H13.3 Prior to agreeing any changes to the DCC Service Provider Contracts that will alter the Service Provider Performance Measures, the DCC shall:

- (a) undertake reasonable consultation with the Panel and Parties regarding such changes;
- (b) give due consideration to, and take into account, any consultation responses received; and
- (c) provide to the Panel, the Parties, the Authority and (on request) the Secretary of State a statement of its reasons for proposing to agree such changes.

Reporting

H13.4 The DCC shall, within 10 Working Days following the end of each Performance Measurement Period, produce a report setting out the Service Levels achieved in respect of each Performance Measure. Such report must identify:

- (a) those Performance Measures (if any) for which the Service Level was less than the Target Service Level and/or the Minimum Service Level;
- (b) where a Service Level is less than the Target Service Level, the reason for the Service Level achieved;
- (c) where a Service Level is less than the Minimum Service Level, the steps the DCC is taking to prevent the re-occurrence or continuation of the reason for the Service Level achieved; and
- (d) any anticipated reductions in the DCC's Internal Costs and/or External Costs (as both such expressions are defined in the DCC Licence) arising as a consequence of the DCC Service Providers failing to achieve the Target Service Levels in respect of the Service Provider Performance Measures.

H13.5 A copy of the report produced pursuant to Section H13.4:

- (a) shall be provided by DCC, immediately following its production, to the Panel, the Parties, the Authority and (on request) the Secretary of State; and
- (b) may be provided by the Panel, at its discretion, to any other person.

Report on Performance Indicators

H13.5A At the same time as the report required under Section H13.4, the DCC shall also report on its performance against the Performance Indicators for the same period.

H13.5B The Panel shall establish and periodically review, in consultation with the Parties and the Authority, a document (to be known as the DCC Performance Indicators Document) which lists the reasonable service metrics which are to constitute the Performance Indicators, and which are therefore to be measured and reported on by the DCC. The DCC Performance Indicators Document shall include the Performance Indicators described in Section H13.5C and shall require these to be included in the report required under Section H13.5A and may request other individual Performance Indicator(s) to be included in the report, including:

- (a) graphs of daily performance in respect of delivery of each of the Business Processes;
- (b) monthly median figures for performance in respect of delivery of each of the Business Processes;
- (c) the total number of each of the Business Processes delivered each month;
- (d) for each DCC Interface separately, the average amount of downtime per Incident; and

- (e) for each DCC Interface separately, the mean amount of time between Incidents.

H13.5C When looked at on an Alert type basis (as opposed to when aggregated with other Alert types pursuant to row 3 of the table in Section H13.1), the performance of the Alerts which are subject to Section H3.14(j) against the relevant Target Response Time set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document shall be Performance Indicators.

Performance Measurement Methodology

H13.6 The DCC shall:

- (a) establish and periodically review the Performance Measurement Methodology in accordance with Good Industry Practice and in consultation with the Panel, the Parties and the Authority;
- (b) seek approval from the Panel for any proposed changes that the DCC wishes to make to the Performance Measurement Methodology; and
- (c) as soon as reasonably practicable following any modification which the Panel approves, provide an up to date copy of the Performance Measurement Methodology to the Panel, the Parties, the Authority and (on request) the Secretary of State.

DCC Performance Indicators Document

This modification will also result in changes to the DCC Performance Indicators Document. The proposed changes can be found below. This will result in an uplift from the current version to v1.1.