

Document Classification:	DCC Public (Clear)
Paper Reference:	Proposed Changes to the Power Outage and Power Restoration Alert Delivery Management Document
SEC Committee and Meeting Date:	OPSG 29 th January 2024
Intent:	For Decision
Attachments:	

1. Purpose:

- To provide members with an update on the review of the Power Outage and Power Restoration Delivery Management Document (DMD).
- To provide details of the proposed change and ask for comments.

This paper provides details of DCC consultation on proposed changes to the DMD and the consultation responses provided. Members are asked to provide any further comment before changes are presented to SEC Panel.

Provided separately are details of performance improvement activities related to POA and PRA. Note that while performance of the POA is within DCC control, the PRA performance is determined by a combination of Party performance and DCC performance.

2. Background

- SEC MP096 was implemented in October 2022 and included the implementation of the 'Power Outage and Power Restoration Alerts Delivery Management Document' (DMD). The modification also included the introduction of Code Performance Measure (CPM) 3a to report on Power Outage Alerts (AD1) and Performance Indicators (PIs) on Power Restoration Alerts (8F35 / 8F36).
- CPM3a is reported in the monthly Performance Measures Report (PMR) as required under SEC H13.4. During the development of SEC MP096, DCC also agreed to include the PRA Performance Indicator in the PMR though noted that the performance of the measure is not fully in DCC's control.
- The DMD describes how DCC will manage the delivery of AD1, and 8F35/8F36 and includes the methodology by which DCC will report on their performance against Target Response Times (TRTs). The DMD requires that 95% of all delivered alerts are within the agreed Target Response Time (TRT).
- SEC H3.14B requires DCC to review the DMD on an annual basis and consult with Parties on any proposed changes. It also states that Network Parties views are

considered before any proposals on amendments are consulted on more widely. Any changes to the DMD require SEC Panel approval before implementation.

- DCC began reporting on CPM 3a and the PIs related to PO and PR Alerts in April 2023 and have reviewed the performance achieved to date, as well as considering the management and reporting of Alert performance.
- In summer 2023, DCC engaged with Network Parties to consider potential amendments to the DMD and issued Network Parties a pre-consultation proposal document in September 2023.
- In November 2023, DCC published a consultation on proposed changes to the DMD.

3. Proposals/ Results/ Milestones

- Performance of POA and PRA is included in the PMR and presented to the monthly OPSG reporting meeting. The performance to date has often fallen short of the minimum service level.
- On Power Outage Alerts, the driver for poor performance is considered to be one particular brand of Communications Hub (CH). This particular CH is to have a firmware update with deployment beginning in January 2024 and completing in February 2024. Once this deployment has completed, it is anticipated that POA performance will meet the minimum service level.
- Power Restoration Alerts have also failed to meet the minimum service level. These alerts are driven by the meter and this aspect of the performance is outside of DCC control. Data shows that while some meter manufacturers can consistently meet the minimum service level, others consistently fail to meet the performance level.
- On DCC review of the performance to date, where poor performance is considered to be driven by the issues mentioned above, there is no evidence that the service level contained within the DMD should be adjusted.
- The focus of the change has therefore been concentrated on improving accuracy of the reporting to allow for improved understanding of the performance levels. The proposed change to the methodology is the removal of “clock drift” impacted devices.
- Clock drift occurs when the time of the CH or meter moves away from the actual current time. The POA and PRA are processed with the time stamp of the CH or meter and the methodology uses that time stamp to calculate time traversing the system. Where clock drift occurs, the time traversing the system of any individual alert can appear to be either quicker or slower than it actually took.
- The internal time on the CH is the responsibility of DCC to update, while the internal time on the meter is the responsibility for Supplier Parties to update.
- For improved accuracy of the reported performance, DCC therefore suggested that those alerts impacted by a time clock drift device should be excluded from the reporting.
- Removing clock drift impacted alerts from the data does not improve the DCC reported performance. A review of historical data shows that in most cases, the reported

performance decreases. However, DCC consider the removal of clock drift impacted alerts to be necessary in order to present a true and accurate report on performance.

- DCC received seven responses to the consultation. Six were from Network Parties and one was from a Supplier Party.
- Four responses supported the removal of clock drift impacted alerts from the reported data, noting that this will improve the accuracy of the reports.
- Three respondents stated that they understood the rationale for excluding clock drift impacted alerts but wanted more data before formally supporting. Information requested included the volume of data likely to be excluded by clock drift.
- Respondents also asked what action was being taken to reduce the number of devices with clock drift.
- Clock drift of CHs remains relatively low with the internal clock regularly updated.
- Supplier Parties can correct meter clock drift. Data shows that while most Supplier Parties have a low volume of clock drift impacted meters, a small group of Supplier Parties have high numbers which fluctuate over time. One respondent asked if clock drift could be automated.
- DCC can provide future updates on the volume of clock drift impacting devices and alerts going forward.
- DCC consider the clock drift volume impacting CHs to be within a reasonable tolerance. For clock drift impacted meters, Supplier Parties are responsible for maintaining and updating the internal clock.

4. Clock Drift Impacted Alerts.

CSP Region	Percentage of POA Excluded
North	0%
Central and South	2.2%

CSP Region	Percentage of PRA Excluded
North	2.8%
Central and South	2.6%

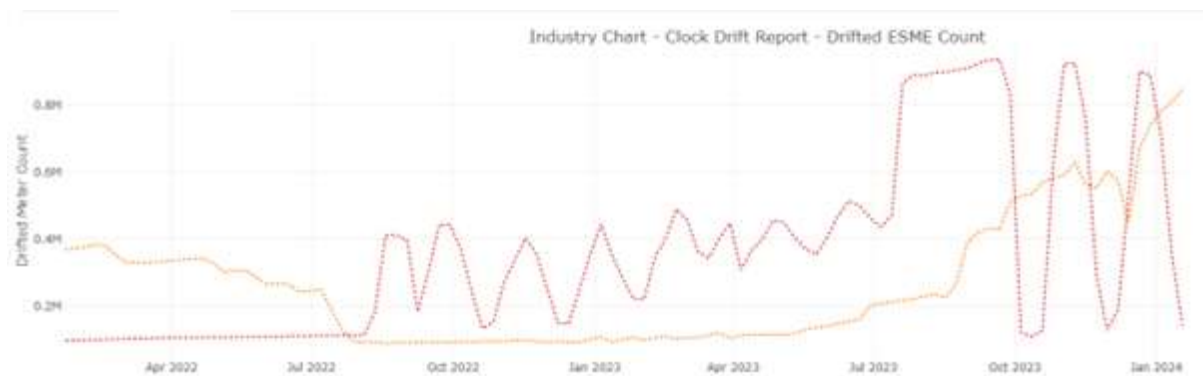
5. Clock Drift Impacted Alerts.

CSP Region	Percentage of SMETS2 Electricity Meters Impacted by Clock Drift
North	14.2%
Central and South	14.5%

Clock drift by Supplier as of 18th January 2024:

Manufacture	Percentage of SMETS2 Electricity Meters Impacted by Clock Drift	Percentage of Total industry SMETS2 Electricity Meters
1	84707	64%
2	139239	10.5%
3	90599	6.8%
4	52794	4%
5	47411	3.6%
6	46513	3.5%
7	18574	1.4%
8	17895	1.4%

Clock drift by Supplier over time:



6. Next steps

- Members are asked to comment / raise any further questions.
- If agreed, DCC will present the proposed change to SEC Panel and seek their approval for implementation.

David Rollason & Jasmin Myhill

Smart DCC

22/02/2024