

MP242 'Change to Operational Metrics to Measure on Success'

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Issue

- MP122A 'Operational Metrics' (implemented on 25 February 2021) introduced Target Response Times (TRTs) to the Operational Performance Regime (OPR).
- However, the Data Communications Company (DCC) is not currently able to measure TRTs, and instead can only measure Round Trip Times (RTTs).

Solution

- The Proposed Solution is to report on the Success / Failure of an agreed set of SRVs across seven Business Processes.
- During the Refinement Process, the DCC produced a Success / Failure matrix which will be used to determine the Success / Failure of the SRVs relating to the seven Business Processes. The matrix was approved by the Working Group and OPSG.

■ Proposed Solution (Business Processes 1/2)

Install and Commission

- 8.11 Update HAN Device Log
- 6.21 Request Handover of DCC Controlled Device (Update Supplier Certificates)
- 8.1.1 Commission Device
- 8.7.2 Join Service (Join GPF with GSME)
- 6.20.1 Set Device Configuration' (Import MPxN)
- 1.1.1 Update Import Tariff (Primary Element)
- 6.8 Update Device Configuration (Billing Calendar)
- 8.14.1 Communications Hub Status Update Install Success.

Meter Reads

- 4.6.1 Retrieve Import Daily Read Log
- 4.6.2 Retrieve Export Daily Read Log
- 4.8.1 Read Active Import Profile Data
- 4.8.2 Read Reactive Import Profile Data
- 4.8.3 Read Export Profile Data
- 4.10 Read Network Data
- 4.17 Retrieve Daily Consumption Log

Update Device Firmware

- 11.1 Update Firmware
- 11.2 Read Firmware Version
- 11.3 Activate Firmware (Individual SR for each GUID for firmware activation)
- 11.4 Update PPMID Firmware

■ Proposed Solution (Business Processes 2/2)

Change of Supplier (Gain)	Pre-Payment	Top Up Prepayment	Tariff Updates
• 6.23 Update Security Credentials (CoS) • 1.1.1 Update Import Tariff (Primary Element) • 6.8 Update Device Configuration (Billing Calendar)	• 1.6 Update Payment Mode (Payment Mode = Prepayment) • 2.1 Update Prepay Configuration	• 2.2 Top Up Device (Update Balance with positive value)	• 1.1.1 Update Import Tariff (Primary Element) • 1.2.1 Update Price (Primary Element)

■ Proposed Solution (Success/Failure Matrix)

Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Outcome
SRV passes DSP validation	I99	N/A	ACK	N/A
SRV fails DSP validation	E1 – E100*	N/A	Success	Failure
Failed to send request to CSP/S1SP	E20	N/A	Failure	Failure
No response from Device	E21	N/A	Failure	Failure
No response from Device at Future Dated execution time (T)	E30	N/A	Failure	Failure
Failed to send request to CSP/S1SP or No response from Device for Scheduled or Future Dated SRV (T)	E31	N/A	Failure	Failure
Failed to send request to ECoS Party (T)	E66	N/A	Failure	Failure
No response from ECoS Party (T)	E67	N/A	Failure	Failure
Response received – GBCS Success	I0	Success	Success	Success
Response received – GBCS Failure	I0	Failure	Success	Failure

Note:

- *excludes the E codes E20, E21, E30, E31, E66 and E67
- (T) indicates messages related to Timeouts
- N/A indicates there is no impact on the outcome

■ MP242 Expected Benefits



Enhanced reporting for
capturing Consumer
Journey



Reports for each
individual SEC Party



Opportunities to identify
potential issues and areas
for improvement

- Amendments to SEC Sections A ‘Definitions and Interpretation’ and H ‘DCC Services’.
- Amendments to the ‘DCC Performance Indicators’ Code Required Document. This will define the Business Process Performance Indicators alongside detailing the affected SRV’s and if SMETS1 Devices are also impacted.

■ Impact Assessment Summary

Cost (Design, Build & PIT)

- £262,079 for application development
- £13,000 per month for Application Support

Implementation

- Each business process will be built separately, with a staggered development approach over a total of 7 months from approval
- Oct/Nov 2024 Ad hoc SEC Release (Targeted)

Questions for OPSG

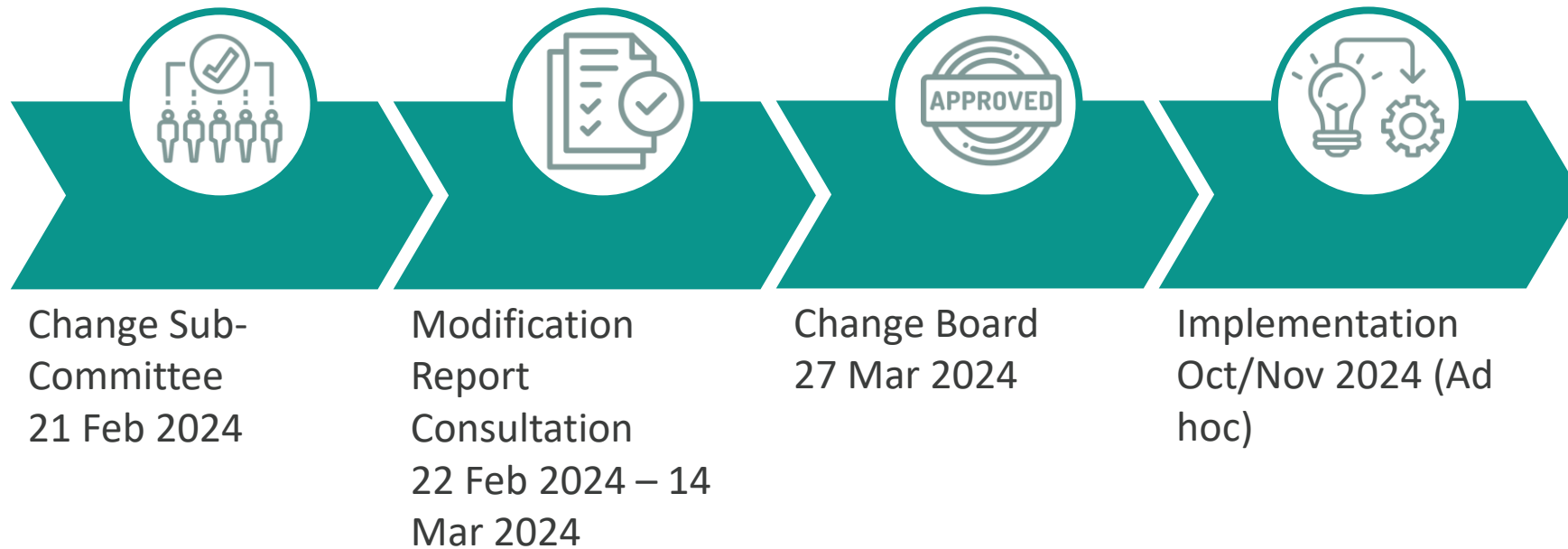
Does the draft legal text fully and accurately deliver the operational solution?

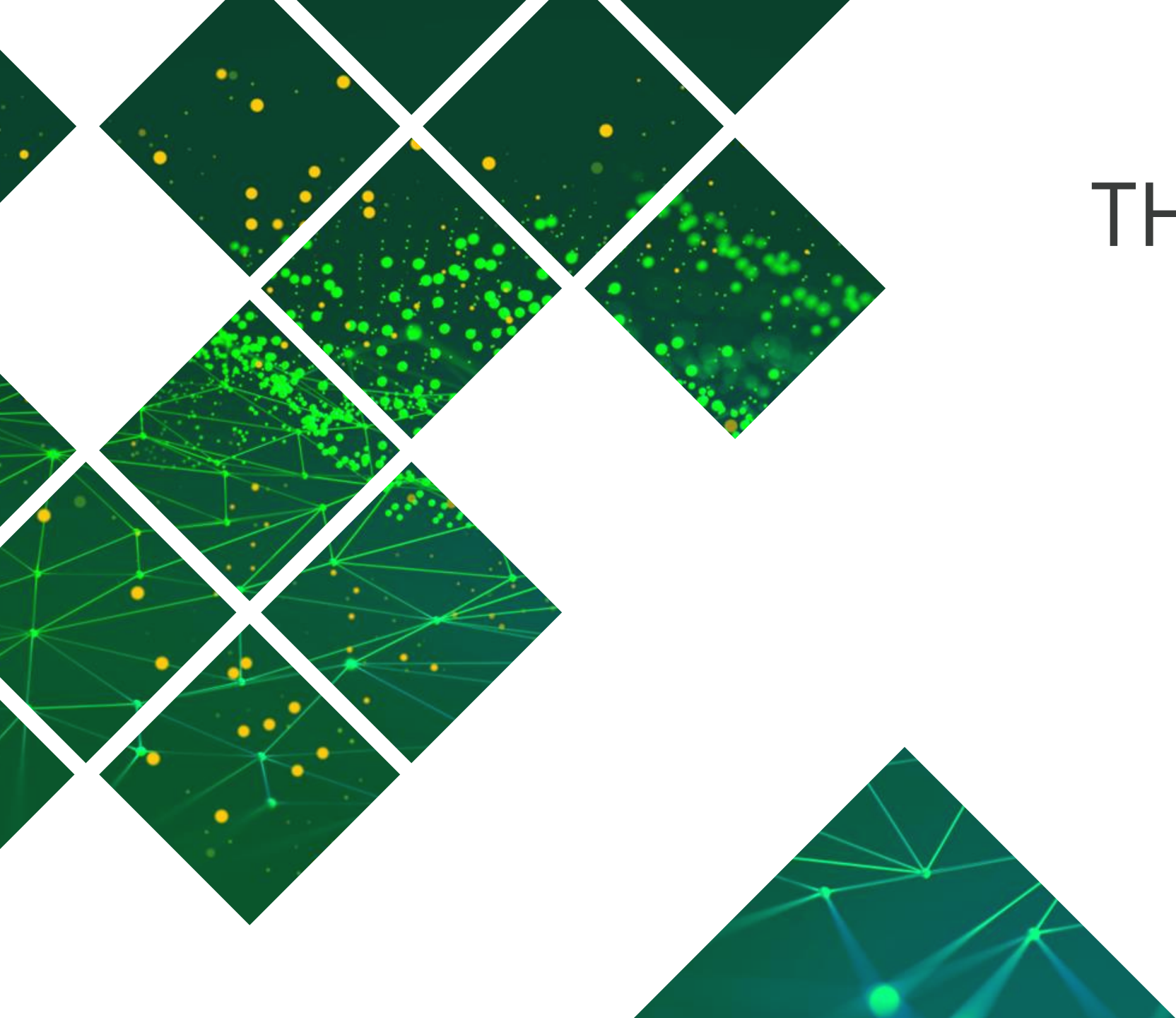


Is the solution operationally appropriate?



Next Steps





THANK YOU FOR LISTENING

ANY FURTHER COMMENTS?