

Annual Outage Plan Update for 2025-2026 v1.2

Delivered by Ed Russell

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The Ask



- Annual Outage Plan Update.
- To note the ECOS BCDR date in September
- Update on CSP-N BCDR dates
- DCC is seeking endorsement for the BCDR date of ECOS

Context

The first Annual Outage Plan was issued in March 2023, with the annual outage plan for the following financial year (Apr23-Mar24, Apr24-Mar25). This document refers to the Annual Outage plan for April 2025 through to March 2026.

Areas of focus are as follows:

- BCDR dates avoiding 'winter' months
- To provide extra support with Price Event activity, with longer change freezes to support

Key Updates

BCDR

CSPN BCDR dates were deferred and will be rescheduled for April 2026 and will form part of 2026-2027 AOP and BCDR consultation.

ECOS (Accenture) BCDR fallback date was included in the BCDR consultation that was issued but was not included in the original AOP that has been approved.

The 2025_2026 Annual Outage Plan – Version 1.1

Date	Day	Hours	Start	End	Detail	Impact
27/03/2025 - 03/04/2025	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
15/04/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
20/05/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
29/05/2025	Thursday	6 hours	20:00	02:00	Planned Maintenance - 4G FCN Coverage Checker	High
08/06/2025	Sunday	8 hours	09:00	17:00	CSP-N BCDR Failover	High
15/06/2025	Sunday	8 hours	09:00	17:00	CSP-N BCDR Failback	High
21/06/2025 - 03/07/2025	n/a	n/a	00:00	23:59	Change Freeze To Support SECMOD & Price Event	None
25/06/2025	Wednesday	6 hours	20:00	02:00	Planned Maintenance with June SECMOD	High
27/06/2025 - 03/07/2025	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
26/07/2025	Saturday	6 hours	20:00	02:00	MOC (Secure) BCDR Failback	High
29/07/2025	Tuesday	6 Hours	20:00	02:00	Planned Maintenance	High
12/08/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance (non-functional only)	High
09/09/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
26/09/2025 - 03/10/2025	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
07/10/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
19/10/2025	Sunday	8 hours	09:00	17:00	DSP BCDR Failover	High
26/10/2025	Sunday	8 hours	09:00	17:00	DSP BCDR Failback	High
01/11/2025 - 09/11/2025	n/a	n/a	00:00	23:59	Change Freeze To Support SECMOD	None
05/11/2025	Wednesday	6 hours	20:00	02:00	Planned Maintenance with November SECMOD	High
09/12/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
15/12/2025 - 04/01/2026	n/a	n/a	00:00	23:59	Change Freeze (Christmas) and Price Event Support	None
29/01/2026	Thursday	6 hours	20:00	02:00	Planned Maintenance	High
24/02/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
01/03/2026	Sunday	6 Hours	09:00	15:00	DCO BCDR Failover and Failback	High
08/03/2026	Sunday	6 hours	09:00	15:00	FOC (DXC) BCDR Failover	High
15/03/2026	Sunday	6 hours	09:00	15:00	FOC (DXC) BCDR Failback	High
24/03/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High

The 2025_2026 Annual Outage Plan – Version 1.2

Date	Day	Hours	Start	End	Detail	Impact
27/03/2025 - 03/04/2025	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
15/04/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
20/05/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
29/05/2025	Thursday	6 hours	20:00	02:00	Planned Maintenance - 4G FCN Coverage Checker	High
21/06/2025 - 03/07/2025	n/a	n/a	00:00	23:59	Change Freeze To Support SECMOD & Price Event	None
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29/07/2025	Tuesday	6 Hours	20:00	02:00	Planned Maintenance	High
12/08/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance (non-functional only)	High
09/09/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
14/09/2025	Sunday	6 hours	09:00	15:00	ECOS (Accenture) BCDR Failback	High
26/09/2025 - 03/10/2025	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
07/10/2025	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
19/10/2025	Sunday	8 hours	09:00	17:00	DSP BCDR Failover	High
26/10/2025	Sunday	8 hours	09:00	17:00	DSP BCDR Failback	High
01/11/2025 - 09/11/2025	n/a	n/a	00:00	23:59	Change Freeze To Support SECMOD	None
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24/02/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
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08/03/2026	Sunday	6 hours	09:00	15:00	FOC (DXC) BCDR Failover	High
15/03/2026	Sunday	6 hours	09:00	15:00	FOC (DXC) BCDR Failback	High
24/03/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High

Planned Maintenance Impacts

The impact on Users during the outage relating to the High Impact Maintenance Windows will be as follows:

- The DUIS will be closed and no new Service Requests will be accepted. No Alerts or responses will be delivered.
- All DSP future dated and scheduled events that are due to be executed during each Maintenance Window will be suspended and restarted after the window ends.
- Future dated, scheduled and other events originating from the HAN during the outage period will not be delivered.
- The SSI will be unavailable.
- The Service Centre will remain open and contactable via email and telephone during all outages.
- The SMKI Service will remain available for CSR processing, but the publishing and SMKI/DCCKI Repository features will not be available.
- The daily file transfers of registration updates from the DSP will be disabled, although inbound registration files will still be received from the RDPs and the data applied at the end of each Maintenance Window.
- OMS will be unavailable to Users.

Planned Maintenance – High Impact Windows

Key Services – SMETS 2	Current Service Status	Impacted Region
DSP CSS Gateway	Unavailable	UK Wide
Install & Commissions	Unavailable	UK Wide
AD1 Power Outage Alerts	Unavailable	UK Wide
Prepayment	Unavailable	UK Wide
Service Requests Scheduled	Unavailable	UK Wide
On Demand Service requests	Unavailable	UK Wide
Transitional Change of Supply (TCOS)	Unavailable	UK Wide
Enduring Change of Supply (ECOS)	Unavailable	UK Wide
OTA Firmware Updates	Unavailable	UK Wide
SMKI Repository	Unavailable	UK Wide
SMKI Internet Portal	Available	UK Wide
SMKI Portal	Available	UK Wide
Post Code Lookup	Unavailable	UK Wide

Key Services – SMETS 1	Current Service Status	Impacted Cohort
S1SP Gateway	Unavailable	IOC/MOC/FOC
Service Requests Scheduled	Unavailable	IOC/MOC/FOC
On Demand Service Requests	Unavailable	IOC/MOC/FOC
Prepayment	Unavailable	IOC/MOC/FOC
Transitional Change of Supply (TCOS)	Unavailable	IOC/MOC/FOC
Enduring Change of Supply (ECOS)	Unavailable	IOC/MOC/FOC
OTA Firmware Updates	Unavailable	IOC/MOC/FOC

Shared Services	Current Service Status	Impact
DCC Service Management Tool (Remedy)	Unavailable	UK Wide
Comms Hub Diagnostics	Unavailable	UK Wide
SSI/SSMI	Unavailable	UK Wide

BCDR Business Process Impacts

BCDR Event: Service Impact	Arqiva (CSP N failover)	DXC / Trilliant (Resilience & SFTP failover)	BT (SMKI failover)	Accenture (ECoS failover)	Secure Meters (DR failover)	CGI (DSP Total System failover)	Capgemini (CP SMETS 1)	Capgemini (DCO)	CGI (SIE IOC DR test)
SMETS 2									
DSP CSS Gateway	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
Install and Commissions	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
AD1 Power Outage Alerts	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
Prepayment	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
Scheduled Service Requests	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
On Demand Service Requests	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
Transitional Change of Supply (TCOS)	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
Enduring Change of Supply (ECOS)	Unavailable for North	Available	Available	Unavailable UK Wide	Available	Unavailable UK Wide	Available	Available	Available
OTA Firmware Updates	Unavailable for North	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
SMKI Repository	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
SMKI Internet Portal	Available	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available
SMKI Portal	Available	Available	Unavailable UK Wide	Available	Available	Available	Available	Available	Available
Postcode Lookup	Unavailable for North	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
SMETS 1									
S1SP Gateway	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
Schedule Service Requests	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
On Demand Service Requests	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
Prepayment	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
Transitional Change of Supply (TCOS)	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
Enduring Change of Supply (ECOS)	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
OTA Firmware Updates	Available	Unavailable for FOC	Available	Available	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
Migrations*	Available	Unavailable for FOC	Available	Unavailable UK Wide	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for MOC	Unavailable for IOC, MOC and FOC	Unavailable for IOC
SSI/SSMI	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
DCC Service Management Tool (Remedy)	Available	Available	Available	Available	Available	Unavailable UK Wide	Available	Available	Available
Comms Hub Diagnostics	Unavailable for North	Available	Available	Available	Available	Available	Available	Available	Available

* No migrations are processed over the weekend so impact is limited to any in-flight, for which there are documented procedures in place to ensure they are processed in the new environment.

Thank you
Smart DCC