

Annual Outage Plan Update for 2026-2027 v1.2

Delivered by Ed Russell

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so we can all lead smarter, greener lives.

The Ask



- Annual Outage Plan Update.
- To note the BCDR schedule
- To note the Planned Maintenance Schedule dates
- DCC is seeking endorsement for the BCDR Schedule & Additional High Impact Windows

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, Apr25-Mar26). This document refers to the Annual Outage plan for April 2026 through to March 2027.

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

High Impact Maintenance

To note all the High Impact Maintenance dates

BCDR

Note the BCDR consultation was issued on 07/11/25 and closed on the 19/12/25. The conclusion to the consultation has been published on the DCC website.

DCC Connect

Dates added showing the Additional HIW's for DCC connect and what it means to the AOP plan

The 2026_2027 Annual Outage Plan – Version 1.1

Date	Day	Hours	Start	End	Detail	Impact
27/03/2026 - 02/04/2026	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
11/04/2026	Saturday	6 hours	20:00	02:00	MOC (Secure) BCDR Failback	High
21/04/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
21/05/2026	Thursday	8 hours	20:00	04:00	DM & OMS (Accenture) BCDR Failover	High
26/05/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
04/06/2026	Thursday	6 hours	20:00	02:00	TSP (BT) BCDR Failover	Low
06/06/2026	Saturday	6 hours	20:00	02:00	MOC (Secure) BCDR Failover	High
11/06/2026	Thursday	6 hours	20:00	02:00	TSP (BT) BCDR Failback	Low
23/06/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
26/06/2026 - 02/07/2026	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
16/07/2026	Thursday	6 Hours	20:00	02:00	FSM (Capgemini) BCDR Failover and Failback	Low
28/07/2026	Tuesday	6 Hours	20:00	02:00	Planned Maintenance	High
02/08/2026	Sunday	8 hours	09:00	17:00	CSP-N (Arqiva) BCDR Failover	High
09/08/2026	Sunday	8 hours	09:00	17:00	CSP-N (Arqiva) BCDR Failback	High
11/08/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance (non-functional only)	High
08/09/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
28/09/2026 - 02/10/2026	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
06/10/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
31/10/2026 - 08/11/2026	n/a	n/a	00:00	23:59	Change Freeze To Support SECMOD	None
04/11/2026	Wednesday	6 hours	20:00	02:00	Planned Maintenance with November SECMOD	High
08/12/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
14/12/2026 - 03/01/2027	n/a	n/a	00:00	23:59	Change Freeze (Christmas) and Price Event Support	None
19/01/2027	Thursday	6 hours	20:00	02:00	Planned Maintenance	High
16/02/2027	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
04/03/2027	Thursday	6 Hours	20:00	02:00	FOC (CGI) BCDR Failover and Failback	High
11/03/2027	Thursday	6 Hours	20:00	02:00	DCO (Capgemini) BCDR Failover and Failback	High
16/03/2027	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High

The 2026_2027 Annual Outage Plan – Version 1.2

Date	Day	Hours	Start	End	Detail	Impact
27/03/2026 - 02/04/2026	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
07/04/2026	Tuesday	6 hours	22:00	04:00	Planned Maintenance - DCC Connect	High
11/04/2026	Saturday	6 hours	20:00	02:00	MOC (Secure) BCDR Failback	High
14/04/2026	Tuesday	6 hours	22:00	04:00	Contingency Planned Maintenance - DCC Connect	High
21/04/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
05/05/2026	Tuesday	6 hours	22:00	04:00	Planned Maintenance - DCC Connect	High
12/05/2026	Tuesday	6 hours	22:00	04:00	Contingency Planned Maintenance - DCC Connect	High
21/05/2026	Thursday	8 hours	20:00	04:00	DM & OMS (Accenture) BCDR Failover	High
26/05/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
04/06/2026	Thursday	6 hours	20:00	02:00	TSP (BT) BCDR Failover	Low
06/06/2026	Saturday	6 hours	20:00	02:00	MOC (Secure) BCDR Failover	High
11/06/2026	Thursday	6 hours	20:00	02:00	TSP (BT) BCDR Failback	Low
23/06/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
26/06/2026 - 02/07/2026	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
07/07/2026	Tuesday	6 hours	22:00	04:00	Contingency Planned Maintenance - DCC Connect	High
16/07/2026	Thursday	6 Hours	20:00	02:00	FSM (Capgemini) BCDR Failover and Failback	Low
28/07/2026	Tuesday	6 Hours	20:00	02:00	Planned Maintenance	High
02/08/2026	Sunday	8 hours	09:00	17:00	CSP-N (Arqiva) BCDR Failover	High
09/08/2026	Sunday	8 hours	09:00	17:00	CSP-N (Arqiva) BCDR Failback	High
11/08/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance (non-functional only)	High
25/08/2026	Tuesday	6 hours	22:00	04:00	Contingency Planned Maintenance - DCC Connect	High
08/09/2026	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
28/09/2026 - 02/10/2026	n/a	n/a	00:00	23:59	Change Freeze To Support Price Event	None
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16/02/2027	Tuesday	6 hours	20:00	02:00	Planned Maintenance	High
06/03/2027	Saturday	6 Hours	20:00	02:00	FOC (CGI) BCDR Failover and Failback	High
11/03/2027	Thursday	6 Hours	20:00	02:00	DCO (Capgemini) BCDR Failover and Failback	High
16/03/2027	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

DCC Public

BCDR Event: Service Impact	CSP - N (Arqiva)	TSP (BT - SMKI)	ECoS (Accenture)	CSP C/S (VMO2)	DSP (CGI)	FSM (Capgemini)
SMETS 2						
DSP CSS Gateway	Available	Available	Available	Available	Unavailable UK Wide	Available
Install and Commissions	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
AD1 Power Outage Alerts	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
Prepayment	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
Scheduled Service Requests	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
On Demand Service Requests	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
Enduring Change of Supply (ECOS)	Unavailable for North	Available	Unavailable UK Wide	Unavailable for Central & South	Unavailable UK Wide	Available
OTA Firmware Updates	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
SMKI Repository	Available	Available	Available	Available	Unavailable UK Wide	Available
SMKI Internet Portal	Available	Unavailable UK Wide	Available	Available	Available	Available
SMKI Portal	Available	Unavailable UK Wide	Available	Available	Available	Available
Postcode Lookup	Unavailable for North	Available	Available	Unavailable for Central & South	Unavailable UK Wide	Available
SMETS 1						
S1SP Gateway	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Available
Schedule Service Requests	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Available
On Demand Service Requests	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Available
Prepayment	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Available
Enduring Change of Supply (ECOS)	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Available
OTA Firmware Updates	Available	Available	Available	Available	Unavailable for IOC, MOC and FOC	Available
SHARED SERVICES						
SSI/SSMI	Available	Available	Available	Available	Unavailable UK Wide	Unavailable UK Wide
DCC Service Management Tool (Remedy)	Available	Available	Available	Available	Unavailable UK Wide	Unavailable UK Wide
Comms Hub Diagnostics	Unavailable for North	Available	Available	Unavailable for Central & South	Available	Available

BCDR Business Process Impacts

DCC Public

BCDR Event: Service Impact	DCO (Capgemini)	S1SP- FOC (DXC)	S1SP- FOC (CGI)	S1SP-IOC (SIE)	S1SP - MOC (Secure)	S1CSP (Vodafone)	4G - NEWAN (Vodafone)	4G - Device Manager/OMS (Accenture)
SMETS 2								
DSP CSS Gateway	Available	Available	Available	Available	Available	Available	Available	Available
Install and Commissions	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Unavailable UK Wide for 4G only
AD1 Power Outage Alerts	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Unavailable UK Wide for 4G only
Prepayment	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
Scheduled Service Requests	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
On Demand Service Requests	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
Enduring Change of Supply (ECOS)	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Available
OTA Firmware Updates	Available	Available	Available	Available	Available	Available	Unavailable UK Wide for 4G only	Unavailable UK Wide
SMKI Repository	Available	Available	Available	Available	Available	Available	Available	Available
SMKI Internet Portal	Available	Available	Available	Available	Available	Available	Available	Available
SMKI Portal	Available	Available	Available	Available	Available	Available	Available	Available
Postcode Lookup	Available	Available	Available	Available	Available	Available	Available	Available
SMETS 1								
S1SP Gateway	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
Schedule Service Requests	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
On Demand Service Requests	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
Prepayment	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
Enduring Change of Supply (ECOS)	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
OTA Firmware Updates	Unavailable for IOC, MOC and FOC	Unavailable for FOC	Unavailable for FOC	Unavailable for IOC	Unavailable for MOC	Unavailable for FOC and IOC	Available	Available
SHARED SERVICES								
SSI/SSMI	Available	Available	Available	Available	Available	Available	Available	Available
DCC Service Management Tool (Remedy)	Available	Available	Available	Available	Available	Available	Available	Available
Comms Hub Diagnostics	Available	Available	Available	Available	Available	Available	Available	Available



Thank you Smart DCC