

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

MP096 ‘DNO Power Outage Alerts’

15 February 2022 solution development with DNOs

Attendees

Attendee	Organisation
David Kemp	SECAS
Bradley Baker	SECAS
Eleanor Taylor	BEIS
Julian Hughes	BEIS
Richard Haigh	BEIS
Janine Hughes	DCC
Del Kang	DCC
Clive Hallam	DCC
Nathan Williams	DCC
Paul Abreu	Energy Networks
Peter Skirvin	ENWL
Alan Creighton	Northern Powergrid
Keith Thomson	Scottish Power
Matthew Alexander	SSEN
Saleem Naeem	UK Power Networks
Gemma Slaney	WPD
Kelly Kinsman	WPD

Objectives

The Smart Energy Code Administrator and Secretariat (SECAS) set out the objectives of the meeting:

- **AGREE** the Data Communications Company’s (DCC’s) proposed targets across each Communication Service Provider (CSP);
- **AGREE** the DCC’s methodology is sound;
- **AGREE** the DCC’s proposed exclusions’ definitions and rationale;
- **AGREE** the legal text for the SEC and supporting document can be drafted to reflect the agreed figures; and
- **AGREE** MP096 is ready to proceed to the Working Group for sign off of the Proposed Solution.

Discussions

Updates to the PMM

When discussing the Refinement Consultation responses, GS queried when the Performance Measure Methodology (PMM) will be updated for MP096. The Chair (DKe) stated that it would be ideal to have this drafted and agreed under this modification. These changes will be made to ensure that the DCC's performance is formally measured against the agreed targets. The Performance Measurement Report (PMR) is produced as a result of the PMM. The PMR is then reviewed monthly by the Operations Group (OPSG).

Revised targets by Alert type

The DCC provided an update on its revised targets following the previous meeting by each Alert type and by region. AC commented that the 'DNO Proposal' column was inaccurately titled as the DNO-proposed legal text drafting was created using data provided by the DCC. The DCC agreed the column can be renamed.

Upon reviewing the data, DNOs commented that they expected the CSP North (CSP N) POA target at around four to five minutes. The DCC's revised target is set at 8m 40s (including the initial three-minute outage). The DCC's rationale behind this is that it is allowing margin for the uptake in smart meters across the region, as it is anticipating the number of smart meters to increase from 1.1m to 1.5m by June 2022.

SN queried how many Alerts will be delivered within the revised targets. The DCC confirmed that 95% of the Alerts will be delivered within this time.

The 'Variance from 1m Target' column's purpose was also queried. CH confirmed that it is the delta between the SEC as currently written (three minutes plus one minute) and the proposed revised targets (which also includes the three-minute outage for POAs).

Methodology for Proposing CSP N Targets

AC queried why the CSP N POA proposed target is over eight minutes, when the data shows that the majority of Alerts are being delivered within 3m 45s. CH commented that although the majority of CSP N POAs are delivered within 3m 45s, there is an extremely long tail before 95% of Alerts are delivered. This is difficult to demonstrate on a graph due to the length of the tail.

AC stated that if there is a long tail that is also very flat, perhaps using the 95th percentile for Alert delivery is an incorrect metric. The DCC commented that using 95% is a common metric for reporting. Meeting attendees agreed that a different metric could be used. Using the median or the upper quartile as a metric may be more illustrative. Other values were also considered when analysing the graph, such as when the majority of Alerts appear to have been delivered and the point where the tail begins (between 90-92%). This will be investigated and discussed at a subsequent meeting. PS also added that on the report ENWL received for December outages, the tail on the graph was visible.

Having two target performance values

Attendees discussed whether it would be beneficial to have two targets. The DCC advised that this would not over complicate the solution. The DCC recommend using the median and 95% of Alerts being delivered, however this will be further investigated. The DCC also took an action to better

explain the data it had provided for this meeting. The DCC agreed to distribute the data to attendees to analyse. AC commented that a written explanation of the methodology used would also be beneficial. To address concerns of performance slippage, the DCC added that if two values are to be implemented to measure performance, each will need to be a Key Performance Indicator (KPI).

It was agreed that using the same approach for CSP Central and South (C&S) should be explored. The DCC advised that when analysing data, the dataset for December 2021 should be discarded due to an identified defect.

Exclusions list

GS questioned whether the timestamp referenced is the one within the message/Alert that states when the power was lost. The DCC confirmed that this is the case.

AC advised that other Alerts that the DCC's performance is measured against do not have exclusions. The DCC's rationale for excluding MPANs that produce more than 40 POAs a month is that it has identified Devices that are generating many Alerts that also experience clock drift. These Devices can skew data and the DCC recommends that they are removed from the reporting. It was queried whether abnormal volumes of Alerts were the fault of a faulty ESME or Communications Hub. The DCC commented that either Device can cause the issue. It is worth noting that Communications Hubs are the responsibility of the DCC, whereas the meter is the responsibility of the Supplier/Meter Asset Provider (MAP).

GS requested that due to the large volume of meters suffering from clock drift, a process needs to be in place for agreeing and monitoring exclusions. They commented that this may be best placed within the Performance Metrics Exclusions List (PMEL) document. The DCC (CH) commented that it is the intention to produce a new document under this modification that is SEC-governed that will include the target delivery times and exclusions list. As the PMEL is DCC-owned, the DCC feels that for transparency and increased robustness, the text should fall under SEC governance. The DCC also added that without the exclusions, POA and PRA delivery would look very poor in terms of reporting. It advised that one ESME in the North had been responsible for increasing Alert delivery times to 45 minutes at one time. NW informed the attendees that these excluded Devices will still be shown on the reports but will be flagged as excluded. This will provide the purest view of CSP and DSP performance. AC suggested that these exclusions could be reviewed 12 months after implementation to determine if the exclusions remained valid.

Performance Reporting Process

PS queried the target reviewing process and whether it will be reviewed by the OPSG. The DCC (JH) added that DCC will review these quarterly before presenting to the OPSG for the first year that this modification is implemented. The DCC stated that the advantage of the performance targets being held in a subsidiary document is that they can be changed (if necessary) on an annual basis without having to raise a SEC Modification. Any changes will be consulted with Parties, in particular Electricity Network Parties, before being presented to the OPSG for sign-off. It was agreed that no targets will be included within the SEC itself and these will instead sit within the subsidiary document.

Conclusions

The following conclusions were recorded:

- The POA and PRA targets for the CSP N need further investigation to determine a suitable measure that is meaningful to DNOs to use alongside the 95% measure. This may be the median, the upper quartile, or the point where the tail-off seen in the graphs begins. The DCC will analyse this and present proposals for agreement at a further meeting.
- The CSP C&S 95% targets were agreed, though a second KPI may also be added to align with the CSP N.
- The DCC's proposed exclusions were agreed to be included at go-live and will be reviewed at the end of the first year to determine if they remain valid or should be changed or removed.
- The proposed reporting and governance approach was agreed.

Next steps

The following actions were recorded from the meeting:

- The DCC will make available its modelling data to DNOs to explore a second performance measure;
- The DCC, DNOs and SECAS to agree the proposed second targets for Alert delivery;
- SECAS to draft the SEC changes and the updates to the PMM for MP096; and
- The DCC to draft the subsidiary document to the SEC that will be introduced by MP096.

A further meeting will be set up for Friday 18 February to agree the remaining measures. Subject to progress at this meeting, the draft legal text will be prepared and shared with DNOs before the Modification Report is presented to the Change Sub-Committee in March 2022. The Working Group will be updated on progress at the March 2022 Working Group meeting.