

This document is classified as **Clear** in accordance with the Panel Information Policy. Recipients can distribute this information to the world, there is no limit on disclosure. Information may be shared without restriction subject to copyright.



# MP176 'Customer Analytics Reporting'

## Modification Report

Version 0.9 (Draft)

25 October 2023

Corporate member of  
Plain English Campaign  
Committed to clearer  
communication

592



## About this document

---

This document is a Modification Report. It currently sets out the background, issue, and progression timetable for this modification, along with any relevant discussions, views and conclusions. This document will be updated as this modification progresses.

## Contents

---

|                                         |    |
|-----------------------------------------|----|
| 1. Summary.....                         | 3  |
| 2. Issue.....                           | 3  |
| 3. Solutions .....                      | 4  |
| 4. Impacts .....                        | 9  |
| 5. Costs .....                          | 11 |
| 6. Implementation approach .....        | 12 |
| 7. Assessment of the proposal .....     | 13 |
| 8. Case for change.....                 | 15 |
| Appendix 1: Progression timetable ..... | 16 |
| Appendix 2: Glossary .....              | 17 |

This document also has six annexes:

- **Annex A** contains the business requirements for the solution.
- **Annex B** contains the redlined changes to the Smart Energy Code (SEC) required to deliver the Proposed Solution.
- **Annex C** contains the full Data Communications Company (DCC) Impact Assessment response for the Proposed Solution.
- **Annex D** contains the DCC Customer Analytics Reporting guidance document.
- **Annex E** contains the contains the full responses received to the Refinement Consultation.
- **Annex F** contains the DCC Impact Assessment response for the Alternative Solution.

## Contact

---

If you have any questions on this modification, please contact:

**Elizabeth Woods**

020 4566 8335

[elizabeth.woods@gemserv.com](mailto:elizabeth.woods@gemserv.com)

## 1. Summary

---

This proposal has been raised by David Walsh from the DCC.

The Smart Energy Code Administrator and Secretariat (SECAS) implemented [MP122A 'Operational Metrics'](#) in the February 2021 SEC Release, to increase the transparency and accuracy of the Performance Measurement Report (PMR). The PMR is a report produced by the DCC (in accordance with SEC Section H13.4) which sets out the Service Levels achieved in respect of a list of metrics (or Performance Measures) relating to Users' business processes, outlined in SEC Section H13.1A. This report is then provided to the Panel, the SEC Parties, and the Authority.

Following the implementation of MP122A, the DCC held workshops with SEC Parties which identified a need for additional metrics for reporting which are not currently listed in SEC Section H13.1A. The workshops also identified that for SEC Parties to drive performance improvements more effectively, they require a view of their own performance within each metric, set against anonymised performance data from their peers.

By extending the scope of the PMR to Device and Party levels, the DCC has identified significant variations in performance levels across DCC Users. MP176 aims to provide this same level of insight to DCC Users, to help them overcome these disparities by exposing the root causes.

The Proposed Solution is to mandate a standardised reporting suite which the DCC will provide to its Users in a static Portable Document Format (PDF) / Comma-Separated Values (CSV) file format. The Alternative Solution would deliver the same reporting but would deliver the data via an interactive customer portal, allowing for more dynamic analysis.

This modification will impact the DCC and will indirectly impact Large Suppliers, Small Suppliers, Electricity Network Operators, and Other Users, as these Parties will receive the reporting but are not obligated to act on it. The cost of implementation for the Proposed Solution is £135,720 and for the Alternative Solution is £466,065. Both solutions are targeted for the November 2024 SEC Release and will be progressed as a Self-Governance Modification.

## 2. Issue

---

### What are the current arrangements?

Following the implementation of MP122A, the DCC is able to provide SEC Parties with an industry-wide level of reporting on the success or failure, and Round Trip Times (RTTs), of Service Reference Variants (SRVs) relating to key customer business processes. The SRVs for which reporting is available are listed in SEC Section H13.1A.

### What is the issue?

The current SEC reporting regime provides SEC Parties with an industry-wide level of reporting. This does not provide Parties with a view of their own performance, how they compare with other SEC Parties, or the ability to simply diagnose factors (Devices, Firmware, Geographic Location, Orchestration) that could be affecting their performance against key business processes.

Following implementation of MP122A, the DCC held workshops with DCC Users to understand if the PMR, while suitable for reporting on the overall health of the smart metering network, meets the reporting needs of individual Parties. These workshops returned the feedback that while the PMR provides an industry-wide view of performance, there is no way for the DCC or any individual SEC Party to view Party-specific performance within each metric. This reduces the ability of Users to drive improvement, and the ability of the DCC to assist them in doing so.

### What is the impact this is having?

During the development of MP122, before it was split into MP122A and MP122B, the reporting requirements were broken down by SRV and Region. To better understand the shortcomings in performance, the DCC extended the reporting model to Device and Party levels, which revealed a significant disparity in performance levels between DCC Users across several key business processes. As not all SEC Parties have the reporting capabilities to assess their own performance against these key metrics, they have a reduced ability to drive improvement within their own businesses and in their interactions with the DCC. The DCC is also less able to assist them in doing so. This results in continued poor performance, and poor data quality, which can affect any other DCC Users those Parties interact with. The inability to identify areas of concern can lead to delays in industry processes and have financial and reputational costs across all Parties.

It is therefore the Proposer's view that a standardised performance report for all DCC Users should be provided by the DCC, and this should be mandated. The Proposer believes that if this were provided as an elective service the Parties with the worst performance would have the lowest uptake, and the performance of all other Parties would continue to suffer as a result.

### Impact on consumers

Doing nothing prevents DCC Users from identifying poor performance areas within their business processes and making any relevant improvements. The DCC is less able to support DCC Users in meeting their performance targets, negatively affecting the experience of the end consumer.

Implementing the proposal would give DCC Users and industry the insight to drive up overall performance for all components of the smart metering ecosystems.

## 3. Solutions

---

### Proposed Solution

The Proposed Solution will mandate that the DCC delivers a standardised set of benchmarked reporting to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to enable them to diagnose reasons for poor performance so that they can take steps to address it.

This reporting will consist of the following categories:

- inventory;
- business process; and

- Alert reporting.

The content of these categories is outlined in greater detail below.

### Inventory reporting

The DCC will provide inventory reporting identifying the User's Smart Metering estate for the following User Roles as a snapshot view for the end of the calendar month:

- Import Supplier;
- Export Supplier;
- Gas Supplier; and
- Electricity Distributor.

Inventory reporting will include:

- a bar graph for each Device Type, identifying volume of Device Models and firmware versions;
- a bar graph for each Device Model, showing a breakdown of the report recipient's firmware versions against the industry average and anonymised data for other Parties; and
- a data file identifying all data fields (defined in Annex D) against all Devices in the report recipient's metering estate.

### Business process reporting

For each of the business processes and related SRVs defined in the table below, the DCC will provide separate graphs identifying:

- a measure of the report recipient's monthly average success/failure rates against anonymised data for other Users operating in the same User Role;
- a monthly view of RTT or Alert delivery time, identifying the report recipient's best, worst, mean, and median times against the same metrics at an industry level for other Users operating in the same User Role; and
- a breakdown of the report recipient's daily average success/failure rates and RTTs against the industry average, split by Meter Type, Region and Smart Metering Equipment Technical Specifications (SMETS) version where relevant, and highlighting 'Category 1 & 2' Incidents. The report will identify all failures by Reason Code alongside all additional signifiers to enable Users to diagnose common themes.

| Business processes and related SRVs to be reported on |                           |                                                                          |
|-------------------------------------------------------|---------------------------|--------------------------------------------------------------------------|
| Business Process                                      | Service Reference Variant | Description                                                              |
| Install and Commission                                | 8.11                      | Update HAN Device Log                                                    |
|                                                       | 6.21                      | Request Handover of DCC Controlled Device (Update Supplier Certificates) |

| Business processes and related SRVs to be reported on |                                                                                                                                    |                                                                                                                             |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Business Process                                      | Service Reference Variant                                                                                                          | Description                                                                                                                 |
|                                                       | 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                                                                            |
|                                                       | 8.7.1                                                                                                                              | Join Service (Critical)                                                                                                     |
|                                                       | No meter read received within 30 days of 8.14.1                                                                                    |                                                                                                                             |
|                                                       | Measure daily total volume of installs for the period against the predicted number of installs based upon historic install volumes |                                                                                                                             |
|                                                       | Measure daily total volume of Install and Commission (SRV 8.14.1) versus Install and Leave (SRV 8.14.2)                            |                                                                                                                             |
| Change of Supplier (Gain)                             | 6.23                                                                                                                               | Update Security Credentials (CoS)                                                                                           |
|                                                       | 1.1.1                                                                                                                              | Update Import Tariff (Primary Element)                                                                                      |
|                                                       | 6.8                                                                                                                                | Update Device Configuration (Billing Calendar)                                                                              |
|                                                       | Identification of whether there was a successful read within 30 days prior to CoS Gain                                             |                                                                                                                             |
|                                                       | Identification of whether 8.14.1 or 8.14.2 was sent by old supplier prior to CoS Gain                                              |                                                                                                                             |
| Change of Tenancy                                     | 3.2                                                                                                                                | Restrict Access for Change of Tenancy                                                                                       |
| Tariff Updates                                        | 1.1.1                                                                                                                              | Update Import Tariff (Primary Element)                                                                                      |
|                                                       | 1.2.1                                                                                                                              | Update Price (Primary Element)                                                                                              |
| Prepayment                                            | 1.6                                                                                                                                | Update Payment Mode (Payment Mode = Prepayment)                                                                             |
|                                                       | 2.1                                                                                                                                | Update Prepay Configuration                                                                                                 |
|                                                       | 2.2                                                                                                                                | Top Up Device (Update Balance with positive value)                                                                          |
|                                                       | 2.3                                                                                                                                | Update Debt                                                                                                                 |
| Security and Key Management                           | 6.15.2                                                                                                                             | Update Security Credential (Device) – Credential Type = Digital Signature                                                   |
|                                                       | 6.15.2                                                                                                                             | Update Security Credential (Device) – Credential Type = Key Agreement                                                       |
|                                                       | 6.17                                                                                                                               | Issue Security Credentials – Credential Type = Digital Signature                                                            |
|                                                       | 6.17                                                                                                                               | Issue Security Credentials – Credential Type = Key Agreement                                                                |
|                                                       | 6.21                                                                                                                               | Request Handover of DCC Controlled Device (Update Supplier Certificates) – other than use in Install and Commission process |
|                                                       | 11.1                                                                                                                               | Update Firmware                                                                                                             |

| Business processes and related SRVs to be reported on |                           |                                                                                                                                                                                                                 |
|-------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Process                                      | Service Reference Variant | Description                                                                                                                                                                                                     |
| Update Device Firmware                                |                           | Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request. |
|                                                       | 11.3                      | Activate Firmware (Individual SR for each GUID for firmware activation)<br>Note: SMETS1 five-day Target Response Time.                                                                                          |
| Logistics Communications Hub Ordering and Returns     | 8.14.3                    | Communications Hub Status Update – Fault Return                                                                                                                                                                 |
|                                                       | 8.14.4                    | Communications Hub Status Update – No Fault Return                                                                                                                                                              |
| Distribution Networks Post I&C Activity               | 6.15.1                    | Update Security Credentials (Update Network Operator Certificates)                                                                                                                                              |
|                                                       | 6.5                       | Update Device Configuration (Voltage)                                                                                                                                                                           |
|                                                       | 6.22                      | Configure Alert Behaviour (Update ENO Alter Configuration)                                                                                                                                                      |
| 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                                                                                                                                                                                  |
| Read Registers                                        | 4.1.1                     | Read Instantaneous Import Registers                                                                                                                                                                             |
|                                                       | 4.1.2                     | Read Instantaneous Import Time Of Use (TOU) Matrices                                                                                                                                                            |
|                                                       | 4.1.3                     | Read Instantaneous Import TOU With Blocks Matrices                                                                                                                                                              |
|                                                       | 4.2                       | Read Instantaneous Export Registers                                                                                                                                                                             |
|                                                       | 4.12.1                    | Read Maximum Demand Import Registers                                                                                                                                                                            |
|                                                       | 4.12.2                    | Read Maximum Demand Export Registers                                                                                                                                                                            |
|                                                       | 4.15                      | Read Load Limit Data                                                                                                                                                                                            |
|                                                       | 4.16                      | Read Active Power Import                                                                                                                                                                                        |
| Scheduling                                            | 5.1                       | Create Schedule                                                                                                                                                                                                 |
|                                                       | 5.2                       | Read Schedule                                                                                                                                                                                                   |
|                                                       | 5.3                       | Delete Schedule                                                                                                                                                                                                 |
| Read Device Information                               | 6.2.2                     | Read Device Configuration (Randomisation)                                                                                                                                                                       |
|                                                       | 6.2.4                     | Read Device Configuration (Identity Exc MPxN)                                                                                                                                                                   |
|                                                       | 6.2.7                     | Read Device Configuration (MPxN)                                                                                                                                                                                |
|                                                       | 6.13                      | Read Event Or Security Log                                                                                                                                                                                      |

| Business processes and related SRVs to be reported on |                           |                                                             |
|-------------------------------------------------------|---------------------------|-------------------------------------------------------------|
| Business Process                                      | Service Reference Variant | Description                                                 |
|                                                       | 7.4                       | Read Supply Status                                          |
|                                                       | 8.2                       | Read Inventory                                              |
|                                                       | 11.2                      | Read Firmware Version                                       |
| Maximum Demand                                        | 6.18.1                    | Set Maximum Demand Configurable Time Period                 |
|                                                       | 6.18.2                    | Reset Maximum Demand Registers                              |
| Auxiliary Load                                        | 7.7                       | Read Auxiliary Load Switch Data                             |
|                                                       | 7.14                      | Read Auxiliary Controller Configuration Data                |
|                                                       | 7.15                      | Read Auxiliary Controller Operational Data                  |
| Other SRVs                                            | 4.4.2                     | Retrieve Change Of Mode / Tariff Triggered Billing Data Log |
|                                                       | 6.27                      | Update Device Configuration (RMS Voltage Counter Reset)     |
|                                                       | 8.4                       | Update Inventory                                            |
|                                                       | 12.1                      | Request WAN Matrix                                          |
|                                                       | 12.2                      | Device Pre-notification                                     |

## Alert reporting

The DCC will provide reporting against all Alerts (defined in Annex D) for each User, which will include:

- a daily average view of success/failure and delivery times for the sending of Alerts for the report recipient against the same metrics at an industry level;
- a monthly summary of success/failure for the sending of Alerts against the industry average; and
- a data file identifying all data fields (defined in Annex D) against each Alert type.

In addition, Electricity Network Parties will also receive:

- a breakdown of Alerts N13 'Failure to receive Response from Device' and N55 'SMETS1 Service Provider (S1SP) Service Request Validation Failure' split by Meter Type, Model, and firmware version;
- a report identifying volumes of N42 'Security Credentials Updated on the Device' Alerts received within the service level agreement of seven days following an N16 'Device Identity Confirmation' Alert, split by Energy Supplier; and
- reporting identifying Power Outage Alerts with no subsequent Power Restoration Alert.

## Customer Analytics Reporting guidance document

The guidance document consists of the below sections:



- Background & Scope;
- Overview of Reporting;
- Change Process (which outlines how changes to existing reporting and requests for additional reporting will be managed); and
- Reporting Contents.

SECAS and the DCC will consult Parties and relevant Sub-Committees on the contents of the guidance document as the modification progresses and update accordingly. The final document will be owned by the DCC, hosted on the DCC Website and accessible to all DCC Users. The DCC will consult with the affected Parties on any changes to the reporting suite (and subsequently to this document) that are identified after this modification has been implemented.

Full details can be found in Annex D 'DCC Customer Analytics Reporting guidance document'.

### Alternative Solution

The Alternative Solution would still deliver the reporting described in the Proposed Solution, and would be subject to the same guidance and change process. It would also deliver an online customer portal service for the aggregated performance and reporting data, which will contain interactive versions of the PDF/CSV documents for customers to interact with and download from.

Full details can be found in Annex F 'DCC Preliminary Impact Assessment for the Alternative Solution'.

## 4. Impacts

This section summarises the impacts that would arise from the implementation of this modification.

### SEC Parties

| SEC Party Categories impacted |                               |   |                       |
|-------------------------------|-------------------------------|---|-----------------------|
| ✓                             | Large Suppliers               | ✓ | Small Suppliers       |
| ✓                             | Electricity Network Operators |   | Gas Network Operators |
|                               | Other SEC Parties             | ✓ | DCC                   |

### DCC Impact

The DCC will require increased resource to support and deliver the enhanced reporting suite. The full impacts on the DCC can be found in the DCC Impact Assessment response for the Proposed Solution in Annex C and DCC Impact Assessment response for the Alternative Solution Annex F.

## **Proposed Solution Impacts**

### ***Impact on Supplier Parties***

There will be no direct impact on Supplier Parties from this modification, however they will receive a more detailed level of reporting from the DCC and may wish to amend their internal processes accordingly.

### ***Impact on Electricity Network Operators***

There will be no direct impact on Electricity Network Operators from this modification, however they will receive a more detailed level of reporting from the DCC and may wish to amend their internal processes accordingly.

## **Alternative Solution Impacts**

### ***Impact on all SEC Party User representatives***

There will be direct impact on all SEC Party User representatives from the Alternative Solution of this modification, they will be required for development, testing and sign off on the Customer Portal. They will also receive more dynamic reporting from the DCC and may wish to amend their internal processes accordingly.

## **DCC System**

There is not expected to be any impact on DCC Systems as a result of implementing the Proposed Solution of this modification.

There is not expected to be any impact on DCC Systems as a result of implementing the Alternative Solution of this modification, as the DCC's reporting is transitioning to cloud-native technologies and the Customer Portal would then be built on top of the new infrastructure.

## **SEC and subsidiary documents**

The following parts of the SEC will be impacted:

- Section H 'DCC Services'

The changes to the SEC required to deliver the Proposed Solution can be found in Annex B.

## **Devices**

This modification will have no impact on Devices.

## Consumers

This modification is expected to have a positive impact on Consumers. It will allow SEC Parties to better identify shortcomings in performance and address the root causes, reducing the time taken to resolve issues and improving customer experience.

## Other industry Codes

This modification is expected to have no impact on other industry Codes.

## Greenhouse gas emissions

This modification is expected to have no impact on greenhouse gas emissions.

# 5. Costs

## DCC costs

### Proposed Solution

The estimated DCC cost to implement the Proposed Solution for this modification is £139,320. This cost covers design, development, and testing within a selected DCC Data Science & Analytics (DS&A) environment.

| Breakdown of DCC implementation costs – Proposed Solution |         |
|-----------------------------------------------------------|---------|
| Activity                                                  | Cost    |
| Design, Test & Implement                                  | £72,000 |
| Application Support <sup>1</sup>                          | £67,320 |

More information can be found in the DCC Impact Assessment response in Annex C.

### Alternative Solution

The estimated DCC cost to implement the Alternative Solution for this modification is £466,065. This cost includes additional licensing for Microsoft products as well as Application Support costs.

| Breakdown of DCC implementation costs – Alternative Solution                                |          |
|---------------------------------------------------------------------------------------------|----------|
| Activity                                                                                    | Cost     |
| Detailed Design, Build and Pre-Integration Testing                                          | £195,065 |
| Additional Cloud Infrastructure                                                             | £42,000  |
| Power BI Report build for 70+ per customer at £39,000 per month – expected to take 5 months | £195,000 |

<sup>1</sup> The quoted Application Support costs are for one year only. After that time, the costs will be considered as part of Business as Usual, and will be covered by annual DS&A costs.

| Breakdown of DCC implementation costs – Alternative Solution                                          |         |
|-------------------------------------------------------------------------------------------------------|---------|
| Activity                                                                                              | Cost    |
| DCC Test Assurance (12 weeks PIT 0.5 FTE plus 16 weeks 0.25 FTE during individual report development) | £20,000 |
| Penetration Testing                                                                                   | £10,000 |
| DCC User Acceptance Testing (4 weeks)                                                                 | £4,000  |

More information can be found in the DCC Preliminary Impact Assessment for the Alternative Solution in Annex F.

### SECAS costs

The estimated SECAS implementation cost to implement this as a stand-alone modification is one day of effort, amounting to approximately £600. This cost will be reassessed when combining this modification in a scheduled SEC Release. The activities needed to be undertaken for this are:

- Updating the SEC and releasing the new version to the industry.

### SEC Party costs

There are not expected to be any costs to SEC Parties to implement the Proposed Solution of this modification.

There will be costs to SEC Parties of providing resource for development of the Alternative Solution of this modification.

## 6. Implementation approach

### Recommended implementation approach

#### Proposed Solution

SECAS is recommending an implementation date of:

- **7 November 2024** (November 2024 SEC Release) if a decision to approve is received on or before 7 May 2023; or
- **27 February 2025** (February 2025 SEC Release) if a decision to approve is received after 7 May 2023 but on or before 27 August 2024.

This implementation approach is based on the DCC's assessment of a six-month delivery time from approval to implementation.

### Alternative Solution

SECAS is recommending an implementation date of:

- **7 November 2024** (November 2024 SEC Release) if a decision to approve is received on or before 7 March 2023; or
- **27 February 2025** (February 2025 SEC Release) if a decision to approve is received after 7 March 2023 but on or before 27 June 2024.

This implementation approach is based on the DCC's assessment of an eight-month delivery time from approval to implementation.

## 7. Assessment of the proposal

---

### Observations on the issue

#### Views of the Change Sub-Committee

During its initial assessment, the Change Sub-Committee (CSC) agreed that further development was required to understand whether a SEC modification was the correct route to progress this change. The Proposer clarified that this was the option preferred by all DCC Users surveyed, their view being that if this reporting were to be provided as an elective service the uptake would be lowest among the poorest performers, negatively impacting all Parties. Following this clarification, the CSC agreed that this modification was ready to progress to the Refinement Process.

#### Views of the Working Group

A Working Group member noted that there may be data privacy implications when reporting Device Alerts if they are not specific to the User receiving the report.

The Working Group also noted that Distribution Network Operators (DNOs) already receive reporting which shows Power Outage Alerts (POAs) with no subsequent Power Restoration Alerts. It was agreed that the DCC would provide an explanation of exactly what the Customer Analytics Reporting suite adds in this area that is not covered by existing reporting, so that Parties can assess if this should be included in the modification's requirements. These details can be found in Annex D 'Customer Analytics Reporting guidance document'.

The Working Group agreed that the Customer Analytics Reporting guidance document referenced in the legal text should be provided during the Refinement Process to allow Parties to consult on its contents and implementation. Further details can be found in the 'Solution development' section below.

### Solution development

Following implementation of MP122A, the DCC held workshops with DCC Users to understand if the PMR, while suitable for reporting on the overall health of the smart metering network, meets the reporting needs of individual Parties. These workshops returned the feedback that while the PMR

provides an industry-wide view of performance, there is no way for the DCC or any individual SEC Party to view Party-specific performance within each metric.

The Proposer seeks to provide a standardised set of benchmarked reporting to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to enable them to diagnose reasons for poor performance so that they can take steps to address it. The DCC's workshops with DCC Users (including Import Suppliers, Export Suppliers, Gas Suppliers and Electricity Distributors) and via the DCC's Quarterly Finance Forum provided a unanimous view that this should be implemented into the SEC as it would mandate receipt of this information by all Parties and therefore offer equal benefit to them.

The DCC extended the scope of the reporting to a Device and Party level. Following further workshops and consultations with its Users on what reporting metrics would be most beneficial, the DCC proposed three categories to be included in the Customer Analytics Reporting suite: inventory reporting; business process reporting; and Alert reporting. The Working Group highlighted that any solution must include the scope to add or amend metrics to the reporting suite in future if necessary, and how these changes will be costed. The reporting change process can be found in Annex D 'Customer Analytics Reporting guidance document'.

Following workshops and consultations with Users, the DCC Data Science and Analytics (DS&A) proposed three categories to be included in the Customer Analytics Reporting suite:

- inventory;
- business process; and
- Alert reporting.

The solution must include the scope to add or amend metrics to the reporting suite in future, and how such changes will be costed. Full details can be found in Annex D 'DCC Customer Analytics Reporting guidance document'.

During the DCC's Preliminary Assessment, it was determined that the requirements of the modification could be met in full using existing data available in the DS&A. The reporting is to be delivered in CSV file and PDF file formats.

As part of its Preliminary Assessment response, the DCC proposed the provision of a secure self-service portal for its Users to obtain a 'dynamic' view of the reporting. The Working Group discussed the addition of this solution option as a 'Part B' to this modification but agreed that this was not suitable as the development of tools for customer access should be assessed within the context of the wider DCC service and there would be no cost benefit to tying this in with the implementation of the reporting suite.

The Proposer subsequently suggested that the reporting could be delivered via a customer web portal, in addition to the static reporting, as an Alternative Solution. The DCC completed a Preliminary Assessment for the Alternative Solution. SECAS presented this Preliminary Assessment to the Working Group alongside the full Impact Assessment for the Proposed Solution. The Working Group agreed that the Alternative Solution was preferable and that a full Impact Assessment for this option should be requested. That DCC Impact Assessment for the Alternative Solution can be found in Annex F

A respondent to the Refinement Consultation noted that there could be synergies between the solutions for MP176 and [MP096 'DNO Power Outage Alerts'](#), and recommended that any enhancements to the Alert reporting within MP176 are reflective of the changes agreed in MP096. This was seconded by another Refinement Consultation response, which highlighted a concern that

implementation of MP176 may lead to a duplication of efforts in DCC reporting. SECAS has requested the DCC investigate any synergies as part of its full Impact Assessment and ensure Parties are not receiving duplicated reporting. The DCC has confirmed there is no duplication of reporting and with the Alternative Solution SEC Parties can access a range of curated data reports and the underlying data sets already held by the DS&A team.

## 8. Case for change

---

### Business Case

Implementing this modification will provide DCC Users with insights into a variety of business processes, highlighting where focus for improvement is required. By delivering a baselined report which shows the same level of data to each Party within the same User Role, there is no competitive advantage conferred to one Party over another. Instead, Parties will be able to develop their internal processes in addition to improving processes which involve interacting with other Parties, leading to a shared benefit across the industry.

The combined improvements in performance, data quality and data visibility will have a positive impact on the experience of Consumers. Empowering DCC Users to identify issue root causes will lead to fewer faults, fewer site visits and ultimately a lower cost to service.

The positive impact of implementation will depend on DCC Users taking the subsequent actions to capitalise on the reporting enhancements this modification will deliver. However, as the purpose of this modification is to provide a baseline which can then be built on, benefits to industry costs and reputation could continue to be seen well into the future.

The Alternative Solution will provide dynamic reporting with interactive features, which will be available in days and weeks instead of months. They will include anonymised league tables, multi-dimensional reports with wider date ranges.

### Views against the General SEC Objectives

#### Proposer's views

The Proposer's view is that implementing this modification will better facilitate SEC Objective (a)<sup>2</sup> by allowing Parties to identify potential shortcomings in their key business processes and implementing the necessary fixes.

#### Industry views

All respondents to the Refinement Consultation agreed that this modification will better facilitate SEC Objective (a) by driving performance enhancements leading to an improved Smart service.

---

<sup>2</sup> Facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain.

## Views against the consumer areas

### Improved safety and reliability

This modification will result in a greater level of reporting to Supplier Parties, allowing them to identify and resolve potential faults.

### Lower bills than would otherwise be the case

This modification will result in a greater level of reporting to Supplier Parties, allowing them to streamline their processes and potentially pass savings onto consumers.

### Reduced environmental damage

This modification will have a neutral effect on this area.

### Improved quality of service

This modification will result in a greater level of reporting to Supplier Parties, allowing them to identify the root causes of performance issues more quickly and improve customer experience.

### Benefits for society as a whole

This modification will have a neutral effect on this area.

## Appendix 1: Progression timetable

| Timetable                                            |                 |
|------------------------------------------------------|-----------------|
| Event/Action                                         | Date            |
| Draft Proposal raised                                | 8 Jul 2021      |
| Presented to CSC for initial comment                 | 27 Jul 2021     |
| CSC converts Draft Proposal to Modification Proposal | 31 Aug 2021     |
| Solution developed with Proposer                     | Sep-Oct 2021    |
| Modification discussed with Working Group            | 3 Nov 2021      |
| Preliminary Assessment requested                     | 17 Nov 2021     |
| Preliminary Assessment returned                      | 14 Dec 2021     |
| Modification discussed with Working Group            | 5 Jan 2022      |
| Modification discussed with Working Group            | 2 Feb 2022      |
| Refinement Consultation                              | 7 – 25 Mar 2022 |
| Impact Assessment costs approved by Change Board     | 20 Apr 2022     |
| Impact Assessment requested                          | 21 Apr 2022     |
| Impact Assessment returned                           | 10 Jun 2022     |



| Timetable                                                               |                             |
|-------------------------------------------------------------------------|-----------------------------|
| Event/Action                                                            | Date                        |
| Preliminary Assessment (Alternative Solution) requested                 | 15 Jul 22                   |
| Preliminary Assessment (Alternative Solution) returned                  | 21 Jul 2022                 |
| Modification discussed with Working Group                               | 3 Aug 2022                  |
| Impact Assessment (Alternative Solution) costs approved by Change Board | 24 Aug 2022                 |
| Impact Assessment (Alternative Solution) requested                      | 24 Aug 2022                 |
| Impact Assessment (Alternative Solution) returned                       | 9 Oct 2023                  |
| <i>Modification discussed with Working Group</i>                        | <i>1 Nov 2023</i>           |
| <i>Modification Report approved by CSC</i>                              | <i>21 Nov 2023</i>          |
| <i>Modification Report Consultation</i>                                 | <i>22 Nov – 13 Dec 2023</i> |
| <i>Change Board Vote</i>                                                | <i>24 Jan 2024</i>          |

*Italics denote planned events that could be subject to change*

## Appendix 2: Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

| Glossary |                                                 |
|----------|-------------------------------------------------|
| Acronym  | Full term                                       |
| CoS      | Change of Supply                                |
| CSC      | Change Sub-Committee                            |
| CSV      | Comma-Separated Values                          |
| DCC      | Data Communications Company                     |
| DNO      | Distribution Network Operator                   |
| ENO      | Electricity Network Operator                    |
| GPF      | Gas Proxy Function                              |
| GSME     | Gas Smart Metering Equipment                    |
| GUID     | Globally Unique Identifier                      |
| HAN      | Home Area Network                               |
| I&C      | Install & Commissioning                         |
| MPxN     | Meter Point Administration/Reference Number     |
| PDF      | Portable Document Format                        |
| PMR      | Performance Measurement Report                  |
| POA      | Power Outage Alert                              |
| RTT      | Round Trip Times                                |
| S1SP     | SMETS1 Service Provider                         |
| SEC      | Smart Energy Code                               |
| SECAS    | Smart Energy Code Administrator and Secretariat |

Managed by

| Glossary |                                                   |
|----------|---------------------------------------------------|
| Acronym  | Full term                                         |
| SMETS    | Smart Metering Equipment Technical Specifications |
| SR       | Service Request                                   |
| SRV      | Service Reference Variant                         |
| RMS      | Root Mean Squared                                 |
| TOU      | Time Of Use                                       |
| WAN      | Wide Area Network                                 |

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.

# MP176 ‘Customer Analytics Reporting’

## Annex A

### Business requirements – version 0.5

#### About this document

---

This document contains the business requirements that support the solutions for this Modification Proposal. It sets out the requirements along with any assumptions and considerations. The Data Communications Company (DCC) will use this information to provide an assessment of the requirements that help shape the complete solution.

## 1. Business requirements

This section contains the functional business requirements. Based on these requirements a full solution will be developed.

| Business Requirements |                                                                                                                                                                                                                                                    |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ref.                  | Requirement                                                                                                                                                                                                                                        |
| 1                     | For the User Roles: Import Supplier, Export Supplier, Gas Supplier, and Electricity Distributor, the DCC will provide inventory reporting identifying the User's Metering Estate.                                                                  |
| 2                     | The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role. |
| 3                     | The DCC shall provide reporting on DCC and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.              |
| 4                     | The DCC shall make all the data captured under Requirements 1, 2 and 3 available to the relevant DCC User via an online interactive portal, allowing the User analytic capability through configurable data views.                                 |

This document contains requirements for multiple solution options, and an assessment for each option is to be provided. The table below summarises the requirements that make up each solution option:

| Solution Options |        |        |        |        |
|------------------|--------|--------|--------|--------|
| Option           | Req. 1 | Req. 2 | Req. 3 | Req. 4 |
| Option 1         | ✓      | ✓      | ✓      |        |
| Option 2         | ✓      | ✓      | ✓      | ✓      |

## 2. Considerations and assumptions

This section contains the considerations and assumptions for each business requirement.

### 2.1 General

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS) 1 and SMETS2+ Devices.

The DCC will provide anonymised league tables for key business processes, identifying average performance per Smart Energy Code (SEC) Party for that Business Process and identifying the positioning on those league tables of only the SEC Party to whom that report is directed. DCC Customer Analytics Reporting will not share any Device Level data with any party other than the target SEC Party.

Any SEC Party which is active in DCC Systems can request a new report to be added to the Customer Analytics Reporting suite, or request a change to an existing report, by making a request to a DCC group mailbox.

As part of its Impact Assessment, the DCC is requested to consider how the delivery of the Customer Analytics Reporting suite will avoid duplication of other reports to its customers, and whether there are any synergies with the implementation of [MP096 'DNO Power Outage Alerts'](#) which could reduce overall costs.

## 2.2 Requirement 1: For the User Roles: Import Supplier, Export Supplier, Gas Supplier, and Electricity Distributor, the DCC will provide inventory reporting identifying the User's Metering Estate.

- 1) A single bar graph for each Device Type (Electricity Smart Metering Equipment (ESME), Gas Smart Metering Equipment (GSME), In Home Display (IHD), Pre-Payment Meter Interface Device (PPMID), Other) identifying each Device Model (along the x-axis) and the volume of meters and of each firmware model (on the y-axis).
- 2) A single Device Model bar graph giving a breakdown of each SEC Party's estate firmware version, highlighting the report recipient and the industry average
- 3) The DCC will for provide for each customer a CSV data file identifying all Devices on their estate with the following data fields:
  - Device Identifier;
  - Smart Metering System (SMS) Identifier;
  - Device Type;
  - Device Model;
  - Firmware version;
  - Communication Service Provider (CSP) Id;
  - Energy Supplier Id;
  - Distribution Network Operator (DNO) Id;
  - MPxN;
  - Postcode;
  - Last Meter Read time/date;
  - Last Alert time/date;
  - Last Alert Code (only if sent to report recipient);
  - Commissioned Status;
  - Power Outage Alert Count in last month (including Polyphase Supply Interrupted Alerts);
  - Prepayment flag;
  - SMETS version;
  - whether the Device expires on the Central Products List (CPL) within 30 days;

- Devices whose Security Certificates are due to expire; and
- Change of Supplier Start and End dates.

Note: The above request was captured at a DCC Workshop. The DCC believe that this data could run to many million rows and therefore suggest some form of exception reporting. The format of this report is therefore to be discussed with customers in the Working Group. As part of the DCC's Preliminary Impact Assessment, the Smart Energy Code Administrator and Secretariat (SECAS) is requesting the DCC provide costing for the full reporting.

A Working Group member noted that there may be data privacy implications when reporting Device Alerts if they are not specific to the User receiving the report. It has been added to the requirements that Alerts reporting should only be provided to the User who receives those Alerts.

All inventory reporting will provide a snapshot view at the end of the calendar month.

### **2.3 Requirement 2: The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role.**

- 1) The DCC will report for each of the requirements noted in this section, identifying in separate graphs:
  - a) A monthly average benchmark of success or failure against other Users operating in the same User Role;
  - b) A monthly view of Round Trip Time or Alert delivery time, identifying User best, worst, mean and median against those same metrics at an industry level for other Users operating in the same User Role;
  - c) A daily average view of success/failure and average Round Trip Time for that User compared to industry average. Where relevant, performance will be broken down by meter type, Region and SMETS1/SMETS2, and 'Category 1 & 2' Incidents will be highlighted. The report will identify all failures by Reason Code alongside all additional signifiers to enable Users to diagnose common themes.

'Success' will be determined by the receipt of a 'Successful' Response code that has not timed out. 'Failure' will be determined by the receipt of an 'Exception' or 'Timeout' Response code.

- 2) The DCC will provide a monthly CSV data file for each Service Reference Variant (SRV), identifying at an aggregated level the following criteria:
  - Response code;
  - Communications Hub Manufacturer;
  - Communications Hub Model;
  - Communications Hub Function;
  - Communications Hub Firmware;

- Device Type;
- Device Manufacturer;
- Device Model;
- Device Firmware Version;
- Region; and
- Round Trip Time.

**2.4 Requirement 3: The DCC shall provide reporting on DCC and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.**

Electricity Distributors will receive reporting on the following subset of Alerts:

- AD1 – Power Outage Alert;
- 8F35 – Supply Outage Restored;
- 8F36 – Supply Outage Restored - Outage  $\geq$  3 minutes;
- 8F58 – Supply interrupted on Phase 1;
- 8F59 – Supply interrupted on Phase 2;
- 8F5A – Supply interrupted on Phase 3;
- 8F37 – Supply Outage Restored on Phase 1;
- 8F38 – Supply Outage Restored on Phase 1 Restored - Outage  $\geq$  3 minutes;
- 8F39 – Supply Outage Restored on Phase 2 Restored;
- 8F3A – Supply Outage Restored on Phase 2 Restored - Outage  $\geq$  3 minutes;
- 8F3B – Supply Outage Restored on Phase 3 Restored;
- 8F3C – Supply Outage Restored on Phase 3 Restored - Outage  $\geq$  3 minutes;
- 8F0C – Clock not adjusted (adjustment greater than 10 seconds);
- 81C6 – Clock not adjusted (outside tolerance);
- N12 – Failure to deliver Command to Device;
- N13 – Failure to receive Response from Device;
- N53 – Command not delivered to ESME; and
- N55 – SMETS1 Service Provider (S1SP) Service Request Validation Failure

This reporting will provide the following views:

1. A daily average view of success/failure of Alert sending and average delivery time for that customer compared to industry average.
2. A monthly summary of success compared to industry average.

3. The DCC will provide a monthly CSV data file for each Alert type, identifying at an aggregated level all dimensions that SVP report on:

- Success/Failure;
- Communications Hub Manufacturer;
- Communications Hub Model;
- Communications Hub Function;
- Communications Hub Firmware;
- Device Type;
- Device Manufacturer;
- Device Model;
- Device Firmware Version;
- Region; and
- Round Trip Time.

'Success' will be determined by the receipt of a 'Successful' Response code that has not timed out. 'Failure' will be determined by the receipt of an 'Exception' or 'Timeout' Response code.

4. Reports for the Electricity Distribution role for the Alerts N13 'Failure to receive Response from Device' and N55 'S1SP Service Request Validation Failure' will receive an additional view identifying a breakdown of the Alerts split by Meter Make, Model, Firmware Version.
5. In addition, the following reports will be produced specifically for the Electricity Distribution role:
  - a) Report comparing the daily monitoring of N16 'Device Identity Confirmation' Alerts with N42 'Security Credentials Updated on the Device' Alerts identifying volumes which have met seven days service level agreement (SLA) for receipt of the N42 following N16 and those that have failed this metric, identifying the associated Responsible Supplier;
  - b) Standardised Reporting identifying Power Outage Alerts with no Power Restoration Alerts:
    - i) AD1 with no 8F35
    - ii) AD1 with no 8F36
    - iii) 8F35 with no AD1
    - iv) 8F36 with no AD1

## 2.5 Requirement 4: The DCC shall make all the data captured under Requirements 1, 2 and 3 available to the relevant DCC User via an online interactive portal, allowing the User analytic capability through bespoke data views.

The reporting scope and the change process will be unaffected, but in addition to delivering the reporting in a CSV/PDF format, DCC Users will be able to access the relevant performance metric data via the DCC web tool and tailor the data views to meet their own analytical needs.

Managed by



### 3. Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

| Glossary |                                                   |
|----------|---------------------------------------------------|
| Acronym  | Full term                                         |
| CPL      | Central Products List                             |
| CSP      | Communication Service Provider                    |
| DCC      | Data Communications Company                       |
| DNO      | Distribution Network Operator                     |
| ESME     | Electricity Smart Metering Equipment              |
| GSME     | Gas Smart Metering Equipment                      |
| IHD      | In Home Display                                   |
| PPMID    | Pre-Payment Meter Interface Device                |
| RSVP     | Rate, Speed, Volume, Payload                      |
| SEC      | Smart Energy Code                                 |
| SECAS    | Smart Energy Code Administrator and Secretariat   |
| S1SP     | SMETS1 Service Provider                           |
| SLA      | Service Level Agreement                           |
| SMETS    | Smart Metering Equipment Technical Specifications |
| SMS      | Smart Metering System                             |
| SRV      | Service Reference Variant                         |

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.

# MP176 ‘Customer Analytics Reporting’

## Annex B

### Legal text – version 0.2

#### About this document

---

This document contains the redlined changes to the Smart Energy Code (SEC) that would be required to deliver this Modification Proposal.

## Section A 'Definitions and Interpretation'

---

These definitions will be included in alphabetical order into the latest version of Section A at the time of implementation.

|                                            |                                                                                                                             |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <b><u>Customer Analytics Reporting</u></b> | <u>means a reporting suite provided by the DCC to Users, as described in Section H13.6A (Customer Analytics Reporting).</u> |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|

## Section H 'DCC Services'

---

These changes have been redlined against Section H version 14.0.

### Add Sections H13.6A & H13.6B as follows:

#### Customer Analytics Reporting

H13.6A The DCC shall establish and periodically review (including such reviews as the Panel may request), in consultation with the Panel and Users, a Customer Analytics Reporting methodology and guidance document. The Customer Analytics Reporting must set out performance metrics for some or all of the Services, and must provide each User with details of the performance achieved in respect of that User against those metrics, together with details of the performance achieved in respect of other Users in the same User Role on an anonymised, industry-wide basis.

H13.6B The DCC shall, within 10 Working Days following the end of each month, provide the Users with the Customer Analytics Reporting for that month.

# **SEC Modification Proposal, MP0176**

## **Customer Analytics Reporting**

### **Final Impact Assessment (FIA)**

|                        |                                  |
|------------------------|----------------------------------|
| <b>Version:</b>        | <b>0.3</b>                       |
| <b>Date:</b>           | <b>1<sup>st</sup> June, 2022</b> |
| <b>Author:</b>         | <b>DCC</b>                       |
| <b>Classification:</b> | <b>DCC Public</b>                |

## Contents

|          |                                                              |           |
|----------|--------------------------------------------------------------|-----------|
| <b>1</b> | <b>Executive Summary .....</b>                               | <b>3</b>  |
| <b>2</b> | <b>Document History .....</b>                                | <b>4</b>  |
| 2.1      | Revision History .....                                       | 4         |
| 2.2      | Associated Documents .....                                   | 4         |
| 2.3      | Document Information.....                                    | 4         |
| <b>3</b> | <b>Context and Requirements .....</b>                        | <b>5</b>  |
| 3.1      | Problem Statement .....                                      | 5         |
| 3.2      | Business Context and Requirements.....                       | 5         |
| 3.3      | Business Requirements .....                                  | 5         |
| <b>4</b> | <b>Description of Technical Solution .....</b>               | <b>10</b> |
| 4.1      | DCC Data Science and Analytics.....                          | 10        |
| 4.2      | DS&A Solution Overview .....                                 | 11        |
| 4.2.1    | Delivery Mechanism .....                                     | 12        |
| 4.3      | Solution Constraints and Changes .....                       | 12        |
| 4.4      | Working Methodology .....                                    | 12        |
| 4.5      | Data Delivery, Testing, and User Acceptance.....             | 12        |
| <b>5</b> | <b>Impact on Systems, Processes and People .....</b>         | <b>14</b> |
| 5.1      | Infrastructure Impact .....                                  | 14        |
| 5.2      | Security Impact .....                                        | 14        |
| 5.3      | Technical Specifications .....                               | 14        |
| 5.4      | Data Science & Analytics Team and wider DCC Operations ..... | 15        |
| <b>6</b> | <b>Implementation Timescales and Approach.....</b>           | <b>16</b> |
| 6.1      | Modification Development Timescales .....                    | 16        |
| 6.2      | Testing and Acceptance.....                                  | 16        |
| <b>7</b> | <b>Costs and Charges.....</b>                                | <b>17</b> |
| 7.1      | Design, Build and Testing Cost Impact.....                   | 17        |
| 7.2      | Infrastructure and Software .....                            | 17        |
| 7.3      | Applications Support.....                                    | 17        |
| 7.4      | Year 2022 Solution Delivery .....                            | 17        |
|          | <b>Appendix A: Glossary .....</b>                            | <b>18</b> |

# 1 Executive Summary

The Change Board are asked to approve the following:

- Total cost to implement SECMP0176 which comprises:
  - £72,000 in Design, Build, Implementation and execution costs
  - £63,720 Application Support costs, chiefly infrastructure and software licensing. Note these will be absorbed by DCC after the 1<sup>st</sup> year.
- A timescale to complete the implementation of six (6) months

## Problem Statement

As part of SECMP0122A the DCC provides SEC Parties through the SEC Operations Group with industry wide level of reporting on the timings, success, or failure of Service Reference Variants (SRVs) relating to key customer business processes. This reporting applies to all SEC Parties in an anonymised view.

## Benefit Summary

This Modification will provide a standardised set of benchmarked individualised reports to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to allow them to diagnose reasons for poor performance so that they can take steps to address it. The Modification will provide both PDF files and "raw" CSV data relating to Service User performance over the last month.

## 2 Document History

### 2.1 Revision History

| Revision Date | Revision | Summary of Changes         |
|---------------|----------|----------------------------|
| 02/05/2022    | 0.1      | DCC Internal Review        |
| 01/06/2022    | 0.3      | Second DCC Internal Review |

### 2.2 Associated Documents

This document is associated with the following documents:

| Ref | Title and Originator's Reference                                           | Source | Issue Date |
|-----|----------------------------------------------------------------------------|--------|------------|
| 1   | MP176 Modification Report                                                  | SECAS  | 17/11/2021 |
| 2   | MP176 Business Requirement v0.2                                            | SECAS  | 17/11/2021 |
| 3   | MP176 Legal Text v0.1                                                      | SECAS  | 17/11/2021 |
| 4   | MP176 Preliminary Assessment Request                                       | SECAS  | 17/11/2021 |
| 5   | SECMP0176 Customer Analytics Reporting Preliminary Impact Assessment (PIA) | DCC    | 10/12/2021 |

References are shown in this format, [1].

### 2.3 Document Information

The Proposer for this Modification is Easton Brown from the Data Communications Company (DCC).

The original Preliminary Impact Assessment was requested of DCC on 17<sup>th</sup> November 2021.

Note that the DCC Technical Operations Centre (TOC) previously identified as the DCC team providing the reporting has been renamed to the Data Science and Analytics (DS&A) team and is described in Section 4 as part of the Technical Solution.



### 3 Context and Requirements

In this section, the context of the Modification, assumptions, and the requirements are stated.

The problem statement and requirements have been provided by SECAS, the Working Group, and the Proposer.

#### 3.1 Problem Statement

Following the implementation of SECMP0122A, the DCC provides SEC Parties through the SEC Operations Group with industry wide level of reporting on the timings, success, or failure of Service Reference Variants (SRVs) relating to key customer business processes. This reporting is an anonymised view of reporting which does not provide customers with a view of their own performance, how they compare with other SEC Parties, or the ability to simply diagnose factors (Devices, Firmware, Geographic Location, Orchestration) that could be affecting their performance against key business processes, which in turn reduces the ability of Users to drive improvement, and the ability of the DCC to assist them in doing so.

The Proposer seeks to provide a standardised set of benchmarked reporting to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to enable them to diagnose reasons for poor performance so that they can take steps to address it. The DCC's workshops with DCC Users (including Import Suppliers, Export Suppliers, Gas Suppliers and Electricity Distributors) and via DCC's Quarterly Finance Forum provided a unanimous view that this should be implemented via a SEC Modification as it would mandate receipt of this information by all Parties and therefore offer equal benefit to them.

#### 3.2 Business Context and Requirements

During the initial development of SECMP0122, the reporting requirements were dimensioned by SRV and Region. To better understand the shortcomings in performance, the DCC extended the reporting model to Device and Party levels, which revealed a significant disparity in performance levels between DCC Users across several key business processes. As not all SEC Parties have the reporting capabilities to assess their own performance against these key metrics, they have a reduced ability to drive improvement within their own businesses and in their interactions with the DCC. The inability to identify areas of concern can lead to delays in industry processes and have financial and reputational costs across all Parties.

#### 3.3 Business Requirements

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS) 1 and SMETS2+ Devices.

The DCC will provide anonymised league tables for key business processes, identifying average performance per Smart Energy Code (SEC) Party for that Business Process and identifying the positioning on those league tables of only the SEC Party to whom that report is directed. DCC Customer Analytics Reporting will not share any Device Level data with any party other than the target SEC Party. Any SEC Party which is active in DCC Systems can request a new report to be added to the Customer Analytics Reporting suite, or request a change to an existing report, by making a request to a DCC group mailbox, but additional design, build and test costs will be incurred.

| Ref. | Requirement                                                                                                                                                                                                                                        |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | For the User Roles: Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor and Other User, the DCC will provide inventory reporting identifying the User's Metering Estate.                                                       |
| 2    | The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role. |
| 3    | The DCC shall provide reporting on DCC, and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.             |

**Requirement 1: For the User Roles: Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor and Other User, the DCC will provide inventory reporting identifying the User's Metering Estate**

1. A single bar graph for each Device Type (Electricity Smart Metering Equipment (ESME), Gas Smart Metering Equipment (GSME), In Home Display (IHD), Pre-Payment Meter Interface Device (PPMID), and Other identifying each Device Model (on the x-axis) and the volume of meters and of each firmware model (on the y-axis).
2. A single Device Model bar graph giving a breakdown of each SEC Party's estate firmware version, highlighting the report recipient and the industry average

The DCC will provide for each customer a CSV data file identifying all Devices on their estate with the following data fields:

- Device Identifier;
- Smart Metering System (SMS) Identifier;
- Device Type;
- Device Model;
- Firmware version;
- Communication Service Provider (CSP) Id;
- Energy Supplier Id;
- Distribution Network Operator (DNO) Id;
- MPxN;
- Postcode;
- Last Meter Read time/date;
- Last Alert time/date;
- Last Alert Code;
- Commissioned Status;
- Power Outage Alert Count in last month (including Polyphase Supply Interrupted Alerts);
- Prepayment flag;
- SMETS version;
- whether the Device expires on the Central Products List (CPL) within 30 days;

- Devices whose Security Certificates are due to expire; and
- Change of Supplier Start and End dates.

**Requirement 2: The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role.**

1. The DCC will report for each of the requirements noted in this section, identifying in separate graphs:
  - A monthly average benchmark of success or failure against other customers operating in the same User Role.
  - A monthly view of Round-Trip Time or Alert delivery time, identifying customer best, worst, mean and median against those same metrics at an industry level for other customers operating in the same User Role.
  - A daily average view of success/failure and average Round Trip Time for that customer compared to industry average. Where relevant, performance will be broken down by meter type, Region and SMETS1/SMETS2, and 'Category 1 & 2' Incidents will be highlighted. The report will identify all failures by Reason Code alongside all additional signifiers to enable Users to diagnose common themes.
2. The DCC will provide a monthly CSV data file for each Service Reference Variant (SRV), identifying at an aggregated level all dimensions that Speed, Volume, Payload (SVP) report on:
  - Success/Failure;
  - Failure reason code;
  - Communications Hub Manufacturer;
  - Communications Hub Model;
  - Communications Hub Function;
  - Communications Hub Firmware;
  - Device Type;
  - Device Manufacturer;
  - Device Model;
  - Device Firmware Version;
  - Region; and
  - Round Trip Time.

**Requirement 3: The DCC shall provide reporting on DCC, and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.**

Electricity Distributors will receive reporting on the following subset of Alerts:

- AD1 – Power Outage Alert;
- 8F35 – Supply Outage Restored;
- 8F36 – Supply Outage Restored - Outage  $\geq$  3 minutes;
- 8F58 – Supply interrupted on Phase 1;
- 8F59 – Supply interrupted on Phase 2;
- 8F5A – Supply interrupted on Phase 3;
- 8F37 – Supply Outage Restored on Phase 1;
- 8F38 – Supply Outage Restored on Phase 2 Restored - Outage  $\geq$  3 minutes;
- 8F39 – Supply Outage Restored on Phase 2 Restored;
- 8F3A – Supply Outage Restored on Phase 2 Restored - Outage  $\geq$  3 minutes;
- 8F3B – Supply Outage Restored on Phase 3 Restored;
- 8F3C – Supply Outage Restored on Phase 3 Restored - Outage  $\geq$  3 minutes;
- 8F0C – Clock not adjusted (adjustment greater than 10 seconds);
- 81C6 – Clock not adjusted (outside tolerance);
- N12 – Failure to deliver Command to Device;
- N13 – Failure to receive Response from Device;
- N53 – Command not delivered to ESME; and
- N55 – SMETS1 Service Provider (S1SP) Service Request Validation Failure

This reporting will provide the following views:

1. A daily average view of success/failure of Alert sending and average delivery time for that customer compared to industry average.
3. A monthly summary of success compared to industry average.
4. The DCC will provide a monthly CSV data file for each Alert type, identifying at an aggregated level all dimensions that SVP report on:
  - Success/Failure
  - Failure reason code
  - Comms Hub Manufacturer
  - Comms Hub Model
  - Comms Hub Function
  - Comms Hub Firmware
  - Device Type

- Device Manufacturer
- Device Model,
- Device Firmware Version,
- Region,
- Round Trip Time

Reports for the Electricity Distribution role for the Alerts N13 'Failure to receive Response from Device' and N55 'S1SP Service Request Validation Failure' will receive an additional view identifying a breakdown of the Alerts split by Meter Make, Model, Firmware Version.

In addition, the following reports will be produced specifically for the Electricity Distribution role:

- a) Report comparing the daily monitoring of N16 'Device Identity Confirmation' Alerts with N42 'Security Credentials Updated on the Device' Alerts identifying volumes which haven't a seven-day Service Level Agreement (SLA) for receipt of the N42 following N16 and those that have failed this metric, sorted by Energy Supplier.
- b) Standardised Reporting identifying Power Outage Alerts with no Power Restoration Alerts:
  - i) AD1 with no 8F35
  - ii) AD1 with no 8F36
  - iii) 8F35 with no AD1
  - iv) 8F36 with no AD1

## 4 Description of Technical Solution

Following workshops and consultations with Users, the DCC Data Science and Analytics (DS&A) team has proposed three application components to be included in the Customer Analytics Reporting suite in accordance with the requirements:

- Inventory data-marts
- Business Process Analytics
- Alert Reporting and Metrics

The solution does include technical flexibility to add or amend metrics to the reporting suite in future. Such changes would be requested by Service Users and paid for under a Change Request.

### 4.1 DCC Data Science and Analytics

DCC's Data Science and Analytics (DS&A) function was formed from a specific sub element of the Technical Operations Centre (TOC). It has particular focus on underpinning the existing TOC capability with dedicated emphasis on utilising the considerable data DCC generates and captures. This team is responsible for all aspects of the data across the Data Analytics lifecycle from initial structuring and organisation, ensuring its timeliness availability across TOC and wider DCC. Within DS&A however, further data-analytical processing techniques are employed in order to derive insights for industry. The DS&A function also has DCC responsibility for its regulatory reporting.

DS&A operate secure and scalable cloud computing with powerful analytic software to help identify and understand how the DCC service is used with objectives to evaluate application execution, message flow and orchestration performance, device, HAN configuration compliance and more. The team is staffed by dedicated DCC sourced system experts, experience data scientists supported by cloud technologists and database developers and administrators.

DS&A have developed much of the DCC operational capability incorporating Service Visualisation of Operational Management dashboards, proactive alerting of operational metrics and anomaly detection systems. It is, however, it's Operations Analytics tools that will be utilised to fulfil this modification. Operational Analytics allow highly accurate monitoring of key DCC KPI's across many aspects of the end-to-end service and is operatable at Device, Meter-point, or transactional request identity level for a forensic analysis of specific behaviour and troubleshooting. It is when such seemingly discreet data is connected and aggregated that allow the correlation of trend analysis and generation of meaningful insights such that will drive this Modification.

DCC DS&A will be responsible for the design, development, implementation and BAU maintenance of the solution for this Modification.

## 4.2 DS&A Solution Overview

Utilising the data extracts presented by the Enterprise System Interface (ESI) between DSP and DCC, the DS&A team oversee custom written, automated Extract, Transform and Load (ETL) processes to maintain both Inventory and Transactional databases which will underpin the data model as utilised within this Modification. Inventory information, typically device, meter-point level data is received incrementally every 4 hours, whereas transactional records as logged by Service Audit Trail (SAT), Power Outage & Restoration Timing Logs are received continuously as they are written by DSP. This data is duly written to the database and is fully queryable for use by DS&A analytic systems.

The transactional data records (solicited Service Requests issued by Service Users and unsolicited device and DCC System alerts) are written out to specifically structured data-tables where they combine with dynamically built inventory information to tag critical information about each distinct transaction as follows:

- Responsible Supplier (Energy Participant fulfilling which Energy Role) at time of transaction (Service Request or Alert)
- Originator of ServiceRequest or Destination of Alert
- Responsible Network Operator Participants
- Device Configuration i.e., Device Model, Manufacturer, and the Active Firmware at time of transaction (Service Request or Alert)

Key fields of Service Audit Trail and related Power Outage / Restoration timing logs to be utilised in this Modification are:

- Mode of Operation and Command variant utilised
- Device ID and related Meter-point numbers
- Current lifecycle status, i.e., completed, pending delivery
- Device Execution status, i.e., Success, Failure
- Time spend in Northbound direction flow
- Time Spent in Southbound direction flow
- Start time of transaction (incorporating Power Outage and Restoration timestamps where relevant)
- End/Latest time of transaction (incorporating latest Power Outage and Restoration delivery timestamps and ENO Acknowledgement timestamp)
- Communications Service Provider utilised
- Response Code
- SLA Target for the Transaction for both DSP and DCC end to end
- SLA Performance Pass / Fail



- SLA Exclusion Time

Calculated metrics for this Modification include:

- Round Trip Time (distinct per transaction)
- Mean Round Trip Time (aggregated)

When aggregated the following optional metrics can be calculated:

- Max, Min, Median, Sum of Round-Trip Time.

#### 4.2.1 Delivery Mechanism

Across all three reporting requirements stated within this Modification, DCC will publish all relevant files at the stated frequency to each Service User's secure SharePoint repository. The files will be of type PDF with exception for the three stated *data files* which will be in CSV format. Where possible and upon request, other file formats may be accommodated where a Service User has a different and specific preference.

### 4.3 Solution Constraints and Changes

DS&A have reviewed the requirements and concluded they can be met in full and delivered using existing data available and subsequently working within the constraints of the current solution should involve no commercial change to the DCC Solution, although there will be a direct impact on support and maintenance. DS&A is unaware of any additional data requirements specified to support this Modification since the release of the PIA and will deliver in accordance with this FIA.

### 4.4 Working Methodology

During the requirement gathering and refinement, principally as part of the SECMP0122 process which has driven this Modification requirement, the DCC and SECAS hosted workshops with the Working Group. These workshops aimed to validate the proposals in the Operational Metrics Review (OMR) in terms of the viability of implementing the recommendations, to refine the requirements further, and to enable fast delivery of new requirements and improvements.

It is proposed that the reporting as specified within this Modification will be delivered by DS&A via an iterative delivery mechanism, whereby a Minimum Viable Product (MVP) will be available in a first prototype release in the Implementation phase and following consultation with the Working Group, further functionality can be delivered in a fast and frequent continuous delivery mechanism until the final product is complete, using the same methodology as SECMP0122. This is considered the fastest and most exact method in ensuring the requirements are fulfilled and described further in Section 6.

### 4.5 Data Delivery, Testing, and User Acceptance

The development and testing will not follow the PIT, SIT, and UIT pattern associated with a "conventional" SEC Release, and will not require the testing services of the System Integrator or CSPs.

For any subsequent changes to requirements, external data provided by the Service Providers will require a limited technical change to reflect the provision of the data to the DCC. There are also several separate Modification proposals that are *'in-flight'* that may add



additional use-cases into scope for this modification, e.g., Throughput of Alert and CSP metrics and if delivered would also fall into a similar limited technical change to incorporate.

In some cases, however, mostly relating to the SMETS1 Service Providers (S1SPs), there is no current data provision, so a data transfer mechanism will have to be developed and is seen as outside of the scope for this Modification FIA.

## **5 Impact on Systems, Processes and People**

As defined the change included in this document is confined to data already within DCC and available to DS&A, with no expected changes impacting SMETS1 or SMETS2 Service Providers.

### **5.1 Infrastructure Impact**

No impact to existing infrastructure, however, to meet the requirements within this modification, an additional cloud instance of DS&A statistical computing platform is needed for monthly processing and shall be recorded as a explicit line item cost.

It should be noted that the solution as proposed should not add any traffic or processing to the Smart Metering System or network.

### **5.2 Security Impact**

The solution will be security assured during the implementation phase and will comply with standard DS&A reviews, however no impact from such assessments is anticipated.

### **5.3 Technical Specifications**

No change to DUIS, GBCS, or any other Technical Specification.

## 5.4 Data Science & Analytics Team and wider DCC Operations

The full range of activities required to implement these requirements including design, development, testing, and implementation would be performed by DCC DS&A utilising in-house contractors and permanent staff. There will be a slight increase in the Full Time Equivalents (FTEs) required to do this and support, maintain, and deliver the reporting monthly. These activities are defined within the following table:

| <b>DCC Operations Area</b>                     | <b>Service provided for this Modification</b>                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Additional FTE</b> |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| DS&A Data Science                              | <ul style="list-style-type: none"> <li>• Development of new database tables and relevant stored procedures to fulfil them</li> <li>• Development of new reporting scripts for each reporting requirement</li> <li>• Building visualisations and report structures</li> <li>• Testing, documentation of above</li> <li>• Supporting all DCC Operational Areas with requirements below</li> </ul>                                                               | 0.6                   |
| DS&A Reporting                                 | <ul style="list-style-type: none"> <li>• Configuring the automated publishing delivery sources and destinations</li> <li>• Required to support and maintain the DS&amp;A Reporting System Business as Usual, building DCC data throughout month and packaging report in 10-day production cycle</li> <li>• For Reports requirements: Support and query answering, plus maintenance and optimisation</li> <li>• Testing, documentation of all above</li> </ul> | 0.3                   |
| DS&A Data Solutions                            | <ul style="list-style-type: none"> <li>• Incremental admin changes to database system backup, data-warehousing etc to accommodate all the above.</li> </ul>                                                                                                                                                                                                                                                                                                   | 0.1                   |
| Service Management<br>/<br>Incident Management | <ul style="list-style-type: none"> <li>• Incident handling such as: investigation will be required to identify whether the performance deterioration is as a result of issues with system, Comms Hubs, Meters, Orchestration, or areas entirely outside DCC visibility (actions taken by SEC Parties e.g., Staff being taken off work due to training, system issues with customers etc.)</li> </ul>                                                          | N/A                   |

## 6 Implementation Timescales and Approach

A key factor in planning and delivering this Modification's implementation and release is that the changes are neither part of the Smart Metering System, nor do they impact any Technical Specifications, such that they can be implemented separate from the now-standard SEC Release dates. This work should be completed within six (6) months of approval.

As described in Section 4.4 and shown in Figure 1 an iterative approach will be utilised to deliver this Modification.

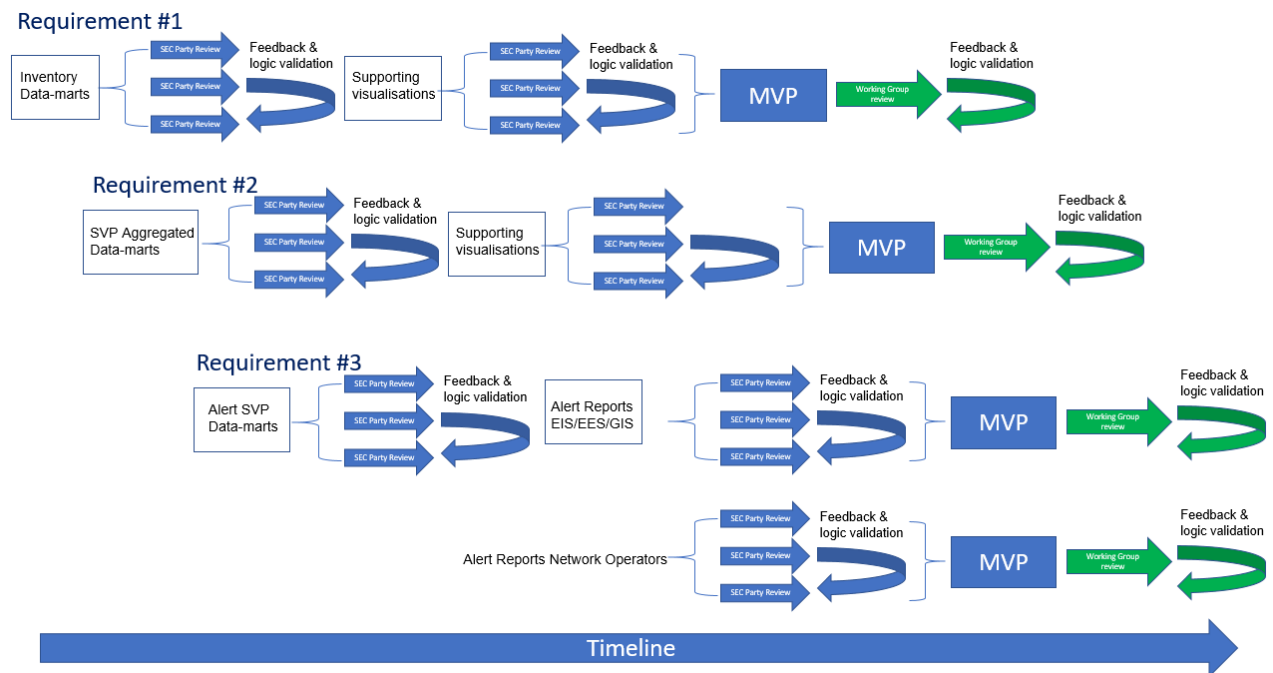


Figure 1 Implementation approach

### 6.1 Modification Development Timescales

Development schedule will broadly align to the MVP release dates on a per Requirement deliverable basis and will commence upon commercial acceptance.

The initial MVP for Requirement 1 will be available for Working Group review within 3 months from commercial acceptance. As indicated in Figure 1 this will involve Service User participation within this period.

Delivery of the remaining Requirements MVPs will be available within the following 3 months from release of Requirement 1 MVP and subsequently overall solution acceptance, to be achieved within 6 months of overall commercial acceptance of this Modification.

These timescales assume no significant delays are encountered within Working Group review phases. In summary, DCC will deliver the full solution within 6 months from Commercial Acceptance with first initial release available at end of month three (3).

### 6.2 Testing and Acceptance

It is assumed that the change will be implemented and tested as a separate release and will include testing iteratively, sometimes with Users, during development. The development and testing will not require the specific testing services of any external parties and instead utilise a collaborative approach with Service Users as is indicated in Figure 1.

## 7 Costs and Charges

This section indicates the total quote for the application development stage for this modification. Note these costs assume a standalone release of just this SEC Modification without any other Modifications or Change Requests.

### 7.1 Design, Build and Testing Cost Impact

Design, build, testing and implementation will attract one off cost as identified and will not follow the PIT, SIT, and UIT pattern associated with a "conventional" SEC Release.

Service Users would be engaged in the test phases for this Modification for each relevant MVP, although there would be no impacts on their systems.

### 7.2 Infrastructure and Software

An additional cloud instance of the DS&A statistical computing platform is required and will conform to an Amazon Web Services (AWS) z1d.6xlarge Instance server specification at 25% utilisation / month. This will equate to £7320 per year.

A single additional Management Information system license at £30,000 per year.

DCC DS&A will absorb these annual infrastructure and software license costs after the first year.

### 7.3 Applications Support

This refers to keep the application maintained and running. It is quoted as an annual cost and incorporates FTE effort, infrastructure and software licensing costs.

### 7.4 Year 2022 Solution Delivery Desi

| £                                    | Design, Test and Implement | Application Support (One Year) |
|--------------------------------------|----------------------------|--------------------------------|
| FTE costs as identified in Section 5 | 72,000                     |                                |
| FTE Reporting                        |                            | 30,000                         |
| Infrastructure and Software costs    |                            | 37,320                         |
| <b>Total</b>                         | 72,000                     | 67,320                         |

The quoted Application Support costs are for one year only. After that time, the costs will be considered as part of Business as Usual, and will be covered by annual DS&A costs.

## Appendix A: Glossary

The table below provides definitions of the terms used in this document.

| Acronym  | Definition                                               |
|----------|----------------------------------------------------------|
| BAU, BaU | Business As Usual                                        |
| CPL      | Central Products List                                    |
| CSP      | Communication Service Provider                           |
| CSV      | Comma Separated Variable                                 |
| DCC      | Data Communications Company                              |
| DNO      | Distribution Network Operator                            |
| DS&A     | Data Science and Analytics                               |
| DSP      | Data Service Provider                                    |
| DUIS     | DCC User Interface Specification                         |
| ESME     | Electricity Smart Metering Equipment                     |
| FIA      | Full Impact Assessment                                   |
| FTE      | Full Time Employees                                      |
| GBCS     | Great Britain Companion Specification                    |
| GSME     | Gas Smart Metering Equipment                             |
| IHD      | In Home Display                                          |
| KPI      | Key Performance Indicators                               |
| MVP      | Minimum Viable Product                                   |
| OMR      | Operational Metrics Review                               |
| PIA      | Preliminary Impact Assessment                            |
| PIT      | Pre-Integration Testing                                  |
| PPMID    | Payment Meter Interface Device                           |
| ROM      | Rough Order of Magnitude (cost)                          |
| SMS      | Smart Metering System                                    |
| SVP      | Speed, Volume, Payload, a measure of performance of SRVs |
| SEC      | Smart Energy Code                                        |
| SECAS    | Smart Energy Code Administrator and Secretariat          |
| SIT      | Systems Integration Testing                              |
| SLA      | Service Level Agreement                                  |
| SMETS    | Smart Metering Equipment Technical Specification         |
| SMS      | Smart Metering System                                    |
| SRV      | Service Request Variant                                  |
| SVP      | Speed, Volume, Payload                                   |
| S1SP     | SMETS1 Service Provider                                  |
| TOC      | Technical Operations Centre                              |
| UIT      | User Integration Testing                                 |

# User Guidance Note

## Customer Analytics Reporting



**Version:**

**V0.2**

**Date issued:**

**25<sup>th</sup> February 2022**

**Classification:**

**DCC Public**

# Table of Contents

- 1 Background and Scope .....3**
- 2 Document Control .....4**
  - 2.1 Revision History .....4
  - 2.2 Related Documents .....4
- 3 Overview of Reporting .....5**
- 4 Change Process .....6**
- 5 Reporting Contents .....7**
  - 5.1 Inventory Reporting .....7
  - 5.2 Business Process Reporting .....8
  - 5.3 CSV Analytical reporting .....12
  - 5.4 Alert Reporting.....12



# 1 Background and Scope

SEC Mod 122A introduced performance monitoring against key DCC Customer Business Processes at a global level. Discussion with SEC Parties through the development of this Modification identified the following business requirements:

- Reporting at SEC Party level of their performance against key business processes;
- Benchmarking of this performance against other (anonymised) SEC Parties in the same User Role;
- Improved ability to diagnose the cause for lower performance where it occurs.

To that end, DCC and SECAS have worked closely with customers to identify their business requirements and to develop a framework for Customer Analytics Reporting that meets customer requirements.

This document will cover guidance for SEC Parties regarding the use, frequency and change process for Customer Analytics Reporting.

## 2 Document Control

### 2.1 Revision History

| Revision Number | Revision Date | Summary of Changes   | Name                       |
|-----------------|---------------|----------------------|----------------------------|
| 0.1             | 25/01/22      | Initial Draft        | Mike Fenn and Easton Brown |
| 0.2             | 25/02/22      | Working Group review | Mike Fenn and Easton Brown |
|                 |               |                      |                            |
|                 |               |                      |                            |
|                 |               |                      |                            |

### 2.2 Related Documents

| Document                | Version | Author | Date       |
|-------------------------|---------|--------|------------|
| Smart Energy Code (SEC) | 55.0    | SECAS  | 08/11/2018 |
|                         |         |        |            |
|                         |         |        |            |
|                         |         |        |            |
|                         |         |        |            |

### 3 Overview of Reporting

- For each relevant User Role (as described in section 5), Users active in DCC systems will receive the following on a monthly basis:
  - Inventory Reporting (as described in section 5.1 of this document)
  - Monthly snapshot reporting packs which identify performance against key business processes and provides various benchmarks against other anonymised industry participants in the same User Role (as described in section 5.2 of this document);
  - Monthly CSV files for each business process, identifying successes and failures and additional information on the transactions to allow improved diagnosis of issues affecting performance (as described in section 5.3 of this document).
  - Reporting on alerts (as described in section 5.4 of this document).
- Change Processes for Customer Analytics Reporting are also contained within this document and governed by this document.

## 4 Change Process

### 4.1 Requesting New Reporting

Any SEC Party which is active in DCC Systems can request a new report to be added to the Customer Analytics Reporting suite by making a request to [Datascience&Analytics@smartdcc.co.uk](mailto:Datascience&Analytics@smartdcc.co.uk). The DCC will review requests as they are received and consult its customers on the necessary changes and associated costs before taking one of the following actions:

- i. if the majority of consultation respondents agree that the new reporting is required, the DCC will deliver the reporting, update reporting guides and advise all affected customers via a communication at the cost quoted in the consultation; or
- ii. if the majority of consultation respondents disagree that the new reporting is required, the originating SEC Party (or any other SEC Party) can request the new reporting from the DCC as an additional service.

In all instances the DCC will feedback to the originating Party identifying the resolution route, and if new reporting is to be created will communicate the details to all affected Parties.

### 4.2 Requesting Changes to Reporting Criteria

Any SEC Party which is active in DCC Systems can request a change to an existing report in the Customer Analytics Reporting suite by making a request to [Datascience&Analytics@smartdcc.co.uk](mailto:Datascience&Analytics@smartdcc.co.uk). The DCC will review requests as they are received and where the change is deemed necessary will deliver the amended reporting criteria at no additional cost.

If the change is deemed unnecessary then the originating SEC Party or any other SEC Party can request the revised reporting from the DCC as an additional service. The DCC will quote for the amended criteria.

### 4.3 Identifying Corrections to Existing Reporting

The DCC seeks to produce high quality reporting and to this end will seek to validate Customer Analytics Reporting with all recipients. It is obviously possible however that Service Users may at any point identify that the logic used for a particular report has not included or excluded particular business exceptions.

Any SEC Party which receives Customer Analytics Reporting may report any queries about the validity of the reporting and data to the DCC by making a request to [Datascience&Analytics@smartdcc.co.uk](mailto:Datascience&Analytics@smartdcc.co.uk). The DCC will review these requests as they are received and consult its customers on the necessary changes before taking one of the following actions:

- i. if the majority of consultation respondents agree that the existing reporting logic is incorrect, the DCC will correct the business logic, update reporting guides and advise all affected customers via a communication at no additional cost; or
- ii. if the majority of consultation respondents disagree with changing the existing reporting logic, the originating SEC Party (or any other SEC Party) can request the revised reporting from the DCC as an additional service. The DCC will quote for the amended reporting logic.

In all instances the DCC will feedback to the originating Party identifying the resolution route.

## 5 Reporting Contents

Reporting will be output on a monthly basis for the following categories; reporting may be developed for additional User Roles, or new User Roles may be added as recipients for existing reporting, subject to a successful change request:

### 5.1 Inventory Reporting

For the User Roles: Import Supplier, Export Supplier, Gas Supplier and Electricity Distributor, the DCC will provide monthly inventory reporting identifying the User's Metering Estate. This reporting will be provided in each of the following formats.

1. A single bar graph for each Device Type (Electricity Smart Metering Equipment (ESME), Gas Smart Metering Equipment (GSME), In Home Display (IHD), Pre-Payment Meter Interface Device (PPMID), Other) identifying each Device Model (along the x-axis) and the volume of meters and of each firmware model (on the y-axis).
2. A single Device Model bar graph, giving an anonymised breakdown of each SEC Party's estate firmware version, highlighting the report recipient and the industry average.
3. The DCC will for provide for each customer a CSV data file identifying all Devices on their estate with the following data fields:
  - Device Identifier;
  - Smart Metering System (SMS) Identifier;
  - Device Type;
  - Device Model;
  - Firmware version;
  - Communication Service Provider (CSP) Id;
  - Energy Supplier Id;
  - Distribution Network Operator (DNO) Id;
  - MPxN;
  - Postcode;
  - Last Meter Read time/date;
  - Last Alert time/date;
  - Last Alert Code (only if sent to report recipient);

- Commissioned Status;
- Power Outage Alert Count in last month (including Polyphase Supply Interrupted Alerts);
- Prepayment flag;
- SMETS version;
- whether the Device expires on the Central Products List (CPL) within 30 days;
- Devices whose Security Certificates are due to expire; and
- Change of Supplier Start and End dates.

## 5.2 Business Process Reporting

The DCC shall provide reporting to its Users on the business processes defined in the table below, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role.

| Business Process                 | SRV                                                                                                                                | Description                                                              | Roles  |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------|
| <b>Install and Commission</b>    | 8.11                                                                                                                               | Update HAN Device Log                                                    | IS, GS |
|                                  | 6.21                                                                                                                               | Request Handover of DCC Controlled Device (Update Supplier Certificates) | IS, GS |
|                                  | 8.1.1                                                                                                                              | Commission Device                                                        | IS, GS |
|                                  | 8.7.2                                                                                                                              | Join Service (Join GPF with GSME)                                        | GS     |
|                                  | 6.20.1                                                                                                                             | Set Device Configuration (Import MPxN)                                   | IS, GS |
|                                  | 1.1.1                                                                                                                              | Update Import Tariff (Primary Element)                                   | IS, GS |
|                                  | 6.8                                                                                                                                | Update Device Configuration (Billing Calendar)                           | IS, GS |
|                                  | 8.14.1                                                                                                                             | Communications Hub Status Update Install Success                         | IS, GS |
|                                  | 8.7.1                                                                                                                              | Join Service (Critical)                                                  | IS, GS |
|                                  | No Meter Read received within 30 days of 8.14.1                                                                                    |                                                                          | IS, GS |
|                                  | Measure daily total volume of installs for the period against the predicted number of installs based upon historic install volumes |                                                                          | IS, GS |
|                                  | Measure daily total volume of Install and Commission (SRV 8.14.1) versus Install and Leave (SRV 8.14.2).                           |                                                                          | IS, GS |
| <b>Change of Supplier (Gain)</b> | 6.23                                                                                                                               | Update Security Credentials (CoS)                                        | IS, GS |
|                                  | 1.1.1                                                                                                                              | Update Import Tariff (Primary Element)                                   | IS, GS |
|                                  | 6.8                                                                                                                                | Update Device Configuration (Billing Calendar)                           | IS, GS |
|                                  | Identification of whether there was a successful read within 30 days prior to CoS Gain                                             |                                                                          | IS, GS |
|                                  | Identification of whether 8.14.1 or 8.14.2 was sent by old supplier prior to CoS Gain                                              |                                                                          | IS, GS |

| <b>Business Process</b>                            | <b>SRV</b> | <b>Description</b>                                                                                                           | <b>Roles</b>   |
|----------------------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Change of Tenancy</b>                           | 3.2        | Restrict Access for Change of Tenancy                                                                                        | IS, GS         |
| <b>Tariff Updates</b>                              | 1.1.1      | Update Import Tariff (Primary Element)                                                                                       | IS, GS         |
|                                                    | 1.2.1      | Update Price (Primary Element)                                                                                               | IS, GS         |
| <b>Pre-Payment</b>                                 | 1.6        | Update Payment Mode (Payment Mode = Prepayment)                                                                              | IS, GS         |
|                                                    | 2.1        | Update Prepay Configuration                                                                                                  | IS, GS         |
|                                                    | 2.2        | Top Up Device (Update Balance with positive value)                                                                           | IS, GS         |
|                                                    | 2.3        | Update Debt                                                                                                                  | IS, GS         |
| <b>Security and Key Management</b>                 | 6.15.2     | Update Security Credential (Device)                                                                                          | IS, GS         |
|                                                    | 6.17       | Issue Security Credentials                                                                                                   | IS, GS         |
|                                                    | 6.21       | Request Handover of DCC Controlled Device (Update Supplier Certificates) – other than use in Install and Commission process. | IS, GS         |
| <b>Update Device Firmware</b>                      | 11.1       | Update Firmware                                                                                                              | IS, GS         |
|                                                    | 11.3       | Activate Firmware (Individual SR for each GUID for firmware activation)                                                      | IS, GS         |
| <b>Logistics CH Ordering and Returns</b>           | 8.14.3     | Communications Hub Status Update – Fault Return                                                                              | IS, GS         |
|                                                    | 8.14.4     | Communications Hub Status Update – No Fault Return                                                                           | IS, GS         |
| <b>Distribution Networks Post I&amp;C Activity</b> | 6.15.1     | Update Security Credentials (Update Network Operator Certificates)                                                           | IS, GS, ED     |
|                                                    | 6.5        | Update Device Configuration (Voltage)                                                                                        | ED             |
|                                                    | 6.22       | Configure Alert Behaviour (Update ENO Alter Configuration)                                                                   | IS, GS, ED     |
| <b>Meter Reads</b>                                 | 4.6.1      | Retrieve Import Daily Read Log                                                                                               | IS, GS         |
|                                                    | 4.6.2      | Retrieve Export Daily Read Log                                                                                               | ES             |
|                                                    | 4.8.1      | Read Active Import Profile Data                                                                                              | IS, GS, ED, OU |
|                                                    | 4.8.2      | Read Reactive Import Profile Data                                                                                            | IS, ED, OU     |
|                                                    | 4.8.3      | Read Export Profile Data                                                                                                     | ES, ED, OU     |
|                                                    | 4.10       | Read Network Data                                                                                                            | IS, GS, ED     |
|                                                    | 4.17       | Retrieve Daily Consumption Log                                                                                               | IS, GS, ED, OU |
| <b>Read Registers</b>                              | 4.1.1      | Read Instantaneous Import Registers                                                                                          | IS, GS, ED     |

| Business Process               | SRV    | Description                                        | Roles              |
|--------------------------------|--------|----------------------------------------------------|--------------------|
|                                | 4.1.2  | Read Instantaneous Import TOU Matrices             | IS, GS, ED         |
|                                | 4.1.3  | Read Instantaneous Import TOU With Blocks Matrices | IS, ED             |
|                                | 4.2    | Read Instantaneous Export Registers                | ES, ED             |
|                                | 4.12.1 | Read Maximum Demand Import Registers               | IS, ED             |
|                                | 4.12.2 | Read Maximum Demand Export Registers               | ES, ED             |
|                                | 4.15   | Read Load Limit Data                               | IS, ED             |
|                                | 4.16   | Read Active Power Import                           | IS, ED             |
| <b>Scheduling</b>              | 5.1    | Create Schedule                                    | IS, ES, GS, ED, OU |
|                                | 5.2    | Read Schedule                                      | IS, ES, GS, ED, OU |
|                                | 5.3    | Delete Schedule                                    | IS, ES, GS, ED, OU |
| <b>Read Device Information</b> | 6.2.2  | Read Device Configuration (Randomisation)          | IS, ED             |
|                                | 6.2.4  | Read Device Configuration (Identity Exc MPxN)      | IS, ES, GS, ED, OU |
|                                | 6.2.7  | Read Device Configuration (MPxN)                   | IS, ES, GS, ED, OU |
|                                | 6.13   | Read Event Or Security Log                         | IS, GS, ED, OU     |
|                                | 7.4    | Read Supply Status                                 | IS, ES, GS, ED, OU |
|                                | 8.2    | Read Inventory                                     | IS, ES, GS, ED, OU |
|                                | 11.2   | Read Firmware Version                              | IS, ES, GS, ED, OU |
| <b>Maximum Demand</b>          | 6.18.1 | Set Maximum Demand Configurable Time Period        | ED                 |
|                                | 6.18.2 | Reset Maximum Demand Registers                     | ED                 |
| <b>Auxiliary Load</b>          | 7.7    | Read Auxiliary Load Switch Data                    | IS, ED, OU         |
|                                | 7.14   | Read Auxiliary Controller Configuration Data       | IS, ED, OU         |
|                                | 7.15   | Read Auxiliary Controller Operational Data         | IS, ED, OU         |



| Business Process | SRV   | Description                                                 | Roles              |
|------------------|-------|-------------------------------------------------------------|--------------------|
| Other SRVs       | 4.4.2 | Retrieve Change Of Mode / Tariff Triggered Billing Data Log | IS, GS             |
|                  | 6.27  | Update Device Configuration (RMS Voltage Counter Reset)     | ED                 |
|                  | 8.4   | Update Inventory                                            | IS, ES, GS, ED, OU |
|                  | 12.1  | Request WAN Matrix                                          | IS, ES, GS, ED, OU |
|                  | 12.2  | Device Pre-notification                                     | IS, ES, GS, ED, OU |

#### Roles Key:

- **IS – Import Supplier**
- **ES – Export Supplier**
- **GS – Gas Supplier**
- **ED – Electricity Distributor**
- **OU – Other User**

The DCC will report for each of the requirements noted in this section, identifying in separate graphs:

1. A monthly average benchmark of success or failure against other Users operating in the same User Role.
2. A monthly view of Round Trip Time or Alert delivery time, identifying User best, worst, mean and median against those same metrics at an industry level for other Users operating in the same User Role.
3. A daily average view of success/failure and average Round Trip Time for that User compared to the industry average of Users acting in that role. Where appropriate, performance will be broken down by meter type, Region and SMETS1/SMETS2, and 'Category 1 & 2' Incidents will be highlighted. The report will identify all failures by Reason Code alongside all additional signifiers to enable Users to diagnose common themes.

'Success' will be determined by the receipt of a 'Successful' Response code that has not timed out. 'Failure' will be determined by the receipt of an 'Exception' or 'Timeout' Response code.

### 5.3 CSV Analytical reporting

The DCC will also provide a monthly CSV data file for each Service Reference Variant (SRV), identifying at an aggregated level the following criteria:

- Response code;
- Communications Hub Manufacturer;
- Communications Hub Model;
- Communications Hub Function;
- Communications Hub Firmware;
- Device Type;
- Device Manufacturer;
- Device Model;
- Device Firmware Version;
- Region; and
- Round Trip Time.

### 5.4 Alert Reporting

For the User Roles: Import Supplier, Export Supplier and Gas Supplier, the DCC shall provide reporting on DCC and Device Alerts received, consisting of a total of all Alerts and individual reporting for each Alert. This reporting will provide the following views:

1. A daily average view of success/failure of Alert sending and average delivery time for that customer compared to industry average.
2. A monthly summary of success compared to industry average.
3. A monthly CSV data file for each Alert type, identifying at an aggregated level the following criteria:
  - Success/Failure;
  - Communications Hub Manufacturer;
  - Communications Hub Model;
  - Communications Hub Function;

- Communications Hub Firmware;
- Device Type;
- Device Manufacturer;
- Device Model;
- Device Firmware Version;
- Region; and
- Round Trip Time.

'Success' will be determined by the receipt of a 'Successful' Response code that has not timed out. 'Failure' will be determined by the receipt of an 'Exception' or 'Timeout' Response code.

Electricity Distributors will receive reporting on the following subset of Alerts:

- AD1 – Power Outage Alert;
- 8F35 – Supply Outage Restored;
- 8F36 – Supply Outage Restored - Outage  $\geq$  3 minutes;
- 8F58 – Supply interrupted on Phase 1;
- 8F59 – Supply interrupted on Phase 2;
- 8F5A – Supply interrupted on Phase 3;
- 8F37 – Supply Outage Restored on Phase 1;
- 8F38 – Supply Outage Restored on Phase 1 Restored - Outage  $\geq$  3 minutes;
- 8F39 – Supply Outage Restored on Phase 2 Restored;
- 8F3A – Supply Outage Restored on Phase 2 Restored - Outage  $\geq$  3 minutes;
- 8F3B – Supply Outage Restored on Phase 3 Restored;
- 8F3C – Supply Outage Restored on Phase 3 Restored - Outage  $\geq$  3 minutes;
- 8F0C – Clock not adjusted (adjustment greater than 10 seconds);
- 81C6 – Clock not adjusted (outside tolerance);
- N12 – Failure to deliver Command to Device;
- N13 – Failure to receive Response from Device;
- N53 – Command not delivered to ESME; and
- N55 – SMETS1 Service Provider (S1SP) Service Request Validation Failure

Reports for the Electricity Distribution role for the Alerts N13 'Failure to receive Response from Device' and N55 'S1SP Service Request Validation Failure' will receive an additional view identifying a breakdown of the Alerts split by Meter Make, Model, and Firmware Version.

In addition, the following reports will be produced specifically for the Electricity Distribution role:

- a) Report comparing the daily monitoring of N16 'Device Identity Confirmation' Alerts with N42 'Security Credentials Updated on the Device' Alerts identifying volumes which have met seven days service level agreement (SLA) for receipt of the N42 following N16 and those that have failed this metric, identifying the associated Responsible Supplier;
- b) Standardised Reporting identifying Power Outage Alerts with no Power Restoration Alerts:
  - i) AD1 with no 8F35
  - ii) AD1 with no 8F36
  - iii) 8F35 with no AD1
  - iv) 8F36 with no AD1

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.

# MP176 ‘Customer Analytics Reporting’

## Annex E

## Refinement Consultation responses

### About this document

---

This document contains the full collated responses received to the MP176 Refinement Consultation.

## Question 1: Do you agree that the solution put forward will effectively resolve the identified issue?

| Question 1                            |               |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                 |
|---------------------------------------|---------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Respondent                            | Category      | Response | Rationale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | SECAS Response                                                                                                                                  |
| <b>Western Power Distribution</b>     | Network Party | Yes      | We agree that the reporting will help provide details to Users about industry performance in the same area to enable investigations where required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | -                                                                                                                                               |
| <b>Electricity North West Limited</b> | Network Party | Yes      | <p>We agree with the solution to improve reporting of the DCC and other SEC Parties' performance for Devices connected to our electricity distribution network.</p> <p>The DCC are currently providing Electricity Distributor with Alert reporting metrics which are not currently codified in the SEC. We would welcome a new requirement for the DCC to provide the following reports to ENWL individually (and against the industry average using anonymised data for other Parties);</p> <ul style="list-style-type: none"> <li>• Inventory reporting</li> <li>• Alert reporting</li> </ul> <p>We recommend that any refinement of the Alert reporting under SEC Modification MP176 is reflective of the final conclusions and legal text regarding SEC Modification MP096 'DNO Power Outage Alerts'. For example, the Alert reporting should include and be set against the new performance targets (e.g. split by technology) for Power</p> | SECAS will ensure the implications of MP096 are considered in the MP176 reporting contents and liaise with the DCC to align the two approaches. |

| Question 1                    |                |          |                                                                                                                                                                                                                                                                      |                |
|-------------------------------|----------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Respondent                    | Category       | Response | Rationale                                                                                                                                                                                                                                                            | SECAS Response |
|                               |                |          | <p>Outage Alerts and Power Restoration Alerts being developed under MP096.</p> <p>We see the benefit of this reporting not to enable the assessing of our own performance but rather to improve DCC performance in the provision of their services to us a User.</p> |                |
| <b>EDF</b>                    | Large Supplier | Yes      | It is important that the DCC can report against its key metrics at User Level                                                                                                                                                                                        | -              |
| <b>Utilita Energy Limited</b> | Large Supplier | Yes      | The reporting suite should assist Users in diagnosing factors which impede their performance.                                                                                                                                                                        | -              |

## Question 2: Do you agree that the legal text will deliver MP176?

| Question 2                     |                |          |                                                                                                                                                                                                                              |                |
|--------------------------------|----------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Respondent                     | Category       | Response | Rationale                                                                                                                                                                                                                    | SECAS Response |
| Western Power Distribution     | Network Party  | Yes      | -                                                                                                                                                                                                                            | -              |
| Electricity North West Limited | Network Party  | Yes      | As per our response to Q1 the benefit of this reporting is not to enable the assessment of our own performance. Neither the Inventory nor Alert reporting are performance metrics delivered by the Electricity Distributors. | -              |
| EDF                            | Large Supplier | Yes      | The legal text appears to be appropriate                                                                                                                                                                                     | -              |
| Utilita Energy Limited         | Large Supplier | Yes      | No comments on legal text.                                                                                                                                                                                                   | -              |



### Question 3: Do you agree with the proposed implementation approach?

| Question 3                     |                |          |                                                                                                |                |
|--------------------------------|----------------|----------|------------------------------------------------------------------------------------------------|----------------|
| Respondent                     | Category       | Response | Rationale                                                                                      | SECAS Response |
| Western Power Distribution     | Network Party  | Yes      | -                                                                                              | -              |
| Electricity North West Limited | Network Party  | Yes      | -                                                                                              | -              |
| EDF                            | Large Supplier | Yes      | -                                                                                              | -              |
| Utilita Energy Limited         | Large Supplier | Yes      | We would like to see this modification implemented in the most time and cost-efficient manner. | -              |

## Question 4: Will there be any impact on your organisation to implement MP176?

| Question 4                            |                |          |                                                                                                                                                                                                                                                                                                                                      |                |
|---------------------------------------|----------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Respondent                            | Category       | Response | Rationale                                                                                                                                                                                                                                                                                                                            | SECAS Response |
| <b>Western Power Distribution</b>     | Network Party  | Yes      | We will be able to see our performance compared to our peers and potentially makes changes if required to enhance our experiences.                                                                                                                                                                                                   | -              |
| <b>Electricity North West Limited</b> | Network Party  | Yes      | See our response to Q1 - the provision of the reporting to Electricity Distributors does not enable the assessment of our own performance but rather will improve DCC performance in the provision of their services to us as a User. This in turn will enable us to more effectively manage and plan our internal business systems. | -              |
| <b>EDF</b>                            | Large Supplier | No       | Not directly, however change may be appropriate once the reports have been studied.                                                                                                                                                                                                                                                  | -              |
| <b>Utilita Energy Limited</b>         | Large Supplier | No       | No immediate impacts. Post-Implementation, these reports could identify issues which may require resource to investigate and resolve. Systemic issues may also be identified, which are not the responsibility of the recipient to resolve.                                                                                          | -              |

## Question 5: Will your organisation incur any costs in implementing MP176?

| Question 5                     |                |                 |                                                                                                                                                                                                                                                                                                                                                       |                |
|--------------------------------|----------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Respondent                     | Category       | Response        | Rationale                                                                                                                                                                                                                                                                                                                                             | SECAS Response |
| Western Power Distribution     | Network Party  | No costs        | -                                                                                                                                                                                                                                                                                                                                                     | -              |
| Electricity North West Limited | Network Party  | No costs        | -                                                                                                                                                                                                                                                                                                                                                     | -              |
| EDF                            | Large Supplier | Less than £100k | The reports will need to be reviewed and appropriate actions taken but this is not required unless we choose to.                                                                                                                                                                                                                                      | -              |
| Utilita Energy Limited         | Large Supplier | No              | There will be no direct costs because of the implementation of the reports. It is possible this modification could lead to costs being incurred. The modification may identify issues that require resource to analyse. Without identification of what issues may be at this point, it is difficult to quantify the potential costs that could arise. | -              |

## Question 6: Do you believe that MP176 would better facilitate the General SEC Objectives?

| Question 6                            |                |          |                                                                                                                                                                         |                |
|---------------------------------------|----------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Respondent                            | Category       | Response | Rationale                                                                                                                                                               | SECAS Response |
| <b>Western Power Distribution</b>     | Network Party  | Yes      | We believe that this modification will better facilitate SEC Objective (a) for the reasons stated in the Modification Report.                                           | -              |
| <b>Electricity North West Limited</b> | Network Party  | Yes      | This modification will better facilitate SEC Objective (a) by allowing Parties to identify potential shortcomings in the DCC and other SEC Parties' business processes. | -              |
| <b>EDF</b>                            | Large Supplier | Yes      | SEC Objective (a) by highlighting potential improvements in business processes.                                                                                         | -              |
| <b>Utilita Energy Limited</b>         | Large Supplier | Yes      | SEC Objective (a) – identification of performance issues could lead to remedial action. This could improve the installation and operation of Smart Metering Systems.    | -              |

## Question 7: Do you believe there will be any impacts on or benefits to consumers if MP176 is implemented?

| Question 7                     |                |          |                                                                                                                                                                           |                |
|--------------------------------|----------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Respondent                     | Category       | Response | Rationale                                                                                                                                                                 | SECAS Response |
| Western Power Distribution     | Network Party  | Yes      | There is the potential that improvements can be made to enhance performance of the smart service that is provided to consumers.                                           | -              |
| Electricity North West Limited | Network Party  | Yes      | If we receive better reporting from the DCC on their Alert services it enables us to better plan for our services to customers during power outage and power restoration. | -              |
| EDF                            | Large Supplier | Yes      | Through improvements highlighted by the reports                                                                                                                           | -              |
| Utilita Energy Limited         | Large Supplier | Yes      | If the reports identify issues which are subsequently addressed amongst the key business processes, consumer experience could be improved as a result.                    | -              |

## Question 8: Noting the costs and benefits of this modification, do you believe MP176 should be approved?

| Question 8                     |                |          |                         |                |
|--------------------------------|----------------|----------|-------------------------|----------------|
| Respondent                     | Category       | Response | Rationale               | SECAS Response |
| Western Power Distribution     | Network Party  | Yes      | -                       | -              |
| Electricity North West Limited | Network Party  | Yes      | See our response to Q1. | -              |
| EDF                            | Large Supplier | Yes      | -                       | -              |
| Utilita Energy Limited         | Large Supplier | Yes      | -                       | -              |

## Question 9: Is there any information you would like to see in the Customer Analytics Reporting guidance document that is not already included?

| Question 9                     |                |          |                                                                                                                                      |                                                                                                                                                 |
|--------------------------------|----------------|----------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Respondent                     | Category       | Response | Rationale                                                                                                                            | SECAS Response                                                                                                                                  |
| Western Power Distribution     | Network Party  | No       | -                                                                                                                                    | -                                                                                                                                               |
| Electricity North West Limited | Network Party  | Yes      | See our response to Q1 and Q3. Any guidance needs to account for the final MP096 proposals which should be implemented before MP176. | SECAS will ensure the implications of MP096 are considered in the MP176 reporting contents and liaise with the DCC to align the two approaches. |
| EDF                            | Large Supplier | No       | -                                                                                                                                    | -                                                                                                                                               |
| Utilita Energy Limited         | Large Supplier | No       | -                                                                                                                                    | -                                                                                                                                               |

## Question 10: Do you agree with the reporting change process outlined in the Customer Analytics Reporting guidance document?

| Question 10                    |                |          |                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                 |
|--------------------------------|----------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Respondent                     | Category       | Response | Rationale                                                                                                                                                                                                                                                | SECAS Response                                                                                                                                                                                                  |
| Western Power Distribution     | Network Party  | Yes      | -                                                                                                                                                                                                                                                        | -                                                                                                                                                                                                               |
| Electricity North West Limited | Network Party  | -        | -                                                                                                                                                                                                                                                        | -                                                                                                                                                                                                               |
| EDF                            | Large Supplier | Yes      | -                                                                                                                                                                                                                                                        | -                                                                                                                                                                                                               |
| Utilita Energy Limited         | Large Supplier | No       | We approve of the steps required to initiate change requests and the consultation process. However, any change to the reporting which comes at cost must be approved by those Users who fund the system. This should be reflected in the change process. | SECAS will address this concern with the Proposer and discuss the potential approaches and their rationale with the Working Group. The outcomes of all discussions will be captured in the Modification Report. |



## Question 11: Do you agree with the decision to implement changes to the reporting suite being made through consultation with the affected DCC Customers?

| Question 11                    |                |          |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                 |
|--------------------------------|----------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Respondent                     | Category       | Response | Rationale                                                                                                                                                                                                                             | SECAS Response                                                                                                                                                                                                  |
| Western Power Distribution     | Network Party  | Yes      | -                                                                                                                                                                                                                                     | -                                                                                                                                                                                                               |
| Electricity North West Limited | Network Party  | Yes      | See our response to Q1.                                                                                                                                                                                                               | -                                                                                                                                                                                                               |
| EDF                            | Large Supplier | Yes      | -                                                                                                                                                                                                                                     | -                                                                                                                                                                                                               |
| Utilita Energy Limited         | Large Supplier | No       | As per response to Q10 – we approve of the consultation process, but ultimately final approval of any change which comes at cost should be decided upon by those who fund the system. This should be reflected in the change process. | SECAS will address this concern with the Proposer and discuss the potential approaches and their rationale with the Working Group. The outcomes of all discussions will be captured in the Modification Report. |

## Question 12: Please provide any further comments you may have.

| Question 12                           |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                 |
|---------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Respondent                            | Category       | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | SECAS Response                                                                                                                                  |
| <b>Western Power Distribution</b>     | Network Party  | <p>We wonder, as a result of this modification, whether current DCC reporting needs to be reviewed and compared. For example, there are various reports available either via the SSI or published to SharePoint, including inventory reports, however the first Business Requirement is to provide an inventory report to users. We want to ensure that there is no duplication of effort. It might be that some existing reporting could be withdrawn.</p> <p>We still don't understand exactly what differences are between the current DNO POA/PRA reporting and the reporting proposed here. Is this modification expanding on the current reporting or proposing duplicated reporting?</p> | SECAS will discuss these concerns with the DCC to ensure Parties are not receiving duplicated reporting.                                        |
| <b>Electricity North West Limited</b> | Network Party  | The DCC costs for implementing both MP176 and MP096 should avoid any double counting regarding Alert reporting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | SECAS will ensure the implications of MP096 are considered in the MP176 reporting contents and liaise with the DCC to align the two approaches. |
| <b>EDF</b>                            | Large Supplier | No further comments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | -                                                                                                                                               |
| <b>Utilita Energy Limited</b>         | Large Supplier | No further comments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | -                                                                                                                                               |

# **SEC Modification Proposal, SECMP0176**

## **Portal Access to Customer Analytics Reporting**

### **Second Full Impact Assessment (FIA)**

|                        |                                     |
|------------------------|-------------------------------------|
| <b>Version:</b>        | <b>0.31</b>                         |
| <b>Date:</b>           | <b>9<sup>th</sup> October, 2023</b> |
| <b>Author:</b>         | <b>DCC</b>                          |
| <b>Classification:</b> | <b>DCC Public</b>                   |

# Contents

|          |                                                                          |           |
|----------|--------------------------------------------------------------------------|-----------|
| <b>1</b> | <b>Executive Summary .....</b>                                           | <b>3</b>  |
| <b>2</b> | <b>Document History .....</b>                                            | <b>4</b>  |
| 2.1      | Revision History .....                                                   | 4         |
| 2.2      | Associated Documents .....                                               | 4         |
| 2.3      | Document Information.....                                                | 4         |
| <b>3</b> | <b>Context and Requirements .....</b>                                    | <b>5</b>  |
| 3.1      | Problem Statement .....                                                  | 5         |
| 3.2      | Business Context and Requirements.....                                   | 5         |
| 3.3      | Business Requirements .....                                              | 5         |
| 3.4      | Overlap with Other SEC Modifications.....                                | 9         |
| <b>4</b> | <b>Description of Technical Solution .....</b>                           | <b>11</b> |
| 4.1      | DS&A Changes and Approach.....                                           | 11        |
| 4.2      | Customer Portal Solution.....                                            | 12        |
| 4.2.1    | Solution Components.....                                                 | 12        |
| 4.2.2    | High Level Architecture .....                                            | 13        |
| 4.3      | Requirement and Solution Comparison.....                                 | 14        |
| 4.4      | Testing.....                                                             | 15        |
| <b>5</b> | <b>Impact on Systems, Processes and People.....</b>                      | <b>16</b> |
| 5.1      | Working Methodology .....                                                | 16        |
| 5.2      | Infrastructure Impact; Microsoft Azure and Amazon Web Services Platforms | 16        |
| 5.3      | Security Impact.....                                                     | 16        |
| 5.4      | Technical Specifications .....                                           | 17        |
| 5.5      | Training .....                                                           | 17        |
| <b>6</b> | <b>Implementation Timescales and Approach.....</b>                       | <b>18</b> |
| 6.1      | Modification Development Methodology and Timescales .....                | 18        |
| 6.2      | Testing and Acceptance.....                                              | 19        |
| <b>7</b> | <b>Costs and Charges.....</b>                                            | <b>20</b> |
| 7.1      | Licensing.....                                                           | 20        |
| 7.2      | Design, Build and Testing Cost Impact.....                               | 20        |
| 7.3      | Application Support.....                                                 | 20        |
|          | <b>Appendix A: Glossary .....</b>                                        | <b>21</b> |
|          | <b>Appendix B: Risks, Assumptions, Issues, and Dependencies.....</b>     | <b>22</b> |
|          | <b>Appendix C: Detailed Requirements.....</b>                            | <b>23</b> |

# 1 Executive Summary

The Change Board are asked to approve the following:

- Total cost to implement SECMP0176, Customer Portal Access, which comprises:
  - £466,065 in Design, Build, Testing, and Implementation
- Additional support costs for this reporting will be absorbed into the existing Business As Usual (BAU) support structure already in place
- A timescale to complete the implementation of eight (8) months

Note that DCC are recommending that if this Modification is approved, this work should begin after the DCC Data Science and Analytics (DS&A) team complete their transition to a cloud-based platform.

## Problem Statement

As part of SECMP0122A the DCC provides SEC Parties through the SEC Operations Group with industry wide level of reporting on the timings, success, or failure of Service Reference Variants (SRVs) relating to key customer business processes. This reporting applies to all SEC Parties in an anonymised view, and is distributed in PDF files over a month later from the reporting period.

## Benefit Summary

This Modification will provide a standardised set of benchmarked individualised reports to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to allow them to diagnose reasons for poor performance so that they can take steps to address it.

In addition, this second FIA proposes the implementation of a Customer Portal that permits secure online access to anonymised differential and comparative analysis of aggregated data using a web browser. The current format for the majority of DCC reports (such as the SECMP0122A suite of reports) is as PDF documents and CSV files, which can be large and difficult to navigate. Online access to data will permit DCC Users, who may not otherwise have the technical capability to analyse data provided by DCC, to more quickly and effectively locate the relevant analysis, and gain insights from the data.

## 2 Document History

### 2.1 Revision History

| Revision Date | Revision | Summary of Changes  |
|---------------|----------|---------------------|
| 01/10/2023    | 0.1      | DCC Internal Review |
| 06/10/2023    | 0.3      | Published to SECAS  |

### 2.2 Associated Documents

This document is associated with the following documents:

| Ref | Title and Originator's Reference                                   | Source | Issue Date |
|-----|--------------------------------------------------------------------|--------|------------|
| 1   | MP176 Modification Report                                          | SECAS  | 17/11/2021 |
| 2   | MP176 Business Requirement v0.2                                    | SECAS  | 17/11/2021 |
| 3   | MP176 Legal Text v0.1                                              | SECAS  | 17/11/2021 |
| 4   | MP176 Preliminary Assessment Request                               | SECAS  | 17/11/2021 |
| 5   | SECMP0176 Portal Access to Customer Analytics Reporting Second PIA | DCC    | 21/07/2022 |

References are shown in this format, [1].

### 2.3 Document Information

The Proposer for this Modification is David Walsh from the Data Communications Company (DCC).

The initial Preliminary Impact Assessment was requested of DCC on 17<sup>th</sup> November 2021. A second PIA was offered by DCC with the inclusion of a "Customer Portal" or front end to deliver extra data.

Note that the DCC Technical Operations Centre (TOC) previously identified as the DCC team providing the reporting has been renamed to the Data Science and Analytics (DS&A) team and is described in Section 4 as part of the Technical Solution.

### 3 Context and Requirements

In this section, the context of the Modification, assumptions, and the requirements are stated.

The problem statement and requirements have been provided by SECAS, the Working Group, and the Proposer.

#### 3.1 Problem Statement

Following the implementation of SECMP0122A, the DCC provides SEC Parties through the SEC Operations Group with industry wide level of reporting on the timings, success or failure of Service Reference Variants (SRVs) relating to key customer business processes. This reporting is an anonymised view of reporting which does not provide customers with a view of their own performance, how they compare with other SEC Parties, or the ability to simply diagnose factors (Devices, Firmware, Geographic Location, Orchestration) that could be affecting their performance against key business processes, which in turn reduces the ability of Users to drive improvement, and the ability of the DCC to assist them in doing so.

DCC is seeking to provide a standardised set of benchmarked reporting to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to enable them to diagnose reasons for poor performance so that they can take steps to address it. The DCC's workshops with DCC Users (including Import Suppliers, Export Suppliers, Gas Suppliers, and Electricity Distributors) and via DCC's Quarterly Finance Forum (QFF) provided a unanimous view that this should be implemented via a SEC Modification as it would mandate receipt of this information by all Parties and therefore offer equal benefit to them.

DCC have indicated that it would be possible to provide access to most of the required data through a Customer Portal or landing zone which Users could use to interactively select their own data and to download the results.

#### 3.2 Business Context and Requirements

During the initial development of SECMP0122A, the reporting requirements were dimensioned by SRV and Region. To better understand the shortcomings in performance, the DCC extended the reporting model to Device and Party levels, which revealed a significant disparity in performance levels between DCC Users across several key business processes. As not all SEC Parties have the reporting capabilities to assess their own performance against these key metrics, they have a reduced ability to drive improvement within their own businesses and in their interactions with the DCC. The inability to identify areas of concern can lead to delays in industry processes and have financial and reputational costs across all Parties.

#### 3.3 Business Requirements

This solution will be applied to Smart Metering Equipment Technical Specifications (SMETS) 1 and SMETS2+ Devices.

The DCC will provide anonymised league tables for key business processes, identifying average performance per Smart Energy Code (SEC) Party for that Business Process and identifying the positioning on those league tables of only the SEC Party to whom that report is directed. DCC Customer Analytics Reporting will not share any Device Level data with any party other than the target SEC Party. Any SEC Party which is active in DCC Systems can request a further, new report to be added to the Customer Analytics Reporting suite, or

request a change to an existing report, by making a request to a DCC group mailbox, but additional design, build, and test costs will be incurred.

| Ref. | Requirement                                                                                                                                                                                                                                        |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | For the User Roles: Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor and Other User, the DCC will provide inventory reporting identifying the User's Metering Estate.                                                       |
| 2    | The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role. |
| 3    | The DCC shall provide reporting on DCC, and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.             |

**Requirement 1: For the User Roles: Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor and Other User, the DCC will provide inventory reporting identifying the User's Metering Estate**

1. A single bar graph for each Device Type (Electricity Smart Metering Equipment (ESME), Gas Smart Metering Equipment (GSME), In Home Display (IHD), Pre-Payment Meter Interface Device (PPMID), and Other identifying each Device Model (on the x-axis) and the volume of meters and of each firmware model (on the y-axis).
2. A single Device Model bar graph giving a breakdown of each SEC Party's estate firmware version, highlighting the report recipient and the industry average.

The DCC will provide for each customer a CSV data file identifying all Devices on their estate with the following data fields:

- Device Identifier;
- Smart Metering System (SMS) Identifier;
- Device Type;
- Device Model;
- Firmware version;
- Communication Service Provider (CSP) Id;
- Energy Supplier Id;
- Distribution Network Operator (DNO) Id;
- MPxN;
- Postcode;
- Last Meter Read time/date;
- Last Alert time/date;
- Last Alert Code;
- Commissioned Status;
- Power Outage Alert Count in last month (including Polyphase Supply Interrupted Alerts);
- Prepayment flag;



- SMETS version;
- whether the Device expires on the Central Products List (CPL) within 30 days;
- Devices whose Security Certificates are due to expire; and
- Change of Supplier Start and End dates.

Note 1: The above request was captured at a DCC Workshop. The DCC believe that this data could run to many millions of rows and therefore suggest some form of exception reporting. The format of this report is therefore to be discussed with customers as part of the Detailed Design phase, however the FIA costs and duration will be based on the full dataset.

Note 2: A limited subset of these data fields would be provided through the Portal. This is noted in the Solution Overview in section 4.2.1 following.

**Requirement 2: The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role.**

1. The DCC will report for each of the requirements noted in this section, identifying in separate graphs:
  - A monthly average benchmark of success or failure against other customers operating in the same User Role.
  - A monthly view of Round-Trip Time or Alert delivery time, identifying customer best, worst, mean and median against those same metrics at an industry level for other customers operating in the same User Role.
  - A daily average view of success/failure and average Round Trip Time for that customer compared to industry average. Where relevant, performance will be broken down by meter type, Region and SMETS1/SMETS2, and 'Category 1 & 2' Incidents will be highlighted. The report will identify all failures by Reason Code alongside all additional signifiers to enable Users to diagnose common themes.
2. The DCC will provide a monthly CSV data file for each Service Reference Variant (SRV), identifying at an aggregated level all dimensions that Speed, Volume, Payload (SVP) report on:
  - Success/Failure;
  - Failure reason code;
  - Communications Hub Manufacturer;
  - Communications Hub Model;
  - Communications Hub Function;
  - Communications Hub Firmware;
  - Device Type;
  - Device Manufacturer;
  - Device Model;
  - Device Firmware Version;

- Region; and
- Round Trip Time.

**Requirement 3: The DCC shall provide reporting on DCC, and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.**

Electricity Distributors will receive reporting on the following subset of Alerts:

- AD1 – Power Outage Alert;
- 8F35 – Supply Outage Restored;
- 8F36 – Supply Outage Restored - Outage  $\geq$  3 minutes;
- 8F58 – Supply interrupted on Phase 1;
- 8F59 – Supply interrupted on Phase 2;
- 8F5A – Supply interrupted on Phase 3;
- 8F37 – Supply Outage Restored on Phase 1;
- 8F38 – Supply Outage Restored on Phase 2 Restored - Outage  $\geq$  3 minutes;
- 8F39 – Supply Outage Restored on Phase 2 Restored;
- 8F3A – Supply Outage Restored on Phase 2 Restored - Outage  $\geq$  3 minutes;
- 8F3B – Supply Outage Restored on Phase 3 Restored;
- 8F3C – Supply Outage Restored on Phase 3 Restored - Outage  $\geq$  3 minutes;
- 8F0C – Clock not adjusted (adjustment greater than 10 seconds);
- 81C6 – Clock not adjusted (outside tolerance);
- N12 – Failure to deliver Command to Device;
- N13 – Failure to receive Response from Device;
- N53 – Command not delivered to ESME; and
- N55 – SMETS1 Service Provider (S1SP) Service Request Validation Failure

This reporting will provide the following views:

1. A daily average view of success/failure of Alert sending and average delivery time for that customer compared to industry average.
2. A monthly summary of success compared to industry average.
3. The DCC will provide a monthly CSV data file for each Alert type, identifying at an aggregated level all dimensions that SVP report on:
  - Success/Failure
  - Failure reason code
  - Comms Hub Manufacturer
  - Comms Hub Model

- Comms Hub Function
- Comms Hub Firmware
- Device Type
- Device Manufacturer
- Device Model,
- Device Firmware Version,
- Region,
- Round Trip Time

Reports for the Electricity Distribution role for the Alerts N13 'Failure to receive Response from Device' and N55 'S1SP Service Request Validation Failure' will receive an additional view identifying a breakdown of the Alerts split by Meter Make, Model, Firmware Version.

In addition, the following reports will be produced specifically for the Electricity Distribution role:

- Report comparing the daily monitoring of N16 'Device Identity Confirmation' Alerts with N42 'Security Credentials Updated on the Device' Alerts identifying volumes which haven't a seven-day Service Level Agreement (SLA) for receipt of the N42 following N16 and those that have failed this metric, sorted by Energy Supplier.
- Standardised Reporting identifying Power Outage Alerts with no Power Restoration Alerts:
  - AD1 with no 8F35
  - AD1 with no 8F36
  - 8F35 with no AD1
  - 8F36 with no AD1

### 3.4 Overlap with Other SEC Modifications

There are four other Modifications related to reporting, although the original Modification, SECMP0122, was split into two to accommodate required changes in Service Provider data as follows.

| SECMP | Summary                                                                                                                                                                                                                                                                                                                                 | Status                   |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 122A  | Using DS&A data, provides Performance Measure reporting based on performance against SLAs for Service Requests and Business Processes which was added to the PMR.                                                                                                                                                                       | Implemented              |
| 122B  | Includes Alert Timestamps for SMETS2 CSPs plus DS&A reporting to support Alert Throughput reporting                                                                                                                                                                                                                                     | Go Live<br>December 2023 |
| 187   | SECMP0122A measures Round Trip Times (RTT) which includes Home Area Network (HAN) wait times, and which are not defined or included in the SEC. These RTTs are compared to the Target Response Times (TRT) in the SEC. This Modification is intended to determine and introduce the appropriate RTT targets and reporting into the SEC. | On Hold                  |

|     |                                                                                                                                                                                                                                                                                                                                                                                                          |                                                              |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 217 | Introduces valid timestamps for each Service Provider boundary related to the TRT to see potential issues more clearly and allow better management of performance issues. Proposed updated legal text for SECMP0122A to provide correct definitions of the reporting measures. Added availability measures and consequential contract changes with potential to update legal text provided in SECMP0122. | PIA Complete, technical solution rejected, currently On Hold |
| 242 | Captures the consumer experience and pinpoint areas of concern through determining the success or failure of an agreed set of Service Reference Variants (SRVs) which make up the overall outcomes a set of Business Processes.                                                                                                                                                                          | PIA complete, expected to go to FIA in December 2023.        |

SECMP0187 and SECMP0217 were proposed to address the nature of the timing measurements in the SECMP0122B monthly reporting, but even if implemented will not affect the number of reports and their formats.

However, as part of the output from the October Working Group on SECMP0242, it was suggested that Operations Group should consider the need for the full suite of reporting currently provided and indeed the scope of the reporting in this Modification, in light of the additional information provided by SECMP0242. While it is not possible to immediately quantify, clearly reducing the number of reports given in the above requirements would reduce the effort and hence cost associated with producing a Customer Portal as identified in this Modification.

## 4 Description of Technical Solution

In a previous FIA for this Modification, DCC described, presented, and costed a solution with limited analytics functionality to provide a standardised set of benchmarked individualised reports to all DCC Users. This would enable a SEC Party to identify their organisation's performance for key business processes in comparison to their peers and to allow them to diagnose reasons for poor performance so that they can take steps to address it. The key functionality allowed Users to view their own reporting data, and create CSV file downloads of this data.

In this version of the FIA, the solution will contain the same functionality but will include for each User the technical flexibility to add or amend metrics to the reporting suite by logging into a Customer Portal. This enhanced service will mean SEC Parties can access a range of curated data reports and the underlying data sets held by the DS&A team.

### 4.1 DS&A Changes and Approach

Separately from this Modification, DCC is currently finalizing, and from November 2023 expects to embark on, a major overhaul of its data infrastructure which will see DCC reporting transition to cloud-native technologies. The transition will unlock the following:

- **Scalability:** Cloud-native databases offer unparalleled scalability. As DCC reporting, and DS&A, grows and our data needs expand, the new system will adapt seamlessly.
- **Performance:** Enhanced speed and performance metrics will ensure that data retrieval and processing occur at unprecedented rates, facilitating faster decision-making.
- **Cost-Efficiency:** Over time, cloud-native solutions tend to be more cost-effective. Their flexible pricing models, based on actual usage rather than potential peak capacity, mean we only pay for what we use.
- **Reliability:** Cloud-native databases offer better redundancy and automatic backup solutions, ensuring our data is safe, recoverable, and always available.
- **Innovation:** With the power of the cloud, we can rapidly deploy new technologies and tools that integrate seamlessly with our database, driving innovation in data analytics, machine learning, and AI.

This will require a period of building the infrastructure and loading data assets which when complete a complex migration of the thousands of regulatory mandated and customer reports in existence today. This new structure would be used as part of the existing architecture to serve data from the DS&A Data Warehouses into the Customer Portal as shown in Figure 1 below. The Customer Portal would then be built on top of the new infrastructure.

## 4.2 Customer Portal Solution

The following sections describe the components and architecture required to deliver the Customer Portal functionality for this Modification.

### 4.2.1 Solution Components

The Customer Portal service will initially feature as a secure Power Pages portal, through which each SEC Party will be able to access personalised, curated reports and underlying datasets based on their data. Several challenges must be resolved, from selecting a straightforward, flexible portal which is not hardcoded as far as possible, adheres to key security requirements, and implements the Microsoft Power BI<sup>1</sup> capability effectively.

The key elements of the solution include:

- An initial Customer Portal build
- A suite of Power BI providing dynamic and interactive Business Intelligence
- Reporting development to meet the requirements listed in section 3.3 above
- A solution to query the underlying datasets

These elements have some simple, yet key, low-level requirements associated with them as follows:

1. The Customer Portal must be future proof, and both easy to extend and maintain
2. The solution must be secured in alignment with DCC security standards and best practices

Further detailed requirements for the Customer Portal are given in Appendix C: Detailed Requirements at the end of this document.

---

<sup>1</sup> Microsoft Power BI is an interactive data visualization software product developed by Microsoft with a primary focus on business intelligence.



establish the correct Power BI licensing plan. The structure and process for Power BI to publish data into Power Pages must be established, and then be validated by SEC Party and DCC user testing. Once the security and performance of the solution is established and verified, then work can begin on producing the reporting functionality for all SEC Parties using the Customer Portal.

### 4.3 Requirement and Solution Comparison

Whilst this solution is defined to meet the requirements covered in section 3.3 it is prescriptive and limited, by its nature, in which analytics that would be available to SEC Parties. However, by building this solution on top of the new DS&A platform with the solution using Microsoft Power BI and Power Pages this Modification is not limited to a one-off delivery of prescribed reports and analytics, but rather the start of a change giving access to:

1. **Current DCC Reporting** – SharePoint is complex to navigate and DCC customers are not always aware of what is there. DCC will be able to move or replicate all reporting to the Customer Portal, and create interactive guidance content explaining the reporting available and human friendly user guides with on-screen tips.
2. **Dynamic Reporting** – the current reporting is often weekly or monthly based, and in PDF or CSV file format. The Customer Portal is an enabler for all future reporting to be dynamic with current reporting migrated to it.
3. **Future DCC Reporting** – For SEC Parties requiring a faster way to request new reporting and analytics, the DCC development time would be significantly reduced. New reports should be available in days and weeks not weeks and months.
4. **Comparative Analytics** – The Customer Portal will allow a framework of report delivery that create anonymised league tables (comparative analytics) by design.
5. **DCC-Driven Insights** - As well as analytics being available, customers have indicated they want to see DCC driving the conversation with, for example, splash pages indicating where there may be a problem. Whilst data visualisation is delivered via Power BI, the Power Pages Customer Portal will allow much richer content delivery. Publishing insights garnered by the DCC team can be automated into the Portal, and manual content from a DCC investigation can be simply delivered.
6. **Prescriptive Analytics** – The solution will not just highlight anomalies but could indicate the path to resolution. The design will enable DCC to publish any form of content, in turn positively helping DS&A by allowing a simple methodology for delivering prescriptive insight and driving improvement across the ecosystem.
7. **Filtering and Dimensioning** - The solution permits multiple dimensions across much wider date ranges, such that instead of fixed monthly reporting, data can be filtered across any date range and dimension, such as CSP Region, or firmware version.
8. **Downloading Filtered Data** - The solution will allow downloading of any data associated with the visualisation by the User. This will allow the user to drill down on specific, problematic areas, and download the data.



## 4.4 Testing

The development and testing will not follow the Pre-Integration Testing (PIT), System Integration Testing (SIT), and User Integration Testing (UIT) pattern associated with a "standard" SEC Release, and will not require the testing services of the System Integrator or CSPs.

PIT will be provided and carried out by the Service Provider and assured by DCC Testing Assurance. SIT will be carried out in a similar way, but User Acceptance Testing will replace the "standard" UIT be carried out with participation from a subset of SEC Parties as described in section 6.1 below.

Note that the development will include selected SEC Party participation working in sprints, and validating the progress of the reports through the development phase as described in sections 5.1 and 6.1 following. This will be run by the DS&A team and will act as an extra form of user validation.

## 5 Impact on Systems, Processes and People

As defined the change included in this document is confined to data already within DCC and available to DS&A, with no expected changes impacting SMETS1 or SMETS2 Service Providers.

### 5.1 Working Methodology

During the requirement gathering and refinement, principally as part of the SECMP0122 process which drove the original SECMP0122 and 176 requirements, the DCC and SECAS hosted workshops with the Working Group. These workshops aimed to validate the proposals in the Operational Metrics Review (OMR) in terms of the viability of implementing the recommendations, to refine the requirements further, and to enable fast delivery of new requirements and improvements.

It is proposed that the reporting as specified within this Modification will be delivered by DS&A via an iterative delivery mechanism, whereby a Minimum Viable Product (MVP) will be available in a first Sprint in the Implementation phase as shown in Figure 3 below. Following consultation with the Working Group, further functionality can be delivered in a fast and frequent continuous delivery mechanism until the final product is complete, using the same methodology as SECMP0122. This is considered the fastest and most exact method in ensuring the requirements are fulfilled and is described further in Section 6.

### 5.2 Infrastructure Impact; Microsoft Azure and Amazon Web Services Platforms

As DCC DS&A are moving their new reporting functionality to an Amazon Web Services (AWS) based cloud infrastructure, there might be issues in implementing the proposed solution which is predominantly Microsoft-based components. As part of the detailed design, this will be investigated, and any design changes required will be taken. However, DCC believes the Microsoft-based solution would meet the requirements more closely and provide the ability to provide the functionality to allow a straightforward implementation of future reporting requirements and features, e.g., the AWS Quicksight application does not allow for extensive customisation and is limited compared to Power BI which could affect the quality of any QuickSight reports and dashboards produced.

DCC are working with their Commercial and Procurement teams to ensure the best possible license agreements with Microsoft are achieved and would support the proposed solution in the most effective costs. DCC already has significant SharePoint and Power BI licensing in place as part of the current reporting hub and this would most likely be used as the basis for future license requirements.

### 5.3 Security Impact

The DCC is already responsible for all security controls and assurance associated with the infrastructure and user data and is in alignment with security recommendations and best practices. Identity and Access Management processes and policies are owned and managed by DCC including assigning identities within DCC's tenant, granting and revoking permissions, Joiners-Movers-Leavers (JML) procedures, etc. The DCC cloud tenant will be used to implement the solution, including cloud computing and data storage entities potentially across different platforms, and will implement the existing controls and best practices, with security controls and policies in scope aligned with ISO 27001 standards.

Whilst developing the High-Level Architecture through the FIA DCC have been unable to fully review all aspects and ensure that the solution is 100% compliant with DCC Security

standards. More detailed security reviews will be required by DCC Security Assurance and DCC Security Architecture teams once the programme reaches the Low-Level (Detailed) Design stage. As this Modification surrounds increased data sharing through a new mechanism with other SEC Parties this activity will be critical. If there were security concerns identified at the LLD which required different solutions there is a risk this may impact the initial costing provided following, but the DCC would be responsible for providing solutions and fixes.

Penetration testing will be required and is included in the costs following.

The solution will be security assured during the implementation phase and will comply with standard DS&A reviews, however no impact from such assessments is anticipated.

## **5.4 Technical Specifications**

No change to DUIS, GBCS, or any other Technical Specification.

## **5.5 Training**

As the initial screens in the Customer Portal may appear initially complex, DCC will provide User training when development is complete, and the Customer Portal is ready for use for the SEC Parties.

## 6 Implementation Timescales and Approach

Assuming acceptance and approval of this Modification, commercial acceptance can be put in place once the initial DS&A work on a transition to a cloud-based platform is complete as described in section 4.1 above.

It is important to note DCC would not be able to implement SECMP0176, if approved, for the next 12 months. DCC is currently finalizing, and from November 2023 will embark on, a major overhaul of its data infrastructure which will see DS&A transition to cloud native technologies as described in section 4.1 above. This will require a period of building the infrastructure and data assets across the remainder of this financial year and then complete a complex migration of the thousands of regulatory mandated and customer reports in existence today. Post this activity DS&A would look to build the Customer Portal and suite of self-serve dashboard and reports required as part of this Modification.

A key factor in planning and delivering this Modification's implementation and release is that the changes are neither part of the Smart Metering System, nor do they impact any Technical Specifications, such that they can be implemented separate from the now-standard SEC Release dates. This work should be completed within six (6) months of approval.

### 6.1 Modification Development Methodology and Timescales

As described in Section 4.4 and shown in Figure 2 an iterative approach will be utilised to deliver this Modification.

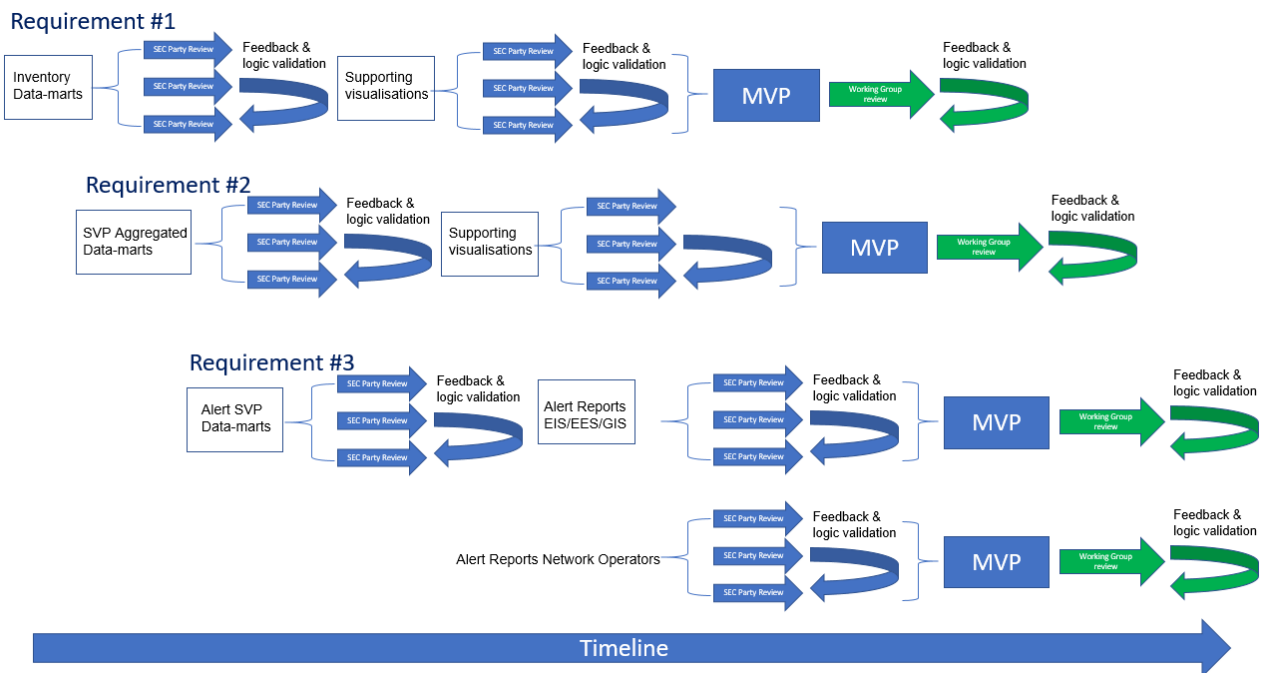


Figure 2 Implementation approach

The initial Sprint 1 output is planned to be available for Working Group (or a selection of volunteer Users) review after just over one-month post-commercial acceptance.

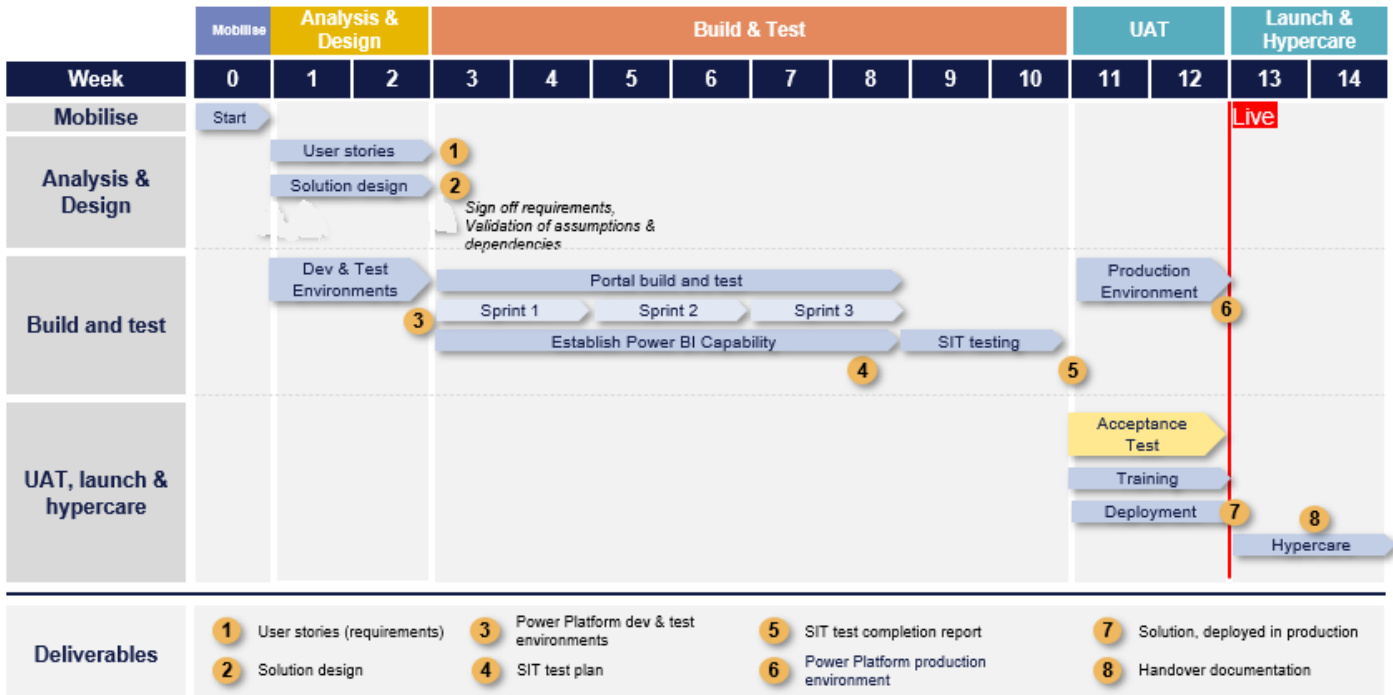


Figure 3: Proposed Implementation Timelines

As indicated in Figure 3 this will involve Service User participation within this period. These timescales assume no significant delays are encountered within Working Group review phases. In summary, DCC will deliver the solution to a limited number of Users, ideally those included in the User Acceptance Testing and Working Group review within three (3) months from Commercial Acceptance and the start of working with the full release available in the middle of month four (4).

Note that the delivery to all SEC Parties would require further development potentially lasting up to five months. There are a large number of Parties requiring the Customer Portal functionality, and the solution would be scaled appropriately for a performant result, and the work in designing and implementing each report would be extremely similar with the main concern being security and ensuring that the appropriate data is presented to each Party.

## 6.2 Testing and Acceptance

It is assumed that the change will be implemented and tested as a separate release not necessarily at the same time as a SEC Release. It will include testing iteratively, sometimes with Users, during development. The development and testing will not require the specific testing services of any external parties and instead utilise a collaborative approach with Service Users marked as "Acceptance Test" in Figure 3.

## 7 Costs and Charges

This section indicates the total quote for the application development stage for this modification. Note these costs assume a standalone release of just this SEC Modification without any other Modifications or Change Requests.

|                                                                                                       |          |
|-------------------------------------------------------------------------------------------------------|----------|
| Detailed Design, Build and Pre-Integration Testing                                                    | £195,065 |
| Additional Cloud Infrastructure                                                                       | £42,000  |
| Power BI Report build for 70+ per customer at £39,000 per month – expected to take 5 months           | £195,000 |
| DCC Test Assurance (12 weeks PIT 0.5 FTE plus 16 weeks 0.25 FTE during individual report development) | £20,000  |
| Penetration Testing                                                                                   | £10,000  |
| DCC User Acceptance Testing (4 weeks)                                                                 | £4,000   |
| Total for Platform, Implementation and Reports                                                        | £466,065 |

### 7.1 Licensing

DCC holds significant numbers of Microsoft licenses, but additional licensing for Microsoft Power Pages, the Microsoft Power App development tool, and Power BI used for creating and viewing reports will be required, and are included in the quote above as Design, Build, and PIT costs, as well as Application Support (running) costs noted following.

### 7.2 Design, Build and Testing Cost Impact

Design, build, testing and implementation will attract one off cost as identified and will not follow the PIT, SIT, and UIT pattern associated with a "conventional" SEC Release.

Service Users would be engaged in the test phases for this Modification for each relevant MVP, although there would be no impacts on their systems beyond the option to download CSV files.

### 7.3 Application Support

This refers to keep the application maintained and running. It is quoted as a monthly cost and incorporates FTE effort, infrastructure, and software licensing costs.

Depending on SEC Party usage of the Customer Portal, the costs could range from £2500 - £7500 per month on an ongoing basis. Application Support costs will be considered as part of Business as Usual, and will be covered by annual DS&A costs.

Costs for changes in the reporting or additional data requested by SEC Parties would be directed to the DS&A team, and would be assessed on a case-by-case basis.

## Appendix A: Glossary

The table below provides definitions of the terms used in this document.

| Acronym  | Definition                                       |
|----------|--------------------------------------------------|
| AWS      | Amazon Web Services                              |
| BAU, BaU | Business As Usual                                |
| CPL      | Central Products List                            |
| CSP      | Communication Service Provider                   |
| CSV      | Comma Separated Variable                         |
| DCC      | Data Communications Company                      |
| DNO      | Distribution Network Operator                    |
| DS&A     | Data Science and Analytics                       |
| DSP      | Data Service Provider                            |
| DUIS     | DCC User Interface Specification                 |
| ESME     | Electricity Smart Metering Equipment             |
| FIA      | Full Impact Assessment                           |
| FTE      | Full Time Equivalent                             |
| GBCS     | Great Britain Companion Specification            |
| GSME     | Gas Smart Metering Equipment                     |
| HAN      | Home Area Network                                |
| IHD      | In Home Display                                  |
| JML      | Joiners-Movers-Leavers                           |
| LLD      | Low Level Design                                 |
| MVP      | Minimum Viable Product                           |
| OMR      | Operational Metrics Review                       |
| PIA      | Preliminary Impact Assessment                    |
| PIT      | Pre-Integration Testing                          |
| PPMID    | Payment Meter Interface Device                   |
| QFF      | Quarterly Finance Forum                          |
| RTT      | Round Trip Time                                  |
| SEC      | Smart Energy Code                                |
| SECAS    | Smart Energy Code Administrator and Secretariat  |
| SIT      | Systems Integration Testing                      |
| SLA      | Service Level Agreement                          |
| SMETS    | Smart Metering Equipment Technical Specification |
| SRV      | Service Reference Variant                        |
| SVP      | Speed, Volume, Payload                           |
| S1SP     | SMETS1 Service Provider                          |
| TOC      | Technical Operations Centre                      |
| TRT      | Target Response Time                             |
| UIT      | User Integration Testing                         |

## Appendix B: Risks, Assumptions, Issues, and Dependencies

### Risks

| Ref        | Description                                                                                                                                                                                                  | Status/Mitigation                                                                                                                                                                                                                                                                                                                        |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MP176-DSR1 | A poor Customer Portal solution will require significant cost and lead time to update, and have a poor response to stakeholder needs                                                                         | Open<br>The solution should include simple configuration and low-code technologies requiring relatively low overheads and staff to maintain and change the solution                                                                                                                                                                      |
| MP176-DSR2 | Limiting the functionality in the Customer Portal, reporting, and data querying would most likely require further future investment in infrastructure and software to provide any new reporting capabilities | Open.<br>The solution shall include the ability to scale the infrastructure to account for changes in demand as well as be configurable and require low- code changes to meet any new requests from SEC Parties                                                                                                                          |
| MP176-DSR3 | Infrastructure builds too small or too large                                                                                                                                                                 | Open.<br>With on-premises infrastructure, there is a significant risk that the infrastructure for a specific solution may be either built over or under capacity, particularly if it is difficult to forecast potential usage. With a cloud-based platform, it is relatively straightforward to scale down or up to meet customer usage. |
| MP176-DSR4 | If there were security concerns identified at the Low-Level Design (LLD) which required different solutions, this may impact the provided costing.                                                           | In the LLD there will be complete analysis of the security aspects of the solution. Any shortcomings would be addressed by the DCC.                                                                                                                                                                                                      |

### Assumptions

None at this time.

### Issues

None at this time.

### Dependencies

| Ref        | Description                                                                                                                        | Status/Mitigation                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MP176-DSA1 | DCC cannot start the Customer Portal work until it has completed the move of its reporting functionality to a cloud-based platform | Open, Accepted<br>DCC is carrying out a major overhaul of its data infrastructure which will see reporting transition to cloud-native technologies. The Customer Portal would be built on this new platform to use the scalability and improved performance of the cloud infrastructure. It would be extremely inefficient to build on the current infrastructure or very risky to build as a transition to cloud computing is taking place |



## Appendix C: Detailed Requirements

These requirements will be used for the basis of testing and implementation criteria for this Modification.

| ID     | Epic / Process     | Requirement                                                                                                                                                                                             |
|--------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCC-1  | Content Management | As a DCC Report Administrator I want to see all Published csv/pdf files so that I can decide which ones to release to the Portal                                                                        |
| DCC-2  | Content Management | As a DCC Report Administrator I want to approve a Published Report for release to the Portal so that End Users may view the report                                                                      |
| DCC-3  | Content Management | As a DCC Report Administrator I want to revoke approval of a Published Report so that it can be removed from the portal and no longer visible                                                           |
| DCC-4  | Content Management | As a DCC Report Administrator I want to add descriptive text about a report so that it is clear to me and the users what the report is                                                                  |
| DCC-5  | Content Management | As a DCC Report Administrator I want to categorise reports so that they appear within the relevant theme on the portal                                                                                  |
| DCC-6  | Content Management | As a DCC Report Administrator I want to be able to search for reports available in the portal so that I can quickly find the information about the relevant report                                      |
| DCC-7  | Content Management | As a DCC Report Administrator I want to be able to set the status of a report (csv/pdf) to "archived" so that users no longer see the report (csv/pdf)                                                  |
| DCC-8  | Content Management | As a DCC Report Administrator I want to be able to add a version Number to the report so that I can see a history where changes have happened, and the users can be clear what version they are viewing |
| DCC-9  | User Management    | As a DCC Report Administrator I want to see details of all registered external users (Customer) of the portal so that I can monitor take-up                                                             |
| DCC-10 | User Management    | As a DCC Report Administrator I want to see details of portal usage (analytics) so that I can monitor usage over time                                                                                   |
| DCC-11 | User Management    | As a DCC Report Administrator I want to see all types of Customers (Users) so that I can have a single view of Users in one place                                                                       |
| DCC-12 | User Management    | As a DCC Report Administrator I want to be able to find user contact information so that I can communicate where necessary                                                                              |
| DCC-13 | User Management    | As a DCC Report Administrator I want to be able to end a Customer access to the portal where necessary so that they are no longer able to log in                                                        |
| DCC-14 | User Management    | As a DCC Report Administrator I want to assign Users roles and permissions so that they can only view the data/reports they are allowed to                                                              |
| DCC-15 | User Management    | As a DCC Report Administrator I want to mark Users as approved at time of registration so that I am sure the user is from a relevant consumer of reports                                                |
| DCC-16 | User Management    | As a DCC Report Administrator I want to change Users roles and permissions so that they can only view the data/reports they are allowed to                                                              |
| DCC-17 | User Management    | As a DCC Report Administrator I want to revoke users permissions when necessary so that they can no longer view data or reports                                                                         |
| DCC-18 | User Management    | As a DCC Report Administrator I want to delete/deactivate Users if they no longer need access to the portal so that I have a proper record of users                                                     |
| DCC-19 | User Management    | As a DCC Report Administrator I want to remove personal data when a User is deleted so that I adhere to GDPR rules of data processing                                                                   |

| ID     | Epic / Process   | Requirement                                                                                                                                                                                                                                            |
|--------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCC-20 | Data Consumption | As a Data Consumer I want my login to be authenticated so that I get secure access to the available content in the portal                                                                                                                              |
| DCC-21 | Data Consumption | As a Data Consumer I want to be able to register as an external user to the DCC portal so that I can view DCC content appropriate for me                                                                                                               |
| DCC-22 | Data Consumption | As a Data Consumer I want email confirmation of my registration so that I am aware that I have successfully registered for the portal                                                                                                                  |
| DCC-23 | Data Consumption | As a Data Consumer I want to be informed if I am trying to register using credentials that are already registered so that there are no duplicate signups                                                                                               |
| DCC-24 | Data Consumption | As a Data Consumer I want to be able to reset my credentials if I have forgotten them so that I may enter the portal to view reports                                                                                                                   |
| DCC-25 | Data Consumption | As an external portal user I want to be able to see the Data privacy information so that I am aware of what personal data is held and how it is used                                                                                                   |
| DCC-26 | Data Consumption | As a Data Consumer I want to be able to slice-and-dice the data I can see on screen so that I can do further analysis                                                                                                                                  |
| DCC-27 | Data Consumption | As a Data Consumer I only want to see data relevant to me so that I do not find out information intended for other users                                                                                                                               |
| DCC-28 | Data Consumption | As a Data Consumer I want to be able to see all reports available to me so that I can select the relevant report when required                                                                                                                         |
| DCC-29 | Data Consumption | As a Data Consumer I want to be able to request different views / reports from DCC so that I may analyse data which is relevant/important to me                                                                                                        |
| DCC-30 | Data Consumption | As a Data Consumer I want to be able to report errors in a report so that DCC can investigate                                                                                                                                                          |
| DCC-31 | Data Consumption | As a Data Consumer I want to be able to ask for help or get advice about a report so that I can better understand what I see on the portal                                                                                                             |
| DCC-34 | Report Creation  | As a Report Designer I want to be able to flag a report as "available for release on the portal" (ie. Publish it) when I have designed a report and had it reviewed and approved so that I can ensure that End Users only see validated reports / data |
| DCC-36 | Report Creation  | As a Report Designer I want to be able to assign roles to reports so that I can be sure nobody can access data they are not allowed to (using Row level security)                                                                                      |
| DCC-37 | Report Creation  | As a Report Designer I want to be able to access Data Warehouse Data so that I can create reports and datasets for end users                                                                                                                           |
| DCC-38 | Report Creation  | As a Report Designer I want to be able to place CSVs and PDFs in an appropriate SharePoint location so that they become accessible to end users                                                                                                        |