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DP242

‘Change to Operational Metrics to Measure on Success’

Modification Report

Version 0.2

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About this document

This document is a draft 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.

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1. Summary

This proposal has been raised by Rochelle Harrison from British Gas.

Smart Energy Code (SEC) Modification [MP122A 'Operational Metrics'](#) (implemented on 25 February 2021) introduced Target Response Times (TRTs) to the Operational Performance Regime (OPR).

However, the Data Communications Company (DCC) is not currently able to measure TRTs, and instead can only measure Round Trip Times (RTTs). Without TRT data, only the RTTs can be reported against the targets captured in SEC Section H 'DCC Services', reducing the value of these reports generated as part of the OPR.

The Operations Group (OPSG) and Performance Measures Review Group (PMRG) have stated that it would be more beneficial if the DCC could measure the 'success' of a Service Request (SR), Service Reference Variant (SRV), or Alert. The definition of success is yet to be determined. Where the 'failure' is not due to DCC ecosystem, i.e. sending updates to a Device an energy Supplier is not responsible for (E4s etc.), then exceptions will be allowed. All exceptions will be reviewed and agreed between OPSG and DCC before being included in any reporting.

SRs, SRVs and Alerts from both Smart Metering Equipment Technical Specifications (SMETS) 1 and SMETS 2+ Devices will be within scope of this proposal.

It is the intention of the Proposer to have this modification, if approved, implemented in time for the next financial year (2024/2025).

2. Issue

What are the current arrangements?

MP122A 'Operational Metrics'

SEC Modification [MP122A 'Operational Metrics'](#) (Implemented on 25 February 2021) introduced TRTs to the OPR.

Within the Proposed Solution for MP122A, it was agreed that the criteria for measuring the success/failure of an entire business process would be determined by the number of responses and those that returned a failed response. This would be assessed by the OPSG upon the presentation of the Performance Measurement Report (PMR) based on commentary provided by the DCC on each failure.

In the MP122A Impact Assessment, the DCC proposed reporting against the SRVs with additional granularity by reporting against the following categories:

- No Response received (successful response code)
- No Response received (unsuccessful response code)
- Responses Received (successful response code i.e. "I/O")
- Response Received (unsuccessful response code i.e. response code other than "I/O")

What are Target Response Times?

TRTs are the target performance measures defined in SEC Appendix E 'DCC User Interface Services Schedule'. The TRTs are defined differently for SMETS1 Devices and SMETS2+ Devices:

- **SMETS1 Devices** – starting from the DCC User Gateway and ending on provision of the Service Response to the User, but only counting the processing time between the DCC User Interface to the DCC SMETS1 Processing Systems (inclusive); and/or the DCC SMETS1 Processing Systems to the DCC User Interface (inclusive).
- **SMETS2+ Devices** – starting from the DCC User Gateway and ending on provision of the Service Response to the User, but only counting the processing time between the DCC User Interface to the Communications Hub (inclusive); and/or the Communications Hub to the DCC User Interface (inclusive).

TRTs differ from RTTs, which measure the time taken from a request being accepted by the Data Service Provider (DSP) and then subsequently sent back to the customer.

Other in flight TRT / RTT based SEC Modifications

The Smart Energy Code Administrator and Secretariat (SECAS) currently has two additional modifications that have been raised to resolve TRT and RTT-relevant issues:

- [MP187 'Incorporation of Target Round Trip Times and Target Success Rates into the SEC'](#) proposes to introduce targets for RTTs due to the DCC currently being unable to accurately measure TRTs, as well as introduce success rates into the SEC. This modification is currently on hold while SECAS progress MP217.
- [MP217 'Obtaining Timestamps to allow Target Response Time Measurements'](#) proposes to introduce timestamps across the DCC Systems to allow the DCC to accurately report on TRTs. This modification is currently in the Refinement Process.

The Operational Performance Regime

The OPR financially incentivises the DCC's performance in three main areas: system performance, customer engagement and contract management, and is reviewed each Regulatory Year. The OPR guidance sets out how the measures are calculated and is updated and refined from time to time, following consultation by Ofgem¹.

The Performance Measurement Report

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR details the Service Levels achieved, in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures specified in the Reported List of Service Provider Performance Measures document. Service Levels are reported monthly. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State.

¹ <https://www.ofgem.gov.uk/publications/decision-revised-opr-guidance-march-2023>

OPSG and PMRG discussions

The monthly SEC PMR is reviewed by the OPSG. For several years, the OPSG has voiced concerns that the content of the PMR does not align with its experience of the services. Due to the time constraints within the OPSG, a sub-group to the OPSG, the PMRG was formed, to carry out an in-depth review of the existing measures in the PMR, to allow for more time to be spent on this topic than would be possible at regular OPSG meetings. Following its review, the PMRG made a recommendation to OPSG.

Guided by the DCC, the PMRG undertook a line-by-line review of all the Code Performance and Service Provider Measures. This raised questions from members as to what / how elements were measured so that an informed position on the continued need for the report could be agreed.

Throughout PMRG discussions, members expressed a need to measure the success of business processes as a priority as well as the time it takes for a certain SRV to traverse the DCC systems. The PMRG requested the DCC provide a 'strawman' proposal for measuring success and suggested this is based on the Business Processes as defined by SEC Section H13.1A. PMRG members expressed frustration at the time it was taking for a formal proposal from DCC. The PMRG concluded its review in March 2023. No formal recommendations to OPSG were made, pending the request for DCC to provide a 'strawman' proposal for measuring success.

What is the issue?

The DCC cannot currently measure TRTs, therefore SEC Parties have agreed that it would be more beneficial that the DCC reports on the success of SRs/SRVs/Alerts, using an agreed definition of success across the five business processes reported on as part of the OPR:

- Install and Commission²
 - 8.11 Update HAN Device Log
 - 6.21 Request Handover of DCC Controlled Device (Update Supplier Certificates)
 - 8.1.1 Commission Device
 - 8.7.2 Join Service (Join GPF with GSME)
 - 6.20.1 Set Device Configuration' (Import MPxN)
 - 1.1.1 Update Import Tariff (Primary Element)
 - 6.8 Update Device Configuration (Billing Calendar)
 - 8.14.1 Communications Hub Status Update Install Success
- 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)
- Pre-Payment

² Note, although some of the SRVs listed under Install and Commission are applicable to SMETS1, the rollout of SMETS1 Devices has ended and therefore the overall Install and Commission business process is not applicable to SMETS1.

- 1.6 Update Payment Mode (Payment Mode = Prepayment)
- 2.1 Update Prepay Configuration
- 2.2 Top Up Device (Update Balance with positive value)
- Update Device Firmware
 - 11.1 Update Firmware
 - 11.3 Activate Firmware (Individual SR for each GUID for firmware activation)
- 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

What is the impact this is having?

With the DCC unable to measure TRTs, and instead measuring RTTs which are then reported on against the targets captured in SEC Section H 'DCC Services', the value of the reports generated as part of the OPR are of a reduced value. The current reporting obscures the ability to identify where issues may occur and how to remedy them.

Impact on consumers

With current reporting not showing a clear representation of DCC performance, SEC Parties face difficulties in identifying areas of reduced performance and developing enhancements that will benefit the consumer. Also, delays in issues being spotted could cause consumer detriment for longer, especially for smaller consumer groups, such as those in prepayment mode.

3. Assessment of the proposal

Areas for assessment

Sub-Committee input

SECAS will engage with the Chairs from the OPSG, the Technical Architecture and Business Architecture Sub-Committee (TABASC), the Security Sub-Committee (SSC) and the Smart Metering Key Infrastructure Policy Management Authority (SMKI PMA) to confirm what input is required from

these forums. SECAS believes the following Sub-Committees will need to provide the following input to this modification:

Sub-Committee input	
Sub-Committee	Input sought
OPSG	What operational impact will prioritising 'success' of SRs/SRVs/Alerts over Target Response Times have?
SMKI PMA	No anticipated SMKI impacts.
SSC	No anticipated security impacts.
TABASC	No anticipated technical or business architecture impacts.

Appendix 1: Progression timetable

Timetable	
Event/Action	Date
Draft Proposal raised	24 May 2023
<i>Business requirements developed with the Proposer</i>	<i>May 2023</i>
<i>Presented to Sub-Committees for initial comment</i>	<i>May – Jun 2023</i>
<i>CSC converts Draft Proposal to Modification Proposal</i>	<i>20 Jun 2023</i>
<i>Modification discussed with Working Group</i>	<i>5 Jul 2023</i>
<i>Modification discussed with the OPSG</i>	<i>11 Jul 2023</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 Supplier
CSC	Change Sub-Committee
DCC	Data Communications Company
DSP	Data Service Provider
GSME	Gas Smart Metering Equipment
GPF	Gas Proxy Function
GUID	Global Unique Identifier
HAN	Home Area Network
MPxN	Meter Point Administration Number

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Glossary	
Acronym	Full term
OPR	Operational Performance Regime
OPSG	Operations Group
PMR	Performance Measurement Report
PMRG	Performance Measures Review Group
RTT	Round Trip Time
SEC	Smart Energy Code
SECAS	The Smart Energy Code Administrator and Secretariat
SMETS	Smart Metering Equipment Technical Specifications
SMKI PMA	Smart Metering Key Infrastructure Policy Management Authority
SR	Service Request
SRV	Service Reference Variant
SSC	Security Sub-Committee
TABASC	Technical Architecture and Business Architecture Sub-Committee
TRT	Target Response Time