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SECMP0028 ‘Prioritising Service Requests’

1st Working Group

28th February 2017 10:00 – 12:00

Gemserv, 8 Fenchurch Place, London, EC3M 4AJ

Meeting Headlines

Attendees:

Organisation	Working Group Member
Utilita (Proposer)	Andy Knowles
Co-operative Energy	Duncan Carter
Landis and Gyr	Elias Hanna
SSE	Emslie Law (teleconference)
Npower	Mark Pitchford (teleconference)
E.on	Matt Irvine
SSEN	Paul Fitzgerald
EDF Energy	Paul Saker (teleconference)
British Gas	Rochelle Harrison

Representing	Other participants
SECAS	Brendan Murphy (Chair)
	Sasha Townsend (SECAS Modification Support)
	Urszula Thorpe (Technical Support)
	Selin Ergiden (Observer)
DCC	Nicola Roteglia
	Graeme Liggett

Modification Proposal overview

The Proposer (Utilita) provided an overview of SECMP0028, highlighting that the modification seeks to prioritise Pre-Payment Top-ups and Critical Service Requests (SRs) over other SRs during periods where DCC Systems experience high volumes of messages. It was noted that the prioritisation of other SRs will be considered through the Refinement Process.

Current arrangements

SECAS noted that the current arrangements require the DCC to process a SR and send the User a Service Response within Target Response Times (TRTs), in accordance with SEC Section H3.14 and SEC Appendix E – DCC User Interface Service Schedule. SRs are currently processed on a “first come, first served” basis.

If the DCC cannot meet TRTs for the SRs within 110% of the aggregate demand forecast, then they will breach their Code Performance Measures. It was noted that the DCC is not required to meet the TRTs for those SRs that exceed 110% of the aggregate demand forecast.

Working Group consideration of the problem

The Working Group (WG) noted the following potential issues that could occur if the DCC is not able to process SRs within the TRTs:

- delays to the processing of SR2.2 (Top Up Device) may lead to negative Consumer impact;
- delays to Service Responses may lead to Users resending the same SR until the desired Service Response is received, thus increasing network traffic further; and
- delays to the processing of SR7.4 (Read Supply Status) may prevent Electricity Network Party's (ENPs) identifying nested faults following a High Voltage restoration, thus delaying the restoration of the Consumer's supply.

A WG Member questioned why this modification is needed, noting that the SEC requires the DCC meet TRTs for all SRs within 110% of the aggregate demand forecast. A WG Member highlighted industry concerns in relation to accurate SR forecasting, noting that the DCC is not required to meet the TRTs for the SRs that exceed 110% of the aggregate demand forecast. The DCC highlighted that Users forecast their monthly demand and in theory all Users may send all or parts of their monthly forecast at the same time. This may create peak periods (i.e. second or minute peaks), where the DCC DSP capacity may not be able to satisfy that peak demand, even if that peak demand were within 110% of the aggregate demand forecast.

Prioritisation

The WG considered the proposed prioritisation ratings and noted the following:

- two priority ratings may not provide adequate distinction between SRs, and therefore it was suggested that a minimum of three ratings should be considered by the WG;
- in addition to SR2.2 (Top Up Device) and SRs related to debt, the WG should consider allocating SR7.4 (Read Supply Status) and all Install and Commission SRs to priority rating 1; and

- not all Critical SRs should be allocated priority rating 1, but Critical SRs could be set as priority rating 2 as a minimum. It was suggested that priority rating 1 could be allocated to Consumer impacting SRs and priority rating 2 could be allocated to business impacting Critical SRs.

Devices

From a meter perspective, a WG Member highlighted that functionality will need to be added to ESMEs/GSMEs, to allow the Device to prioritise. It was noted that prioritisation in Devices is not in scope of this modification.

When should prioritisation be engaged?

The WG considered whether the prioritisation of SRs should always be activated or only activated when the DCC Systems approach or exceed capacity and they can no longer meet TRTs. The DCC highlighted that if the former, TRTs for lower priority rated SRs may be exceeded.

A method to prioritise messages as part of a wider demand management solution is being considered by [SECMP0030 'Demand Management of DCC Systems'](#). The Proposer and WG agreed that each Modification Proposal should be progressed in correlation, but not merged as they have separate business cases. The WG therefore agreed that this question should be considered further following clarification from the DCC on wider demand matters relating to SECMP0030.

Reject or queue?

The DCC questioned whether this modification seeks to reject or queue lower rated SRs when prioritisation is active. The WG agreed that SRs should be queued, as rejecting could cause unexpected system behaviour. It was also agreed that where an SR is queued, the User should receive an alert notifying them of this.

Noting that the SEC implies that the DCC is required to queue messages when demand exceeds aggregate demand forecast, the WG questioned the DCC's capacity to queue. SECAS advised that they will confirm the clause that requires this and asked the DCC to clarify its capacity to queue.

ACTION_MP28_2802_01 – SECAS to confirm the clause that requires the DCC to queue SRs and for DCC to clarify its capacity to queue¹.

Next steps

Whilst emphasising that SECMP0030 should not delay the progression of this modification, the Proposer noted that the actions for SECMP0030 will help inform the business case and requirements for SECMP0028.

¹ **Post meeting note:** SEC Section H3.28 states that the “the DCC shall nevertheless in such circumstances take reasonable steps to achieve the Target Response Times” (if demand exceeds 110% of the aggregate demand forecast)