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SECMP0028 ‘Prioritising Service Requests’

2nd Working Group

10th October 2017 14:00 – 14:30

ETC Venues, 8 Fenchurch Place, London, EC3M 4AJ

Final Meeting Headlines

Attendees:

Organisation	Working Group Member
Utilita (Proposer)	Andy Knowles
British Gas	Rochelle Harrison
E.ON	Matt Irvine
Npower	Mark Pitchford
SSE	Emslie Law
SSEN	Paul Fitzgerald

Representing	Other participants
SECAS	Talia Addy (Chair)
	Sasha Townsend (SECAS Modification Lead)
	Urszula Thorpe (Technical Support)
	Selin Ergiden (Observer)
DCC	Robin Healey

Introduction

SECAS provided an update on the modification's progress since the first Working Group (WG) meeting in February 2017. SECAS highlighted that there was an action for SECAS to confirm the clause that requires the DCC to queue Service Requests (SRs) and for DCC to clarify its capacity to queue. SECAS provided the clause in the headlines for the first WG meeting¹. The DCC provided further information on queuing capacity in the WG_02_1010 - DCC Supporting Information paper. It was noted that there is no current capacity to queue SRs during system congestion.

What is the issue?

The WG noted discussions on the risks [SECMP0030 'Demand Management of DCC Systems'](#) were seeking to mitigate and questioned whether SECMP28 is addressing on the same issue. The WG agreed that is currently difficult to assess whether this modification is needed, as it is currently unclear if peak system demand bursts will ever materialise.

The Proposer recognised that the data due to be provided in response to ACTION_MP30_1010_01² will aid the development of this modification. However, they are keen to progress the proposed solution as they believe the proposed SRs (top up requests in particular) should be prioritised following a disaster recovery situation.

A WG Member highlighted that Consumers can enter a Unique Transaction Reference Number (UTRN) to, for example, top up their meter locally during disaster recovery or peak demand bursts.

Working Group considerations of solution

The original proposed solution was to prioritise SR2.2 (Top Up Device) and Critical Commands during peak demand scenarios. The Proposer also agreed to include SR 7.4 (Read Supply Status) in the proposal. SECAS asked the WG if they are still in agreement that these three SRs should be included, noting that prioritising Critical Commands could cause complexities where Commands are part of sequences.

The WG agreed that Critical Commands should not be prioritised as part of this modification. Therefore, it was agreed that the scope of this modification is to prioritise SR2.2 and SR 7.4 only. It was also highlighted that these SRs can be determined by the DCC before the Commands are transformed.

Discussions followed on whether SR 6.15 'Update Security Credentials' should be prioritised as part of this modification. It was agreed that prioritising this SR would not mitigate any risk to the Consumer experience.

SECAS asked the WG when prioritisation should be utilised. It was agreed that these SRs should be prioritised following a disaster recovery event and when the DCC Systems are experiencing peak bursts in demand. The WG also considered what prioritisation means for other SRs. It was agreed

¹ 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)

² DCC to undertake further analysis to provide data to support business case, for early 2018.

that SR 2.2. and SR 7.4 will be processed first and the remainder of SRs should continue to be processed on a “first come, first serve basis”.

Next steps

In summary, the WG agreed that further information is required to support the business case of SECMP0028, but this should not slow the progression of the modification. Therefore, it was agreed that SECAS should draft the business requirements in order to request a DCC Preliminary Assessment (PA).

A WG Member also advised that the DCC Customer Operations Business Improvement Forum (COBO) will be considering disaster recovery at their next meeting. It was therefore suggested that SECAS discuss this outcome with the DCC COBI chair.

ACTION_MP28_1010_01 – SECAS to draft business requirements for WG review, prior to requesting a DCC PA.

ACTION_MP28_1010_01 – SECAS to contact COBI chair to discuss how SECMP0028 could work in a disaster recovery event.