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Action:	For Information
<u>Acronyms and Defined Terms SEC Glossary</u>	

DCC Reporting

1. Purpose

This paper details reports, provided by the DCC for the SEC Panel to review, as required by the Smart Energy Code (SEC).

The Panel is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at the January 2023 reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for December 2022.

Code Performance Measures

One Code Performance Measure was below Target Service Level in December 2022.

CPM7 - ‘Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services’ is below Target Service Level at 97.80%. The DCC state that Service Users have an agreement to limit transactions sent to 15 per second, however December saw a rise in periods of high volumes of transactions being sent at certain times of the day.

The Trusted Service Provider (TSP) have produced data that shows one DCC Service User in particular is sending up to 60 SRV's per second at certain times of the day. This means that although the TSP get a waiver for that second, the high volume impacts the following seconds, resulting in subsequent failures. The DCC report that discussions have taken place with the Customer Engagement Team to discuss with the DCC Service User to change behaviour. The DCC Technical Operations Centre are investigating to identify the types of transactions to focus the discussions.

CPM1 - ‘Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time’ is Above Target Service Level at 99.36%. This is the first time CPM1 has been above Target Service Level since July 2018.

The Service Levels achieved for CPM1, CPM2, CPM3, CPM4, CPM5, CPM6, and CPM8 are all above the Target Service.

SMETS 2 Service Provider Performance Measures

DSP

All Service Provider Performance measures were above Target Service Level in December 2022.

CSP N

All Performance Measures for the CSP N region are reported as above Target Service Level or no event in December 2022

CSP C&S

All Service Provider Performance measures for CSP C&S were above Target Service Level in December 2022.

SMETS1 Service Providers (S1SPs)

One Performance Measure for DXC is reported as below Target Service Level in December 2022.

DXC PM7. Notification of Planned Maintenance events within required target, is below the Minimum Service Level at 83.33%. The DCC report that a change (CRQ000000143035) did not meet the 20-day notification target. The Change was submitted to DCC on 06/10/2022, one working day short of the notification target, as the Change was scheduled for 02/11/2022.

Major Incidents

The report notes that there were three Category 2 Incidents closed in December 2022. No Incidents were excluded from the December 2022 performance.

Exceptions

The DSP claimed no Exceptions in this reporting period.

CSP N accrued Exceptions for PM1.4 '*Communications Hub Connectivity*'.

CSP C&S accrued Exceptions for three PMs: PM1.1 '*First time SMWAN Connectivity*', PM11 '*Accuracy of Coverage Database*' and PM1.3 '*SMWAN Connectivity Level*'.

3. Recommendations

The Panel is requested to:

- **NOTE** the OPSG observations in relation to DCC reports delegated to them; and
- **NOTE** the significant number of metrics showing performance below Target and Minimum Service Levels in the December 2022 PMR.

Eugene Asante; SECAS Team; 21 March 2023

Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	OPSG Observations of last paper
Performance Measurement Report Sets out the Service Levels achieved in respect of each Performance Measure set out in SEC Section H13.1 and SEC Section L8.6.	SEC H13.4 – Monthly - 25 working days following end of month. On Time	<u>December 2022</u> There was one Code Performance Measure (CPMs) below Target Service Level: CPM7 measures Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services, the Service Level achieved is 97.80% and is below the Target Service Level. The DCC state that Service Users have an agreement to limit transactions sent to 15 per second, however December saw a rise in periods of high volumes of transactions being sent at certain times of the day. The Trusted Service Provider (TSP) have produced data that shows one DCC Service User in particular is sending up to 60 SRV's per second at certain times of the day. This means that although the TSP get a waiver for that second, however the high volume impacts the following seconds, resulting in failures in subsequent seconds. The DCC report that discussions have taken place with the Customer Engagement Team to raise this issue with DCC Service Users to change behaviours. The DCC Technical Operations Centre are investigating to identify types of transactions to focus the discussions CPM1 - 'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time' is Above Target Service Level at 99.36%. This is the first time CPM1 has been above Target Service Level since July 2018. The Service Levels achieved for CPM1, CPM2, CPM3, CPM4, CPM5, CPM6, and CPM8 are all above the Target Service Level

		<u>Service Provider Performance Measures</u> All Performance Measures for DSP were above target service level. <u>CSP N</u> All Service Provider Performance measures are above Target Service Level in December 2022. <u>CSP C&S</u> All Service Provider Performance measures are above Target Service Level in December 2022. <u>SMETS1</u> One Performance Measure for DXC is reported as below Target Service Level in December 2022. DXC PM7, Notification of Planned Maintenance events within required target, is below the Minimum Service Level at 83.33% due to 1 out of 6 Planned Maintenance events missed the required target. The DCC report that a change (CRQ000000143035) did not meet the 20-day notification target. The Change was submitted to DCC on 06/10/2022, one working day short of the notification target, as the Change was scheduled for 02/11/2022. <u>Exceptions</u> The DSP claimed no Exceptions in this reporting period. CSP N accrued Exceptions for PM1.4 '<i>Communications Hub Connectivity</i>'. CSP C&S accrued Exceptions for three PMs: PM1.1 '<i>First time SMWAN Connectivity</i>', PM11 '<i>Accuracy of Coverage Database</i>' and PM1.3 '<i>SMWAN Connectivity Level</i>'.
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Registration Data Provider (RDP) Incident Report A report provided to the SEC Panel and Network Parties on the time it has taken to resolve incidents where the DCC is responsible for resolution, but activity is required by RDP's.	SEC Appendix AG 2.5.10 – Monthly - timing not specified.	No report to review. The DCC have been asked to confirm the reporting and process for resolution going forward as per OPSG action 78/02: “The DCC to clarify how RDP/CSS Incidents will be reported in future and how outstanding RDP Incidents will be resolved.”
Service Request (SR) Variance Report The report sets out: - the actual number of Service Requests sent against the forecasted volumes; and - where there are exceptions, details of the Users whose actual volumes of Service Requests sent were less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes	SEC H3.24 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	In Q4 2022, 3,672,357,253 SRs were sent versus a forecast of 3,780,219,458. 97.15% % of the forecast.
Quarterly Problem Report This report provides details of the Open Operational Problems experienced by DCC Users	SEC Appendix AG 3.2- Quarterly - timing not specified within Appendix AG.	<u>Quarter 4 2022 Summary</u> The Executive Summary reports notes there were 61 Open problems at the end of the Quarter 3 with the following status: Under Investigation: 14 Pending (fix identified but not applied): 40 Completed (fix applied, awaiting confirmation): 6
DCC Responsible Communications Hub (CH) Returns Report Details the number of CHs for which the reason for return, loss, or destruction, is determined to have been a CH Pre-	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	The report notes that a total of 19,337 records were closed in Q4 2022, 10,615 in the CSP Central & South region and 8,755 in the CSP North region. Of these, 18,736 were attributed to Service Users (No Fault Found) and 601 were attributed to the DCC (Fault Found).

Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.		
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