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MP300 ‘Additional Operational Metrics to Measure on Success’

December 2025 Working Group – meeting summary

Attendees

SEC Party Category	Working Group Members	Representing
Large Suppliers	Julie Brown (JB)	British Gas
	Sharon Armitage (SA)	E.ON
	Francesca Scott (FS)	EDF
	Jack Marling (JMa)	Octopus Energy
	Joey Manners (JM)	Octopus Energy
	Ralph Baxter (RB)	Octopus Energy
	Emslie Law (EL)	OVO
	Mahfuzar Rahman (MR)	Scottish Power
	Kevin Clark (KC)	Utilita
Small Suppliers	Daniel Davies (DD)	ESG Global
	Steve Blackler (SB)	E Gas and Electricity
Other SEC Parties	Patricia Massey (PM)	BEAMA
	Swetta Coopamah (SCo)	BEAMA
	Beth Tatton (BT)	Calisen Metering
	Martin Bell (MB)	EUA
	Michael Snowden (MSn)	Secure Meters
Network Parties	Kirsty Maddock (KM)	National Grid Electricity Distribution
	James Shippey (JSh)	Northern Powergrid
Ofgem	Ian Chalfon (IC)	Ofgem

Other Participants		
DCC		
Bradley Baker (BB)	David Walsh (DW)	
SECAS		
Simon Grimwood (SG) <i>WG Chair</i>	Abi Obadan (AO) <i>Meeting Secretary</i>	Lydia Bentley (LB) <i>Lead Analyst</i>
Marc Rhodes (MRh)	Ali Beard (AB)	Georgiana Severin (GSe)

Overview

The Smart Energy Code Administrator & Secretariat (SECAS) provided a summary of the Modification and its background.

Modification Overview

Smart Energy Code (SEC) Modification [MP242 'Change to Operational Metrics to Measure on Success'](#) (implemented on 12 November 2024) introduced a new reporting framework for seven Business Processes. Prior to this Modification, the means by which operational processes were measured was dependent on Target Response Times (TRT). However, due to limitations around the measurement of TRTs in certain circumstances, a new reporting framework was required. As a result, MP242 allows for the measurement of Business processes in the context of 'success' for a Service Request (SR), Service Reference Variant (SRV), or Alert.

The Proposer has raised this Modification to introduce four new Business Processes into the MP242 reporting model. The scope of this Modification will also encompass a review of the mechanism introduced by MP242 by which a SEC Party may request additional operational metrics be included in the MP242 reporting model.

Proposed Solution

There are two components to the [MP300 'Additional Operational Metrics to Measure on Success'](#) solution:

1. Legal drafting that facilitates consequential changes to the Data Communications Company (DCC) Performance Indicators Document (PID) on a consequential basis following changes to Smart Energy Code (SEC) Section H 'DCC Services'; and
2. Delivery of the proposed Business Processes and their constituent SRVs into the MP242 reporting model.

Legal Drafting:

The Proposer has asked SECAS to explore means by which a change to the SEC can trigger consequential changes to the PID. Drafting has been proposed which would create a 'hook' between SEC Section H and the PID, whereby a change to Section H would necessitate a change to the PID to ensure alignment between the two documents. In this way, a Party who wished to modify the reporting requirements in the PID, but wished to circumvent the PID change process (i.e., the Code Required Documents change pathway), may do so by making a change to the 'hook' Paragraphs within Section H.

The proposed draft legal text will mirror the PID by referencing the Business Processes that are reported on using the MP242 model. In this way, granular detail on the reporting against these Business Processes remains solely under the governance of the PID as per the original intent of MP242. The granular detail remaining solely within the scope of the PID includes the associated SRVs and the success conditions. As a result, any changes to the SRVs for an existing Business Processes within the scope of the MP242/MP300 reporting model could not be achieved via the MP300 legal drafting. However, novel Business Processes that are to be added to the reporting model could be delivered via the mechanism introduced via the draft legal text.

SECAS' legal counsel have reviewed the legal drafting. It should be noted that whilst legal counsel confirmed that the proposed drafting changes would facilitate the specific goal of achieving

consequential PID change to circumvent a Code Required Documents change pathway, they also stated that they do not believe that this is an efficient mechanism of change. As such, it can be endorsed as achieving the Proposer's specific goal as directed to SECAS but not endorsed any more broadly than that specific scope.

Proposed Business Processes:

The following Business Processes (BP) have been proposed for inclusion in the MP242 reporting model:

- Change of Tenancy (CoT);
 - 1.1.1
 - 1.5
 - 2.1
 - 2.3
 - 2.5
 - 3.1
 - 3.2
 - 3.5
 - 4.3
 - 4.4.2
 - 6.2.9
 - 6.8
 - Create Schedule
 - Delete Schedule
- Estate Management;
 - SRVs TBD – The Proposer is considering which sub-processes are in scope of this BP.
- Security Management: Post Commissioning Obligations, Device Certificate Management and Supplier/Distribution Network Operator (DNO) Cert Management; and
 - 6.15.1
 - 6.15.2
 - 6.17
 - 6.21
- Communications Hub Swapouts w/ Completed Home Area Network (HAN) Log.
 - The DCC has proposed two approaches for measurement of this Business Process:
 - A model utilising SRV 8.11; and/or
 - A model utilising SRVs 8.12.1/8.9.

These have been developed by the Proposer and the DCC at a Business Requirements Workshop held on 10 November 2025. SRVs have been proposed against these BPs by both the Proposer and the DCC. These will be subject to further internal review by both parties and will then be put forward for consideration by the SEC Working Group at its meeting in December 2025. It has been determined that reporting against these BPs will follow the same model as the original seven BPs within scope of MP242 and will adopt the same DCC Business Requirements in respect of their delivery by the DCC.

Working Group

Working Group Discussion

LB (SECAS) gave an overview of the Modification, and the Proposed Solution. LB highlighted how both the legal drafting and the proposed SRVs have been developed (as per the above section) but advised WG that there were outstanding questions where input from Members would be valuable. These outstanding questions were:

- Should “Clock Drift” be included in the scope of the Estate Management Business Process?
- Are there any other reports that should be included under the Estate Management Business Process?
- How successful is the legal drafting in creating a “hook” between SEC Section H ‘DCC Services’ and the Performance Indicators Document?

A WG Member (JB) asked for clarification on how SRV 8.11 may be used to report on Trust Centre Swap Out (TCSO). JB was unclear on how SRV 8.11 may be used to meaningfully report on the success or failure of TCSO activities. LB advised that they would follow up with JB offline to provide further detail.

Another WG Member (MR) responded to LBs question about the inclusion of Clock Drift in the Estate Management Business Process. LB had told WG Members that the DCC were reluctant to include Clock Drift in the scope of MP300 as it would create a redundancy with an existing report. MR asked if any changes were proposed to this existing report; LB clarified that no changes were proposed. Another WG Member (MS) was in favour of more Clock Drift reporting, in spite of the caveat that this might result in redundancy, because of the relative importance of having reporting on Clock Drift.

MS also mentioned the Security Management Business Process and identified an interest in reporting on SRV 6.15.1. They told WG how this reporting may be useful for Network Parties. LB replied that the Proposer had initially indicated that they expected that some of the proposed MP300 reporting would be of interest to Network Parties.

Next Steps

Subject to reaching a decision on the outstanding questions about Clock Drift and the Estate Management Business Process more broadly, SECAS will look to initiate a Preliminary Impact Assessment with the DCC in early 2026.