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Paper Reference:	**SECP_65_1502_21**
Action:	**For Decision**

DCC Reporting

1. Purpose

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

The Panel are asked to review the current 'blanket redaction' and consider lifting these requirements. The Panel is also requested to consider delegating the Service Request Variance and Metrics Panel Report (SR) and Certificate Signing Requests Forecast Variance Panel Report (CSR) to the Operations Group (OPSG).
In addition, the Panel is requested to consider the request from the DCC, which is supported by the OPSG, that Parties that have an obligation to submit a Service Request forecast, do so.

The Panel are also asked to note the observations raised by the OPSG against the reports currently delegated to them.

2. DCC Reports

Annex A outlines the full suite of DCC reports, highlighting which of those are delegated to OPSG to review on behalf of the Panel.

2.1 Reports for Panel review

At the previous request of the Panel, three monthly reports have not been delegated and remain SEC Panel responsibility:

- Appendix A* - Service Request Variance and Metrics Panel Report
- Appendix B* - Certificate Signing Requests Forecast Variance Panel Report
- Appendix C* - Post Commissioning Information Report

*These papers have a **RED** classification and distribution is limited to the SEC Panel only.

2.2 Reports delegated to Operations Group

At SECP_53_0902, the Panel determined that a number of the DCC Reports should be delegated to the OPSG (see Annex A). As part of this decision the Panel agreed to extend the "blanket redaction" in place for the Certificate Signing Request CSR, Service Request (SR) forecasting and Post Commissioning Information reports. At SECP_59_1008, the SEC Panel agreed to extend the blanket redaction for a further 6 months until February 2019.

The OPSG and DCC are of the view that it is important for these reports to be formally reviewed; as obligations for SEC Parties that underpin these reports are not being fulfilled.

We recommend that the CSR and SR reports that are currently subject to blanket redactions are delegated to the OPSG for formal review and the blanket redactions lifted.

3. DCC Service Requests forecast

At OPSG_16_0802, the DCC noted that they would like the Panel to formally review SEC Parties' forecasting, in light of their obligations (SEC Section H 3.24). It is believed that, as a result of the blanket redaction approach agreed by Panel to the Service Request Report, some Parties may be of the view that they do not need to provide forecasts.

The DCC and Ops Group agree that as a minimum, Parties should be providing forecasts under their SEC obligations. Further to this, there is an understanding that there needs to be a gradual move towards full SEC Compliance by all Parties, in respect of their obligations to provide accurate forecasting. Further details of the request can be found in Appendix D.

4. Operations Group Reports Summary

Annex A provides the full list of reports reviewed by the OPSG at their February 2019 meeting and the observations raised. Below are the key highlights identified:

4.1 Performance Measurement Report

The OPSG reviewed the latest Performance Measurement Report (PMR) and noted a number of issues. Of most concern is the level of Exceptions being reported in the North compared to the Central and South regions. DCC estimated that as many as 30% of installations in the North may be subject to shortfalls in performance. It was agreed that further work should be undertaken to better understand the drivers for this, and feedback be provided to Users by the DCC, to ensure Parties who may be incorrectly installing Devices are made aware of the downstream impacts this activity has. A PMR issues log has been developed for the Regulatory Year 18/19. This captures all the OPSG feedback on the PMR, which will be taken forward to further understand the key issues with the reporting and provide a means to analyse where potential changes for future reporting for service measures may be recommended.

4.2 Quarterly Reports/Registration Data Provider Incidents/SR & CSR Forecasting

- No Quarterly Reports were received in time to be reviewed at OPSG_17_0502, as noted in Appendix A.
- One Registration Data Provider (RDP) Incident record is reported as 41 days old and has now been resolved by the DCC.
- The volumes were noted for both the SR and CSR variance reports, see Appendix A for further details.

5. Recommendations

The Panel is requested to:

- **REVIEW** the current 'blanket redaction' and consider lifting these requirements;

- **APPROVE** delegating the SR and CSR Reports to the OPSG;
- **ENDORSE** the request from the DCC, which is supported by the OPSG, that Parties that have an obligation to submit a Service Request forecast, do so; and
- **NOTE** the Ops Group observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

8 February 2019

Attachments:

- Annex A: DCC SEC Panel Reports
- Appendix A: Service Request Variance and Metrics Panel Report (December 2018) (**RED**)
- Appendix B: Certificate Signing Requests Forecast Variance Panel Report (December 2018) (**RED**)
- Appendix C: Post Commissioning Information Report (December 2018) (**RED**)
- Appendix D: Service Request Forecasting Accuracy Obligation Reporting (**RED**)

Annex A

	Report Name and Purpose	Delivery per SEC	Delegation to Ops Group	Delegation Status	Ops Group Observations of last paper
1	**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.	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion.	November 2018 Most Service Measures are reported above Target. There are a growing number of exceptions across the CSP regions. We have asked DCC to clarify how exceptions are being applied. Errors noted in tables not adding up correctly. Report provided on time.
2	**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-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion.	No report to review this month
3	**DCC Network Enhancement Report** (Network Enhancement Plans - NEP) A report to the Panel and SEC Parties on any ongoing Network Enhancement Plans and those that were completed during the previous quarter.	SEC F7.21 - Quarterly - within a reasonable period of time following each quarter that ends prior to 1 January 2021.	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion.	No report to review this month

4	**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.	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion.	December 2018 One record is reported as 41 days old and has been escalated with the DCC for resolution. Report provided on time.
5	**Certificate Signing Request (CSR) Variance Report** The report that sets out: • the actual number of CSRs against the forecasted volumes • details of the Authorised Subscribers whose actual volumes of CSRs submitted were greater than, or equal to, 110% of their forecasted volumes.	SEC L8.9 – Monthly - 10th Working Day following month end.	No	The Ops Group note the redacted Public version At SECP_59_1008 SEC Panel extended the blanket redaction for a further 6 months, to February 2019, which is now ready to review. The Confidential version is available to the SEC Panel.	Nov: 1,088,673 requests were sent versus a forecast of 1,700,102. Dec: 1,096, 076 requests were sent versus a forecast of 2,360,104

6	**Service Request (SR) Variance Reporting** 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 – Monthly - 10th working day of month	No	The Ops Group note the redacted Public version At SECP_59_1008 SEC Panel extended the blanket redaction in place for a further 6 months to February 2019, which is now to review. The Confidential version is available to the SEC Panel.	Oct: 3,439,558 requests were sent versus a forecast of 24,039,386 Nov: 2018, 6,523,502 requests were sent versus a forecast of 89,975,545. Dec: 9,583,827 requests were sent versus a forecast of 33,407,957
7	**Post Commissioning Information Report** A Report to the Panel and Security Sub-Committee that details the volume of relevant Devices which are listed in the Post Commissioning Information prevailing at the end of the measurement period.	SEC Appendix AC 5.8 – Monthly - within a reasonable period of time following the end of each month	No	Reviewed by the SEC Panel and the Security Sub-Committee.	N/A

8	**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.	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion.	No report to review this month
9	**Major Incident Summary Repot** A summary report of the Major Incident, including the nature, cause, impact and the action taken to resolve the incident.	SEC H9.13 – Ad Hoc- within 2 WD following the resolution of an Incident	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion. The Ops Group determine whether the reports should be published to all SEC Parties in accordance with the SEC.	N/A

10	**Major Incident Review Report** The report details a review carried out on the Major Incident and includes: • A copy of the summary report noted above • Details of Services which were not restored within the Target Resolution Time, the reason why, the steps the DCC are taking to prevent a re-occurrence and if there is a consequential reduction in the DCC's External Costs • A review of the response to the Major Incident and its effectiveness • Any failures by Incident Parties to comply with their obligations that caused or contributed to the Major Incident.	SEC H9.14 – Ad Hoc - Within 2 WD following the resolution of an Incident	Yes	Delegated at SECP_53_0902. OPSG review and highlight/escalate any matters that require Panel discussion. The Ops Group determine whether the reports should be published to all SEC Parties in accordance with the SEC.	N/A