

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

Paper Reference:	SECP_69_1406_21
Action:	For Information

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 also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to them.

2. DCC Reports

The following report has not been delegated to the SEC OPSG and remains SEC Panel responsibility:

- Post Commissioning Information Report (March and April)

The Post Commissioning Information Reports for March and April have not been provided by the DCC.

SECAS have been informed that this is due to a technical issue which has reduced the availability of DCC reporting related to Incidents INC000000439813 and INC000000452354.

DCC's Reporting team are working on alternative options for producing this report while the service is restored.

3. Operations Group Reports Summary

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

3.1 Performance Measurement Report

The OPSG reviewed the March 2019 Performance Measurement Report (PMR). Code Performance Measure 1 was noted as below target for the fourth consecutive month. The OPSG raised concern that Communication Service Provider (CSP) Performance Measure (PM) PM 2 was at red or amber status across CSP regions Central & South for the fourth consecutive month. This may have implications for the proposed Over the Air Firmware Upgrades.

- *CPM1 "Percentage of OnDemand Service Responses delivered within the applicable Target Response Time"* is below Target at 98.57%. There has been a failure by CSP Central and South (CSP C&S) and CSP North (CSP N) to complete Firmware updates. It is noted that this

measure deteriorated in CSP S (92.66% in February, 89.46% in March). A change was implemented in March; however, benefits are yet to be seen.

- There continue to be reported instances of incorrect Communication Hub variants being installed in the Communications Service Provider Central and South. The DCC are following this up with individual SEC Parties.

3.2 Forecasting Obligations

The OPSG discussed SEC Parties forecasting obligations for Certificate Signing Requests, and Service Request Variance as specified in SEC Section L8.7 and SEC Section H 3.24 respectively. OPSG members emphasised that the reporting process has not been operating correctly for a number of months and requests to rectify the issue had not been addressed by the DCC. The OPSG also noted that some Parties had reported that their submissions had not been recorded by the DCC. A workshop will be held between SECAS and the DCC prior to the July OPSG meeting, to clarify how the process should be operating, and why Parties are currently experiencing difficulties. We will report back at the July meeting.

4. Recommendations

The Panel is requested to:

- **NOTE** the contents of this paper; and
- **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

7 June 2019

Annex A: DCC SEC Panel Reports

	Report Name and Purpose	Delivery per SEC	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. Report provided on time.	March 2019 Code Performance Measure, CPM1 is below target at 98.57%. Amber/Red for the fourth month in a row. CSP N PM1.1 'Percentage of Communications Hubs delivered on time'. Was below target at 75% due to an issue with a single delivery.
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.	No returned Comms Hub has been through the full triage process. Due to time constraints, this item will be reconsidered by OPSG at their July meeting to ensure a thorough review is undertaken.
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.	52 NEPs completed covering 1,055 premises. Discussion continues with the DCC to better understand the true breakdown of completed NEPs, so that Mesh and improved cellular coverage may be distinguished correctly.

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.	March 2019 Two records are reported as open and are 8 and 2 days old respectively and have been escalated with the DCC for resolution.
5	Certificate Signing Request (CSR) Variance Report The report that sets out: <ul style="list-style-type: none"> 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 - 10 th Working Day following month end. Report late	March 2019: 1,983,714 requests were sent versus a forecast of 2,132,844 for a variance of -517,846. On behalf of OPSG, SECAS provided reminders to Parties, who are not providing forecasts, of their obligations to do so. Workshop to be held prior to July OPSG meeting to clarify the process, to establish why Parties are experiencing difficulties. This will be reported back at the July meeting.
6	Service Request (SR) Variance Report The report sets out: <ul style="list-style-type: none"> 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 - 10 th working day of month Report late	March 2019: 30,289,031 Service Requests were sent versus a forecast of 97,366,562 for a variance of - 67,544,466. SECAS provided reminders on behalf of the Ops Group to Parties who are not providing forecasts of their obligations to do so. Workshop to be held prior to July OPSG meeting to clarify the process to establish why Parties are experiencing difficulties. This will be reported back at the July meeting.
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.	The level of explanation of Problems has improved. The report demonstrates the DCC has processes for handling Problems generated, both through Incidents and Defects, and the DCC is progressing these Problems and recording actions and plans.