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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, April and May)

The Post Commissioning Information Reports for March, April and May 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 two Incidents which are planned to be resolved within the next month. The 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 July 2019 meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report

The OPSG reviewed the April 2019 Performance Measurement Report (PMR). The DCC had to reissue the report due to process issues which have now been resolved. Version 2 was issued 5 working days after the SEC required date.

Code Performance Measure 1, *"Percentage of OnDemand Service Responses delivered within the applicable Target Response Time"* was noted as below target for the fifth consecutive month. The OPSG raised concern that Communication Service Provider (CSP) Performance Measure (PM) PM 2 (Category 1 Firmware Payloads completed within TRT) was at red or amber status across CSP regions Central & South (C&S), for the fifth consecutive month. The measure is appreciably worse than March (97.87%) due to a new issue in CSP C&S where transactions are being cancelled by

timing out. This is under investigation by CSP C&S. The DCC confirmed that these failures apply only to meter firmware upgrades, not Comms Hubs. The DCC have advised that this below target performance will not impact the imminent activity to upgrade to Release 2.0. The OPSG have sought further assurance that this is the case.

DSP Performance Measures (PM) PM2.1 “*Percentage Service Availability - DCC Data Services (Production Service)*”, was below target service level at 99.79%. This was due to a 92-minute outage which was treated as a Major Incident. Measures to prevent a reoccurrence were expected to be in place by the end of May.

Over 6000 Comms Hub exceptions were listed as ‘*There were no, or incomplete address details provided by the Service User*’, in the CSP C&S regions.

The DCC have been asked to provide OPSG with an explanation of CSP exceptions at the August OPSG meeting.

There continue to be reported instances, circa 100, of incorrect Communication Hub variants being installed in the CSP C&S. The DCC are following this up with individual SEC Parties.

3.2 DCC Responsible Communications Hub Returns Report

The OPSG reviewed the Quarter 1 Communication Hub Returns Report, which had been carried over from the July meeting due to time constraints. It was noted that at the time of writing, no returned Comms Hubs had been through the full triage process. OPSG Members raised concerns that the process does not work from a User perspective. Suppliers also raised concerns over lack of ability to carry out bulk returns of Comms Hubs.

3.3 DCC Network Enhancement Pan

The OPSG reviewed the Quarter 1 DCC Network Enhancement Pan, which had been carried over from the July meeting due to time constraints.

The report states that 52 NEPs covering 1,055 premises have been completed in the period up to 28 March 2019. These are all listed as “Planned Mesh”, however when SECAS has challenged this on past reports, DCC has confirmed that they were achieved through Radio Network Upgrades.

Discussion continues between the DCC and SECAS on how to clarify this going forward. The DCC monitors the NEP completion and overall status of the CSP C&S to meet its coverage commitment of 99.25% by the end of 2020.

The OPSG noted the desire to see interim milestones in order to give assurance that the 2020 target will be reached, and that this metric could be included on the planned Operational Dashboard.

4. Recommendations

The Panel is requested to **NOTE** the OPSG observations in relation to DCC reports delegated to them.

Huw Exley

SECAS Team

5 July 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. 2 nd version of Report provided late.	One Code Performance Measure, CPM1 (On-Demand Service Responses delivered within TRT) is below target at 92.01%. This was driven by the failure of PM 2 (Category 1 Firmware Payloads completed within TRT) to meet target in all three CSP Regions. This is the fifth month in a row it has been below target. DSP Performance Measures PM 2.1 (Service availability – DCC Data Service) was below Target at 99.79%. All reported Performance Measures in the CSP regions are above target or 'No Events'.
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.	At the time of writing the report, no returned Comms Hub has been through the full triage due to DCC system issues and process issues both within DCC and Service Users.
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.	May 2019 Zero records are reported as open.
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 on time.	May 2019: 2,669,588 requests were sent versus a forecast of 2,741,157 for a variance of -218,846 (92%). This is the first time that the forecast has come within + or – 10% of the actual figure, as obligated by the SEC. On behalf of OPSG, SECAS provided reminders to Parties, who are not providing forecasts, of their obligations to do so. Reminders have been sent out In June and May 2019.
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 due to a software issue.	May 2019: 43,069,155 Service Requests were sent versus a forecast of 68,180,649 for a variance of -25,497,898 (63%). On behalf of OPSG, SECAS provided reminders to Parties, who are not providing forecasts, of their obligations to do so. Reminders have been sent out In June and May 2019.
7	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.	No report to review this month.