

DCC: PAST 12 MONTHS AND FORWARD LOOK

RO CRAWFORD



Scope



**Progress in the past
12 months**

**Current
focus and
challenges**

**Forward
focus**



Progress over the last 12 months

92

SEC Parties 'Live' in DCC Systems

> 200,000

Communications Hubs delivered
per month

>1.4 million

SMETS2 Meters installed

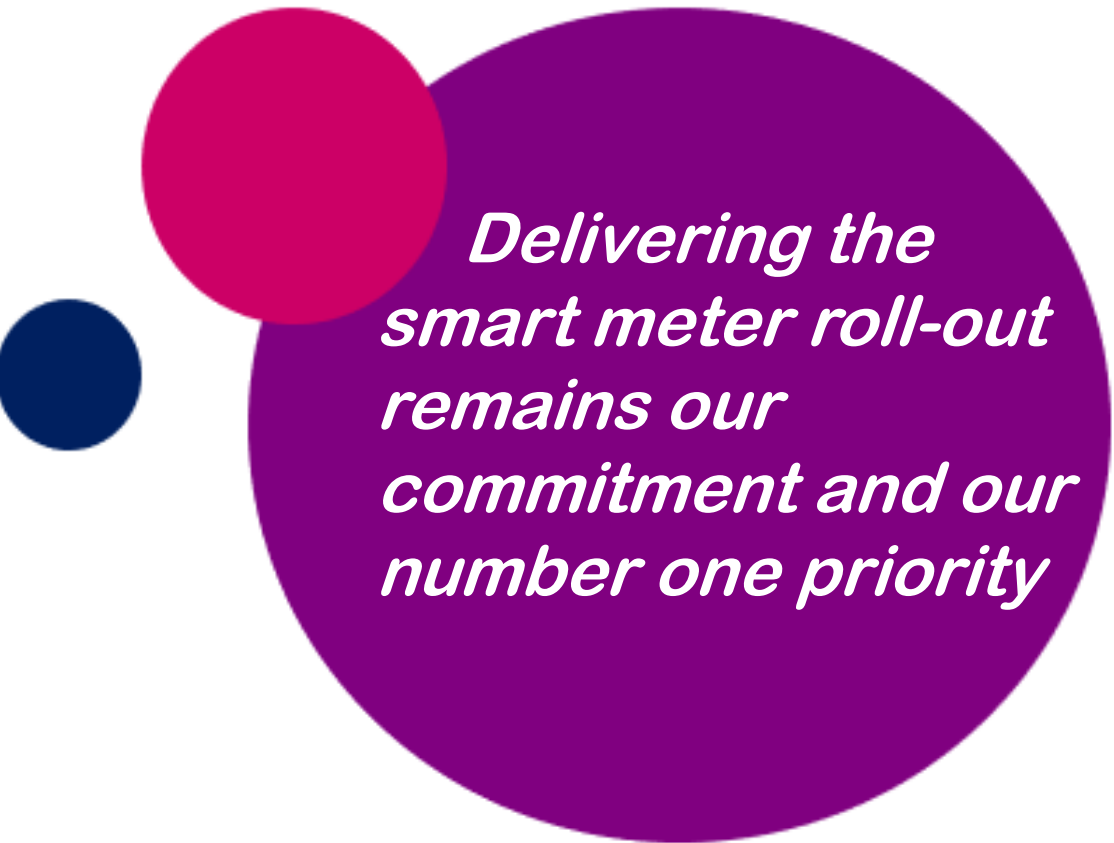
> 47 million

Service Requests sent per month

- Release 2 code live - October 2018
 - no disruption of service to customers
- 99.25% SM WAN coverage achieved in the North region, and 97.75% coverage achieved in Central and South regions
- Dual Band Comms Hub functional testing December 2018 and March 2019
- Proving interoperability of SMETS1 meters
- New Brabazon House test lab facility operating
- Technical Operations Centre and Security Operations Centre running 24/7



Current focus and challenges



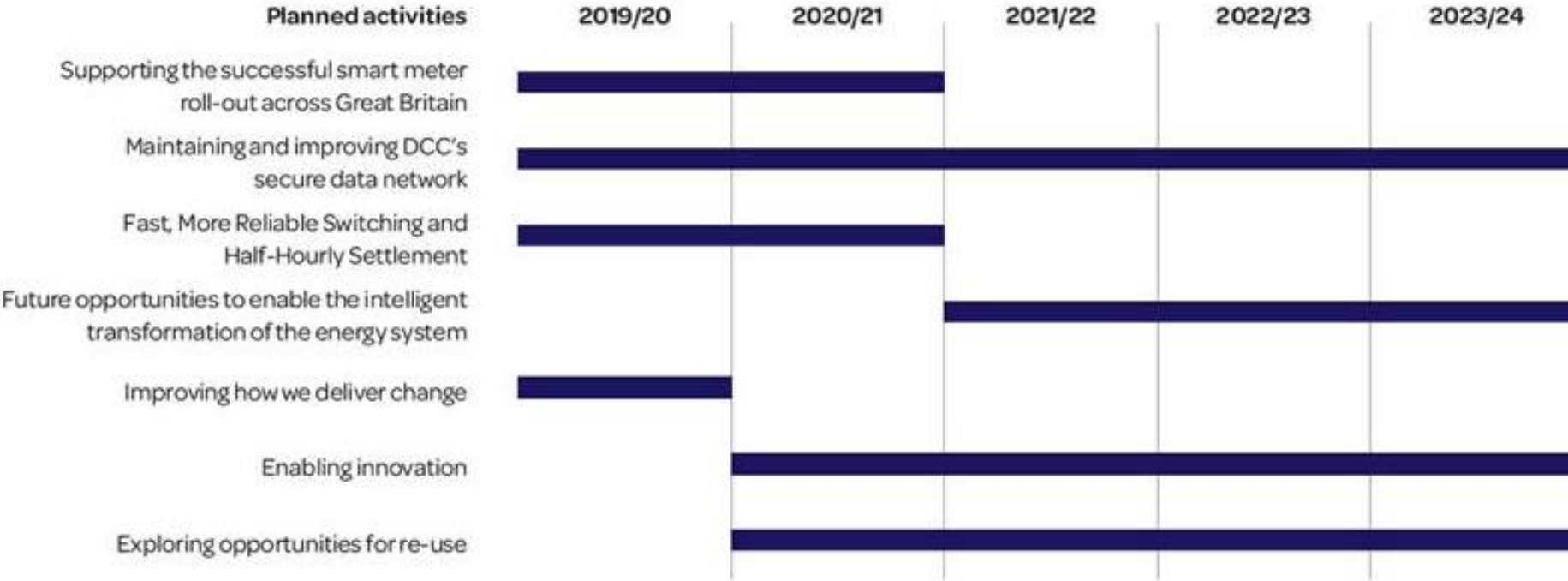
Delivering the smart meter roll-out remains our commitment and our number one priority

- SMETS1 Enrolment and Adoption
- Rollout of Dual Band Communications Hubs
- Faster Switching
- In Life Change – transition to SEC release governance
- Improving our stakeholder engagement by increasing transparency



Future Focus

From trusted delivery partner to a platform for innovation



*“We believe in making
Britain more connected,
so we can all lead
smarter, greener lives.”*