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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 OPSG and remains a SEC Panel responsibility:

- Post Commissioning Information Report (July)

This report has a **RED** classification and distribution is limited to the SEC Panel only.

The Post Commissioning reports between February and June were not published due to technical issues related to INC000000439813 and INC000000452354. We have asked the DCC whether the reports will be published retrospectively. The DCC noted this will not be possible due to the way the device history is stored. However, they have confirmed that they will be producing a historical analysis of the missing months, which will be provided along with this paper when it is published.

3. Operations Group Reports Summary

Annex A provides the full list of reports to be reviewed by the OPSG at their August 2019 meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report

The OPSG reviewed the June 2019 Performance Measurement Report (PMR).

All Code Performance Measures (CPMs) are above Target Service Level for the first time in six months. The OPSG still have concerns regarding underlying Performance Measures (PM). PM 2 (Category 1 Firmware Payloads completed within TRT) was below target service level in all three Communication Service Provider (CSP) regions. This is an improvement. Prior to June this PM had been below Minimum Service Level for 6 months in CSP Central & South (C&S), however, further improvement is expected from Users. The DCC have been tasked with providing a remediation plan after the issue was escalated to the SEC Panel. SP PM 3.2 '*Percentage of Category 3 Alerts*

delivered to the DCC WAN Gateway Interface within the relevant Target Response Time' for CSP North (N) was below Target Service Level for the second month in a row at 96.60%.

The number of CH exceptions continues to grow in both the CSP C&S and CSP N regions. The largest number of exceptions were attributed to '*Communications Hubs where no incident has been raised for outage*' and '*There were no, or incomplete address details provided by the Service User'.*

The DCC were asked to provide an agenda item at the September OPSG meeting with an explanation of CSP exceptions. The exceptions were only partially covered in the presentation and the DCC have been asked to provide more detail.

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

3.3 Recommendations

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

Huw Exley

SECAS Team

6 September 2019

Attachments

- Appendix A – Post Commissioning Information Report (July 2019) (**RED**)

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. On time.	No Code Performance Measures were below Target Service Level. This is a positive change and the first such instance in six months. However, Service Provider PM 2 (Category 1 Firmware Payloads completed within TRT) still failed to meet target in all three CSP Regions. The DCC have been tasked with providing a remediation plan for this. There were over 50,000 Comms Hubs exceptions reported in June. The DCC were tasked with explaining these and the potential impact at the September OPSG, however this action was only partially discharged.
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 process.
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.	12 mesh NEPs completed covering 322 premises. The DCC have been asked to report to the OPSG on the progress toward their 2020 milestone for coverage.

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.	July 2019 Ten Incidents reported as resolved within the month and zero records reported as outstanding.
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. Report on time.	July 2019: 4,077,703 requests were sent versus a forecast of 3,273,674. 112.8% of the forecast (Zero forecasts excluded from percentage).
6	**Service Request (SR) Variance Report** 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 Report late.	July 2019: 56,132,500 requests were sent versus a forecast of 117,465,410. 48% of the forecast. (Zero forecasts excluded from percentage).
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.	157 open Problem records. 100 have fixes identified awaiting implementation.