SEC
Smart Energy Code

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Paper Reference:	**OPSG_26c_2511_04**
Action:	**For Decision**

DCC Reporting: DCC Performance Measurement Report September 2019

1. Purpose

This paper provides the Operations Group (OPSG) with a summary of the monthly DCC Performance Measurement Report (PMR). OPSG Members are asked to note the information provided and agree any issues they believe should be highlighted to the SEC Panel.

The SEC sets out the operational Service Levels which the DCC is required to meet. The PMR provides details of the Service Levels achieved in respect of the Code Performance Measures set out in Sections H13.1 and L8.6 of the SEC and such Service Provider Performance Measures are specified in the Reported List of Service Provider Performance Measures document.

Service Levels are reported monthly. This report is provided within 25 Working Days following the end of each calendar month. Therefore, the most recent PMR available is for September 2019. The report is provided to the Panel, SEC Parties, the Authority and (on request) the Secretary of State. A copy of the September 2019 report is attached to this paper as Appendix A for information. The Performance Measurement Report Tracker and Performance Measurement Report Issue Log have also been provided for information as Appendices B and C.

2. Performance Measurement Report General Observations

A control sheet was included in the September PMR highlighting the changes implemented to the report. Most notably, the quarterly and monthly measured Performance Measures (PM) for the Service Providers have been separated for clarity.

Metrics for the SMETS1 Service Providers have been included again this month. It was unclear whether SMETS1 Incidents had been excluded as a rule or coincidentally last month. However, they are not excluded this month showing that SMETS1 metrics are being included. The DCC have been asked to explain why they did not adhere to the process for addition to the PMR as set out in SEC Section H13.

There are three Code Performance Measures (CPMs) below Target: CPM 1, CPM 3 and CPM4. CPM1 has missed Target again which is the ninth occurrence below Service Level in ten months.

The report lists 12 Category 2 Incidents that were closed within the reported month. The date of Incident closures is not listed on the report and the DCC has been asked to add this. The DCC have been asked to include a high-level summary of the fixes of all Category 1 and 2 Incidents listed in the report in future. INC000000477267 took over 27 days to resolve. This was due to time elapsed pending User action – the DCC component of this resolution time was 1 day, 3 hours and 34 minutes. The DCC have been asked to clarify what the triggers were for this Incident: was it a new User or did

an existing User change their process? A number of Incidents have been excluded but it is not explicitly clear why. The DCC have been asked to add this information in future.

The September report splits aged Incidents into those assigned to Service Users and those to DCC Resolver teams and Service Providers. The majority are with Service Users and the total number has increased month on month. The top 3 Incidents are listed noting that '*Incorrect Communications Hub Variant Installed'* is the highest once again.

2.1 Code Performance Measures (CPM)

Three Code Performance Measures are below Target;

CPM1 - *'response times for on-demand Service Requests'*, is below Target Service Level at 97.82%. Once again this was impacted by the failure of Service Provider Performance Measure 2 '*response times for delivery of firmware payloads'* which is now Red, below Minimum Target Level in Communication Service Provider North (CSP N) at 88.70% having previously been above. The measure has improved in both CSP Central & South (C&S). It is now above target level in CSP C and below Target Service Level, but above minimum in CSP S. The report states the improvement seen is due to the deployment of 'Smart M2M release 8.5' and that further improvement is expected with 'Smart M2M release 9'. However, it does not say when this will be deployed and the DCC have been asked to confirm. In addition, SMETS1 measure PM1.1 "*Percentage S1SP Countersigned Service Request Times within relevant Target Response Time"* is improved but still below minimum service level at 92.60%.

CPM3 - *'Percentage of Alerts delivered within the applicable Target Response Time'* is below Target Service Level again at 98.85%. This is again driven by Service Provider Performance Measure 3.2 '*Percentage of Category 3 Alerts delivered to the DCC WAN Gateway Interface within the relevant Target Response Time'* which was below Minimum Service Level at 94.66%. This Performance Measure has now been below Target Service Level for several months in the CSP N region. The issue is due to a large number of alerts generated from one User from a small number of meters and reduction is subject to a Firmware upgrade on the problem meters. The CSP N is aware of the issue and the report says that Release 2 CH Firmware should improve the situation. We note that the work to fix this has been ongoing for a long time. The report notes that CSP N's system can only run '15k duplicates per day'. This has been highlighted to the OPSG Issues resolution team.

CPM 4 - *'Percentage of Incidents which the DCC is responsible for resolving and which within incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the target response time'* was below Minimum Service level. This was due to the Category 2 Incident listed at the beginning of the report failing its Service Level Agreements for resolution time.

Service Provider Performance Measures Data Service Provider (DSP)

All DSP Performance Measures are above Target Service Level or 'no event'. PM 2.4 is '*Service availability – Self Service Interface'.* This is green, 100%. However, in the Incidents closed in month section, a number of them relate to SSI. The DCC have been asked for clarification of how this did not affect the availability metric.

2.2 Communication Service Provider (CSP) Performance Measures (PM)

CSP North (CSP N)

All Performance Measures for the CSP N are reported as above Target Service Level or no event.

CSP Central (CSP C)

All Performance Measures for the CSP C are reported as above Target Service Level or no event.

CSP South (CSP S)

All Performance Measures for the CSP S are reported as above Target Service Level or no event.

Exceptions

CSP N

The number of exceptions in CSP N has increased since the previous month, from 31,819 in August to 37,520 in September. The largest number, 30,847, is once again attributed to '*Communications Hubs where no Incident has been raised for outage*.'

There is a new Exception this month '*Issue started and ended in prior month'* with 1,517 cases reported. We believe this to be the same as a previous Exception called '*Outage Started and ended in prior period'* with an altered title. The DCC have been asked to confirm this. If our assumption is correct, the DCC explained that this was a reporting error that had been fixed and therefore, they have been asked to confirm why it has reappeared.

The explanations of Exceptions have been included again but shown improvement in clarity as requested previously.

CSP C

The number of exceptions in CSP C has decreased for the first time in a number of months. The number of instances of '*There were no, or incomplete address details provided by the Service User*' continues to make up the overwhelming majority of these exceptions. The reduction could be due to the impact of a change to the DSP (SCR154) and the DCC have been asked to confirm if this is the case.

In CSP C&S Exceptions are split between PM 1.1, PM1.3 and PM11. PM 1.1 and 11 show the same Exceptions effecting two PMs and are therefore representative of the number of new Exceptions raised in a month. PM 1.3 is a cumulative picture of the estate. At the August reporting meeting A LS member noted that this cumulative number doesn't seem correct. This is the case in September. The cumulative figure in August for CSP C was 29,798. The number of new Exceptions in September was 2,316. These two figures summed equals 32,114, however the figure given in the September report is 32,191 seeming to corroborate this.

The above two above points are relevant to CSP S as well.

CSP S

The overall number of Exceptions has once again increased and the number of instances of '*There were no, or incomplete address details provided by the Service User'* accounts for the majority of exceptions as with CSP C.

There is an outstanding action (Action OPSG 12/06) for the DCC to explain how exceptions are being used and how they are defined.

S1SPs

Vodafone was below Minimum Service Level for two PMs: '*Combined monthly IoT Core and Management Service Availability'* and '*Monthly Management Service Availability (API, Reporting, Provisioning, GUI, Portal)'.* The latter failed due to issues in the Vodafone IoT platform. The failure of this SLA led to the failure of the prior one as it feeds into it.

3. Service Credits

Service credits have been applied against six PMs in the CSP N: PM 2, PM 3.1, PM 3.2, PM6.3 and PM9. The report notes that PM 9 is quarterly reflecting performance across all three months. Regarding PM2 (*Percentage of Category 1 Firmware Payloads completed within the relevant Target Response Time)* and PM3.2 (*Category 3 Alerts delivered to the DCC WAN Gateway Interface*), the report notes that discussion is ongoing between CSP N and the DCC about installations of meters outside agreed derogation areas. The DCC therefore proposed that the recording of service failure is suspended, and no service credits recorded against this measure.

CSP S failed to meet the Target Service Level for the following PMs: CSP PM2 (*Percentage of Category 1 Firmware Payloads completed within the relevant Target Response Time*).

Service Credits have been applied for performance failures in the DSP for failure to meet DSP PM10. (*Number of Incidents of misalignment of DCC Industry Data*) and PM2.7 (*Percentage Service availability - Externally exposed test services*). Credits were also applied against PM4.1.

4. Recommendation

The OPSG is requested to:

- **DISCUSS** the contents of this paper and Appendix A; and
- **AGREE** whether the report reflects the service experienced for the period of the report; and
- **AGREE** any identified issues to be escalated to the Panel.

Huw Exley

SECAS Team

18 November 2019

Attachments:

- **Appendix A:** Performance Measurement Report September 2019 **(GREEN)**
- **Appendix B:** Performance Measurement Report Tracker September 2019 **(GREEN)**
- **Appendix C:** Performance Measurement Report Issue Log **(GREEN)**