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MP122 'Operational Metrics'

Modification Report Version 0.5



About this document

This document is a draft Modification Report. It currently sets out the background, issue, solution, impacts, costs, implementation approach and progression timetable for this modification, along with any relevant discussions, views and conclusions. This document will be updated as this modification progresses.

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This document also has four annexes:

- **Annex A** contains the business requirements for the solution.
- **Annex B** contains the redlined changes to the Smart Energy Code (SEC) required to deliver the Proposed Solution.
- **Annex C** contains the Data Communications Company (DCC) Performance Indicators Document.
- **Annex D** contains the full DCC Preliminary Assessment response.

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1. Summary

This proposal has been raised by Gemma Slaney from Western Power Distribution.

Issues with transparency of reporting and relevance of the measures contained within the Data Communications Company (DCC) Performance Measurement Report (PMR) have arisen. In its monthly review of the PMR, the Operations Group has found it increasingly difficult to report to the SEC Panel on the issues within the report.

As a result of the issues encountered by the Operations Group, the Operational Metrics Review (OMR) was undertaken to better understand the PMR measures, consider amendments and recommendations of new performance indicators.

Through workshops and surveys of Users, it is clear that Users want to see reporting that reflects the business processes that the DCC supports, for example, Installation and Commissioning, Billing, and Prepayment top up.

The Proposed Solution is for the DCC to facilitate the necessary changes to the DCC System to implement and report on the five business requirements. These requirements were formed from the recommendations made by the OMR. This will increase the transparency of the PMR and give Parties a more accurate view of the DCC's service performance.

This modification's impacts will be confined to the DCC and is expected to cost £340,000.

The targeted implementation date is 25 February 2021 (February 2021 SEC Release).

2. Issue

Definitions

Measure

A “Measure” is something that the DCC is responsible for providing a level of service for, and against which targets for DCC performance can be set.

Indicator

An “Indicator” is something the DCC is not accountable for but provides a Key Performance Indicator (KPI) that may be of value or use to the industry; it cannot have a target attributed to it.

The Operational Metrics Review

In October 2019, work commenced on the Operations Group’s Operational Metrics Review project to identify improvements in the metrics used to measure the DCC service. The need for the review was identified following issues raised by the Operations Group in relation to the monthly PMR produced by the DCC.

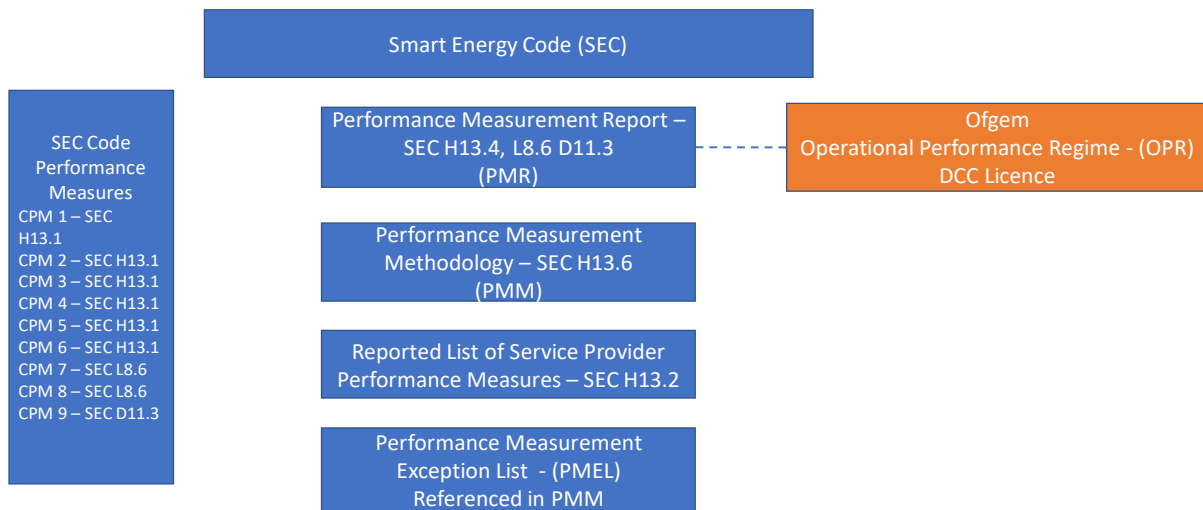
The PMR provides details of the Code Performance Service Levels achieved as set out in SEC Sections H13.1, L8.6 and D11.3 and the Service Provider Performance Measures specified in the Reported List of Service Provider Performance Measures document¹.

The purpose of the Operational Metrics Review was to identify improvements in the set of operational metrics defined in the SEC for the measurement of the delivery of DCC Services. The improvements reflect User requirements and priorities. The review was resourced and managed by the Smart Energy Code Administrator and Secretariat (SECAS) and was conducted between October 2019 and March 2020.

Ofgem has been engaged throughout the review and is currently reviewing its Operational Performance Regime (OPR) structure. The aim of the Ofgem review is to ensure incentives placed on the DCC are adequate and effective, and therefore the outcomes of this project will help to ensure that the most appropriate subset of SEC defined measures feed into the OPR.

The diagram below provides a pictorial view of the performance reporting documents provided and maintained by the DCC in accordance with the SEC and utilised by Ofgem as part of its annual OPR review.

¹ This is a DCC Controlled document and is available via the DCC’s SharePoint.



Review outcomes

The project undertook a review of the Performance Measurement Methodology (PMM). The review was not a forensic examination of the calculations. The project has, instead, tried to understand if the PMR metrics and supporting methodology remain appropriate and to make recommendations for potential amendments and changes.

The table below sets out details of the review and observations against the Code Performance Measures (CPMs). Without action the issues highlighted within the table below will continue to be experienced by Users.

Summary of review outcomes			
Performance Measure ID	Description per SEC	Summary of Measurement Methodology	Observation
CPM1: Section H 'DCC Services' 13.1	Percentage of On-Demand Service Responses delivered within the applicable Target Response Time.	Calculation of aggregate performance across a number of On Demand Services and Service Provider contract Service Levels. Uses Round Trip Test Home Area Network (HAN) Interface Commands.	Does not measure actual performance, rather a set of averages across a range of Service Provider Service Measures.
CPM2: Section H13.1	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	Calculation of aggregate performance across a number of future dated service requests across Service Provider contract Service Levels.	Does not measure actual performance. A set of averages are used to determine performance, across a range of Service Provider Measures.

Summary of review outcomes			
Performance Measure ID	Description per SEC	Summary of Measurement Methodology	Observation
		Uses varying Round Trip Time Test HAN Interface Commands.	
CPM3: Section H13.1	Percentage of Alerts delivered within the applicable Target Response Time.	Calculation of aggregate performance of percentage of Data Service Provider (DSP) Alerts within Target Response Time and CSP Alerts delivered across DCC gateway within the Target Response Time.	Measures average rather than actual volume performance against Service Provider Service Levels.
CPM4: Section H13.1	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	Calculation of Category 1 and 2 Incidents (for which the DCC is responsible for resolving), closed within the month (Performance Measurement Period). In accordance with Incident Management Policy.	Measures resolution times of Incidents per the measure rather than impact of outage to Users. Does not directly measure the number of incidents occurring in a month.
CPM5: Section H13.1	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3, 4 or 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	Calculation number of Category 3, 4 and 5 Incidents for which the DCC is responsible for resolving, closed within the month that meet the Target Resolution Period divided by number of Category 3, 4 and 5 Incidents for which the DCC is responsible for resolving closed within the month.	Given the length of time to resolve, further transparency required to be sure that resolution is being reported against the correct month. Category 3, 4 and 5 resolution times calculated as an average.
CPM6: Section H13.1	Percentage of time (in minutes) when the Self-Service Interface is available to be accessed by all Users during the Target Availability Period.	Calculation is total time SSI available for the month.	This is measure only of the Self-Service Interface (SSI) availability not wider Service availability.
CPM7: Section L 'Smart Metering Key Infrastructure & DCC Key	Percentage of Certificates delivered within the applicable Target Response Time for the Smart Metering	Calculation of average weighted service level, of signing requests over Individual Smart Metering Key Infrastructure (SMKI)	Using weighted service levels, believe this is measuring averages and not time of actual communications of

Summary of review outcomes			
Performance Measure ID	Description per SEC	Summary of Measurement Methodology	Observation
Infrastructure' 8.6	Key Infrastructure (SMKI) Services.	Service Interface reported in the month. Where demand is greater than 375,000 requests a manual adjustment is made.	Certificates over the SMKI Service Interface.
CPM8: Section L8.6	Percentage of documents stored on the SMKI Repository delivered within the applicable Target Response Time for the SMKI Repository Service.	Calculates the number of SMKI Repository Requests where the SMKI Repository Response Time is less than or equal to the relevant Target Response Time over the number of SMKI Repository Requests received.	SMKI measure, the SMKI Repository Response Time calculated as the time at which the response to the SMKI Repository Request is sent minus the time at which the SMKI Repository Request is received.
CPM9: Section D 'Modification Process' 11.1	Out of the DCC Assessments required to be completed during the Performance Measurement Period, how many were completed within the required timescales.	Needs to be added to PMM.	Needs to be added to PMM.

Review recommendations

The review recommended that the DCC Operational Performance Reporting is addressed for the following areas:

- Report and measure service performance by User business processes using Service Request Variants.
- A measure of end to end DCC Service Availability across the DCC environment reported by Communications Service Provider (CSP) region.
- A change to the production of the PMR to improve the timeliness of production of the PMR, to ensure the PMR remains operationally relevant to Users.
- Changes or additions to Smart Metering Equipment Technical Specifications (SMETS) 2 arrangements for the PMR are, where appropriate, taken forward for SMETS1. This would ensure consistency across SMETS Device types and make sure that reports are focussed on outcomes, reflective of the experience of Users at an industry reported level.
- A change be made to CPM5 to report resolution times of Incidents (Category 3, 4 and 5) individually per Reporting Period.

What is the issue?

Through workshops and User surveys, it is clear that Users want to see reporting that reflects the business processes that the DCC supports, for example, Installation and Commissioning, Billing, and Prepayment top up.

Key findings with the PMR reporting were:

- Instances where the reported performance is contradictory to the operational experience of Users;
- Instances where the reported metrics, although correct, do not appear to reflect the impact of performance issues on Users; and
- Gaps in reporting whereby important aspects of operational performance are not being addressed by the current set of metrics.

What is the impact this is having?

The current arrangements do not provide suitable transparency in the use of the PMM that the DCC has utilised to date.

3. Solution

Proposed Solution

The Proposed Solution is for the DCC to implement updated reporting on the metrics outlined in the business requirements. These requirements were formed from the recommendations made by the OMR:

- The DCC will report and measure monthly service performance for User business processes using Service Reference Variants (SRVs)
- The DCC shall add specific outcome-based measures to the PMR to provide a Measure of performance as well as Indicators on the success of the key business processes
- The DCC will measure end to end service availability across the DCC environment and report this by CSP region
- The DCC shall reduce the time it takes to create the PMR to within 10 Working Days from the end of the measurement reporting period
- In relation to CPM 5, the DCC will improve transparency in the reporting provided for incident Categories 3, 4 and 5

This will increase the transparency of the PMM and give Parties a more accurate view of the DCC's performance.

To ensure the DCC consistently report on the measures above, amendments will be made to the CPMs within SEC Section H 'DCC Services'. The metrics recommended by the OMR and detailed in the business requirements will be contained in the DCC's PMR.

The business requirements for this solution can be found in Annex A.

The redlined changes to the SEC required to deliver the solution can be found in Annex B.

The new DCC Performance Indicators Document, which will be required by the Code, can be found in Annex C.

4. Impacts

This section summarises the impacts that would arise from the implementation of this modification.

SEC Parties

SEC Party Categories impacted			
	Large Suppliers		Small Suppliers
	Electricity Network Operators		Gas Network Operators
	Other SEC Parties	✓	DCC

The DCC

The DCC will be required to facilitate the necessary changes to the DCC System to implement and report on the metrics outlined in the business requirements. The extent of the DCC System impacts are outlined below.

Consequential impacts on SEC Parties

SEC Parties will see an increase in timeliness and transparency of the DCC's PMR, which provides a view of the DCC's service performance.

Parties should see the following improvements:

- The reported DCC performance will align with the operational experience of Users
- The reported metrics will show a greater reflection of the impact of performance issues on Users
- All aspects covering operational performance will be addressed in the PMR using the new metrics

DCC System

This modification's impacts are confined to the DCC's Technical Operations Centre (TOC), with no expected changes impacting SMETS1 or SMETS2 Service Providers. The full range of activities from design, through development, testing, and implementation to maintain the system as Business as Usual would be performed by DCC in-house contractors and permanent staff.

DCC infrastructure

To meet the business requirements, the DCC will require additional infrastructure, specifically storage and processing power for the TOC system. These costs will be determined as part of the Impact Assessment.

The Proposed Solution should not add noticeable traffic or processing to the Smart Metering System or network.

Application support

It is expected that further TOC staffing will be required to support the changes in this modification. These costs will be determined as part of the Impact Assessment.

Consequential DCC contract changes

Reducing the time it takes to create the PMR to within 10 Working Days from the end of the measurement reporting period may require the DCC to negotiate contract changes with the CSPs. For both CSPs, the specific contracts and costs initial discussions will be undertaken during the Impact Assessment.

The full impacts on DCC Systems and the DCC's proposed testing approach can be found in the DCC Preliminary Assessment response in Annex D.

SEC and subsidiary documents

The following parts of the SEC will be impacted:

- Section A 'Definitions and Interpretation'
- Section H 'DCC Services'

The changes to the SEC required to deliver the proposed solution can be found in Annex B.

The new DCC Performance Indicators Document, which will be required by the Code, can be found in Annex C.

Consumers

This modification will not have an impact on consumers.

Other industry Codes

This modification will not impact any other industry Codes.

Greenhouse gas emissions

This modification will not impact greenhouse gas emissions.

5. Costs

DCC costs

The estimated DCC implementation costs, including all the required testing to implement this modification is £340,000.

As this modification's impacts are confined to the DCC's TOC, the DCC has confirmed this modification is not required to undergo the testing cycle of Pre-Integration Testing (PIT), Systems Integration Testing (SIT) and User Integration Testing (UIT).

More information can be found in the DCC Preliminary Assessment response in Annex D.

SECAS costs

The estimated SECAS implementation costs to implement this modification is two days of effort, amounting to approximately £1,200. The activities needed to be undertaken for this are:

- Updating the SEC and releasing the new version to the industry.

SEC Party costs

SECAS does not believe this modification will incur any implementation costs on SEC Parties. However, this will be evaluated after the Refinement Consultation.

6. Implementation approach

Recommended implementation approach

SECAS is recommending an implementation date of:

- **25 February 2021** (February 2021 SEC Release) if a decision to approve is received on or before 30 October 2020; or
- **31 March 2021** (standalone SEC Release), if a decision to approve is received after 30 October 2020 but on or before 30 November 2020.

SECAS note the interdependencies Ofgem's [DCC Operational Performance Regime Review](#) has with this modification. Ofgem aims to implement the changes resulting from this review on 1 April 2021 and it required certainty by November 2020 that this modification will be implemented before 1 April 2021.

The DCC has advised that this modification will require a four-month lead time for it to implement the necessary changes. SECAS is targeting the September 2020 Change Board to hold a vote on this modification. Allowing for the Authority's 25 Working Day target in which to make a decision on a modification, this would mean a decision is needed by 28 October 2020. Noting the DCC's four-month lead time, the February 2021 SEC Release is the next available SEC Release to implement this modification which mean the changes are implemented before 1 April 2021. If this is missed, a standalone SEC Release at the end of March is recommended to deliver the changes ahead of the new reporting year.

7. Assessment of the proposal

Observations on the issue

Change Sub-Committee views

The Change Sub-Committee (CSC) questioned the timing of the raising of the proposal, given that, at the time, the Panel had not endorsed the OMR. Specifically, the CSC was concerned if this proposal duplicated any work undertaken by the OMR.

SECAS advised that the OMR was in its final stages and that the Operations Group had been involved throughout its development. SECAS had already identified the recommendations it planned to make as a result of the review, and these were presented to the Operations Group on 7 April 2020.

SECAS acknowledged that it was, at the time, pre-empting the Panel's review of the OMR recommendations (which took place on 17 April 2020). However, given the interdependencies between this proposal and Ofgem's DCC Operational Performance Regime Review, it was necessary for this proposal to progress in tandem with it.

Panel views on the modification timeline

The Panel considered the Authority's suggestion that the modification be made an Urgent Proposal. However, it deemed this was not necessary at the time and instead the Panel opted to prioritise obtaining a DCC Preliminary Assessment to better understand the impacts on the DCC Systems.

The Panel queried the overall timescales for this modification, noting its interdependencies with Ofgem's Operational Performance Regime Review. Ofgem confirmed that it requires this modification to be implemented by April 2021, and that it would require certainty that the changes were approved when it issues its direction in November 2020.

SECAS later informed the Panel of the discussions between itself, the DCC and Ofgem around the timeline of the modification. These culminated in an agreement to target the presentation of the Modification Report to the August 2020 Panel meeting, with a view to an Authority determination being made by the end of October 2020. The timeline takes into consideration the DCC's estimated lead time of four months and is therefore aiming for an implementation date of 25 February 2021 as part of the February 2021 SEC Release. The Authority agreed with the timeline and consequently opted not to make the modification an Urgent Proposal.

Solution development

Implementation of business requirement 1²

The DCC noted that whilst requirement 1 is achievable, the requirement identifies multiple SRVs to measure against ten business processes. This inevitably carries a degree of complexity which the TOC would have to design a solution to facilitate.

The DCC also noted that certain SRVs are harder to measure than others, given that Users follow business processes in different ways e.g. Install and Commission.

² The DCC will report and measure monthly service performance for User business processes using SRVs.

Whilst the DCC noted possible limitations as to how the TOC could measure each SRV in the way the business requirements outlined, it agreed to work with Users to make sure any alternatives still meet the overarching principal.

Implementation of business requirement 2³

The DCC believes that the Measures and Indicators for Change of Supplier, Billing, Prepayment and Alerts business processes are fully achievable.

Further to the point above in requirement 1, the DCC noted that measuring Install and Commission is dependent on Users sharing their business practices. This is due to the way in which different Users may follow this process. Therefore, further Working Group meetings are required to identify the best way forward for this business process.

Measuring 'Update Device Firmware'

The DCC highlighted that measuring Device Firmware business processes i.e. not Communications Hub Firmware, is complex. Therefore, the DCC will seek to address this business process via Working Group meetings, noting the limitations of the data set available.

An Operations Group member gave its view that all requests to update Device and Communications Hub Firmware should be counted by the DCC. The member was concerned that requests not reaching the DCC's Service Providers were being discounted from the overall count. The Operations Group agreed that the DCC must report the volume of firmware updates by the number of Devices within a Service Request. It agreed that this should form a principal for the requirements against all of the metrics to ensure the PMR met Service Users expectations.

Measuring 'Update CH Firmware'

For measuring the Communications Hub Firmware business process, the DCC advised that it does not have data available to report on the delivery of a Communications Hub firmware Images to the Communications Hub. The DCC highlighted that it has raised this limitation with SECAS and that a possible workaround has been agreed; instead of measuring both the distribution and activation of the Image, the DCC would instead measure only the activation of the Image.

The DCC has since advised that a mechanism to measure the delivery of firmware Images to the Communications Hub is being investigated under [SECMP0007 'Firmware updates to IHDs and PPMIDs'](#). SECMP0007 is targeted for the November 2021 SEC Release.

This alternate approach will be detailed in the DCC's Impact Assessment.

Implementation of business requirement 3⁴

The DCC advised that by facilitating a solution for Requirements 1 and 2, it can split the data by CSP Region. It noted two approaches to fulfil the requirement:

³ The DCC shall add specific outcome-based measures to the PMR to provide a Measure of performance as well as Indicators on the success of the key business processes.

⁴ The DCC will measure end to end service availability across the DCC environment and report this by CSP region.

1. Monitoring service activity (DCC's preferred approach)
2. Sending test Service Requests

Approach 1 would identify a lack of activity across parts of the network, which will denote an outage or a reduction in service availability. The DCC's rationale for this approach is that even when there are outages or maintenance for DCC Interfaces, some Users still continue to use them. Therefore, a lack of activity would be a better reflection of the service performance

Approach 2 would utilise test Service Requests across the networks to measure service performance. However, it noted the OMR has recommended against this approach. In addition, the Operations Group was not in favour of this approach, noting that they are not a reliable indicator of performance. The Working Group agreed with this view. This approach was subsequently dropped in favour of approach 1.

Implementation of business requirement 4⁵

The DCC advised that requirement 4 will require contract amendments with the CSPs, which could take at least six months to implement and impact on the DCC costs.

SECAS suggested that this requirement be implemented as a "part 2" under this modification, possibly in the June 2021 SEC Release. This would give the DCC more time to negotiate the contracts and allow them to comply with the obligation once it is implemented. However, the Operations Group did not want to take this approach. Working Group members echoed this preference. Therefore, this requirement will be implemented at the same time as the other requirements in this modification.

A Working Group member noted a possible workaround to be used in the period of the contract negotiations. An agreement could be made with the CSPs to deliver the reporting data sooner than the 25 working days in the SEC, if their Systems could deliver it. However, if they delivered the necessary data later than agreed, but within the 25 working days under the SEC, they would not be in breach of their obligation.

The extent of the CSP contract negotiations will be assessed during the DCC Impact Assessment.

Implementation of business requirement 5⁶

The DCC advised that the current monthly PMR already fulfils the request to provide a breakdown of the number of Category 3, 4 and 5 incidents closed in the period, and the number that achieve the Service Level Agreement (SLA) (Target Resolution Time).

However, the DCC believes it better to report the Incidents closed in the period instead of opened, as this ensures that all Incidents raised are reported on. Otherwise, if an Incident is raised and not closed in the period, it would not appear in a future report. It also means that Incidents raised towards the end of the reporting period and are not resolved but still within SLA are accurately reported on.

The DCC noted it does not currently provide an Indicator on whether Incidents are meeting the Target Response Time. This would be complex and require business process changes for the DCC, and

⁵ The DCC shall reduce the time it takes to create the PMR to within 10 Working Days from the end of the measurement reporting period.

⁶ In relation to CPM 5, the DCC will improve transparency in the reporting provided for incident Categories 3, 4 and 5.

integration with the Service Provider systems. Further Working Group meetings will assess this in more detail to best understand User needs for this Indicator.

Industry engagement during the Refinement Process

The DCC informed the Operations Group of its intent to hold DCC-led workshops during its Impact Assessment. This is to ensure the assessment provides a true reflection of the solution being delivered by the DCC. This would also ensure Users expectations are met as to how each requirement will be delivered.

The Operations Group agreed further engagement is required but was not in favour of DCC-led workshops, preferring them to be held in the form of further Working Group meetings. Operations Group members were concerned that DCC-led meetings would not provide adequate representation of Service Users and could lead to some Parties' views not being heard. The Working Group agreed with this approach and SECAS advised its intent to organise these meetings. SECAS aims to hold these through ad-hoc Working Group meetings with possibly two occurring in quick succession. This would ensure there is no undue delay to the modification, noting Ofgem's request for the decision on this modification to be made by November 2020.

Changes to the SEC

In the early stages of this modification, SECAS proposed moving the OMR Measures in Section H to a defined document outside of the SEC. This document would be referenced in Section H by name only and Section H would define that any changes to it be authorised by the Panel (who could choose to delegate this to the Operations Group). This option would mean that the document is not subject to the Modification Process. SECAS's rationale for this approach was to increase the efficiency for the DCC to make changes to the document, whilst maintaining appropriate governance by obligating it to seek approval from the Panel or a delegated Sub-Committee.

However, Ofgem was not convinced that placing the Measures into a defined document outside of the SEC would be beneficial to Parties. Additionally, its view was that this could be detrimental to the overall OPR process.

Ofgem's view was that the new DCC Measures should be set and remain unchanged within the regulatory year(s), rather than have the flexibility SECAS proposed above. It further noted its preference for the Measures to be governed by the Modification Process, rather than the DCC consulting with Parties and seeking approval from Panel or a delegated Sub-Committee.

SECAS also sought the Operations Group's views. The Chair noted that the original intent had been to allow metrics to be added and removed from the PMR report in a more flexible manner than is currently possible. However, after considering Ofgem's views and rationale against this approach, it accepted the metrics need to be within the SEC. SECAS advised that it would ask the DCC to build flexibility into the DCC Systems. This would prevent any further modifications having such a high impact and be easier for the DCC to facilitate changes. Members agreed this should form one of the principals behind the business requirements as noted when discussing requirement 2 above.

Considering Ofgem's views, SECAS has included the Measures within Section H. However, it has created a new document containing the Indicators. This was viewed as an appropriate approach, given the DCC cannot be held accountable for the Indicators.

Trialling of the new PMR metrics

It was suggested that trialling the new metrics could be conducted in parallel with this proposal. This was to provide assurance that the performance measures are made fit for purpose prior to them being adopted. However, this option was not taken up due to its potential impacts on the duration of this modification.

Support for Change

Operations Group views

The OMR was carried out on behalf of the Operations Group and it sought to assess the issues raised regarding the DCC's PMR. Therefore, the Operations Group supports this modification as it seeks to implement the recommendations made by the OMR. Ultimately this modification would provide all Parties with an increase in timeliness and transparency of the DCC's PMR.

Views against the General SEC Objectives

Proposer's views

Objective (b)⁷

The Proposer believes that MP122 will facilitate SEC Objective (b). It will help provide a clear account of the Service that the DCC is providing to ensure that they are compliant with their obligations.

Objective (g)⁸

The Proposer believes that MP122 will facilitate SEC Objective (g) by providing clear and relevant reports that will detail exactly what is happening with the DCC Systems and performance. It will also highlight any anomalies that might require addressing.

⁷ To enable the DCC to comply at all times with the General Objectives of the DCC (as defined in the DCC Licence), and to efficiently discharge the other obligations imposed upon it by the DCC Licence.

⁸ To facilitate the efficient and transparent administration and implementation of this Code.

Appendix 1: Progression timetable

SECAS has issued a Refinement Consultation closing on Friday 3 July 2020. Ad hoc Working Group meetings will be held during the Refinement Consultation and the DCC's Impact Assessment to make sure the Impacts Assessment response provides a true reflection of what Parties expect from the Proposed Solution.

The below timetable shows the key milestones which are targeted in order to implement this modification. An Authority Decision received by 30 October 2020 would give the DCC the four-month lead time it needs to be able to implement this modification in the February 2020 SEC Release.

Timetable	
Event/Action	Date
Draft Proposal raised	24 Mar 2020
Presented to CSC for initial comment and recommendations	31 Mar 2020
Panel converts Draft Proposal to Modification Proposal	17 Apr 2020
Business requirements developed with Proposer	Apr – May 2020
DCC Preliminary Assessment	13 May – 28 May 2020
Modification discussed with Operations Group	2 Jun 2020
Modification discussed with Working Group	3 Jun 2020
Refinement Consultation	12 Jun – 3 Jul 2020
Modification discussed with Working Group	23 Jun 2020
Modification discussed with Working Group	24 Jun 2020
DCC Impact Assessment	25 Jun – 6 Aug 2020
Modification Report approved by Panel	14 Aug 2020
Modification Report Consultation	17 Aug – 8 Sep 2020
Change Board vote	23 Sep 2020
Authority decision expected by	28 Oct 2020

Appendix 2: Glossary

This table lists all the acronyms used in this document and the full term they are an abbreviation for.

Glossary	
Acronym	Full term
CPM	Code Performance Measure
CSC	Change Sub-Committee
CSP	Communication Services Provider
DCC	Data Communications Company
DSP	Data Services Provider
HAN	Home Area Network
KPI	Key Performance Indicator
OMR	Operational Metrics Review
OPR	Operational Performance Regime
PMR	Performance Measurement Report
PMM	Performance Measurement Methodology
PIT	Pre-Integration Testing
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SIT	Systems Integration Testing
SLA	Service Level Agreement
SMETS	Smart Metering Equipment Specifications
SMKI	Smart Metering Key Infrastructure
SRV	Service Reference Variant
SSI	Self-Service Interface
TOC	Technical Operations Centre
UIT	User Integration Testing