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MP116 'Service Request Forecasting' Legal text – version 0.1

About this document

This document contains the redlined changes to the SEC that would be required to deliver this Modification Proposal.

This document contains the changes required to deliver the Proposed Solution.

Section H 'DCC Services'

These changes have been redlined against Section H version 9.0.

Amend Section 3 as follows:

Managing Demand for DCC User Interface Services

H3.21 ~~By the 15th Working Day of the months of January, April, July and October, each User shall provide the DCC with a forecast of the number of Service Requests that the User will send in each of the 8 months following the end of the month in which such forecast is provided. Such forecast shall contain a breakdown of the total number of Service Requests by reference to each Service listed in the DCC User Interface Services Schedule and the category of Service (i.e. Future Dated, On Demand or Scheduled).~~

H3.22 ~~A Party that is not a User but expects to submit Service Requests to the DCC at any time during any period referred to in Section H3.21 shall comply with Section H3.21 as if it were a User.~~

H3.23 The DCC shall monitor and record the aggregate number of Service Requests sent by each User in total, and also the aggregate number of Service Requests sent by each User in respect of each Service listed in the DCC User Interface Services Schedule.

H3.24 By no later than the 10th Working Day following the end of each month, the DCC shall provide:

(a) each User with a report that sets out the number of Service Requests sent by that User during that month (in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule)~~, and comparing the actual numbers sent against the numbers most recently forecast for the applicable month~~;

(b) each User with a report setting out the current value (calculated at the end of the previous month) for every Monthly Service Metric for that User and a comparison of the current value against the relevant Monthly Service Threshold; and

(c) a report to the Panel that sets out:

(i) the aggregate number of Service Requests sent by all Users collectively during that month (in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule), and comparing the actual numbers for that month sent against the numbers most recently forecast for the applicable month; and

(ii) ~~where the total number of Service Requests sent by any User during that month is less than or equal to 90% or greater than or equal to 110% of the User's most recent monthly forecast for the applicable month, the identity of each such User and the~~

~~number of Service Requests sent by each such User (in total and broken down by reference to each Service listed in the DCC User Interface Services Schedule); and~~

(iii) where the measured value of any Monthly Service Metric for any User and that month is greater than or equal to 110% of Monthly Service Threshold, the identity of that User and the values of such Monthly Service Metrics during that month.

H3.25 The Panel shall publish the reports provided to it pursuant to Section H3.24(c) on the Website; provided that, in respect of the report concerning under-forecasting or over-forecasting by a User as referred to in Section H3.24(c)(ii), the Panel:

(a) may decide not to publish one or more parts of that report where the Panel considers that the under-forecasting or over-forecasting was reasonable in the circumstances ~~(including where it arose as a result of matters beyond the User's reasonable control)~~; and

(b) ~~shall not publish any parts of that report where there would have been no under- forecasting or over-forecasting by that User of the total number of Service Requests sent by that User during the relevant month (to be assessed on the basis of a direct comparison between actual and forecast without applying the 10% tolerance provided for in Section H3.24(c)(ii)) if the following Service Requests were excluded from the assessment:~~

~~(i) Service Request 2.2 (Top Up Device);~~

~~(ii) Service Request 7.4 (Read Supply Status); and~~

~~(iii) Service Requests published by the Panel pursuant to Section H3.26.~~

H3.26 The Panel shall maintain and publish a list of Service Requests (if any) that are subject to Section H3.25(b)(iii). A Service Request shall only be added or removed from the list on the application of one or more Users, and where the Panel considers the addition or removal to be reasonable in circumstances. The Panel shall publish the list from time to time on the Website, and shall give the DCC and each User advance notice of any changes to the list.

H3.27 The DCC shall, on or around each anniversary of the date on which it first started providing Services over the DCC User Interface, review (and report to the Panel on) each Monthly Service Metric and associated Monthly Service Threshold to establish whether they are still an appropriate mechanism to illustrate User behaviour that may utilise a significant element of the capacity requirements of the Services.

H3.28 The DCC shall not be considered to be in breach of this Code with regard to the obligation to achieve Target Response Times if, during the month in question, the aggregate Service Requests sent by all Users exceeds 110% of the aggregate demand most recently forecast for that month by all Users

pursuant to Section H3.22 (provided that the DCC shall nevertheless in such circumstances take reasonable steps to achieve the Target Response Times).