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Paper Reference:	**SECP_91_1604_25**
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 is also asked to note the observations raised by the Operations Group (OPSG) against the reports currently delegated to it.

2. DCC Reports

The following report has not been delegated to the OPSG. It remains a SEC Panel responsibility. However, although not officially delegated, it is currently being reviewed on a monthly basis by the Security-Sub Committee (SSC) to improve the accuracy and quality of the data.

At the SSC's meeting on 24 March, the SSC reviewed the February 2021 Post Commissioning Information Report. SSC Members noted the improvement in failure rates on all Devices in March compared to prior months for CHs and GSMEs, and for all Devices overall against the six-month average. The DCC advised that it continues to work with Users regarding SMKI102NU reports, which are sent to Suppliers by the DCC to show all Post-Commissioning failures.

- Post Commissioning Information Report (February 2021)

This report has an **AMBER** classification and distribution is limited to the SEC Panel only and those who have a need to know in order to take action.

3. Operations Group Reports Summary

Annex A to this paper provides the full list of reports that were reviewed by the OPSG at its March 2021 reporting meeting and the observations raised. Below are the key observations.

3.1 Performance Measurement Report (PMR)

The OPSG considered the PMR report for January 2021.

Code Performance Measure

Two Code Performance Measure (CPMs) was below Target Service Level: CPM 1 and CPM5.

CPM1 - *'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time'*, was below Target Service Level at 94.58%, with this being the 25th instance it has been below in 26 months. It was impacted by the failure of Service Provider Performance Measure (PM) 2 '*response times for delivery of firmware payloads.'*, This was below Minimum Target Service Level in Communication Service Provider North (CSP N) at 43.63%.

The report notes that this Performance Measure has not achieved Service Level since April 2018. Despite a number of CSPN lead action plans, no improvement to service has been seen and performance against SLA is worse now that it was 12 months ago.

CPM5 - *'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*, is below minimum Target Service Level at 89.59%. It was impacted by the increased number of unresponsive devices that were classified as a Category 3. Many of these being single premise incidents should have been a Category 5. However, due to the risk of Prepayment customers going "off supply" during the Change of Supplier (CoS) process these were approved to be managed with heightened priority.

The majority of aged Incidents remain with Service Users. The top three Incidents are listed, and the highest is '*Incorrect Communications Hub Variant Installed*'.

SMETS 2 Service Provider Performance Measures

All Performance Measures for the SMETS 2 Service Providers were reported as above Target Service Level or 'No events'.

Major Incidents

The report listed zero Category 1 and 2 Incidents that were closed within the reported month.

Exceptions

The number of Communications Hubs (CH) Exceptions remained in line with activity.

The DCC, OPSG and SECAS continue to discuss exceptions.

S1SP Performance Measures

All PMs for all S1SPs were above target service level or 'No Event'.

4. Recommendations

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

Huw Exley

SECAS Team

9 April 2021

Attachments:

- **Appendix A** – Post Commissioning Information Report (February 2021) (**AMBER**)

Annex A: DCC SEC Panel Reports

Report Name and Purpose	Delivery per SEC	Ops Group Observations of last paper
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	<u>January</u> Two Code Performance Measures were below Target Service Level. These were: • CPM1 - *'Percentage of On-Demand Service Responses delivered within the applicable Target Resolution Time,* is below minimum Target Service Level at 94.58%. CPM1 has been below Target Service Level for the last 19 months; with this being the 25th instance it has been below in 26 months. It was impacted by the failure of Service Provider Performance Measure (PM) 2 '*response times for delivery of firmware payloads.'* This was below Minimum Target Service Level in Communication Service Provider North (CSP N) at 43.63%. • CPM5 - *'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,* is below minimum Target Service Level at 89.59%. It was impacted by the increased number of unresponsive devices that were classified as a Category 3. Many of these being single premise incidents should have been a Category 5. However, due to the risk of Prepayment customers going "off supply" during the Change of Supplier (CoS) process these were approved to be managed with heightened priority. <u>Service Provider Performance Measures</u>

		All Performance Measures in CSP C&S, CSP N and the DSP were above target service level. The number of Comms Hubs Exceptions decreased in CSP N and CSP C but rose in CSP S. Work continues with SECAS and the CSPs to better understand Exceptions. All performance measures for all S1SPs were above target service level or no event.
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.	<u>February</u> There were eight Incidents opened in the month of February. All eight Incidents were reported as resolved within the month. No incidents remain open
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 less than or equal to 90%, or greater than or equal to 110% of their forecasted volumes	SEC L8.9 – Monthly - 10th Working Day following month end. Report on time.	<u>February</u> 1,923,108 requests were sent versus a forecast of 1,968,836. 97.7% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 21 Authorised Subscribers consumed services without submitting a forecast. The OPSG discussed Forecasting at the January main meeting. The OPSG endorsed the approach for a modification to be raised for CSR forecasts to update the obligation and process. Following OPSG approval, The DCC has submitted a problem statement to raise a modification to address the concerns raised with the CSR process. SECAS are reviewing the problem statement, with the next steps to develop the Draft Proposal.

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 on time.	February 300,666,710 SRs were sent versus a forecast of 9,522,714,073. 3% of the forecast. (Grand Total which assumes that those SEC Parties consuming services with no forecast submitted 'Zero Forecasts') 24 SEC Parties consumed service without submitting a forecast, including two Large Suppliers. The process and relevant SEC codes are subject to SECMP116 'Service Request Forecasting' modification, raised by the DCC to address inaccuracies and User concerns. The modification was discussed at the Working Group meeting on 3 March 2021. The Working Group agreed that the modification needs further refinement and more detail added to the DCC User input before the modification can progress to the Refinement Consultation.
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.	No report to review this month.
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.	No report to review this month.
DCC Responsible Communications Hub (CH) Returns Report Details the number of CHs for which the reason for return, loss or destruction, is	SEC F9.15 – Quarterly - the SEC does not prescribe when after end of quarter the report is provided.	A draft format of the proposed CH Quarterly returns report has been provided (see Appendix D – DRAFT CH Returns Quarterly Report). The draft provided does not use real data so should only be used to consider the formatting and content. SECAS are requesting endorsement from the OPSG for the DCC to produce the report in the

determined to have been a CH Pre-Installation DCC Responsibility, or a CH Post-Installation DCC Responsibility.		proposed format from Q1 2021 reporting period. The OPSG endorsed the new format.