SEC
Smart Energy Code

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Smart Energy Code

DP176
'Customer Analytics Reporting'

Modification Report

Version 0.1

8 July 2021

Corporate member of Plain English Campaign
Committed to clearer communication
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About this document

This document is a draft Modification Report. It currently sets out the background, issue, 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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1. Summary

This proposal has been raised by Easton Brown from the Data Communications Company (DCC).

MP122A 'Operational Metrics' was implemented in the June 2021 Smart Energy Code (SEC) Release, in order to increase the transparency and accuracy of the Performance Measurement Report (PMR). The PMR is a report produced by the DCC, in accordance with SEC Section H13.4, which sets out the Service Levels achieved in respect of a list of metrics (or Performance Measures) relating to Users' business processes.

Following implementation of MP122A, the DCC held workshops with SEC Parties to understand if reporting requirements had been met. These workshops returned the feedback that while the PMR provides an industry-wide view of performance, there is no way for the DCC or any individual SEC Party to view Party-specific performance within each metric. This reduces the ability of Users to drive improvement, and the ability of the DCC to assist them in doing so.

2. Issue

What are the current arrangements?

Following the implementation of MP122A, the DCC is able to provide SEC Parties with an industry-wide level of reporting on the success or failure and Round Trip Times (RTTs) of Service Reference Variants (SRVs) relating to key customer business processes. The SRVs for which reporting is available are listed in SEC Section H13.1A, and are given below:

Service Reference Variant	Description
8.11	Update HAN Device Log
6.21	Request Handover of DCC Controlled Device (Update Supplier Certificates)
8.1.1	Commission Device
8.7.2	Join Service (Join GPF with GSME)
6.20.1	Set Device Configuration (Import MPxN)
1.1.1	Update Import Tariff (Primary Element)
6.8	Update Device Configuration (Billing Calendar)
8.14.1	Communications Hub Status Update Install Success
6.23	Update Security Credentials (CoS)
1.1.1	Update Import Tariff (Primary Element)
6.8	Update Device Configuration (Billing Calendar)
3.2	Restrict Access for Change of Tenancy
1.1.1	Update Import Tariff (Primary Element)
1.6	Update Payment Mode (Payment Mode = Prepayment)
2.1	Update Prepay Configuration
2.2	Top Up Device (Update Balance with positive value)
6.15.2	Update Security Credential (Device) – Credential Type = Digital Signature
6.15.2	Update Security Credential (Device) – Credential Type = Key Agreement
6.17	Issue Security Credentials – Credential Type = Digital Signature
6.17	Issue Security Credentials – Credential Type = Key Agreement

11.1	Update Firmware Note: In respect of SMETS2+ Devices the DCC must ensure that the associated firmware update has been delivered to all relevant Communications Hub Functions within five days of receipt of the Service Request.
11.3	Activate Firmware (Individual SR for each GUID for firmware activation) Note: SMETS1 five-day Target Response Time.
8.14.3	Communications Hub Status Update – Fault Return
8.14.4	Communications Hub Status Update – No Fault Return
6.15.1	Update Security Credentials (Update Network Operator Certificates)
6.5	Update Device Configuration (Voltage)
6.22	Configure Alert Behaviour (Update ENO Alter Configuration)
4.6.1	Retrieve Import Daily Read Log
4.6.2	Retrieve Export Daily Read Log
4.8.1	Read Active Import Profile Data
4.8.2	Read Reactive Import Profile Data
4.8.3	Read Export Profile Data
4.10	Read Network Data
4.17	Retrieve Daily Consumption Log

What is the issue?

The current SEC reporting regime provides SEC Parties with an industry-wide level of reporting. This does not provide customers with a view of their own performance, how they compare with other SEC Parties, or the ability to simply diagnose factors (Devices, Firmware, Geographic Location, Orchestration) that could be affecting their performance against key business processes.

The DCC has held workshops with SEC Parties which have identified a need for additional metrics for reporting which are not currently listed in SEC Section H13.1A.

What is the impact this is having?

The lack of this information reduces the ability of Users to drive improvement within their own business and interactions with the DCC, and the ability of the DCC to assist them in doing so.

Impact on consumers

Doing nothing prevents DCC Users from identifying poor performance areas within their business processes and making any relevant improvements. The DCC is less able to support DCC Users in their performance targets, negatively affecting end-consumer experience.

Implementing the proposal would give DCC Users and industry the insight to drive up overall performance for all components of the smart metering ecosystems.

Appendix 1: Progression timetable

This Draft Proposal was raised on 8 July 2021 and will be presented to the Change Sub-Committee (CSC) on 27 July 2021 for initial comment.

Timetable	
Event/Action	**Date**
Draft Proposal raised	8 Jul 2021
Presented to CSC for initial comment	27 Jul 2021

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**
CoS	Change of Supply
DCC	Data Communications Company
ENO	Electricity Network Operator
GPF	Gas Proxy Function
GSME	Gas Smart Metering Equipment
GUID	Globally Unique Identifier
HAN	Home Area Network
MPxN	Meter Point Administration/Reference Number
PMR	Performance Measurement Report
RTT	Round Trip Time
SEC	Smart Energy Code
SR	Service Request
SRV	Service Reference Variant