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MP176 ‘Customer Analytics Reporting’ Annex B

Legal text – version 1.1

About this document

This document contains the redlined changes to the Smart Energy Code (SEC) that would be required to deliver this Modification Proposal.

Section A ‘Definitions and Interpretation’

These definitions will be included in alphabetical order into the latest version of Section A at the time of implementation.

Customer Analytics Reporting

means the reporting suite provided by the DCC to Users, the requirements of which are described in the Customer Analytics Reporting Methodology and Guidance Document.

Customer Analytics Reporting Methodology and Guidance Document

means the document of that name as established and from time to time updated by the DCC pursuant to Section H13.6A (Customer Analytics Reporting).

Section H 'DCC Services'

These changes have been redlined against Section H version 21.0.

Amend Section H13.6 as follows:

Performance Measurement Methodology

H13.6 The DCC shall:

- (a) establish and periodically review the Performance Measurement Methodology in accordance with Good Industry Practice and in consultation with the Panel, the Parties and the Authority;
- (b) seek approval from the Panel for any proposed changes that the DCC wishes to make to the Performance Measurement Methodology; and
- (c) as soon as reasonably practicable following any modification which the Panel approves, provide an up to date copy of the Performance Measurement Methodology to the Panel, the Parties, the Authority and (on request) the Secretary of State.

Customer Analytics Reporting

H13.6A The DCC shall:

- (a) establish and periodically review the Customer Analytics Reporting Methodology and Guidance Document (including such reviews as the Panel may request), in consultation with the Panel and Users;
- (b) seek approval from the Panel for any proposed changes that the DCC wishes to make to the Customer Analytics Reporting Methodology and Guidance Document; and
- (c) make the Customer Analytics Reporting Methodology and Guidance Document available to the Panel and the Users.

H13.6B The Customer Analytics Reporting Methodology and Guidance Document must:

- (a) set out the requirements that the DCC will undertake;
- (b) provide performance metrics for Services, and must provide each User with details of the performance achieved in respect of that User against those metrics, together with details of the performance achieved in respect of other Users in the same User Role on an anonymised, industry-wide basis; and
- (c) provide guidance to Users regarding the provision of Customer Analytics Reporting by the DCC.

H13.6C The DCC shall, within 10 Working Days following the end of each month, provide the Users with the Customer Analytics Reporting for the prior month.

H13.6D Clauses 13.6A to 13.6C shall only apply from 31 December 2024.