

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

# MP096 ‘DNO Power Outage Alerts’

## Annex D

### Legal text – version 0.2

#### 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 13.0.

### Amend Sections H3.14 – H3.15 as follows:

#### Target Response Times

H3.14 The DCC shall (subject to Section H3.15) undertake the following activities within the following time periods (each such time period being, in respect of each such activity, the “**Target Response Time**” for that activity, subject to Section H3.15):

- (a) Transforming Critical Service Requests into Pre-Commands and sending to the relevant User, within 3 seconds from receipt of the Service Request;
- (b) sending a User a Service Response in respect of a Non-Critical Service Request for an On-Demand Service that is not a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from receipt of the Service Request from the User;
- (c) sending a User a Service Response in respect of a Critical Service Request for an On-Demand Service that is not a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from receipt of the Signed Pre-Command from the User;
- (d) sending a User a Service Response in respect of a Service Request for an On-Demand Service that is a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from the receipt by the DCC of the Service Response for the Service Request upon which the Sequenced Service is dependent;
- (e) sending a User a Service Response in respect of a Service Request for a Future-Dated Service that is not a Sequenced Service or for a Scheduled Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from the time and date for execution specified in the Service Request;
- (f) sending a User a Service Response in respect of a Service Request for a Future-Dated Service that is a Sequenced Service, within the applicable time period set out in the DCC User Interface Services Schedule measured from the receipt by the DCC of the Service Response for the Service Request upon which the Sequenced Service is dependent;
- (g) (except for the Alerts referred to in (h), ~~(i) and (j)~~ below, and ~~except for~~ any Alerts consolidated in accordance with the Alert Management Mechanism) sending a User an Alert, within 60 seconds measured from the Alert being communicated to (Device Alerts) or generated by (Non-Device Alerts) the Communications Hub Function; ~~or~~
- (h) for the Services Request ‘Update Device Configuration (Billing Calendar)’, in addition to the above response times applicable to the Service Response confirming the configuration, periodic Alerts will be generated as a result of such configuration, for which the response

time for sending the Alert to the User shall be within 24 hours from the relevant data having been communicated to the Communications Hub Function;

(i) (subject to Section H3.14A) for the Alert 'Power Outage Event (AD1)', sending a User an Alert within 11 minutes measured from the Alert being generated by the Communications Hub Function; or

(j) (subject to Section H3.14A) for the Alerts 'Supply Outage Restored (0x8F35)' and 'Supply Outage Restored – Outage >= 3 minutes (0x8F36)', sending a User an Alert within 8 minutes measured from the Alert being generated by the Electricity Smart Meter.

H3.14A Sections Section H3.14(i) and (j) shall not apply in relation to Communications Hubs in the Central and South Regions manufactured after [DATE]. For those Communications Hubs, all Alerts will be subject to Section H3.14(g).

H3.15 The Target Response Times set out in Section H3.14 shall not apply to activities in respect of SMETS1 Devices, and the Target Response Times for activities in respect of SMETS1 Devices shall instead be determined in accordance with the DCC User Interface Services Schedule. For the purposes of Section H3.14 and activities in respect of SMETS2+ Devices:

- (a) the concepts of 'sending' and 'receipt' are to be interpreted in accordance with the explanation of those concepts in the DCC User Interface Specification;
- (b) any time during which an anomalous communication is quarantined by the DCC in accordance with Section H4 (Processing Service Requests) shall be disregarded for the purpose of measuring Response Times; and
- (c) the time taken by the Communications Hub Function in communicating with the other Devices forming part of a Smart Metering System shall be disregarded.

### Amend Section H13.1 as follows:

#### Code Performance Measures

H13.1 Each of the following performance measures constitute a Code Performance Measure (to which the following Target Service Level and Minimum Service Level will apply, measured over the following Performance Measurement Period):

No.	Code Performance Measure	Performance Measurement Period	Target Service Level	Minimum Service Level

1	Percentage of On-Demand Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
2	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
3	Percentage of Alerts delivered within the applicable Target Response Time, <u>but excluding those Alerts which are subject to Section H3.14(i) or (j).</u> Alerts consolidated in accordance with the Alert Management Mechanism will not be counted.	monthly	99%	96%
3A	<u>For those Alerts which are subject to Section H3.14(i) or (j), percentage of Alerts delivered within the applicable Target Response Time.</u>	<u>monthly</u>	<u>[99%]</u>	<u>[95%]</u>
4	...	...	...	...
5	....	...	...	...
5A	...	...	...	...
6	...	...	...	...
6A	...	...	...	...
6B	...	...	...	...
6C	...	...	...	...