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MP096 ‘DNO Power Outage Alerts’

Annex D

Legal text – version 1.2

About this document

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

Section A ‘Definitions and Interpretation’

Add the below definition into Section A version 25.0.

<u>CSP System</u>	<u>means those parts of the DCC Total System which comprise Systems used by a DCC Service Provider in order to provide Communications Services.</u>
<u>Power Outage & Restoration Alerts Delivery Management Document</u>	<u>means the document established under Section H3.14B (Target Response Times) which contains the Target Response Times (and the methodology for reviewing and determining these times) for the Alerts which are subject to Section H3.14(i) or H3.14(j).</u>

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) for the Alert 'Power Outage Event (AD1)', in relation to a CSP System either predominantly based on second or third generation cellular technology or predominantly based on long-range radio technology as the SM WAN for the purposes of communicating with a particular Communications Hub, sending a User an Alert within the time as stated within the Power Outage & Restoration Alerts Delivery Management Document, measured from the time that the Alert is generated by the Communications Hub Function; and
- (j) for the Alerts 'Supply Outage Restored (0x8F35)' and 'Supply Outage Restored – Outage >= 3 minutes (0x8F36)' in relation to a CSP System either predominantly based on second or third generation cellular technology or predominantly based on long-range radio technology as the SM WAN for the purposes of communicating with a particular Communications Hub, sending a User an Alert within the time as stated within the Power Outage & Restoration Alerts Delivery Management Document, measured from the time that an Alert is generated by the Electricity Smart Meter.

H3.14A For clarity, where the DCC uses a CSP System other than a CSP System predominantly based on second or third generation cellular technology or predominantly based on long-range radio technology as the SM WAN for the purposes of communicating with a Communications Hub, then Section H3.14(i) and Section H3.14(j) shall not apply and all Alerts will be subject to Section H3.14(g).

H3.14B For the Alerts which are subject to Section H3.14(i) or H3.14(j), the Target Response Times, the methodology for reviewing and determining these times, and any exclusions that shall be applied in determining whether these times have been met shall be set out in the Power Outage & Restoration Alerts Delivery Management Document. The Power Outage & Restoration Alerts Delivery Management Document shall be reviewed at least annually by the DCC in consultation with the Parties. Any changes to the Power Outage & Restoration Alerts Delivery Management Document shall be prepared and consulted upon by the DCC and approved by the Panel. Following each review of the document and its approval by the Panel, the new Target Response Times for the forthcoming year will be established and applied using the updated methodology. In preparing and consulting on any changes to the document, the DCC shall seek and pay particular attention to views given by Electricity Network Parties.

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>(including the Alerts which are subject to Sections H3.14(j) and (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(j), percentage of Alerts delivered within the applicable Target Response Time.</u>	<u>monthly</u>	<u>As set out in the Power Outage & Restoration Alerts Delivery Management Document</u>	<u>As set out in the Power Outage & Restoration Alerts Delivery Management Document</u>
4
5
5A
6
6A

6B
6C

Amend Section H13.5A and H13.5B as follows:

Reporting

H13.4 The DCC shall, within 10 Working Days following the end of each Performance Measurement Period, produce a report setting out the Service Levels achieved in respect of each Performance Measure. Such report must identify:

- (a) those Performance Measures (if any) for which the Service Level was less than the Target Service Level and/or the Minimum Service Level;
- (b) where a Service Level is less than the Target Service Level, the reason for the Service Level achieved;
- (c) where a Service Level is less than the Minimum Service Level, the steps the DCC is taking to prevent the re-occurrence or continuation of the reason for the Service Level achieved; and
- (d) any anticipated reductions in the DCC's Internal Costs and/or External Costs (as both such expressions are defined in the DCC Licence) arising as a consequence of the DCC Service Providers failing to achieve the Target Service Levels in respect of the Service Provider Performance Measures.

H13.5 A copy of the report produced pursuant to Section H13.4:

- (a) shall be provided by DCC, immediately following its production, to the Panel, the Parties, the Authority and (on request) the Secretary of State; and
- (b) may be provided by the Panel, at its discretion, to any other person.

Report on Performance Indicators

H13.5A ~~At the same time as the s-part of the~~ report required under Section H13.4, the DCC shall also report on its performance against the Performance Indicators for the same period.

H13.5B The Panel shall establish and periodically review, in consultation with the Parties and the Authority, a document (to be known as the DCC Performance Indicators Document) which lists the reasonable service metrics which are to constitute the Performance Indicators, and which are therefore to be measured and reported on by the DCC. The DCC Performance Indicators Document shall include the Performance Indicators described in Section H13.5C and shall require these to be included in the report required under Section H13.5A and may request other individual Performance Indicator(s) to be included in the report, including~~Such Performance Indicators may include:~~

- (a) graphs of daily performance in respect of delivery of each of the Business Processes;

- (b) monthly median figures for performance in respect of delivery of each of the Business Processes;
- (c) the total number of each of the Business Processes delivered each month;
- (d) for each DCC Interface separately, the average amount of downtime per Incident; and
- (e) for each DCC Interface separately, the mean amount of time between Incidents.

H13.5C When looked at on an Alert type basis (as opposed to when aggregated with other Alert types pursuant to row 3 of the table in Section H13.1), the performance of the Alerts which are subject to Section H3.14(j) against the relevant Target Response Time set out in the DCC's Power Outage & Restoration Alerts Delivery Management Document shall be Performance Indicators.