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MP176 ‘Customer Analytics Reporting’

Annex B

Legal text – version 0.2

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.

<u>Customer Analytics Reporting</u>	<u>means a reporting suite provided by the DCC to Users, as described in Section H13.6A (Customer Analytics Reporting).</u>
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Section H 'DCC Services'

These changes have been redlined against Section H version 14.0.

Add Sections H13.6A & H13.6B as follows:

Customer Analytics Reporting

H13.6A The DCC shall establish and periodically review (including such reviews as the Panel may request), in consultation with the Panel and Users, a Customer Analytics Reporting methodology and guidance document. The Customer Analytics Reporting must set out performance metrics for some or all of the 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.

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