

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.

MP187 ‘Incorporation of Target Round Trip Times and Target Success Rates into the SEC’

May 2022 Working Group – meeting summary

Attendees

Attendee	Organisation
Ali Beard	SECAS
Elizabeth Woods	SECAS
Joey Manners	SECAS
Bradley Baker	SECAS
Kev Duddy	SECAS
Tim Newton	SECAS
Rainer Lischetzki	SECAS
David Walsh	DCC
Katie Taaffe	DCC
Zachary Afreh	DCC
Emma Johnson	British Gas
Alex Hurcombe	EDF Energy
Julie Geary	E.ON
Daniel Davis	ESG Global
Martin Bell	EUA
Alastair Cobb	Landis+Gyr
Ralph Baxter	Octopus Energy
Mafs Rahman	Scottish Power
Shuba Khatun	SSE
Audrey Smith-Keary	SSE - OVO
Matthew Alexander	SEEN
Robert Johnstone	Utilita
Kelly Kinsman	WPD

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified and the difference between Round Trip Times (RTTs) and Target Response Times (TRTs) and the proposed definitions for ‘Round Trip Time’ and ‘Success’. The Data Communications

Company (DCC) presented the proposed target RTT-setting methodology for Prepayment-related Service Reference Variants (SRVs).

Issue

- [MP122A 'Operational Metrics'](#) introduced new SRV metrics reporting when implemented as part of the February 2021 SEC Release.
- These reports measure Round Trip Times and compare them to Target Response times.
- DCC cannot currently measure Target Response Times – to do so would cost £3.5-5m to build in capability.

Proposed definitions

- **Round Trip time** - means the total time taken for a User to be provided with a Service Response: starting at the start of the applicable measurement period described in Section H3.14(a)-(f) (Target Response Times); and ending on the provision of the Service Response to the DCC User Gateway. For clarity: this includes the time spent in the Smart Metering System (including SRV retry time) and any additional, relevant HAN, or device, processing and transmission time; and applies to Service Responses in respect of both SMETS1 Devices and SMETS2+ Devices.
- **Success** - A Service Reference Variant shall be considered to have been successfully processed, when it has been sent to the DCC, and an associated Response Code [as defined in the DCC Performance Indicators Document], indicating success or failure to execute the requested action, has been sent to the User Interface.

DCC proposed methodology

- Set out SRVs by business process, Communication Service Provider (CSP) region and fuel type.
- Use the 75th percentile as the volume of SRVs that will be subject to the proposed target RTT.
- Proposed target RTT for ESME SRVs: 60 seconds
- Proposed target RTT for GSME SRVs: 30 minutes

Working Group Discussion

Proposed definitions

SECAS (BB) provided an overview of the issue, the difference between RTTs and TRTs and the further refined definitions. SECAS (BB) stated that following the February 2022 Working Group, the DCC stated that the metrics determining 'success' and 'failure' will be captured within the DCC Response Code document. This will be produced and owned by the DCC to allow for the metrics/timings to be amended accordingly without the need of a SEC Modification. BB also advised the Working Group that following approval from the Technical Architecture and Business Architecture Sub-Committee (TABASC) and Operations Group (OPSG), the definitions will be sent to the SEC Lawyers for review. The Working Group provided no comments on the proposed definitions.

DCC proposed methodology

The DCC (KT) presented the proposed methodology for setting target RTTs for each SRV, split out by CSP region and fuel type. (KT) informed the Working Group that following discussions with SECAS, the initial proposal was to set the targets at 75% of SRVs to complete the RTT within 60 seconds for ESME, and 30 minutes for GSME. The rationale for splitting the target RTTs by fuel is that under normal scenarios, the GSME 'wakes up' every 30 minutes to process any SRVs in order to preserve battery life (the GSME is not mains powered). The Working Group was supportive of this approach.

Consumer experience

A Working Group member (RB) suggested that the DCC considers the consumer's experience in relation to RTTs and what the proposed targets mean to them. They also questioned the value of setting the target for GSME to 30 minutes and if this would have any impact on the consumer. The DCC responded, stating that it had investigated Suppliers that provide prepayment services, and found that consumers are generally told that they should wait for one hour for payments to be recognised by the Device. The DCC also reiterated that the data will indicate performance, but the DCC nor SEC Parties will be penalised for not meeting the targets. DCC will consider the impact this modification will have on consumers when further refining the targets.

Review of proposed targets

A Working Group member (RB) suggested that further targets should be developed. This is due to the initial proposal of using 75% of all SRVs not being a clear indicator of performance as 1 in 4 SRVs could potentially miss the RTT. It was proposed that the DCC investigate incorporating a 99% of SRVs target as well as 96%. The DCC agreed with this approach and will carry out further analysis in order to baseline target RTTs for these additional metrics.

GSME proposed targets

A Working Group member (AC) questioned the value of including the time that the GSME is 'asleep' (30 minutes) into the target RTT, and suggested measuring the time it takes the SRV to reach the Communications Hub Function (CHF). The DCC advised that this is in essence a TRT, which it does not have the capability to measure. (AC) suggested that Parties focus on the percentage of SRVs that do not meet the target RTTs. One of the purposes of this modification will be to provide visibility of when SRVs are not meeting target performance to allow Parties to identify areas where improvements can be made.

Install & Commission

A Working Group member (JG) advised the DCC that SRV1.6 'Update Payment Mode (Payment Mode = Prepayment)' performance may be impacted by Device installs and commissions as the Device will be rebooted during this process. This will impact the proposed RTT target of 30 minutes as the Device will reboot more frequently while the Device is being commissioned. The DCC took an action to investigate this and identify if there is a way to separate when an install & commission is taking place and when a Device is functioning under normal circumstances. They also raised another scenario where SRV2.2 'Top Up Device (Update Balance with positive value)' may be rejected after a

customer manually enters a Unique Transaction Reference Number (UTRN) which may impact the reporting.

Value of additional reporting

A Working Group member (MR) asked what the value would be of receiving additional reporting. The DCC added that the additional data will provide a clearer representation of the health of smart metering systems and provide (non-financial) incentives for the DCC and SEC Parties to identify areas where service can be improved.

Next Steps

The following actions were recorded from the meeting:

- SECAS and the DCC will present the Proposed Solution to the TABASC and OPSG; and
- DCC to further develop target RTTs for the 99th and 96th percentile metrics before returning to the Working Group.