



# Performance Measurement Methodology Consultation on Proposed Amendments

Your chance to comment on proposed changes to  
performance measure methodologies

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Author: [consultations@smartdcc.co.uk](mailto:consultations@smartdcc.co.uk)

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# 1. Introduction and Context

1. The Data Communications Company (DCC) is Britain's digital energy spine, supporting the transformation of the energy system. DCC is licensed by the Government and regulated by the energy regulator Ofgem to connect smart meters in homes and small businesses across Great Britain to a single secure, digital network. DCC supports the roll-out and operation of second-generation (SMETS2) smart meters, as well as the migration and operation of existing first-generation (SMETS1) meters onto our network.

## 1.1. Background

2. DCC reports on a number of performance measures to keep Parties informed on the performance of various aspects of the DCC Service. This reporting is produced under requirements of the Smart Energy Code (SEC) and include Service Provider Performance Measures included in Service provider Contracts.
3. Smart Energy Code (SEC) H13.4 requires DCC to report against Performance Measures (PMs). PM include Code Performance Measures (CPMs) as detailed in SEC D11.3, H13.1 and L8.6 and those measures detailed in the Reported List of Service Provider Performance Measures (RLoSPPM) as defined in SEC A1. DCC reports performance monthly in the Performance Measures Report (PMR).
4. SEC H13.5A and H13.5B describe the development of Performance Indicators (PI) and the requirement for DCC to report on those PI alongside the Performance Measures Report. PI are described in the Performance Indicator Document (PID).
5. SEC H13.6 requires DCC to produce and periodically review, through industry consultation and with SEC Panel approval, the Performance Measurement Methodology (PMM) which describes the methodology DCC will use to calculate the performance of PM.
6. SEC MP122A<sup>1</sup> and SEM MP122B<sup>2</sup> reviewed and amended CPMs in SEC H13. The final version of amendments these modifications have made to the CPM are due for implementation under SEC MP122B in November 2023.
7. These amended CPMs require a change to the PMM before those amendments can be reported in the PMR. DCC is consulting now so that amendments to the PMM can be agreed before the implementation of SEC MP122B and so that the required changes to the reported data in the PMR can be made as soon as possible after implementation.
8. The proposed amendments and additions relate to CPM 5 and CPM 5A which report on the management of Incidents, and CPM 6 which reports on service availability. Those changes have been made to the draft (tracked changes) version of the PMM published alongside this consultation.
9. There are three SEC modifications in progress that may impact on CPM6a introduced as part of SEC MP122A, they are SEC MP187<sup>3</sup>, MP217<sup>4</sup> and MP242<sup>5</sup>. DCC already reports on CPM6a using proxy data but does not intend to amend the PMM at this stage. The data reported will continue to be produced while the development of the previously mentioned SEC modifications continue.

<sup>1</sup> [Modification » \(smartenergycodecompany.co.uk\)](#)

<sup>2</sup> [Modification » \(smartenergycodecompany.co.uk\)](#)

<sup>3</sup> [Modification » \(smartenergycodecompany.co.uk\)](#)

<sup>4</sup> [Modification » \(smartenergycodecompany.co.uk\)](#)

<sup>5</sup> [Modification » \(smartenergycodecompany.co.uk\)](#)

10. Additionally, SEC MP007<sup>1</sup> introduced new DCC Service Provider contractual requirements and measurements. The performance of those measurements will be added to CPM1 which reports on the performance of On-Demand Service Responses. This amendment is also available in tracked changes in the PMM published alongside this consultation.

## 1.2. Purpose of the consultation

11. The purpose of this consultation is to describe the proposed changes to the PMM and the reasoning and to seek Parties' feedback.
12. Parties can respond to this consultation by e-mailing [consultations@smartdcc.co.uk](mailto:consultations@smartdcc.co.uk). This consultation will close on the 28 July at 1700.

<sup>1</sup> [Modification » \(smartenergycodecompany.co.uk\)](#)

## 2. SEC MP122A/B Related Amendments

13. SEC MP122A/B, once implemented in November 2023, will require changes to CPM reporting under SEC H13.1. The amendments to the PMM include amendments regarding CPM5, the addition of CPM5A and amendments to CPM6.
14. Each of these proposed changes are detailed below and shown in tracked changes in the PMM published alongside this consultation.

### 2.1. Code Performance Measure 5

15. CPM5 requires reporting on the resolution of Incidents, for which DCC is responsible for resolving, that have followed the Incident Management Policy and have been resolved within the Target Resolution Time.
16. SEC MP122 will amend this CPM to require separate reporting for each Incident Category 3, 4 and 5.
17. This change is now reflected in the draft PMM. The amended methodology can be viewed in the tracked changes version of the PMM published alongside this consultation – see section 2.8.

Q1

Do you agree that the methodology for CPM5 should be amended, as provided in the tracked changes version of the PMM, to reflect the amendments to CPM5? Please provide a rationale for your response.

### 2.1. Code Performance Measure 5A

18. SEC MP122 will see the addition of CPM5A and will require reporting on the timeliness of the assignment of Incident within the categories 3, 4 and 5, recorded on the Incident Management Log, to the resolver within the Target Initial Response Time.
19. This addition is now reflected in the draft PMM. The additional methodology can be viewed in the tracked changes version of the PMM published alongside this consultation – see sections 2.9.

Q2

Do you agree that the methodology for CPM5A should be added, as provided in the tracked changes version of the PMM, to reflect the addition of CPM5A? Please provide a rationale for your response.

### 2.1. Code Performance Measure 6

20. CPM6 requires reporting on the availability of the DCC Self Service Interface. SEC MP122 will amend this to cover all DCC Interfaces (excluding the one listed in paragraph (f) of the definition of DCC Interface).
21. The change also requires a separate measure for each combination of interface, Region and relevant time of the day as described in CPM6.
22. This addition is now reflected in the draft PMM. The additional methodology can be viewed in the tracked changes version of the PMM published alongside this consultation – see section 2.10.

Q3

Do you agree that the methodology for CPM6 should be added, as provided in the tracked changes version of the PMM, to reflect the addition of CPM6? Please provide a rationale for your response.

### 3. SEC MP007 Related Changes

23. SEC MP007 implemented changes covering the delivery and activation of firmware updates, splitting out functionality to now include Prepayment Meter Interface Devices (PPMIDs). This amendment resulted in DCC Service Provider contracts amendments whereby the Firmware Payloads were split into separate contractual references for Smart Meter and PPMIDS.
24. The performance of Firmware Payloads feeds into CPM1 and the PMM has been reflected to show the split described.
25. This amendment is now reflected in the PMM. The amended methodology can be viewed in the tracked changes version of the PMM published alongside this consultation – see section 2.3.

Q4

Do you agree that the methodology for CPM1 should be amended, as provided in the tracked changes version of the PMM, to reflect the contractual reporting that is used to calculate CPM1? Please provide a rationale for your response.

### 4. Next Steps

26. This consultation will close on 28 July at 1700. DCC will review responses and consider if any changes to the proposals made are required.
27. DCC will present details of this consultation and a summary of responses received to SEC Operation sub-committee before presenting final recommendation to the MONTH SEC Panel who will be requested to approve the amendments to the PMM.
28. Following the approval of the changes to the PMM, DCC will report against the amendments in the following PMR.
29. In the event some of the proposed amendments to the PMM receive support and others do not, DCC may decide to proceed to seek SEC Panel approval on those measure that do receive support and consider next steps for those that do not receive support.

### 5. How to Respond

30. Please provide responses by 1700 on 28 July to DCC at [consultations@smartdcc.co.uk](mailto:consultations@smartdcc.co.uk)
31. Consultation responses may be published on our website [www.smartdcc.co.uk](http://www.smartdcc.co.uk). Please state clearly in writing whether you want all or any part, of your consultation to be treated as confidential. It would be helpful if you could explain to us why you regard the information you have provided as confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department for Energy Security and Net Zero (DESNZ) and the Gas and Electricity Markets Authority (the Authority). Information provided to DESNZ or the Authority, including personal information, may be subject to publication or disclosure in accordance with the access to information legislation (primarily the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004). If DESNZ or the Authority receive a request for disclosure of the information we/they will take full account of your explanation (to the extent provided to them), but we/they cannot give an

assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded by us as a confidentiality request.

32. If you have any questions about the consultation documents, please contact DCC via [consultations@smartdcc.co.uk](mailto:consultations@smartdcc.co.uk)

## 6. Attachments

- Attachment 1: Tracked Changes of the Performance Measurement Methodology V4.2 DRAFT
- Attachment 2: Response Template