

# Consultation Conclusion

## Consultation on Proposed Changes to the Power Outage & Power Restoration Alerts Delivery Management Document

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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 the network.

## 1.1. Background

2. SEC MP096 (DNO Power Outage Alerts) was implemented in October 2022 and included the implementation of the Code Performance Measure (CPM) 3a to report on Power Outage Alerts (AD1) and Performance Indicators (PIs) on and Power Restoration Alerts (8F35 / 8F36).
3. CPM3a is reported in the monthly Performance Measures Report (PMR) as required under SEC H13.4. During the development of SEC MP096 DCC also agreed to include the PRA Performance Indicator in the PMR, though noted that the performance of the measure is not fully in DCC's control.
4. The modification also included the introduction of the Power Outage and Power Restoration Alerts Delivery Management Document (DMD).
5. The DMD describes how DCC will manage the delivery of AD1, and 8F35/8F36 and includes the methodology by which DCC will report on their performance against Target Response Times (TRTs). The DMD requires that 95% of all delivered alerts are within the agreed Target Response Time (TRT).
6. SEC H3.14B requires DCC to review the DMD on an annual basis and consult with Parties on any proposed changes. It also requires that Network Parties views are considered before any proposals on amendments are consulted on more widely. Any changes to the DMD require SEC Panel approval before implementation.
7. DCC began reporting on CPM 3a and the PIs related to PO and PR Alerts in April 2023 and have reviewed the performance achieved to date, as well as considering the management and reporting of Alert performance.
8. Performance of POA and PRA is included in the PMR and presented to the monthly SEC Operations reporting meeting. The performance to date has often fallen short of the minimum service level.
9. On Power Outage Alerts the driver for poor performance is considered to be one particular brand of Communications Hub (CH). This particular CH is to have a firmware update with deployment beginning and completing in January 2024. Once this deployment has completed it is anticipated that POA performance will meet the minimum service level. Performance levels gains will be better understood once the firmware rollout has completed and the data available for performance calculations.
10. Power Restoration Alerts have also failed to meet the minimum service level. These alerts are driven by the meter and this aspect of the performance is outside of DCC control. Data shows that while some meters, produced by certain manufactures, are able to consistently meet the minimum service level others consistently fail to meet the performance level.

11. On DCC review of the performance to date, where poor performance is considered to be driven by the issues mentioned above, there is no evidence that the service level contained within the DMD should be adjusted. The proposals for amendments to the DMD are focused on improving the accuracy of the data provided.
12. In summer 2023 DCC engaged with Network Parties to consider potential amendments to the DMD and issued Network Parties a pre-consultation proposal document in October 2023.
13. In November 2023 DCC published a consultation<sup>1</sup> on proposed changes to the DMD and presented details to the January 29th, 2024, SEC Operations Sub-Committee. The proposed changes were then presented to SEC Panel on the 26th of January 2024.

## 2. DMD Review and Feedback Received

14. The consultation provided parties with details of the performance of POA and PRA in 2023. While performance levels achieved were often below the target service level DCC found no evidence to amend the target service levels.
15. It should be noted that while DCC is solely responsible for the performance of the POA, the PRA is generated by the meter and so the responsibility for performance is a combination of Supplier Party and DCC.

### 2.1. Proposed Amendment to the DMD

16. DCC found no evidence or need to amend the target performance levels for POA or PRA and so the focus of the change has been concentrated on improving accuracy of the reporting to allow for improved understanding of the performance levels. The proposed change to the methodology is the removal of "clock drift" impacted data.
17. Clock drift occurs when the time held by the CH or meter do not align. The POA and PRA are processed with the time stamp of the CH or meter and the methodology uses that time stamp to calculate time traversing the system with a calculation against real world time. Therefore, where clock drift occurs, the time traversing the system of any individual alert can appear to be either quicker or slower than it actually took.
18. The internal time on the CH is the responsibility of DCC to update, while the internal time on the meter is the responsibility for Supplier Parties to update.
19. For improved accuracy of the reported performance DCC suggested that those alerts impacted by a time clock drift device should be excluded from the reporting.
20. Removing clock drift impacted alerts from the data does not improve the DCC reported performance. A review of historical data shows that in most cases the reported performance decreases. However, DCC consider the removal of clock drift impacted alerts to be necessary to present a true and accurate report on performance.
21. It is recognised that when removing data impacted by clock drift, the remaining data should be of sufficient volume which continues to provide reliable data. DCC considers that the volume of data excluded continues to allow for reliable data to be produced, though with increased accuracy of performance.

<sup>1</sup> [Consultation on proposed changes to the POA PRA DMD | Smart DCC](#)

22. On 20th November 2023 DCC published a consultation<sup>1</sup> on the review of the DMD and the proposed change, the consultation closed 8th December. DCC received seven responses to the consultation. Six were from Network parties and one was from a Supplier Party.
23. DCC posed one question in the consultation – provided below.

### Question one

Do you agree with the proposal to formally add time clock drift to the list of accepted exclusions when calculating performance under the DMD? Please provide a rationale for your response.

24. Four responses supported the removal of clock drift impacted alerts from the reported data, noting that this will improve the accuracy of the reports.
25. Three respondents stated that they understood the rationale for excluding clock drift impacted alerts but wanted more data before formally supporting. Information requested included the volume of data likely to be excluded by clock drift. Information has now been provided to further inform Parties.
26. DCC presented details of the proposal to SEC Operations Sub-Committee at the 29<sup>th</sup> January meeting. There was discussion on clock drift and how improvements might be made. The discussion also included future improvements to the performance of POA and PRA service levels.
27. To ensure the issue of clock drift is not lost, DCC has agreed to continue to produce data on clock drift impacted devices for review at Network engagement sessions.
28. SEC Operations Sub-Committee endorsed the exclusion of time clock drift impacted data from the DMD calculations, and on 26<sup>th</sup> March SEC panel approved the proposed amend to the DMD which will see the exclusion clock drift impacted data from the calculation of performance.

## 3. Next Steps

29. DCC has proved the amended DMD alongside this consultation conclusion document and future reporting on POA and PRA performance will formally exclude clock drift impacted data.

<sup>1</sup> [Consultation on proposed changes to the POA PRA DMD | Smart DCC](#)