



**Performance Measurement Methodology  
Consultation Conclusions on Proposed  
Amendments**

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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 Performance Measures.
6. SEC MP122A1 and SEC MP122B2 reviewed and amended CPMs in SEC H13. The final version of amendments these modifications have made to the CPMs 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. In June 2023 DCC consulted on proposed changes to the PMM so that amendments could be agreed before the implementation of SEC MP122B, and so that the required changes to the reported data in the PMR could be made as soon as possible after implementation.
8. The proposed amendments and additions under SEC MP122A/B related to CPM 5 and CPM 5A which report on the management of Incidents, and CPM 6 which reports on service availability.
9. Additionally, SEC MP0073 introduced new DCC Service Provider contractual requirements and measurements. The performance of those measurements were added to CPM1 which reports on the performance of On-Demand Service Responses.
10. The June consultation presented the proposed changes in a draft version of the PMM where amendments were shown in tracked changes. DCC also presented the proposal to the July SEC Operations Sub-committee to gather additional feedback.

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

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

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

## 2. Consultation Responses and DCC Feedback

### 2.1. SEC MP122A/B Related Amendments

11. SEC MP122A/B, once implemented in November 2023, requires changes to CPM reporting under SEC H13.1. The proposed amendments to the PMM included amendments regarding CPM5, the addition of CPM5A and amendments to CPM6.
12. Each of these proposed changes were detailed in the June consultation and provided in the tracked change version of the PMM. Consultation responses are detailed below, along with SEC Operations Sub-committee feedback.
13. DCC received two responses to the consultation, one from a Supplier Party and one from a Network Party.

### 2.2. Code Performance Measure 5

14. 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.
15. SEC MP122 will amend this CPM to require separate reporting for each Incident Category 3, 4 and 5. This change was detailed in the draft tracked change version of the PMM issued alongside the consultation.

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.

16. This question related to the proposed amendment to the methodology to calculate CPM5, reflecting the changes required to implement SEC MP122.
17. DCC received two responses to this question. Both responses supported the proposed amendment noting that the amendments reflect the intention of the SEC Modification.

### 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 was detailed in the draft tracked change version of the PMM issued alongside the consultation.

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.

20. This question related to the proposed addition of a methodology to the PMM to calculate CPM5A, reflecting the changes required to implement SEC MP122.

21. DCC received two responses to the consultation, one from a Supplier Party and one from a Network Party. Both responses supported the proposed amendment noting that the amendments reflect the intention of the SEC Modification.

## 2.1. Code Performance Measure 6

22. 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). SEC MP122 also requires a separate measure for each combination of interface, Region and relevant time of the day as described in CPM6.
23. This change was detailed in the draft tracked change version of the PMM issued alongside the consultation.

**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.

24. This question related to the proposed amendment to the methodology to calculate CPM6, reflecting the changes required to implement SEC MP122.
25. Both responses supported the proposed amendment noting that the amendments reflect the intention of the SEC Modification.

## 2.2. Code Performance Measure 1

26. SEC MP007 implemented changes covering the delivery and activation of firmware updates, splitting out functionality to include Prepayment Meter Interface Devices (PPMIDs).
27. This amendment resulted in DCC Service Provider contracts amendments whereby the Firmware Payloads were split into separate contractual references for Smart Meter and PPMIDS. The performance of Firmware Payloads feeds into CPM1 and an amendment was proposed to accommodate this change.
28. This change was detailed in the draft tracked change version of the PMM issued alongside the consultation.

**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.

29. This question related to the proposed amendment to the methodology to calculate CPM1, reflecting the changes resulting from SEC MP007.
30. Both responses supported the proposed amendment noting that the amendments reflect the intention of the SEC Modification.

## 2.3. SEC Operations Sub-Committee Engagement

31. In June 2023 DCC presented the proposed amendments to the PMM to the reporting meeting of the SEC Operations Sub-Committee. Clarifications were provided where it was noted the proposed changes reflect the intention of SEC MP122 and align with the SEC requirements on CPM.

### **3. SEC Panel Engagement**

32. DCC presented the proposed amendment to the PMM to the 22nd of August SEC Panel, including details of consultation feedback and SEC Operations engagement. SEC Panel approved the proposed amendments to the PMM.

### **4. Next Steps**

33. DCC has issued the updated Version 5 of the PMM alongside this consultation conclusion document. The PMM will be implemented from SEC MP122B implementation in November 2023 following which the amended methodologies will be used for production of the data in the Performance Measures Report.

### **5. Attachments**

- Attachment 1: Performance Measurement Methodology V5.0