



# Smart Meters Programme Schedule 3

**(DCC Responsibilities) (CSP Central version)**

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Amendment History		
Version	Date	Status
v.1	Signature Date	Execution Copy

**SCHEDULE 3  
DCC RESPONSIBILITIES**

**1. OVERVIEW**

1.1 The DCC Responsibilities in this Schedule 3 are presented in two sections:

- (a) general DCC Responsibilities (as set out in paragraph 2 below); and
- (b) specific DCC Responsibilities (as set out in paragraph 3 below).

1.2 Any obligations of the DCC in:

- (a) Schedule 2.1 (DCC Requirements);
- (b) Schedule 4.1 (Contractor Solution);
- (c) Schedule 4.2 (Technical Infrastructure);
- (d) the paragraphs, Parts and Appendixes of Schedule 6.2 (Testing and Acceptance) referred to in paragraph 1.3 of Part A of that Schedule; or
- (e) Appendix 4.1 of Schedule 11 (Communications Hub),

shall not be DCC Responsibilities and the DCC shall have no obligation to perform any such obligations unless they are expressly set out in this Schedule 3.

1.3 For the purposes of Clause 21.5.2 of this Agreement, a "**Relevant Third Party**" means (as applicable):

- (a) the relevant DCC Service User(s) in relation to paragraph 2.1;
- (b) the Relevant Providers in relation to the applicable section of paragraph 3.6; and/or
- (c) the relevant DCC Service Provider(s) in relation to the applicable section of paragraph 3.7.

**2. GENERAL DCC RESPONSIBILITIES**

**Performance of DCC Service User obligations**

2.1 The DCC shall use reasonable endeavours to ensure that the relevant DCC Service User(s) perform the obligations set out below:

<b>DCC Service User obligations</b>	<b>Description</b>
<b>Delivery time</b>	Notification of the required delivery time for each delivery via the Order Management System in accordance with paragraph 24.17 of Part D of Schedule 11 (Communications Hubs).
<b>Delivery</b>	Notification of delivery procedures and requirements in place in relation to a Delivery Location via the Order

<b>DCC Service User obligations</b>	<b>Description</b>
<b>requirements</b>	Management System in accordance with paragraph 25.2.5 of Part D of Schedule 11 (Communications Hubs).
<b>Compliance with CHHSM</b>	Compliance with the Communications Hub Handover Support Materials (CHHSM) as further described in Part F of Schedule 11 (Communications Hub).
<b>Compliance with CHIPSM</b>	Compliance with the Communications Hub Installation Process Support Materials (CHIPSM) as further described in Part C of Schedule 2.1 (DCC Requirements).
<b>Consents for installation of Communications Hubs etc.</b>	Procuring necessary consents from Consumers to access their Consumer Premises in order to install, maintain and/or remove Communications Hubs.  This requirement is without limitation to the Contractor's obligations under Part A of Schedule 2.1 (DCC Requirements) (regarding the Contractor obtaining landlord consent for non-standard installations).
<b>Compliance with CHMSM</b>	Compliance with the Communications Hub Maintenance Support Materials (CHMSM) as further described in Part C of Schedule 2.1 (DCC Requirements) and Part H of Schedule 11 (Communications Hub).
<b>Faults and returns</b>	Compliance with those provisions of Part H of Schedule 11 (Communications Hub) which are expressed as being performed by the DCC Service Users.
<b>Provision of information</b>	Provision, on a prompt basis, of information reasonably requested by the Contractor, where such information from the relevant DCC Service User(s) is necessary in order for the Contractor to resolve an Incident or a Problem.
<b>Group-based routing profiles</b>	Provision of information on any changes made by DCC Service Users to meter groups (used for group-based bulk message routing) to enable the Contractor to ensure group-based bulk messages are sent to the correct Smart Meters.
<b>Specific Testing responsibilities</b>	Provision of the minimum number of DCC Service Users required to commence Interface Testing and End to End Testing are available to start such Testing in line with the dates agreed in the Implementation Plan from time to time.

### **Other general DCC responsibilities**

2.2 The DCC shall also perform the obligations set out in the table below:

<b>DCC Responsibility</b>	<b>Description</b>
<b>Access to DCC premises etc.</b>	The DCC shall provide the Contractor with reasonable access to its own premises, systems and equipment to the extent such access is reasonably necessary for the Contractor to perform its obligations under this Agreement,

<b>DCC Responsibility</b>	<b>Description</b>
	<p>and provided that:</p> <ul style="list-style-type: none"> <li>(a) such access shall be provided during the DCC's normal working hours on Working Days unless otherwise agreed by the DCC (such agreement not to be unreasonably withheld or delayed); and</li> <li>(b) the Contractor, at all times, complies with all requirements of this Agreement applicable to the access and use of such premises, systems and equipment.</li> </ul>
<b>Access to DCC employees</b>	<p>The DCC shall provide the Contractor with access to appropriate DCC employees to the extent such access is reasonably necessary for the Contractor to perform its obligations under this Agreement, and provided that:</p> <ul style="list-style-type: none"> <li>(a) such access shall be provided during the DCC's normal working hours on Working Days unless otherwise agreed by the DCC (such agreement not to be unreasonably withheld or delayed); and</li> <li>(b) the Contractor, at all times, complies with all requirements of this Agreement applicable to the access to the DCC's employees.</li> </ul>
<b>Access to information etc.</b>	<p>The DCC shall provide such documentation, data and/or other information that is in the possession or control of the DCC as reasonably requested by the Contractor, to the extent such documentation, data and/or other information is reasonably necessary for the Contractor to perform its obligations under this Agreement and provided that:</p> <ul style="list-style-type: none"> <li>(a) such documentation, data and/or information is available to the DCC and is authorised for release by the DCC; and</li> <li>(b) the Contractor, at all times, complies with all requirements of this Agreement applicable to the access and use of such documentation, data and/or other information.</li> </ul> <p>This will include, where available to the DCC, information regarding:</p> <ul style="list-style-type: none"> <li>(i) DCC Service User meter rollout profiles;</li> <li>(ii) capacity/demand planning information;</li> <li>(iii) the enrolment of Foundation Smart Meters;</li> <li>(iv) message frequency changes; and</li> <li>(v) technical specifications of Smart Meters (where required by the Contractor in relation to its testing activities under Schedule 6.2 (Testing and Acceptance)).</li> </ul>
<b>Access to DCC Inventory</b>	<p>The DCC shall provide the Contractor with relevant access to the DCC Inventory maintained by the DCC in order to provide the Contractor with required information in respect of the Device Status of each Communications Hub.</p>

<b>DCC Responsibility</b>	<b>Description</b>
<b>Provision of information to DCC Service Users</b>	The DCC shall make available to DCC Service Users a mechanism to interrogate and verify Network Layer connectivity and other diagnostic information regarding Communications Hubs made available by the Contractor Solution.

### 3. SPECIFIC DCC RESPONSIBILITIES

#### 3.1 Design

<b>DCC Responsibility</b>	<b>Description</b>
<b>Development of ICHIS</b>	<p>The DCC shall use reasonable endeavours to obtain the information and other assistance required by the Contractor from the relevant DCC Service Users, other SEC Parties and any other relevant stakeholders in order to develop the ICHIS, as specified in:</p> <ul style="list-style-type: none"> <li>(a) the Initial Product Description of the ICHIS (as set out in Appendix 7 to Schedule 6.3 (Development Process)); or</li> <li>(b) when finalised in accordance with Schedule 6.3 (Development Process), the Detailed Product Description of the ICHIS.</li> </ul>

#### 3.2 Not used

#### 3.3 Implementation and testing

<b>DCC Responsibility</b>	<b>Description</b>
<b>Implementation</b>	The DCC shall perform those obligations of the DCC which are expressly set out in the Implementation Plan once such plan has been approved by the DCC in accordance with Schedule 6.1 (Implementation Planning).
<b>Testing</b>	<p>In respect of each Test Phase, the DCC shall perform those obligations of the DCC which are expressly set out in the relevant:</p> <ul style="list-style-type: none"> <li>(a) Test Approach; and/or</li> <li>(b) Test Strategy,</li> </ul> <p>once such documents have been approved by the DCC in accordance with Schedule 6.2 (Testing and Acceptance).</p>

#### 3.4 Codes of Connection

<b>DCC</b>	<b>Description</b>
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<b>Responsibility</b>	
<b>Codes of Connection (DCC and DCC Service Users)</b>	<p>The DCC shall provide information in relation to the terms (or likely terms) of any Code of Connection between the DCC and any DCC Service User(s) to the extent such information is:</p> <p>(a) reasonably requested by the Contractor; and</p> <p>(b) required by the Contractor for the purposes of developing and/or updating any Code of Connection between the Contractor and the DCC,</p> <p>as soon as reasonably practicable after the relevant request.</p>
<b>Codes of Connection (DCC and Contractor)</b>	<p>The DCC shall comply with any Code of Connection agreed between it and the Contractor.</p>

### 3.5 Service management

<b>DCC Responsibility</b>	<b>Description</b>
<b>DCC Service Management Framework</b>	<p>The DCC shall be responsible for the development and maintenance of the DCC Service Management Framework (as referred to in Schedule 2.1 (DCC Requirements)). The DCC shall ensure that the DCC, Prime DSP and Prime CSP roles, processes and systems set out in the DCC Service Management Framework are aligned to ITIL.</p> <p>The DCC shall also co-ordinate the alignment of:</p> <p>(a) the Contractor's Service Management Framework; and</p> <p>(b) the equivalent Service Management Frameworks of the Prime DSP and the other Prime CSP,</p> <p>with the DCC Service Management Framework (as is required pursuant to Schedule 2.1 (DCC Requirements)).</p>
<b>Design of service management process defining how the Contractor and DCC Eco-System Entities shall interact</b>	<p>The DCC shall ensure that the design of those service management processes that define how the Contractor and DCC Eco-System Entities shall interact in the DCC Service Management Framework is based upon industry standards.</p>
<b>Operation of DCC service desk</b>	<p>The DCC shall provide the DCC Service Desk (as further described in Schedule 2.1 (DCC Requirements)). The DCC Service Desk shall be a single initial point of contact for all types of Incidents and Problems relating to the DCC Services (although it may be co-located at different physical sites).</p> <p>The DCC shall operate the DCC Service Desk in accordance with the DCC Service Management Framework.</p>

<b>First line support</b>	<p>The DCC shall provide first line support for the DCC Services (including in relation to the installation, activation and maintenance of Communications Hubs), in accordance with the DCC Service Management Framework and Schedule 2.1 (DCC Requirements).</p> <p>In particular, the DCC shall:</p> <ul style="list-style-type: none"> <li>(a) perform triage on Incidents that have been detected by DCC Service Users or the DCC Service Desk; and</li> <li>(b) allocate potential Incidents to the Service Desks operated by the Prime DSP and/or the Prime CSPs (as applicable).</li> </ul>
<b>Communication with other DCC Eco-System Entities regarding Incidents</b>	<p>Where communication with one or more DCC Service Users is necessary in order for the Contractor to resolve an Incident or Problem, the DCC shall notify the Contractor of relevant contact details of the applicable DCC Service User(s) (as further described in the DCC Service Management Framework).</p>
<b>Management of access to the DCC Service Management System</b>	<p>The DCC shall be responsible for the assignment, management and removal of permissions for "administrator" access to the DCC Service Management System in respect of each of the DCC, the DCC Service Users and relevant DCC Service Providers.</p> <p>The "administrator(s)" of each organisation will then be responsible for other access permissions for the DCC Service Management System within the relevant organisation.</p>
<b>Knowledge management</b>	<p>The DCC shall be responsible for the distribution of the CHPSM, CHMSM and CHHSM (and any updates) to the relevant DCC Service Users and, where necessary, to the Prime DSP and/or the other Prime CSP.</p>
<b>Certificate management</b>	<p>The DCC shall be responsible for the procurement and management of the "Smart Metering Key Infrastructure (SMKI)" service in relation to the Smart Metering Programme.</p>
<b>Other</b>	<p>The DCC shall comply with the relevant requirements of the DCC Service Management Framework in respect of:</p> <ul style="list-style-type: none"> <li>(a) capacity management;</li> <li>(b) availability management;</li> <li>(c) event management;</li> <li>(d) major incident management; and</li> <li>(e) problem management.</li> </ul>

### 3.6 Governance

<b>DCC Responsibility</b>	<b>Description</b>
<b>Participation in</b>	The DCC shall use reasonable endeavours to ensure that



<b>governance framework</b>	the other Relevant Providers attend and participate in the Relevant Provider Governance Framework in a manner which promotes the achievement of the objectives set out in paragraph 3 of Part A of Schedule 8.1 (Governance).
<b>Staff clearance</b>	Where a "Developed Vetting (DV)" clearance is required in relation to any of the Contractor Personnel, then the DCC shall be responsible for procuring appropriate sponsorship for such clearance.

### 3.7 Co-operation

<b>DCC Responsibility</b>	<b>Description</b>
<b>Co-operation</b>	The DCC shall use reasonable endeavours to ensure that the relevant DCC Service Providers comply with their obligations under the relevant DCC Service Provider Contracts which are equivalent to those set out in Schedule 8.7 (Co-operation) in a manner which enables the Co-operation Objectives to be achieved to the fullest extent possible.

### 3.8 Business continuity and disaster recovery

"**Outline BCDR Plan**" has the same meaning in this paragraph 3.8 as in Schedule 8.6 (Business Continuity and Disaster Recovery).

<b>DCC Responsibility</b>	<b>Description</b>
<b>BCDR</b>	<p>The DCC shall have no responsibilities or obligations under the Outline BCDR Plan. All dependencies, obligations or responsibilities express or implied to be on the DCC in the Outline BCDR Plan and all assumptions under the Outline BCDR Plan shall not be binding on the DCC (or give rise to a DCC Cause) save to the extent incorporated into a subsequent version of the BCDR Plan approved by the DCC in accordance with paragraph 4 of Schedule 8.6.</p> <p>If the DCC has agreed (acting reasonably) to assume any responsibilities under a BCDR Plan (excluding the Outline BCDR Plan) in the event of its invocation, the DCC shall perform such responsibilities to the extent necessary to enable the Contractor to comply with its obligations under the BCDR Plan.</p>