

#	Party Ref	Type	Consultation Response	Question	Product Reference	DCC Response
1	UK Power Networks	Issue	[1]: Table 2, V3: The document states that the User should check that the Service Request is subject to the suspension of rights. However, there is no method we are currently aware of for a Service User to do so without raising a request with DCC.	n/a	Error Handling Strategy	The Party organisation will have been notified by the SEC Panel. Where a User is unaware of the suspension of rights on receipt of the E3 Response Code, they should escalate within their own organisation to check the suspension has been notified and what action the organisation is taking.
2	UK Power Networks	Issue	[2]: Table 1 does not map directly to the DUIS table in section 3.5.10 of DUIS. Section 3.5.10 includes the category "Communication Failure" which does not exist in the Error Handling Strategy. Additionally the Error Handling Strategy error category Z does not cross-refer to any errors in the table in section 3.5.10.	n/a	Error Handling Strategy	The cross referencing in the Error Handling Specification has been enhanced and the table now includes a column for the Response Code reference. The table is aligned with the DUIS table and the communications failures E20 and E21 are defined.
3	UK Power Networks	Issue	[3]: Table 2, W5: It is not clear how a user will fulfil the requirements listed against E55 to determine if a duplicate of a request is being processed by DCC.	n/a	Error Handling Strategy	The EHS has been reworded in the post-consultation version. The user should take it that the error is correct (there is a duplicate Request Id to be processed) and should take action based on what status their process is in. For example, the user may wish to wait for the response from the original request or may wish to cancel the original request.
4	UK Power Networks	Issue	[4]: The Error Handling Strategy must be extended to cover services other than DUIS, such as SMKI Portal, SMKI Web Services and SSI (as examples). Section 1.1 (Purpose) states that the document is to provide guidance regarding how DCC and Users should behave when Errors occur within the DCC Systems. Therefore, the Error Handling Strategy must cover all of the DCC Systems that Users interact with	n/a	Error Handling Strategy	DCC recognises the value of this suggestion and will consider extending the scope of the EHS for future updates to the document
5	RWE npower	Issue	[]: In error category W5, there is an error code E55 - "The User should check that the Request ID is not the duplicate of another Request being processed by the DCC Systems.", How do we know that it is duplicate at the DCC? The strategy document does not define a way to resolve this.	n/a	Error Handling Strategy	The EHS has been reworded in the post-consultation version. The user should take it that the error is correct (there is a duplicate Request Id to be processed) and should take action based on what status their process is in. For example, the user may wish to wait for the response from the original request or may wish to cancel the original request.
6	E.ON Energy Solutions	Issue	[]: We have the following comments to make; P.4 Clause 2.1.4. We believe this is trying to address a situation where an unknown error may have occurred. Whilst Users may try to instigate corrective action, this may not be the most efficient means to resolving the issue. We suggest in these instances that the DCC uses a dual approach to resolving these through both the DUIS and EHS to account for errors not expected or specified prior to DCC live operations. P.5 Clause 2.2.3. we are not clear what is meant by the statement "for all common Response Codes which are Errors". Our assumption is that these refer to errors that are managed and defined through the EHS / DUIS. We would be grateful for confirmation. P.6. V1 - It is unclear what is meant by "Where the Registration Data has recently changed" - does this mean within 24 / 48 hours or more or less? The Error Handling Strategy (EHS) would benefit from a definition / provision of further clarity with regards to this statement.	n/a	Error Handling Strategy	P4 clause 2.1.4 has been reworded to clarify its meaning. The Service Request specific Response Code refers to the longer Response Codes with an associated message such as E010101 "Too many switching rules defined (exceeds 200)" P5 - DCC can confirm your assumption that the 'common Response Codes' are those that are covered by the Error Handling Strategy. The document has been updated to clarify the meaning of 'common Response Codes'. P6 - The paragraph has been updated to clarify that registration data updated since the last working day may not have been picked up by DCC Systems.
7	ScottishPower Energy Retail Ltd.	Issue	[]: We have a question, which relates to Error Handling Strategy Procedure W5 on page 8 of the document. Response Code E55 - Will the DCC only generate response code E55 if it receives a SR with the same request ID as one that is still open in the DCC system (i.e. the DCC is still to provide a response to the requesting party)? Or will it also provide this response code if the SR has the same ID as one that has already been closed after a response had been issued? If it is the latter then we think this will restrict our ability to retry the remote application of timed-out UTRNs (where the UTRN is linked, and needs to be matched, to the Service Request ID). Once the original failure notification had been received from the DCC the only way to apply that UTRN to the meter would be to get the customer to manually enter it. We also think the latter approach has the potential to cause issues with updating some of the PP settings on the meter and would open up the possibility of applying the same change twice to a meter e.g. if a request to add debt was timed-out and we have to resend the request with a different service request ID then, if the original request had been successful and the response had been delayed in being returned to the DCC (or was lost in the ether) then we would effectively apply that change twice.	n/a	Error Handling Strategy	Where a user receives a response code of E55 there is an 'outstanding' active SR which DCC is due to respond to. See DCC response to issue #3 for further information
8	SSE Supply	Issue	[]: SSE Supply are concerned that the Error Handling Strategy does not provide the level of guidance which is sought by its Users. We have set out our concerns and proposals below.	n/a	Error Handling Strategy	DCC have sought to respond to each individual issue raised and to expand the over all level of guidance provided by the Error Handling Strategy.

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9	SSE Supply	Issue	<p>[1]: We propose the inclusion of a Mapping Table and a Process Diagram as Annexes to this document. These changes would provided Users of this document with the appropriate level of guidance and support.</p> <p>The Mapping table would set out for every Error Code the relevant Error Handling procedures.</p> <p>The Process Diagram would map out the process for each Error Handling Strategy Procedure to be followed based on the guidance provided in the Error Handling Strategy document.</p> <p>We note that within our DUIS and MCC Consultation response we are requesting the removal of the column in Section 3.5.10 Table 30 (the column which references the relevant Error Handling Strategy Procedure to be followed). We propose to just retain the reference to the Error Handling Strategy (as a whole Document). The Error Response Code values in Table 30 are anticipated to change much more slowly than the updates needed per Error Response Code to procedures and combinations of procedures contained in this Error Handling Strategy (especially during the initial rollout phases).</p>	n/a	Error Handling Strategy	<p>1. The table within the EHS has been updated and maps all the common error codes. The SR specific codes should be handled in accordance with the error text.</p> <p>2. DCC agree that a set of procedure process diagrams would make a positive addition to the document and DCC have noted this as a potential future enhancement.</p> <p>3. DCC have decided to retain the Error Handling Strategy column in the DUIS, but we appreciate that this information is now duplicated in the EHS.</p>
10	SSE Supply	Issue	<p>[2]: The Error Handling Strategy does not reference procedures for all Error Response Codes, those not referenced are E1 and E1001 to E1010. Even where there may not be a procedure for this, for avoidance of doubt we seek the inclusion of references to all Error Response Codes to aid Users.</p>	n/a	Error Handling Strategy	<p>DCC can confirm that Response Code E1 is described by the Error Handling Strategy. E1000 & E1001 (and other codes between E1003-E1010) are data item level validation checks described in DUIS table 296: Validation Checks, DCC believe that that the information provided in the DUIS is sufficient to guide Users in resolving these errors.</p>
11	SSE Supply	Issue	<p>[3]: In Section 2.2.3 of the Error Handling Strategy there is a conflict in detail as E2 is mapped out in two different strategies (V2 & V4), but DUIS only sets out one (V4) Error Handling Strategy</p>	n/a	Error Handling Strategy	<p>Agreed this has been corrected in the post-consultation version of the EHS</p>
12	SSE Supply	Issue	<p>[4]: where Section 2.3 includes 'any other HTTP Response Code' it should set out that this excludes HTTP Response Code 200. We propose the following amendment 'Any other HTTP Response (excluding 200)'.</p>	n/a	Error Handling Strategy	<p>Agreed this has been corrected in the post-consultation version of the EHS</p>
13	SSE Supply	Issue	<p>[5]: There is inconsistent description in the 'Details' column of Error Handling Strategy Procedures W6 and Y1. In the preceding Error Handling Strategy Procedures for W7 and Y2 they accurately direct Users to follow the process in Z1 where an Incident should be raised. These descriptions should also be set out in W6 and Y1.</p>	n/a	Error Handling Strategy	<p>Agreed this has been corrected in the post-consultation version of the EHS</p>
14	SSE Supply	Issue	<p>[6]: Error Response Code E13 is referenced in both Error Handling Strategy Procedures W2 and W3, but in the DUIS only W2 is referenced.</p>	n/a	Error Handling Strategy	<p>Agreed this has been corrected in the post-consultation version of the EHS</p>
15	SSE Supply	Issue	<p>[7]: Error Response Code E50 in DUIS references both W8 and Z1, in the Error Handling Strategy Procedures there is no reference to Z1 for Error Response Code E50. We also note that in W8 reference is made to the Threshold Anomaly Detection Procedures (TADP) document but no reference is made to the specific section(s) which apply. There is an inconsistency here as signposting for the Incident Management Policy sets out that the relevant section.</p> <p>We seek clarification as to what the correct process is where Error Handling Strategy Procedure W8 applies? Does Z1 apply in this procedure or is it that Users should just follow the steps set out in the TADP?</p>	n/a	Error Handling Strategy	<p>DCC have made a change to DUIS table 30: DCC System Response Codes, to remove Z1 from the 'E50' row (this is the only example of a change to DUIS). The normal procedural flow for the E50 would be to follow the steps in the out of band notification (see TADP) and there should be no need to raise an incident as one will already exist.</p>
16	British Gas	Issue	<p>V1 This doesn't cover the situation where the User has checked the Registration Data and the Registration Data is accurate and has not changed recently but has no access to the Service Audit Trail.</p> <p>Believe this should say Z1 should be followed in this case where E4 is received and the Registration Data is correct and has not changed recently and no access to the Service Audit Trail.</p> <p>Don't believe this is covered in V1</p>	n/a	Error Handling Strategy	<p>DCC agree that the anomalous situation could be either that the User receives an E4 when they are able to view the Service Audit Trail or they receive the E4 when they cannot see the Service Audit Trail but have determined through assessment of the registration data that they should be able to. In either case the User should raise an Incident following process Z1.</p>
17	British Gas	Issue	<p>W3 The DCC needs to define how Users are provided with the required DCC Access Control Broker ID</p>	n/a	Error Handling Strategy	<p>The DCC Access Control Broker ID will be published to each User by the DCC as part of service management.</p>
18	EDF Energy	Issue	<p>The title of the document doesn't seem to be very user friendly (especially use of the word strategy) - we would suggest renaming this the Error Handling Guidance Document and using that terminology consistently throughout the document (for example in sections 1.2.1, 1.3.1, 1.3.2 etc.).</p>	n/a	Error Handling Strategy	<p>DCC accepts this point, however we do not intend to amend the name of the document, as it is referenced within the DUIS SEC Subsidiary Document as the Error Handling Strategy and we wish to minimise the level of change and retain continuity of references.</p>
19	EDF Energy	Issue	<p>Section 1.3.2 - This section no longer appears to be necessary if this is only being issued as guidance.</p>	n/a	Error Handling Strategy	<p>The section has been removed as suggested although DCC recommend that Users do follow the guidance in resolving common Response Codes</p>
20	EDF Energy	Issue	<p>Section 1.3.3 - 'defined in the DUIS subsidiary document 2.1.1 Retry Processing' should be amended to 'defined in section 2.10.1 of the DUIS (Retry Processing)' for consistency with other references in the document.</p>	n/a	Error Handling Strategy	<p>This has been changed in the EHS - the issue is regarding how references are shown not that the reference was incorrect (there was a typo in the issue raised suggesting the reference was incorrect)</p>

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21	EDF Energy	Issue	Section 1.3.5 - should this be 'Incidents that arise from' rather than 'issues that arise from'.	n/a	Error Handling Strategy	Agreed this has been updated in the post-consultation version of the EHS									
22	EDF Energy	Issue	Section 2.1.7 - It should be clear which section(s) of the DUIS detail where Incidents are automatically raised.	n/a	Error Handling Strategy	Section 2.1.7 has been reworded to clarify that DCC will raise a Service Management Event where it has not been possible to deliver a response or alert.									
23	EDF Energy	Issue	Section 2.2 - This should be re-named Error Handling Procedures	n/a	Error Handling Strategy	DCC have decided to retain the title of Error Handling Strategy and we have further decided to retain the phrase within this section header.									
24	EDF Energy	Issue	Section 2.2.3 - The method of Error Classification that is being used is slightly confusing and does seem to be less appropriate now that the specific error codes are detailed in the 'Details' section for each of the Error Handling Procedures. Even if the Procedure reference (U1, V1 etc.) are retained it would be useful to include a column detailing the Response Codes that the procedures refer to within this document for ease of reference, rather than requiring a cross reference to the DUIS in each instance. An alternative approach might be to replicate the table in section 3.5.10 of the DUI into this document - either approach would make this document more user-friendly.	n/a	Error Handling Strategy	DCC have added a column for Response Codes within the table for ease of reference removing the need for cross-referencing the DUIS). We have retained the table within the DUIS - although we appreciate that they will now need to be kept aligned.									
25	EDF Energy	Issue	U1 - In the Details section it would be useful to explain acronyms like CRL and RAPP,	n/a	Error Handling Strategy	DCC have expanded these acronyms and explained where the documents are made available.									
26	EDF Energy	Issue	V3 - It is not clear why the Details section for this procedure refers directly to the IMP when the other sections refer to Z1 for raising an incident - this wording should be consistent across all of the different procedures.	n/a	Error Handling Strategy	DCC have amended the paragraph to be consistent with other references to raising incidents as suggested.									
27	EDF Energy	Issue	W3 - This refers to "an E13 Response Code" when this should be "an E19 Response Code".	n/a	Error Handling Strategy	Agreed this has been corrected in the post-consultation version of the EHS									
28	EDF Energy	Issue	W6 - Similar to comment 9 above it is not clear why the Details section for this procedure refers to raise an Incident when the other sections refer to Z1 for raising an incident - this wording should be consistent across all of the different procedures.	n/a	Error Handling Strategy	DCC have amended the paragraph to be consistent with other references to raising incidents as suggested.									
29	EDF Energy	Issue	W8 - It is not clear what would happen if the User has not received an out of band communication as detailed in the TADP document - we assume they would raise an Incident as per Z1 but this should be explicitly stated.	n/a	Error Handling Strategy	DCC have amended the paragraph to include raising an Incident if the normal process has not occurred. This paragraph does not mention Z1 as there is no corrective process to follow before raising the Incident (where the normal process has not happened).									
30	Scottish and Southern Energy Power Distribution for: Scottish Hydro Electric Power Distribution Southern Electric Power Distribution	Issue	As the open letter suggests during the first few months of operation the types of errors and advice may change substantially, in some respects this is useful to ensure flexibility, however how do the DCC intend to engage its users on potential changes as well as management of any releases/updates.	n/a	Error Handling Strategy	As per DCC's approach to document management, any further changes to this document will be subject to written consultation and discussion at stakeholder meetings.									
31	Scottish and Southern Energy Power Distribution for: Scottish Hydro Electric Power Distribution Southern Electric Power Distribution	Issue	SSEPD is supportive of the move by the DCC from a SEC Subsidiary Document to a guidance document. SSEPD seek clarity on section 2.1.4 and 2.1.7, specifically: 2.1.4 how would the DCC create new response code at such a short notice as during automated system processing for a response code not previously identified by the DCC? 2.1.7 perhaps the wording could be amended to simply state that "when the DCC is unable to deliver to a User", the DCC may raise....	n/a	Error Handling Strategy	Section 2.1.7 has been reworded to clarify that DCC will raise a Service Management Event where it has not been possible to deliver a response or alert.									
32	Scottish and Southern Energy Power Distribution for: Scottish Hydro Electric Power Distribution Southern Electric Power Distribution	Issue	SSEPD would like to see some improvements to the table format in section 2.2.3, specifically: The table would benefit from the insertion of a new column after the Error Handling Strategy Procedure column entitled Error Description. This should contain a brief description of the error. This is required as the description of the error is embedded in the current Details column in what are primarily the users actions. Following the insertion of the additional column described above then the column entitled Details should be changed to User Actions. Suggested revised table format: <table border="1" data-bbox="539 1177 1066 1262"> <thead> <tr> <th>Error Handling Strategy Procedure</th> <th>Error description</th> <th>User Actions</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Error Handling Strategy Procedure	Error description	User Actions							n/a	Error Handling Strategy	DCC recognises the value of these suggestions and will consider extending the scope of the EHS for future updates to the document
Error Handling Strategy Procedure	Error description	User Actions													