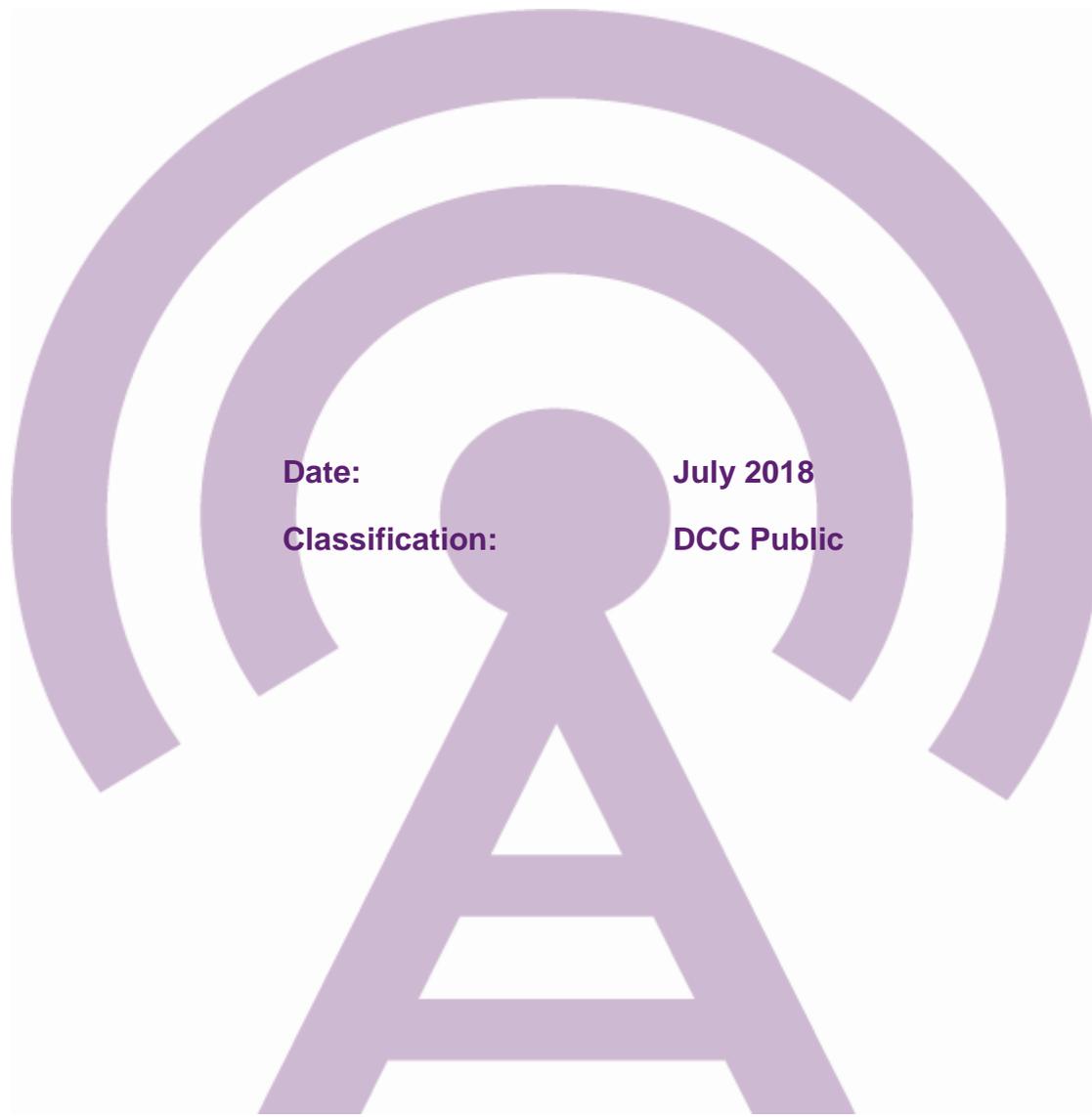


Introduction and Summary

DCC Price Control Submission RY2017/18



Date: July 2018

Classification: DCC Public

Table of Contents

1	Introduction to 2017/18 Price Control submission	3
2	Establishing and Expanding the Smart Metering Infrastructure	4
2.1	The DCC Service	4
2.2	The DCC Business	5
2.3	Key themes in 2017/18	5
3	DCC approach to Customer Engagement	9
3.1	A track record of Customer and Stakeholder Engagement	9
3.2	Engaging Customers and Stakeholders in Future Strategy	9
4	DCC readiness to move to an ex-ante framework.	11
5	Financial summary for the submission	12
	Appendix A –Illustrative summary of engagement.....	15

1 Introduction to 2017/18 Price Control submission

The primary purpose of this price control submission is to justify material variations between the forecast costs that have already been subject to Ofgem scrutiny and approval, and the actual costs incurred in 2017/18. The submission also sets out forecast expenditure for future years, where there is sufficient certainty to identify those costs. The submission aims to demonstrate that these variations were economic and efficient, as required by the Smart Meter Communication Licence.

The price control process is a critical element of the regulatory framework that governs DCC because it ensures that consumers obtain value for money from this element of the Smart Metering Implementation Programme (SMIP). DCC is subject to ex-post price control review each Regulatory Year as per Licence Condition 36 of the Licence. All costs incurred for Regulatory Year 2017/18 (RY2017/18) are reported to Ofgem and an explanation is provided for material variances between incurred costs and DCC's baseline costs. The baseline is either from the allowed forecast in the Price Control determination made by Ofgem in RY2016/17, or from the Licence Application Business Plan (LABP).

A completed set of Regulatory Instructions and Guidance (RIGs) tables are provided, together with a supporting Financial Reporting Commentary to explain the information presented and to respond to the qualitative questions set out in the RIGs.

This introduction is the first of a set of narrative documents which describe and explain the activities of the DCC during RY2017/18, supporting the cost variances set out in the RIGs. A separate set of supporting documents and evidence accompanies this submission.

In addition to the Price Control submission, DCC is submitting two Notices:

- A Baseline Margin Application Notice which proposes an adjustment to the Baseline Margin values to reflect those changes which have arisen in this year driven by increases in volume, changes to timelines or additional complexity of activities required to deliver the policy objectives set for DCC,
- An External Contract Gain Share Notice which proposes an adjustment to DCC's allowed revenue, to recognise DCC's contribution in savings made on the DSP and two CSP contracts.

2 Establishing and Expanding the Smart Metering Infrastructure

2.1 The DCC Service

RY2017/18 has been a year of intense activity for DCC. Our primary focus has been on delivering the core SMETS2 infrastructure, establishing the supporting DCC service operation to handle scale and ensuring sufficient resilience within our infrastructure to meet customer obligations. This year:

- All elements of the core nationwide smart metering communications infrastructure and accompanying services were put in place with the successful introduction of the final elements of functionality required in the Smart Energy Code through Release 1.3 and subsequent releases.
- Extensive End to End testing has been carried out by energy suppliers to test the smart meters they have procured and their back-office systems to ensure full integration with the DCC systems.
- Inevitably, some defects have been identified within the DCC system. DCC has worked closely with its customers to identify defects and provide remediations to enable our customers to make progress as quickly as possible through the testing stages.
- We have invested at the right time to build an expert and resilient service operation that our customers can rely on ahead of volume to give customers the confidence to move from test to scale. This will ensure that DCC can support the mass roll-out of smart meters and the provision of a high quality enduring service with the capability to be further enhanced to support additional services.

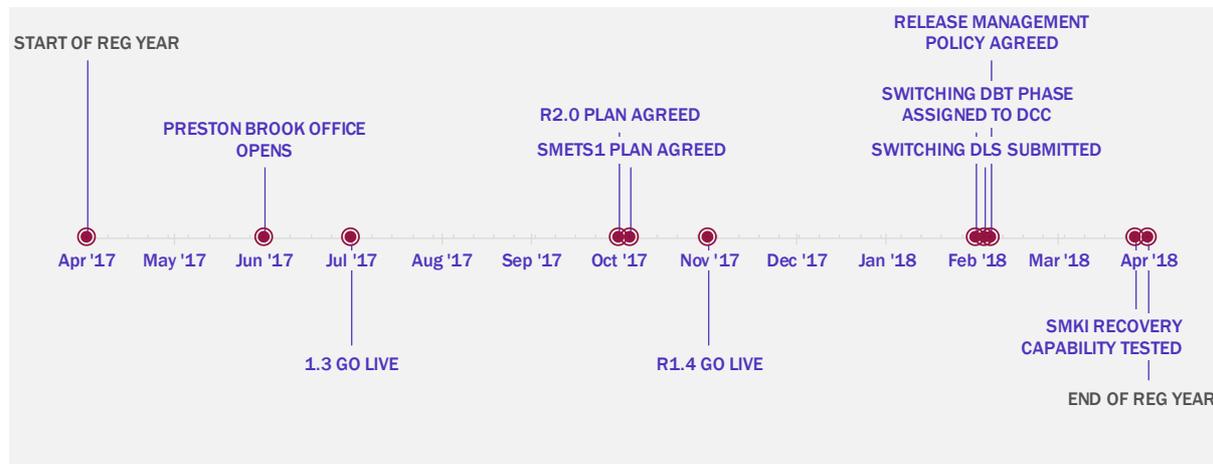


Figure 2-1 - Timeline of major events

In parallel with this, DCC has been working hard to provide additional capability to further enhance the smart metering service. This has been perhaps the busiest year in DCC's history, as we moved into an operational live service and embarked on a very full development agenda. During the course of RY2017/18:

- Plans for delivery of the Dual Band Communication Hub, which will support the provision of smart meters to difficult-to-reach premises, have been confirmed by BEIS, following consultation with industry. DCC has contracted with our Service Providers for the delivery of the programme supporting this (Release 2.0/ DBCH) which is proceeding to plan at the time of submission.
- Considerable progress has been made towards the inclusion of first generation SMETS1 meters into the DCC system, unlocking interoperability for those consumers. DCC has worked closely with the providers of SMETS1 meters and with BEIS to develop an agreed plan for adoption of

the meters. DCC has also negotiated and signed a series of contracts, both with existing SMETS1 providers to the supplier community, as well as new providers, so as to deliver on the agreed plan. This project is progressing well and will continue through RY2018/19 into RY2019/20.

For both the R2.0 and SMETS1 programmes, DCC has shown a determination to deliver the best commercial outcomes for our customers, by creating real competitive pressures in new and innovative ways. The Industry and end-consumers will benefit to the tune of many millions of pounds as a consequence.

Outside of the smart metering eco-system, the Ofgem-led Faster Switching Programme has also been a major focus. Working closely with Ofgem, Industry and other stakeholders, significant progress has been made to define the service that will be offered by DCC and to prepare for an open procurement process for the service which will take place in RY2018/19. DCC is preparing for entry into the Design, Build and Test phase of the programme having been named as Ofgem's preferred partner to deliver this service.

In preparing for the future, DCC has also consulted on, and finalised, its approach to managing updates to the DCC system on an enduring basis, putting in place a Release Management Strategy that provides customers with a predictable route for the delivery of change including SEC Modifications. At the time of this submission, DCC is in discussion with Industry over the precise scope and terms for delivery of the first major release in June 2019.

2.2 The DCC Business

In addition to the significant volume of work undertaken to deliver the services for our customers described above, DCC has carried out a structured programme to ensure that the business operates in a way that supports the effective and robust running of the smart metering infrastructure.

This work programme, titled "Project to Business", has focused on maturing several aspects of the business including governance and controls; skills and capabilities; technology; and critical relationships, in particular with our service providers. It has also considered our readiness to scale successfully and hence to support the roll-out at its peak.

This activity was intended to assist in de-risking the SMETS2 rollout and to build confidence amongst our customers that DCC is well-positioned to support their activities. It is expected that this will provide customers with the reassurance they require to begin to commence their roll-out at scale.

DCC has come a long way since its inception in 2013, with its role and capabilities growing to reflect the realities of being a multi-programme delivery organisation and the operator of nationwide critical infrastructure. This has required investment in building a strong and capable workforce which is suitably equipped and supported to deliver what is required of them by our customers.

This investment will continue but always be prudent in scale and timed to ensure that DCC is slightly ahead of the demand from customers and thus always able to meet their needs, whilst minimising the risk of stranding. DCC will also mature through the increasing experience of its staff and its customer relationships. This will stand us in good stead going forward, to meet any requests for additional capability as customers learn to leverage the benefits of smart metering.

2.3 Key themes in 2017/18

In preparing this Price Control submission, DCC has identified a number of recurring themes which summarise DCC's work through the year:

Working closely with customers

In RY2017/18 our engagement with customers deepened and became more practically focussed.

With the DCC system live, our customers entered the very important **End to End testing** phase. This means that DCC was in daily contact with those customers engaged in this phase of testing, supporting the identification and fixing of issues experienced with the service. We also set up the Customer Issues and Pilots Workshop meeting, which now takes place every month, to share information about testing progress quickly and openly with all customers. Smart DCC directed significant resource to supporting this work to ensure that sufficient attention and focus was given to the diagnosis and remediation of issues.

We have worked with the larger suppliers to share learnings from early experiences of SMETS2 deployments to speed up defect resolution and thus aid the roll-out. In developing the plans for the delivery of the programme to **adopt and enrol SMETS1 meters** into the DCC system, we carried out significant consultation with our customers to understand their requirements and to build those into our delivery plans. We again took the opportunity to learn lessons from our customers' roll-out of SMETS1 meters, helping us to anticipate and plan for any similar issues that may arise with the mass roll-out of SMETS2 meters.

As we scaled the **DCC operational service**, in its first full year, we worked closely with our customers to understand their requirements, introducing customer satisfaction measurement and mapping our customer journeys so that we could find ways to improve the service. We created Ready to Scale forums to help ensure that we would be able to support them effectively in the roll-out. Independent audits were used to assess our progress in meetings customer needs with outcomes being shared openly in forums and bilaterally with our customers.

A new **SEC Panel sub-committee for operations** was created during the year and this provided an important forum for DCC to air proposals about the operation of the service and issues arising with it. Information was able to be shared on our plans for developing our service to customers through our Ready to Scale programme that was aimed at enhancing the capability of the service to support mass roll-out at scale.

Throughout the year we reported progress to the various **governance** bodies including all committees under the BEIS-led transitional governance regime and the SEC Panel-led governance. We shared information on the service through regulatory reporting such as the monthly Code Performance Measurement report and through voluntary reporting such as detailed information on testing progress. We also maintained regular contact with all customers through our Industry Partnership team and through Finance liaising with their counterparts at our customers.

We have **consulted with our customers** through a range of different forums and via more formal and informal written communications. We routinely hold bilaterals with individual customers, as well as wider industry meetings where a wide range of customers are represented. DCC also hosts events focussing on specific interest groups within our customers, such as the quarterly Finance briefings. During this year, and in response to feedback, we have adapted the form of these to better meet the needs of our customers. DCC has also offered to provide total transparency on costs, subject to appropriate NDAs, on a bilateral basis.

Working with service providers to obtain value for money

In the RY2016/17 submission, we identified certain of the challenges within the DCC business model, including the non-competitive nature of the Fundamental Service Provider contracts. This year, different tests have been faced by the negotiations associated with the development of the SMETS1 service, where we have a number of incumbent providers with little motivation to compromise. We have been creative and proactive in finding ways to generate competitive pressures to bring to bear on these contracts and negotiations, in addition to maintaining a competitive approach to all other procurements.

We have **strengthened the commercial team** by recruiting additional legal, procurement and commercial management skills to manage the contracts for existing and future work. This helps ensure that our growing roster of service providers are held to account and that we are bringing best practice to bear.

We undertook a very significant volume of commercial negotiations relating to the enrolment of **SMETS1 meters** into the DCC system. DCC maintained a dual-track approach to this project that would allow us to adopt a solution whereby the DCC could create new links directly to existing SMETS1 meters if the commercial negotiations with existing providers of SMETS1 meters had failed. In negotiating those contracts, we believe that we will be able to achieve worthwhile reductions when compared to the existing industry costs for providing SMETS1 services.

DCC has continued to seek out cost **savings in the financing charges** associated with the main service provider contracts. Through a creative approach to financing and refinancing of service provider costs, we have now delivered over £100m of cost savings resulting in lower charges to our customers.

We tackled the very high cost estimates originally offered by service providers to deliver the **Dual Band Comms Hub** programme. We carried out a competition for an alternative provider for the DBCH to test the costs provided by the CSPs. The information provided by the competition allowed us to negotiate effectively on price for this service, achieving material savings over the original cost estimates.

Establishing a predictable, transparent and reliable service

We recognise that during the early life of DCC we faced significant challenges in delivering against the plans originally set out in the SMIP. There were good reasons for the time delays and increased costs associated with delivery of the smart metering infrastructure, as explained in previous submissions. However, as DCC matures we have sought and will continue to strive to provide customers with a **continually improving service**, but also to become more predictable and more open in the way we work.

RY2017/18 has been the first full year of **operational service** for the DCC. During this year, working closely with our customers and our service providers, we have tested and assured the capability and resilience of the smart metering infrastructure. As part of this activity we have identified ways to improve the service, for example making the Self-Service Interface easier for customers to use and easier for DCC to respond to. We have also started to map individual customer journeys with the aim of making the service better and simpler for our customers.

Customer perceptions provide a key input to our objectives on continuous improvement. As a first step, we have started carrying out what will be our enduring customer satisfaction measurement, enabling us to act on feedback, and we have upgraded our customer complaints system. Further changes in the Operations organisation, processes and systems are being implemented in 2018/19 to ensure that we can respond even more effectively to customer requirements. **We continue to learn from customer feedback** on their experiences of using the DCC service.

Recognising the importance of the 2020 target for the SMIP, and the challenge of supporting mass roll-out at scale to support it, we brought in external advisers to help us develop the “**Ready to Scale**” project. The aim of the project was to appraise critically the capabilities and functions that the DCC needed to deliver a high-quality service at the scale required to support the SMIP. We have initiated certain technology transformation projects which will ensure our service is always responsive and resilient; for example, by introducing the ability for DCC to carry out production proving to detect and resolve problems with the live service; and the plan to set up dedicated DCC test laboratories with the capacity to meet all of our customers’ needs.

We have delivered **further functionality into the DCC system** during RY2017/18. In July 2017, we completed Release 1.3 which extended the DCC service to pre-payment meters. Later in the year we delivered the final elements of functionality that complete the DCC service including all elements of the SMKI service. We also ran the required resilience testing relating to Business Continuity and Disaster Recovery on three separate occasions, each time improving the level of service and ultimately meeting the requirements set by the SEC Panel.

We have also set the enduring **Release Management Policy** that will allow our customers to receive regular updates to the service via the SEC modification route. This Policy was agreed with our customers

and is at the time of writing being operated for the first time to support the first SEC Modification-led release in 2019.

Creating mature systems and an expert workforce

With the business reaching a critical milestone in its development, DCC has undertaken a series of changes to the way it operates. The aim in doing this has been to ensure that DCC has the right skills and capabilities in the right numbers to provide a high-quality service for our customers.

DCC skills have been enhanced to reflect the greater number of mandated activities and broader span of projects it is managing and the need to take a deeply engaged role in ensuring that the DCC system operate effectively. Having listened to feedback from BEIS, Ofgem and our customers, new skills have been brought into the business for example a human resources function to manage directly the larger scale of our business and to ensure that we are effective in recruiting and retaining a calibre of workforce consistent with our needs; a technical operations function to support a resilient service and to challenge service providers; an enhanced commercial and procurement team to ensure that we are obtaining value for money from our service providers; transformation management skills to oversee the Project to Business and Ready to Scale programmes; and an enhanced Programme Management function to manage multiple programme delivery.

We have also had the opportunity to review the long-term **location strategy** for the business, to meet DCC's performance targets and customer requirements for service resilience and business continuity including the essential elements of the service DCC provides and where its personnel should be located. Following the successful commencement in premises near Runcorn, Cheshire, a decision has been taken to create a hub for DCC in the North West, building on our existing workforce strengths. It is our aspiration to be a UK company centred in the North West and Midlands, with a smaller corporate presence in London which will bring down our unit staff costs in the future.

We have again focused hard this year on **cost control**. Much of the activity undertaken by DCC results from direction by Government and Ofgem, e.g. SMETS1 and Switching, or is driven by the need to operate at the scale and quality required of a critical national infrastructure provider. Hence, at this stage in DCC's evolution, there is limited discretion over the content of our work programme and by extension the likely cost implications. However, we continue to focus hard on cost efficiency and how we can deliver value for money for our customers.

We have brought in external advisers to benchmark DCC performance against industry comparators to ensure we deliver an effective and value for money solution. We have continued to manage salary and procurement costs carefully through tight governance and control. Despite the significant changes and upscaling of work within the year, DCC was able to live within its budget and continued to identify and deliver material cost savings to its customers.

We have also set a formal cost savings target for future years to ensure that the business functions are continually challenged to seek out efficiencies. In RY2018/19, we will establish a small, dedicated Business Improvement capability with a view to optimising the costs of operation.

3 DCC approach to Customer Engagement

Throughout the detail of the Price Control submission, DCC highlights many of the ways in which engagement with customers is a recurring feature of DCC's service design, development and operations. However, it is recognised that, as the users of those services and the source of revenue for DCC, our customers have a direct interest in DCC's longer-term strategy and costs. DCC needs to balance the direction and timescales mandated by government with our customers own strategies and priorities. This can be a challenging balance to meet.

In this section, DCC lays out its plans for creating a broader-based dialogue with its customers and stakeholders.

3.1 A track record of Customer and Stakeholder Engagement

Since its inception, DCC has had continual engagement with Government, the Regulator, its customers and other stakeholders. Much of DCC's activity to date has, in effect, been mandated and DCC's staff have worked hard to bring to life the policy objectives that necessitated our role in the Energy market. Irrespective of this, DCC has engaged its customers in a whole variety of ways, ranging from formal governance forums to bilaterals and industry presentations through to the most detailed of working groups.

DCC has been open in sharing information on its cost base, both actual and forecast, through our quarterly Finance forums and, for the first time, through a joint event with Ofgem, as part of the Price Control consultation process. Customers have good visibility of charges up to four years ahead and DCC is always happy to share more detailed analysis of our cost base, either through the quarterly presentation or on a bilateral basis.

We have worked with our customers on a very practical level: to support them in onboarding as DCC users, to ensure that end-to-end systems and processes, whether DCC's or our customers', are effective. Also, we rely on them to help us design an operational service organisation which is supportive of their needs and gives them the confidence to roll-out SMETS2 meters at scale.

Appendix A provides an illustrative summary of some of the key topics which have been discussed with customers during RY 2017/18 and the forums in which it has been shared.

3.2 Engaging Customers and Stakeholders in Future Strategy

There remains extensive capability to be delivered in the forms of SMETS1 interoperability, support for Dual Band Comms Hubs, and new programmes being executed, such as Faster Switching. However, it is now possible to envisage a period when DCC starts to move closer to a steady-state operation and hence where there is greater room for discretion over where DCC's capabilities are deployed into the future.

DCC was created to facilitate the transformation of the Energy Market with the delivery of a competition and innovation as clear priorities. As we move away from a heavily mandated work programme, there will be the scope for new opportunities to be pursued, whether in advancing the core capabilities which DCC was created to provide, or in delivering novel or different services.

It seems natural that customers should have a meaningful voice in helping to shape the future direction of DCC. With such a diverse range of customers and stakeholders, we know there are many different views as to what our priorities should be.

In settling on those priorities and deciding what to take forward or not, DCC will need to establish new mechanisms through which customers and other stakeholders can contribute to DCC's strategy and its decision-making.

Through our status as a licensed monopoly, DCC is duty bound to take account of all the different stakeholder groups which have an interest in DCC's services. Whilst there will always be a role for our existing forums, we want to ensure that DCC is open to ideas from any source, whether in relation to a modest cost-saving opportunity or a radical new service.

Hence, in the Autumn of this year, DCC proposes to commence a dialogue with its customers and other stakeholders. The objective will be to design an approach which enables constructive discussions on the future strategy and priorities for DCC, as well as creating opportunities to influence key expenditure decisions.

Our aim will be to create an engagement process which is easy to access, available to all, can accommodate a range of purposes from small tactical issues to the large and strategic, and most importantly, leaves our customers and stakeholders feeling that their opinions are being sought and valued.

We envisage that technology will play a significant part in this so that engagement can be frequent, rapid and importantly, two-way. There should be genuine equality of access such that engagement isn't just for those companies that can afford to pay staff to engage.

DCC looks forward to discussing in detail the scope, methods and media through which our stakeholders can advance their points of view. We envisage completing this work such that we can start deploying it early in 2019 and that it can inform the creation of our formal Development Plan next year, as we start to look at life beyond the SMETS2 rollout and enrolment of SMETS1.

4 DCC readiness to move to an ex-ante framework.

There was an expectation at the time of licence award that DCC's costs would rise over a brief period during the delivery of the core SMETS2 programme before levelling off and then falling subsequently.

The reality has proved to be different, as the complexity of SMETS2 delivery has become evident. DCC has found itself having to deliver a range of additional, but necessary, capabilities which were not envisaged in the original model of a "thin" contract manager.

In addition, very substantial extra requirements have been conferred on DCC, such as SMETS1, Dual Band Comms Hub, which, whilst envisaged, had not been previously defined in detail or costed. Also, DCC has been asked to carry forward new programmes of work, such as Faster Switching, with the potential for others to follow.

This has resulted in a DCC which, whilst being larger in terms of headcount and cost, has a greater critical mass of experience and capability which is ultimately of benefit to customers.

The consequence of this is that the profile of expenditure over time has become very much more elongated. This continuing high-level of demand on DCC services makes accurate forecasting more challenging and uncertainty remains ahead of the SMETS2 rollout, achieving scale. When exactly any reduction in costs will occur and the pace and scale of this is still uncertain.

This difficulty is evident in the forecasts we have presented in this submission, as the Ofgem requirement for a high level of certainty has forced us to be cautious in providing forecasts more than two years ahead. However, DCC does not wish this relatively short-term cost forecast to be misinterpreted by Ofgem, in one key respect:

The question could arise as to when exactly will DCC be sufficiently stable to move to a more forward-looking or ex-ante regulatory framework.

DCC wishes to emphasise its commitment to make that change as soon as is practicable. The process of designing and implementing a new framework would probably take at least two years to achieve, and in that period SMETS1 and Release 2.0 will have been delivered, the SMETS2 rollout will have been largely concluded and the design and build of the Central Switching Service will be very advanced. In other words, the landscape could be transformed with significant parts of DCC having matured and the cost base having stabilised.

DCC believes that there are significant benefits in moving to a model of regulation more akin to the commercial world, with a clear focus on outcomes valued by our customers and the appropriate incentives to deliver these in a cost-effective and efficient manner.

The previous statement of intent regarding a step change in customer engagement will provide another crucial building block in preparing DCC for the development of an ex-ante business plan. We remain ready to work with Ofgem and other stakeholders in designing this transition at the earliest opportunity.

5 Financial summary for the submission

This section sets out the summary position on the costs incurred by DCC during RY2017/18. Total costs incurred were £267.598m, compared to a regulated revenue of £257.924m.

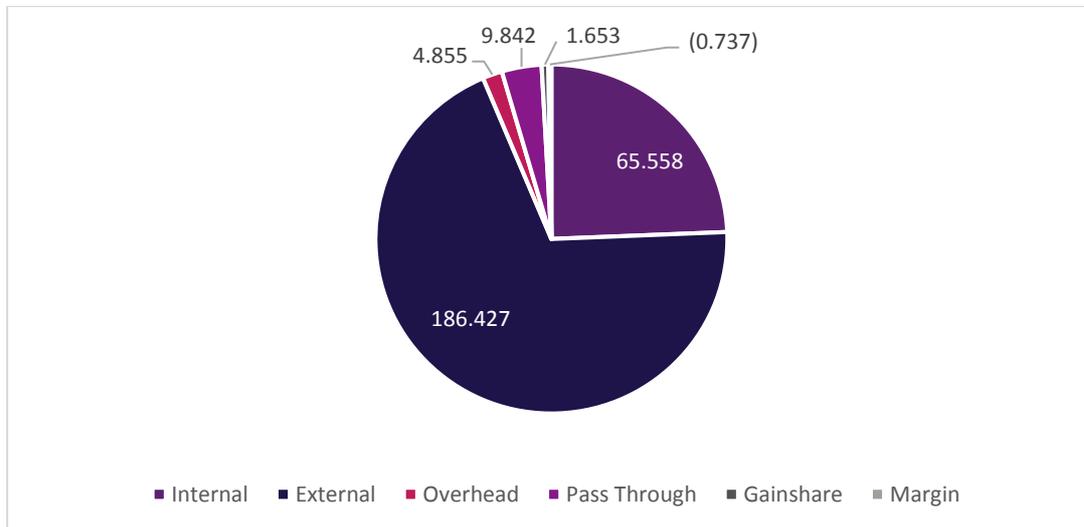


Figure 5-1: Costs incurred in RY2017/18 (£m)

This compares to our previous Price Control submission as set out in Table 5.2 below.

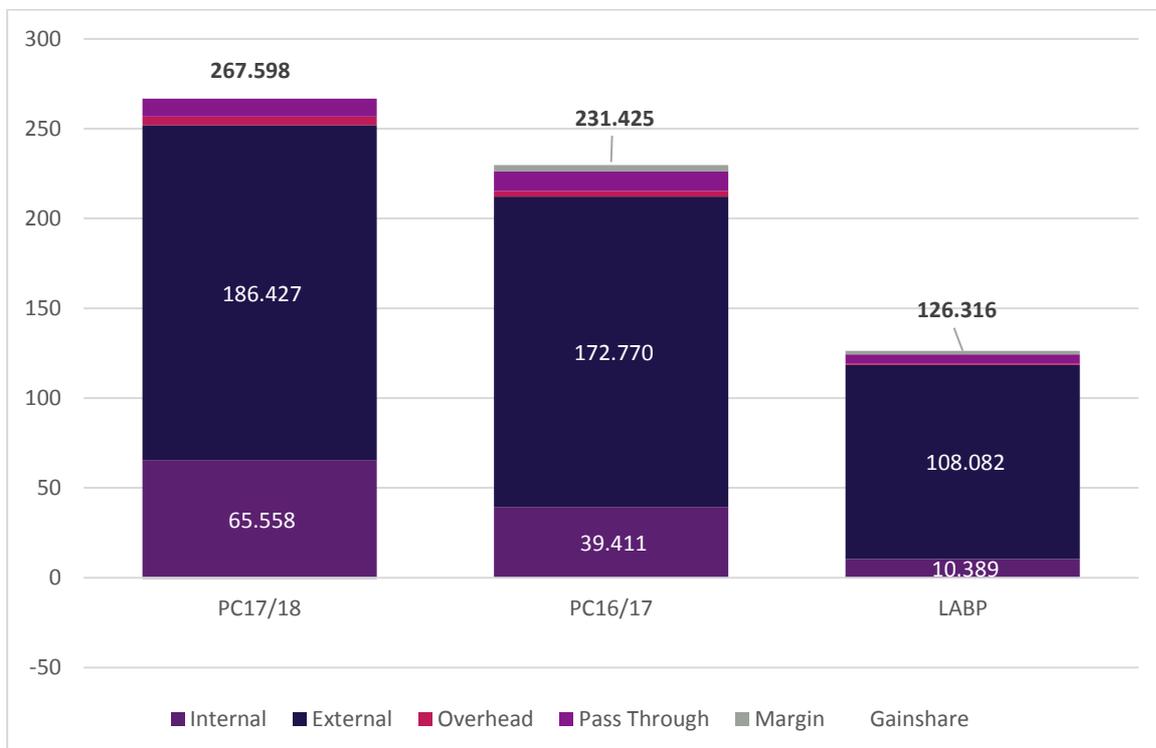


Figure 5-2: Comparison of RY2017/18 actuals to prior year forecast and LABP

The table below summarises in more detail the variance to prior year and LABP, broken down between baseline and new scope.

£m	Actual	PC1617			LABP		
		Forecast	Var (£)	Var (%)	Forecast	Var (£)	Var (%)
Baseline	67.093	54.117	12.976	24%	108.082	(40.989)	-38%
New Scope	119.334	118.653	0.681	1%	-	119.334	
Total External	186.427	172.770	13.657	8%	108.082	78.345	72%
Baseline	44.359	32.926	11.432	35%	10.389	33.970	327%
New Scope	21.199	6.485	14.715	227%	-	21.199	
Overhead	4.855	3.128	1.727	55%	0.987	3.868	392%
Total Internal	70.413	42.539	27.874	66%	11.376	59.037	519%
Pass Through*	9.842	11.115	(1.273)	-11%	4.850	4.992	103%
Margin	(0.737)	3.349	(4.086)	-122%	2.008	(2.745)	-137%
Gainshare	1.653	1.653	-	-	-	-	-
Total Costs	267.598	231.425	36.173	16%	126.316	141.282	112%

*Pass-through costs include £1.034m of costs for assessments carried out by SECCo Ltd for customers, charged through DCC.

Table 5-1: Summary of overall RY2017/18 position against forecast and LABP

The increase in Internal Costs of £27.874m has been driven by several components:

- SMETS1 costs of £9.000m and Switching costs of £4.024m which were not included in forecast in the prior year
- Additional Baseline Payroll costs of £3.082m
- Additional Baseline external services costs of £5.000m and new scope external services of £1.808m for consultancy services not forecast in the prior year

The increase in External Costs is driven by additional baseline costs incurred for user integration testing service charges, which have been extended past the original contract estimated end date of mid-2017 to December 2018.

The submission also sets out revised forecasts for the remainder of the Licence term. The figures in Table 5- below summarise the total costs (Internal, External, Pass-Through and Baseline Margin) forecast for the remainder of the Licence, shown first as figures, then in bar chart form in Figure 5-3 below. Note that these costs need to meet 'certainty criteria' so should not be considered as DCC's current view on the expected overall expenditure.

£m	17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25	25/26	Total
PC17/18	267.598	331.347	363.601	416.633	375.052	350.588	350.067	341.666	146.141	2,942.693
PC16/17	229.772	234.162	238.889	307.588	285.710	272.133	269.622	274.361	130.106	2,242.343
LABP	127.969	152.782	187.794	217.129	221.219	218.165	224.327	231.618	97.963	1,678.966

Table 5-2 - Total cost forecast for remainder of the Licence

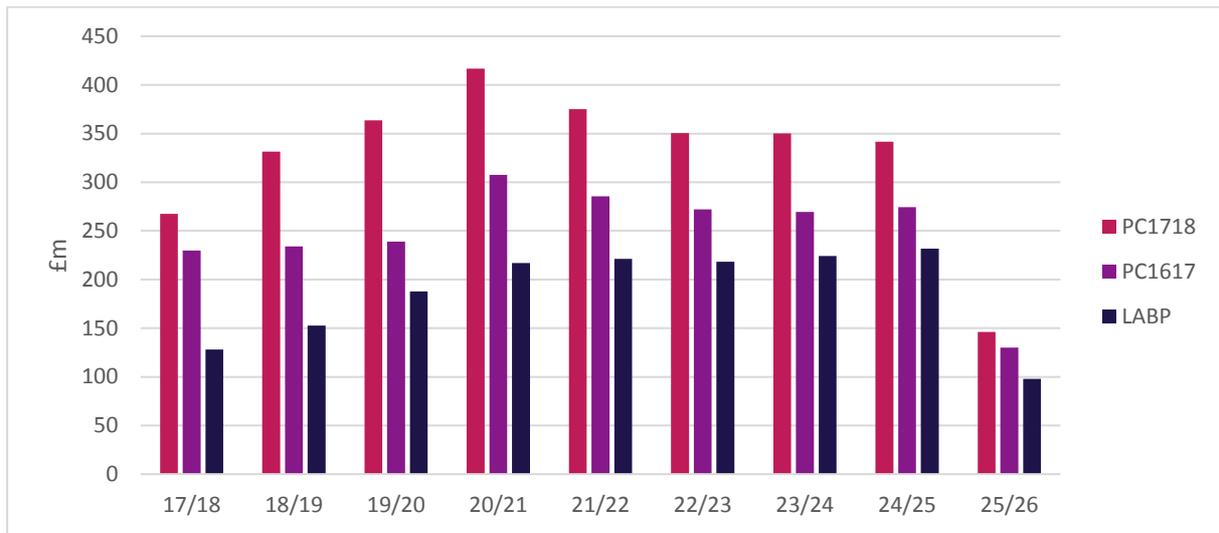
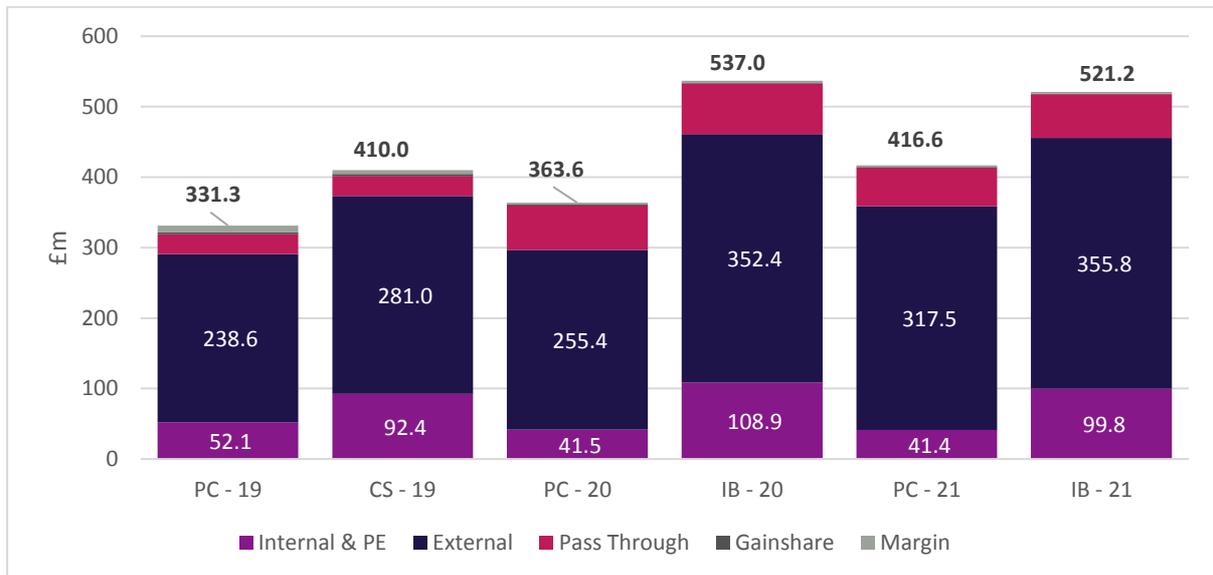


Figure 5-3 - Comparison of RY2017/18 to RY2016/17 and LABP

Due to the certainty criteria that needs to be met for forecasts to be included in Price Control there is always a variance between the forecasts presented in Price Control and the forecasts included in the Charging Statement and Indicative Budgets. The chart below shows the comparison of the Price Control forecasts to the latest published Charging Statement and Indicative Budgets, highlighting the variance due to cost uncertainty.



Appendix A – Illustrative summary of engagement

The table overleaf describes some of the key decisions made by DCC during RY2017/18 and the different forums in which the topics have been discussed.

It is not intended to be a comprehensive record of engagement but illustrates the extent to which many of the significant decisions in the year have been discussed openly with our customers. There are of course many and various more routine or smaller-scale engagements which are not recorded in this table.

Engagement with customers on key decisions in RY2017/18

Big Decisions		Bi-Lateral	Customer Webinars	Customer Forums e.g Common Issues Forum (Monthly) and ad hoc hothouses	Sec Panel and sub committees (Monthly)	SMDG / IMF (Monthly)	Full Consultation
Strategy	Electric Vehicles				X	X	
	DCC Business Plan				X		
	DCC Development Plan				X		
Cost	Test Lab	X	X			X	
	TOC	X		X	X		
	Charging Statement	X	X				X
	R1.2 Comms Hubs obsolescence				X		
	Cost Savings	X	X				X
Policy	Release Management			X	X	X	X
	Maintenance schedules and outage times			X	X		
Programmes	June 19 Release	X			X	X	
	Proposals and regular updates including major timing decisions eg SMETS1, Release 2.0	X	X	X	X	X	
	Digital Customer Ops (e.g SSI)	X	X	X	X		
	Testing Issue Resolution issues (including 6Sigma review)	X		X		X	
	CH firmware upgrade issues	X		X		X	
	RDP data quality issues	X		X	X	X	