



Performance Measures Methodology Consultation on Proposed Amendments

Seeking feedback from Parties on proposed changes to
Performance Measures Methodology

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1. Executive Summary

1. DCC provides Services through multiple Service Providers (SPs) to Smart Energy Code (SEC) Parties who utilise our network to manage their business and provide vital services to consumers. Our SP contracts provide for 'target' and 'minimum' service levels to meet the requirements of the SEC, which also includes a range of Performance Measures (PMs).
2. There are three types of PMs:
 - Code Performance Measures (CPMs) which are detailed in the SEC in sections D11, H13, L8 and L18
 - Service Provider Performance Measures (SPPM) of which a subsection are detailed in the Reported List of Service Provider Performance Measures (RLoSPPM)
 - Performance Indicators (PIs) are described in the Performance Indicator Document (PID)
3. SEC H13.4 and H13.5A requires DCC to produce and publish a report on the PMs within 25 days of the end of each Performance Measurement Period, which is set at each calendar month. Reporting through the Performance Measures Report (PMR), provided to Parties and presented at SEC Operations Sub-Committee, provides visibility to our customers.
4. SEC H13.6 requires DCC to publish its methodology for calculating the performance of each PM in the Performance Measures Methodology (PMM). Where SPs begin to deliver new and / or updated Services, an update to the Methodology is often required to ensure the calculation of performance also includes any additional Service Providers. In addition, following the introduction of new services we may consider that new SPPMs are suitable for inclusion in the RLoSPPM, where their methodology would also require adding to the PMM.
5. This consultation proposes updates to the methodologies use to report CPMs, and that additional SPPM are added to the RLoSPPM and their methodology also be added to the PMM. And updates to the methodology for CPMs to formally include new Service Providers.
6. The consultation seeks feedback from parties on proposed additions to the RLoSPPM and PMM related to three services:
 - 4G Communication Service Provider (CSP)
 - Enduring Change of Supplier (ECOS)
 - Data Service Provider (DSP)
7. This consultation closes 27th March 2026

2. Background

8. 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 operation of existing first-generation (SMETS1) meters on our network.

2.1. Performance Reporting

9. 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 SEC and include Service Provider Performance Measures included in Service Provider Contracts.
10. Smart Energy Code (SEC) H13.4 requires DCC to report against PMs. PM include CPMs as detailed in SEC D11.3, H13.1 and L8.6 and L18, and those measures detailed in the RLoSPPM as defined in SEC A1. DCC reports performance monthly in the PMR.
11. The required PMs and reporting have been updated through various SEC Modifications intended to focus on areas of important service provision, and they help us to monitor the quality of our services and identify areas requiring attention.
12. SEC H13.5A and H13.5B describe the development of PI, detailed in the PID, and the requirement for DCC to report on those PI alongside the PMR.
13. SEC H13.6 requires DCC to produce and periodically review, through industry consultation and with SEC Panel approval, the PMM which describes the methodology DCC will use to calculate the performance of PMs.
14. The last review of the PMM was completed in 2022 which implemented corrections to methodologies related to CPM1, 2 and 3, the addition on a methodology for CPM3a and 9. It also included Party requested changes to the PID related to Power Restoration Alerts.
15. This consultation describes additional proposals for amendments to the PMM, including:
- Updates to CPM methodologies in the PMM to include 4G CSP (new service)
 - The addition of 4G CSP SPPM to the RLoSPPM and their methodologies in the PMM (new service)
 - Amendments to DSP SPPM in the RLoSPPM and their methodology in the PMM (contract amendment related to incidents)
 - The addition of ECOS SPPM to the RLoSPPM and their methodologies in the PMM (new service)
16. We consider that these amendments are required to provide clarity of the reporting requirements and transparency in performance and align reporting across Service Providers.

2.2. Purpose of the consultation

17. The purpose of this consultation is to describe the proposed changes to the PMM and RLoSPPM and seek Parties' feedback on those proposals.
18. Parties can respond to this consultation by e-mailing consultations@smartdcc.co.uk. This consultation will close on the 27th March 2026 at 1700.

3. Proposed Amendments to the Performance Measures Methodology document and Reported List of Service Provider Performance Measures

19. DCC have reviewed the PMM and consider that additional measures should be included which will align newer Service Providers with those already detailed in the methodologies for other Service Providers. Those proposed additions include methodologies for measures related to the 4G CSP, DSP, and ECOS.
20. We also propose updates and additions to the RLoSPPM to reflect newer services and amended contracts.

3.1. 4G Communications Service Provider – Code Performance Measures

21. CPMs combine the performance of multiple Service Providers for different metrics. CPMs 1, 2 and 3 report on performance which includes that of CSPs. Mass manufacture of 4G CH began in April 2025. We propose that the addition of 4G CSP performance is formally included in the PMM, in equivalence to the performance of 2/3G and LRR CSPs.

22. Additions to CPMs related to the 4G CSP are proposed in the following areas of the PMM:

- Code performance Measure 1 – On Demand Service Responses Delivered within the applicable Target Response Time
 - Table 2 amended to include 4G CSP with the addition of measures that contribute CPM1, where the methodology described in paragraph 33 captures the performance of all Service Providers related to Table 2 measures.
 - Addition of Section 2.16 to describe Round Trip Times and Test HAN Interface Commands
 - Amendments to section 2.17 to include 4G CSP in measurements related to Category 1 Firmware Payloads.
- Code Performance Measure 2 – Future Dated Service Responses Delivered within the applicable Target Response Time
 - Table 3 amended to include 4G CSP with the addition of measures that contribute CPM2, where the methodology described in paragraph 36 captures the performance of all Service Providers related to Table 3 measures.
 - Addition of Section 2.16 (as above) to describe Round Trip Times and Test HAN Interface Commands
- Code Performance Measure 3 – Percentage of Alerts Delivered within the applicable Target Response Time
 - Table 4 amended to include 4G CSP with the addition of a measure that contributes CPM3, where the methodology described in paragraph 39 captures the performance of all Service Providers related to Table 3 measures.
 - Amendments to section 2.18 to include 4G CSP in measurements related to Category 2 HAN Interface Commands and Category 3 Alerts.

23. These proposals are shown in tracked changes in the draft PMM published alongside this consultation.

Question One

Do you agree with the proposed amendments to the methodologies for CPM 1, 2, and 3 to formally include 4G Service Provider Performance in the reported date for these measures? Please provide a rationale for your response.

3.2. 4G Communications Service Provider – Service Provider Performance Measures

24. The RLoSPPM details Performance Measures for individual Service Providers to be included in DCC Performance Reporting, where those measures also require documented methodologies in the PMM. 2/3G CSP and LRR CSP Service Provider Performance Measures are already included in the RLoSPPM and reported on monthly in the Performance Measures Report.

25. We propose the addition of equivalent CSP Performance Measures for the 4G Service in the RLoSPPM and the addition of their methodologies in the PMM. A total of 11 Performance Measures for 4G CSP, equivalent to other CSPs, are proposed for addition.

26. The proposed changes to the RLoSPPM are:

- Section 5 – 4G CSP by Service. The addition of a Table 5 detailing Service Provider Performance Measures, split by Device Manager, WAN provider and Communications Hub.

27. The proposed amendments to the PMM are:

- Addition of new section 6 4G Service Provider Performance Measures, Table 11. This new table details the Service Provider Performance Measures for the 4G Service.
 - The methodologies for each proposed Service Provider Performance Measure (in Table 11) is proposed in sections 6.2 to 6.11

28. Additions of Service Provider Performance Measures related to the 4G CSP are proposed in the following areas:

- Service Provider Performance Measures from the RLoSPPM detailed in section 6.1, Table 11
- Methodologies for each Service Provider Performance Measure (in Table 11) detailed in sections 6.1 to 6.11

29. These proposals are shown in tracked changes in the draft RLoSPPM and PMM published alongside this consultation.

Question Two

Do you agree with the proposed additions to the RLoSPPM, and their methodologies, for reporting Service Provider Performance Measures for the 4G Service? Please provide a rationale for your response.

3.3. Data Service Provider – Service Provider Performance Measures

30. The DSP performance measures include reporting on Incidents when those events are linked to Maintenance. The current measurement requires reporting where an Incident is directly related to, and occurs within 30 days of, a Change release.

31. The single Performance Measure on Incidents directly related to the release of a change resulted in concerns from Parties that Incidents related to the implementation of that change were not reported.
32. At the request of Parties via SEC Operations Sub-Committee, DCC amended the DSP contract to also require reporting on the occurrence of incidents directly related to, and occurring within 30 days of, a Change implementation.
33. With the inclusion of this new measure in the DSP contract we are proposing to formally add it to the RLoSPPM and detail the methodology in PMM.
34. The proposed changes to the RLoSPPM are:
 - Section 2 – DSP, addition of new Performance Measure related to incidents directly related to, and occurring within 30 days of, a Change implementation
 - Change in contractual Performance Measure reference number (as a result of the contractual change for incident reporting) for the existing Performance Measure related to incidents
35. The proposed amendments to the PMM are:
 - Section 3 Data Service Provider Performance Measures
 - Table 8 amended to add new performance measure related to incidents occurring within 30 days of change implementation
 - Change in contractual Performance Measure reference number (as a result of the contractual change for incident reporting) for the existing Performance Measure related to incidents, and the same change in Section 3.8
 - Addition at Section 3.9 describing the methodology for the proposed new Performance Measure related to incidents occurring within 30 days of change implementation
36. These proposals are shown in tracked changes in the draft RLoSPPM and PMM published alongside this consultation.

Question Three

Do you agree with the proposed amendments to the RLoSPPM, and the additional methodology, for reporting incident data through Service Provider Performance Measures for the DSP Service? Please provide a rationale for your response.

3.4. Enduring Change of Supplier – Service Provider Performance Measures

37. ECOS is yet to be formally added to reporting in equivalence to other Service Providers.
38. We propose the addition of Performance Measures for the ECOS Service, in line with those reported against other Service Providers, in the RLoSPPM and the addition of their methodologies in the PMM. We consider that these additions will provide relevant information on performance and improve transparency of the quality of service provision.
39. The proposed changes to the RLoSPPM are:
 - Section 6 – ECOS, addition of new Performance Measure related to this Service Provider inline with their contract and other Service Provider Performance Measures

40. The proposed amendments to the PMM are:

- Section 12 ECOS Performance Measures
 - i. Table 17 detailing ECOS Service Provider Performance Measures
 - ii. Sections 12.2 to 12.6 describe the methodology for each new Performance Measure.

Question Four

Do you agree with the proposed amendments to the RLoSPPM, and the additional methodologies, for reporting Service Provider Performance Measures for the ECOS Service? Please provide a rationale for your response.

4. Other changes

41. Editorial changes to the PMM, also shown in tracked changes, have been made as a result of the updates described above. This includes:

- Paragraph numbering (also reflected in Appendix A – Interpretation)
- Section numbering
- Table numbering

Question Five

Do you have any other comments or observations?

5. Next Steps

42. This consultation will close on 27th March 2026 at 1700. DCC will review responses and consider if any changes to the proposals made are required.

43. DCC will present details of this consultation and a summary of responses received to SEC Operation Sub-Committee before presenting our final recommendation to the SEC Panel who will be requested to approve the amendments to the PMM.

44. Following the approval of the changes to the PMM and RLoSPPM, DCC will report against the amendments in the following PMR.

6. How to Respond

45. Please provide responses by 1700 on 27th March 2026 to DCC at consultations@smartdcc.co.uk.

46. Consultation responses may be published on our website www.smartdcc.co.uk. Please state clearly in writing whether you want all or any part, of your consultation to be treated as confidential. It would be helpful if you could explain to us why you regard the information you have provided as confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department for Energy Security and Net Zero (DESNZ) and the Gas and Electricity Markets Authority (the Authority). Information provided to DESNZ or the Authority, including personal information, may be subject to publication or disclosure in accordance with the access to information legislation (primarily the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information

Regulations 2004). If DESNZ or the Authority receive a request for disclosure of the information we/they will take full account of your explanation (to the extent provided to them), but we/they cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded by us as a confidentiality request.

47. If you have any questions about the consultation documents, please contact DCC via consultations@smartdcc.co.uk.

7. Attachments

- Attachment 1: Tracked Changes of the Performance Measurement Methodology V5.1 DRAFT
- Attachment 2: Tracked Changes of the Reported List of Service provider Performance Measures V2.1
- Attachment 3: Response Template