

Conclusion on the PMM consultation

Consultation on changes to
the DCC Performance
Measurement Methodology
– SMETS1 measures

Version: 1.0

Date: 06.08.2020

Author: consultations@smartdcc.co.uk

Classification: DCC Public

Table of Contents

1. Background	3
2. DCC Responses to Comments Received	4
3. Next Steps	6

1. Background

Data and Communications Company (DCC) Performance Measures Methodology (PMM) describes the methodology for reporting the Service Level achieved against each Code Performance Measure (CPM) and additional Performance Measures (PMs) within a Performance Measurement Period. Results are published monthly in the DCC Performance Measures Report (PMR).

The first SMETS1 meter was enrolled on to DCC systems in 2019, with numbers steadily increasing as additional meters have been migrated. Some SMETS1 reporting has already been included in the PMR to provide transparency in advance of formal agreement.

Customer feedback showed a desire to see SMETS1 measures included in the PMM and PMR and DCC consulted on proposed changes from 17 April to 1700 11 May. This document is DCC's response to the comments that were received from industry and details amendments made to the PMM.

2. DCC Responses to Comments Received

DCC Received five responses to the consultation which all provided similar feedback. Three responses were from Large Suppliers and Two responses were from networks. One response noted several formatting issues in the draft document which have been corrected in the updated version available alongside this consultation response.

DCC posed six questions in the consultation which are set out below, along with comments received and DCC response to those comments.

Question 1

Do you support the proposed changes to include SMETS1 Service Providers and DCO in the calculation for CPM1 and CPM 3? If not, please provide a rationale for your response.

This question related to the addition of SMETS1 Service Provider and DCO data to CPM 1 and 3, and the updated calculation is included in the amended PMM.

Comment: One response suggested the DCC should include weighting to the relevant service measures based on impact to service users.

Response: DCC consulted on changes to these measures to consider weighting of service measures in December 2019 but responses from industry showed a desire to first add SMETS1 data to measures, which has been targeted in these changes. DCC continues to work with industry on SECMP122 which also looks to review required Measures and reporting methods.

Comment: Four responses agreed with the amendments to include SMETS1 data in these CPMs.

Response: Given the overall agreement of the addition of SMETS1 data to CPM1 and 3 these amendments will be accepted in the PMM and data provided in the PMR.

Question 2

Do you support the proposed addition of SMETS1 Performance Measure covering IOC, that are equivalent to measures already reported for SMETS2? If not, please provide a rationale for your response.

Question 3

Do you support the proposed addition of SMETS1 Performance Measure covering MOC, that are equivalent to measures already reported for SMETS2? If not, please provide a rationale for your response.

Question 4

Do you support the proposed addition of SMETS1 Performance Measure covering FOC, that are equivalent to measures already reported for SMETS2? If not, please provide a rationale for your response.

These questions related to the addition of SMETS1 data to the PMM covering the Initial Operating Capability (IOC), Middle Operating Capability (MOC) and Final Operating Capability (FOC), with measures equivalent to those reported on as SMETS2 Performance Measures.

Comment: Two responses noted terminology issues or clarifications required to equations, with identical queries for IOC, MOC and FOC.

Response: Where PM2.7 referenced both UTC and GMT the document has been amended to reference UTC only. In PM2.7 UIT Text Environments are referenced as a SMETS1 measures equivalent to SEMTS2 Externally Exposed Test Environments. We reference UIT Text Environments so as to be consistent with SMETS1 Service Provider Contracts and have amended SMETS1 measures to reference UIT Test Environments only. In the same measure we have amended the PMM to make it clear the measure is to report on unscheduled downtime only.

One response asked whether individual Performance Measures for each test environment should be reported rather than an average across all environments. The methodology is linked to information supplied under contract and it is not possible at this time to separate data across different environments, the methodology is constrained by the data supplied by Service Providers.

CPM3.1 and 3.2 measure the performance of incident resolution and as such can only report on incidents that have been closed in the reporting period, it should be noted that all incidents will be included in the reported figures but only when they have been resolved.

In PM7 a correction has been made so that it is clear that the reported figure will detail where more than (rather than less than) the require notice is provided for Planned Maintenance Events.

The term Change Release is referenced throughout the PMM in amended sections and sections that remain unchanged. Change Release and Release are defined in Appendix A – Interpretation.

Comment: Four responses agreed with the addition of SMETS1 Performance Measures covering IOC, MOC and FOC.

Response: Given the overall agreement of the addition of SMETS1 Performance Measures covering IOC, MOC and FOC these amendments will be accepted in the PMM and data provided in the PMR.

Question 5

Do you support the proposed addition of SMETS1 Performance Measure covering DCO, that are equivalent to measures already reported for SMETS2? If not, please provide a rationale for your response.

This question related to the addition of SMETS1 data to the PMM covering Dual Control Organisation (DCO), with measures equivalent to those reported on as SMETS2 Performance Measures.

Comment: One response requested clarification of a variable in the methodology. Four responses agreed with the addition of SMETS1 Performance Measures covering.

Response: DCC considers that all variables are described in the PMM, either in the text or in the methodology detail. Given the overall agreement of the addition of SMETS1 Performance Measures covering DCO these amendments will be accepted in the PMM and data provided in the PMR.

Question 6

Do you support the proposed addition of SMETS1 Performance Measure covering S1SP CSP (Vodafone)? If not, please provide a rationale for your response.

This question related to the addition of SMETS1 data to the PMM covering S1SP CSP, with measures equivalent to those reported on as SMETS2 Performance Measures.

Comment: One response requested clarification of the methodology. Four responses agreed with the addition of SMETS1 Performance Measures covering.

Response: DCC has amended the calculation to make clear that X is multiplication and not a variable. Given the overall agreement of the addition of SMETS1 Performance Measures covering DCO these amendments will be accepted in the PMM and data provided in the PMR.

3. Next Steps

The updated PMM V3.0 is now available alongside this consultation and on DCC Share Point. The next iteration of the PMR will reflect the changes made.

DCC continue to engage with industry through the SECMP122 process and will amend the PMM and PMR as required by those changes.