Data Communications Company

# Consultation

## Changes to the DCC Performance Measurement Methodology

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| **Date:** | **20 December 2019** |
| **Classification:** | **DCC Public** |
| **Respond by:** | **16:00 on 31 January 2020 (note that the closing date has been extended from 22 January)** |
| **Filename:** | **PMM calculation consultation 100120** |

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# 1 Executive Summary

DCC Performance Measurement Methodology (PMM) is a document that details the methodology used to calculate the Service Level for each Performance Measure which DCC and the DCC Service Providers are required to report upon following the end of each Performance Measurement Period. Under Section H13.6 of the Smart Energy Code (SEC), DCC has a requirement to periodically review the PMM and consult with the Panel, the Parties and the Authority before updating the document.

In this consultation, we are proposing to amend the calculation to be applied to determine the Service Level of four Performance Measures. The Performance Measures affected by this consultation are:

- Code Performance Measure 1 – On Demand Service Responses delivered within the applicable Target Response Time;
- Code Performance Measure 2 – Future Dated Service Responses delivered within the applicable Target Response Time;
- Code Performance Measure 3 – Percentage of Alerts delivered within the applicable Target Response Time; and
- Performance Measure 12.2 – Percentage of Power Outage Event Alerts delivered: Greater than 50 Communications Hubs

Following this consultation, and taking respondents' feedback into account, DCC will update the Methodology and provide a copy to SEC Parties, the Panel and the Authority.

# 2 Proposed Methodology Changes

The specific changes proposed (which are marked-up in the PMM, issued alongside this consultation) are described in the sub-sections below.

The methodology of calculating Code Performance Measure (CPM) 1 On-Demand Service Responses, CPM 2 Future-Dated Service Responses, and CPM 3 Alerts is currently based on the arithmetic mean of the reported Service Levels. Instead, we propose to use the sum of the volume of events against each Performance Measure that met the SLA, divided by the sum of the total volume of events for each Performance Measure.

For Performance Measure 12.2 Power Outage Event Alerts, the proposal is to change the measure to show the performance against the actual volume sent from the CSP to the DSP as opposed to the performance against the obligated volume which is currently used.

## 2.1 CPM 1 Percentage of On-Demand Service Responses delivered within the applicable Target Response Time (PMM Section 2.3)

- The Service Level for CPM 1 is calculated using the Service Levels achieved by the DCC Service Providers for the set of measures relevant to On-Demand Services.

- In respect of each Performance Measurement Period (p), currently, the Service Level for CPM 1 is the arithmetic mean of the reported Service Levels for the On-Demand Relevant Service Measures. Instead of using the arithmetic mean, DCC proposes to use the sum of the volume of events against each Performance Measure that met the SLA divided by the sum of the total volume of events for each Performance Measure.

- DCC proposes amending paragraph 33 of Section 2.3 of the PMM to state:

  - In respect of each performance measurement period the Service Level for the Code Performance Measure shall be the sum of the volume of events against each Performance Measure that met the SLA, divided by the sum of the total volume of events for each performance measure.

$\text{CPM1}_p$ =

$$100 \times \left[\frac{ODSRMT}{ODSR}\right]\%$$

Where:

ODSRMT = the total of On Demand Service Responses that met Target Response Time for each contributing Performance Measure reported to DCC in this Performance Measurement Period

ODSR = the total of On Demand Service Responses for each contributing Performance Measure reported to DCC in this Performance Measurement Period

DCC would like stakeholders' views on the following consultation question:

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| **Q1** | **Do you support the proposed changes to the calculation to be applied to determine the Service Level of CPM 1? If not, please provide a rationale for your response.** |

## 2.2 CPM 2 Future Dated Service Responses delivered within the applicable Target Response Time (PPM Sections 2.4)

- The Service Level for CPM 2 is calculated using the Service Levels achieved by DCC Service Providers for the set of measures relevant to Future Dated Services.

- In respect of each Performance Measurement Period (p), currently, the Service Level for CPM 2 is the arithmetic mean of the reported Service Levels for the Future Dated Relevant Service Measures. Instead of using the arithmetic mean, DCC proposes to use the sum of the volume of events against each Performance Measure that met the SLA divided by the sum of the total volume of events for each Performance Measure.

- DCC proposes amending paragraph 36 of Section 2.4 of the PMM to state:

- In respect of each performance measurement period the Service Level for the Code Performance Measure shall be the sum of the volume of events against each Performance Measure that met the SLA, divided by the sum of the total volume of events for each performance measure.

$\text{CPM2}_p$ =

$$100 \times \left[\frac{FDSRMT}{FDSR}\right]\%$$

Where:

FDSRMT = the total of Future Dated Service Responses that met Target Response Time for each contributing Performance Measure reported to DCC in this Performance Measurement Period

FDSR = the total of Future Dated Service Responses for each contributing Performance Measure reported to DCC in this Performance Measurement Period

DCC would like stakeholders' views on the following consultation question:

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| **Q2** | **Do you support the proposed changes to the calculation to be applied to determine the Service Level of CPM 2? If not, please provide a rationale for your response.** |

## 2.3 CMP 3 Percentage of Alerts delivered within the applicable Target Response Time (PPM Section 2.5)

- The Service Level for CPM 3 is calculated using the Service Levels achieved by DCC Service Providers for the set of measures relevant to Alerts.
- In respect of each Performance Measurement Period (p), currently, the Service Level for CPM 3 is the arithmetic mean of the reported Service Levels for the Alert Relevant Service Measures. Instead of using the arithmetic mean, DCC proposes to use the sum of the volume of events against each Performance Measure that met the SLA divided by the sum of the total volume of events for each Performance Measure.
- DCC proposes amending paragraph 39 of Section 2.5 of the PMM to state:
  - In respect of each performance measurement period the Service Level for the Code Performance Measure shall be the sum of the volume of events against each Performance Measure that met the SLA, divided by the sum of the total volume of events for each performance measure.

$CPM3_p$ =

$$100 \times \left[\frac{ADMT}{AD}\right]\%$$

Where:

ADMT = the total of Alerts Delivered within Target Response Time for each contributing Performance Measure reported to DCC in this Performance Measurement Period

FDSR = the total of Alerts Delivered for each contributing Performance Measure reported to DCC in this Performance Measurement Period

DCC would like stakeholders' views on the following consultation question:

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| **Q3** | **Do you support the proposed changes to the calculation to be applied to determine the Service Level of CPM 3? If not, please provide a rationale for your response.** |

## 2.4 PM 12.2 Percentage of Power Outage Event alerts delivered: Greater than 50 Communication Hubs (PMM Section 4.10)

- This PM measures the percentage of power outage event Alerts which are sent to the DCC WAN Gateway Interface, compared to the number of power loss Alerts received from the Communications Hubs for power outage events which detect power loss Alerts from greater than fifty (50) and less than five thousand (5,000) Communications Hubs.
- DCC proposes to change the calculation measured to show the performance against the volume sent from the CSP to the DSP as opposed to the performance against the obligated volume which is currently used.
- This will be applicable to CSPN, CSPC and CSPS.
- DCC proposes amending paragraph 262 of Section 4.10 of the PMM to state:
  - In respect of each Performance Measurement Period (p), the Service Level for the Performance Measure shall be calculated as follows.

    Calculation stage 1 – Volume of Power Outage Alerts to be transmitted to DCC WAN Gateway Interface.

    POEp = $\{(CHPp - 50) \times 0.25\} + 50$

    POEp = number of power outage event Alerts to be transmitted to DCC WAN Gateway Interface by the CSP in relation to all Small Power Loss Events.

CHPp = number of Communications Hub power loss Alerts received by the CSP in relation to all Small Power Loss Event.

Calculation stage 2 – Service Level for the Performance Measure

$$\mathrm{PM12.2}_p = 100\% \times \left[\frac{\mathrm{POET}_p}{\mathrm{POE}p}\right]$$

POETp = number of power outage event Alerts transmitted to DCC WAN Gateway Interface by the CSP in relation to all Small Power Loss Events.

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| **Q4** | **Do you support the proposed changes to the calculation to be applied to determine the Service Level of PM12.2? If not, please provide a rationale for your response.** |

# 3 How to respond

Please provide responses by **16:00 on Wednesday 22 January 2020** to DCC at consultations@smartdcc.co.uk.

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 of Business, Energy and Industrial Strategy (BEIS) and the Gas and Electricity Markets Authority (the Authority). Information provided to BEIS 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 BEIS 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.

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