Data Communications Company

Consultation

Changes to the DCC Performance Measurement Methodology – SMETS1 measures

Date:	**17 April 2020**
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Respond by:	**17:00 11 May 2020**
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1 Introduction and Context

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

The DCC consulted on changes to the PMM in December 2019 with a view to strengthening existing CPMs and PMs. Feedback from stakeholders has shown a desire for SMETS1 CPMs and PM to be considered and included in the PMM before existing measures are reviewed. As such the DCC has chosen to put the December 2019 consultation and outcomes on hold and consider SMETS1 additions at this stage. Responses received from the 2019 consultation will be considered in the context of broader performance measure reviews. This consultation will therefore look to add data to the PMM to reflect the CPMs and PMs for SMETS1.

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, but this has not been formally agreed.

This consultation looks to formalise SMEST1 CPM and PM inclusion, it summarises the proposed changes to the PMM; poses questions to which we would welcome responses; and informs consultees of how to respond and by when. Those being consulted are SEC Parties, the SEC Panel and the Authority.

Section 2 describes where SMETS1 measures are proposed to be added to the CPMs and continues to describe proposed PMs for SMETS1 Initial Operating Capability, Middle Operating Capability, Final Operating Capability, Dual Control Organisation (DCO) and Communication Service Provider (CSP). Section 3 provides details on how to respond to this consultation.

Following this consultation, and taking respondents' feedback into account, DCC will update the PMM and provide a copy to SEC Parties, the SEC Panel and the Authority. On its publication following this consultation, the updated PMM shall be followed by DCC, and the PMR amended to reflect those changes.

2 Proposed Methodology Additions and Updates

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

CPM updates are found in Section 2 of the PMM, and additional Performance Measures in sections six to ten, covering SMETS1 Service Providers.

Not all CPMs have been amended. Four CPMs remain unchanged because they are SMETS2 specific, they are CPM 2 - Future Dated Service Responses delivered within the applicable Target Response Time; CPM 6 - Percentage Availability – Self Service Interface Service Provider Performance Measures; CPM 7 - Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services; and CPM 8 - Percentage of documents stored on the SMKI Repository delivered within the applicable Target Response Time for the SMKI Repository.

Two CPMs remain unchanged because they already allow the inclusion of SMETS1 data, they are CPM 4 - Category 1/2 Incident Target Resolution Time and CPM 5 - Category 3/4/5 Incident Target Resolution Time.

Two CPMs have been amended to include S1SPs and DCO, they are CPM - 1 On Demand Service Responses delivered within the applicable Target Response Time and CPM 3 - Percentage of Alerts delivered within the applicable Target Response Time.

Sections six to ten of the PMM detail Performance Measures for S1SPs, including through Initial Operating Capability, Middle Operating Capability and Final Operating Capability. Setting out PMs for all operating capabilities means that DCC won't have to consult on additional measures as we move through the SMETS1 enrolment programme, though it should be noted that performance measures reported will change over time as we move through the programme stages. Here, the DCC manages the continuation of services previously agreed by industry where there are some reporting restrictions reflected in the measures we have, or haven't, included in the PMM.

2.1 Code Performance Measure 1 – On Demand Service Responses delivered within the applicable Target Response Time

- 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; these Relevant Service Measures shall be the *On-Demand Relevant Service Measures*.
- This Performance Measure has been updated to include three S1SPs and DCO detailed in the updated PMM, but otherwise remains unchanged.

2.2 Code Performance Measure 3 - Percentage of Alerts delivered within the applicable Target Response Time

- The Service Level for CPM 3 is calculated using the Service Levels achieved by the DCC Service Providers for the set of measures relevant to Alerts; these Relevant Service Measures shall be the Alert Related Relevant Service Measures.

- DCC proposes to update this Performance Measure include three S1SPs detailed in the PMM, but otherwise remains unchanged.

Q1	**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.**

2.3 Initial Operating Capability (IOC)

- DCC proposes to add performance measures equivalent to those already agreed for SMETS2 performance measures to cover S1SPs delivering Initial Operating Capability. These are set out in Section 6 of the DCC Performance Measurement Methodology. Each proposed Performance Measure is described at high level below, with the finer detail available in the updated PMM published alongside this consultation.

2.4 IOC Performance Measure 2.1 Percentage Service availability – DCC Data Service (Production Services)

- Performance Measure 2.1 measures the availability of the components making up the DCC Data Service, covering associated S1SP servers, interfaces and networks. The DCC Data Service means the systems and communications required to provide for the processing of Service Requests, Pre-Commands, Commands, Service Responses and Alerts and the holding or using of Registration Data.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the DCC Data Service, which considers periods of downtime and unavailability in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.1}_p = 100 \times \left(1 - \left[\frac{\mathrm{UDDDS}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

UDDDS_p = the *Unscheduled Downtime* of the *DCC Data Service* in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.5 IOC Performance Measure 2.4 Percentage Service availability – Self Service Interface (Production Services)

- Performance Measure 2.4 measures the Percentage Service availability of the S1SP Management Interface.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the S1SP Management Interface, which considers periods of downtime in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.4}_p = 100 \times \left(1 - \left[\frac{\mathrm{DMI}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

$DDMI_p$ = the *Downtime* of the Management Interface in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.6 IOC Performance Measure 2.7 Percentage Service availability - Externally Exposed Testing Services (08.00 to 20.00 UTC Monday to Saturday)

- Performance Measure 2.7 measures the Percentage Service availability of the S1SP Externally Exposed Testing Services; the availability of the UIT Test Environments that have been requested by DCC and are exposed to Users or an external Party.
- The methodology for measuring the Test Environment Downtime is further described in the Availability Plan (as developed by the Contractor in accordance with Schedule 6.3 (Development Process)) and is measured in respect to each UIT Test Environment.
- DCC proposes the addition of a Performance Measure which shall be calculated as follows:

$$\text{Test Environment Availability}_{p\,e} = 100 \times \left(1 - \left[\frac{\text{UDTE}_{p\,e}}{\text{RTE}_p}\right]\right) \%$$

Where:

$UDTE_{p,e}$ = the *Unscheduled Downtime* of the *Test Environment* in minutes

RTE_p = the number of minutes in the Testing Services core service hours within the Performance Measurement Period

- Where in respect of each Performance Measurement Period (p) the Performance Measure shall be the arithmetic mean of the Test Environment Availability Levels, calculated as follows:

$$PM2.7_p = \frac{1}{n}\sum_{e=1}^{n} \text{Test Environment Availability}_{\text{p},e} \%$$

Where:

n = the number of Test Environment Availability Service Measures reported to DCC in this Performance Measurement Period.

2.7 IOC Performance Measure 3.1 Number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.1 measures the number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.
- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

PM3.1p = Severity 1 and Severity 2 Incidents Closed which were Caused by a Change Release

2.8 IOC Performance Measure 3.2 Number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.2 measures the number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.

- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 3, Severity 4 and Severity 5 Incidents Closed which were Caused by a Change Release

2.9 IOC Performance Measure 7 Notification of Planned Maintenance events within required target

- Performance Measure 7 measures the percentage of Planned Maintenance events, which are notified by the S1SP to DCC within the required notification target. DCC shall record Planned Maintenance events in the DCC Service Management System.

- Planned Maintenance Notifications on Target shall be the number of Planned Maintenance requests received where the Planned Maintenance Notice Period is less than or equal to the Target Planned Maintenance Notice.

- In respect of each Performance Measurement Period (pq), the DCC proposes the Service Level for the Performance Measure shall be calculated as follows:

$$\mathrm{PM7}_p = 100 \times \left[\frac{\mathrm{PNMT}_{pq}}{\mathrm{PME}_{pq}}\right] \%$$

Where:

PNMTpq = the number of Planned Maintenance Notifications on Target
PMEpq = the number of Planned Maintenance requests received by DCC.

Q2	**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.**

2.10 Middle Operating Capability (MOC)

- DCC proposes to add performance measures equivalent to those already agreed for SMETS2 performance measures to cover S1SPs delivering Middle Operating Capability. These are set out in Section 7 of the DCC Performance Measurement Methodology. Each proposed Performance Measure is described at high level below, with the finer detail available in the updated PMM published alongside this consultation. These Performance Measures are identical to those detailed for IOC but relate to a different set of Service

Providers and so for clarity have been presented separately in both this consultation and the PMM

2.11 MOC Performance Measure 2.1 Percentage Service availability – DCC Data Service (Production Services)

- Performance Measure 2.1 measures the availability of the components making up the DCC Data Service, covering associated S1SP servers, interfaces and networks. The DCC Data Service means the systems and communications required to provide for the processing of Service Requests, Pre-Commands, Commands, Service Responses and Alerts and the holding or using of Registration Data.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the DCC Data Service, which considers periods of downtime and unavailability in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.1}_p = 100 \times \left(1 - \left[\frac{\mathrm{UDDDS}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

UDDDS_p = the *Unscheduled Downtime* of the *DCC Data Service* in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.12 MOC Performance Measure 2.4 Percentage Service availability – Self Service Interface (Production Services)

- Performance Measure 2.4 measures the Percentage Service availability of the S1SP Management Interface.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the S1SP Management Interface, which considers periods of downtime in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.4}_p = 100 \times \left(1 - \left[\frac{\mathrm{DMI}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

DDMI_p = the *Downtime* of the Management Interface in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.13 MOC Performance Measure 2.7 Percentage Service availability - Externally Exposed Testing Services (08.00 to 20.00 UTC Monday to Saturday)

- Performance Measure 2.7 measures the Percentage Service availability of the S1SP Externally Exposed Testing Services; the availability of the UIT Test Environments that have been requested by DCC and are exposed to Users or an external Party.

- The methodology for measuring the Test Environment Downtime is further described in the Availability Plan (as developed by the Contractor in accordance with Schedule 6.3 (Development Process)) and is measured in respect to each UIT Test Environment.

- DCC proposes the addition of a Performance Measure shall be calculated as follows:

$$\text{Test Environment Availability}_{p\,e} = 100 \times \left(1 - \left[\frac{\text{UDTE}_{p\,e}}{\text{RTE}_{p}}\right]\right) \%$$

Where:

$\text{UDTE}_{p,e}$ = the *Unscheduled Downtime* of the *Test Environment* in minutes

RTE_{p} = the number of minutes in the Testing Services core service hours within the Performance Measurement Period

- Where in respect of each Performance Measurement Period (p) the Performance Measure shall be the arithmetic mean of the Test Environment Availability Levels, calculated as follows:

$$\text{PM2.7}_{p} = \frac{1}{n}\sum_{e=1}^{n} \text{Test Environment Availability}_{\text{p},e} \%$$

Where:

n = the number of Test Environment Availability Service Measures reported to DCC in this Performance Measurement Period.

2.14 MOC Performance Measure 3.1 Number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.1 measures the number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.

- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 1 and Severity 2 Incidents Closed which were Caused by a Change Release

2.15 MOC Performance Measure 3.2 Number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.2 measures the number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.

- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 3, Severity 4 and Severity 5 Incidents Closed which were Caused by a Change Release

2.16 MOC Performance Measure 7 Notification of Planned Maintenance events within required target

- Performance Measure 7 measures the percentage of Planned Maintenance events, which are notified by the S1SP to DCC within the required notification target. DCC shall record Planned Maintenance events in the DCC Service Management System.

- Planned Maintenance Notifications on Target shall be the number of Planned Maintenance requests received where the Planned Maintenance Notice Period is less than or equal to the Target Planned Maintenance Notice.

- In respect of each Performance Measurement Period (pq), the DCC proposes the Service Level for the Performance Measure shall be calculated as follows:

$$\mathrm{PM7}_p = 100 \times \left[\frac{\mathrm{PNMT}_{pq}}{\mathrm{PME}_{pq}}\right] \%$$

Where:

PNMTpq = the number of Planned Maintenance Notifications on Target
PMEpq = the number of Planned Maintenance requests received by DCC.

Q3	**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.**

2.17 Final Operating Capability (FOC)

- DCC proposes to add performance measures equivalent to those already agreed for SMETS2 performance measures to cover S1SPs delivering Final Operating Capability. These are set out in Section 8 of the DCC Performance Measurement Methodology. Each proposed Performance Measure is described at high level below, with the finer detail available in the updated PMM published alongside this consultation. These Performance Measures are identical to those detailed for IOC and MOC but relate to a different set of service providers and so for clarity have been presented separately in both this consultation and the PMM.

2.18 FOC Performance Measure 2.1 Percentage Service availability – DCC Data Service (Production Services)

- Performance Measure 2.1 measures the availability of the components making up the DCC Data Service, covering associated S1SP servers, interfaces and networks. The DCC Data Service means the systems and communications required to provide for the

processing of Service Requests, Pre-Commands, Commands, Service Responses and Alerts and the holding or using of Registration Data.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the DCC Data Service, which considers periods of downtime and unavailability in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.1}_p = 100 \times \left(1 - \left[\frac{\mathrm{UDDDS}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

UDDDS_p = the *Unscheduled Downtime* of the *DCC Data Service* in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.19 FOC Performance Measure 2.4 Percentage Service availability – Self Service Interface (Production Services)

- Performance Measure 2.4 measures the Percentage Service availability of the S1SP Management Interface.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the S1SP Management Interface, which considers periods of downtime in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.4}_p = 100 \times \left(1 - \left[\frac{\mathrm{DMI}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

DDMI_p = the *Downtime* of the Management Interface in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.20 FOC Performance Measure 2.7 Percentage Service availability - Externally Exposed Testing Services (08.00 to 20.00 UTC Monday to Saturday)

- Performance Measure 2.7 measures the Percentage Service availability of the S1SP Externally Exposed Testing Services; the availability of the UIT Test Environments that have been requested by DCC and are exposed to Users or an external Party.

- The methodology for measuring the Test Environment Downtime is further described in the Availability Plan (as developed by the Contractor in accordance with Schedule 6.3 (Development Process)) and is measured in respect to each UIT Test Environment.

- DCC proposes the addition of a Performance Measure shall be calculated as follows:

$$\text{Test Environment Availability}_{p\,e} = 100 \times \left(1 - \left[\frac{\text{UDTE}_{p\,e}}{\text{RTE}_{p}}\right]\right) \%$$

Where:

$\text{UDTE}_{p,e}$ = the *Unscheduled Downtime* of the *Test Environment* in minutes

RTE_{p} = the number of minutes in the Testing Services core service hours within the Performance Measurement Period

- Where in respect of each Performance Measurement Period (p) the Performance Measure shall be the arithmetic mean of the Test Environment Availability Levels, calculated as follows:

$$\text{PM2.7}_{p} = \frac{1}{n}\sum_{e=1}^{n} \text{Test Environment Availability}_{\text{p},e} \%$$

Where:

n = the number of Test Environment Availability Service Measures reported to DCC in this Performance Measurement Period.

2.21 FOC Performance Measure 3.1 Number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.1 measures the number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.

- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 1 and Severity 2 Incidents Closed which were Caused by a Change Release

2.22 FOC Performance Measure 3.2 Number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.2 measures the number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.

- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 3, Severity 4 and Severity 5 Incidents Closed which were Caused by a Change Release

2.23 FOC Performance Measure 7 Notification of Planned Maintenance events within required target

- Performance Measure 7 measures the percentage of Planned Maintenance events, which are notified by the S1SP to DCC within the required notification target. DCC shall record Planned Maintenance events in the DCC Service Management System.

- Planned Maintenance Notifications on Target shall be the number of Planned Maintenance requests received where the Planned Maintenance Notice Period is less than or equal to the Target Planned Maintenance Notice.

- In respect of each Performance Measurement Period (pq), the DCC proposes the Service Level for the Performance Measure shall be calculated as follows:

$$\mathrm{PM7}_p = 100 \times \left[\frac{\mathrm{PNMT}_{pq}}{\mathrm{PME}_{pq}}\right] \%$$

Where:

PNMTpq = the number of Planned Maintenance Notifications on Target
PMEpq = the number of Planned Maintenance requests received by DCC.

Q4	**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.**

2.24 Dual Control Organisation (security) Performance Measures

- DCC proposes to add performance measures equivalent to those already agreed for SMETS2 performance measures to cover S1SPs covering Dual Control Organisation (security) measures These are set out in Section 9 of the DCC Performance Measurement Methodology. Each proposed Performance Measure is described at high level below, with the finer detail available in the updated PMM published alongside this consultation. These Performance Measures are identical to those detailed for IOC, MOC and FOC but relate to different service providers and so for clarity have been presented separately in both this consultation and the PMM.

2.25 DCO Performance Measure 2.1 Percentage Service Availability (security) Performance Measures

- Performance Measure 2.1 measures the availability of the components making up the DCC Data Service, covering associated S1SP servers, interfaces and networks. The DCC Data Service means the systems and communications required to provide for the processing of Service Requests, Pre-Commands, Commands, Service Responses and Alerts and the holding or using of Registration Data.

- DCC proposes the addition of a Performance Measure to report on the percentage availability of the DCC Data Service, which considers periods of downtime and unavailability in the reporting period. The performance measure shall be calculated as follows:

$$\mathrm{PM2.1}_p = 100 \times \left(1 - \left[\frac{\mathrm{UDDDS}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

UDDDS_p = the *Unscheduled Downtime* of the *DCC Data Service* in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.26 DCO Performance Measure 3.1 Number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.1 measures the number of Severity Level 1 or 2 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.
- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 1 and Severity 2 Incidents Closed which were Caused by a Change Release

2.27 DCO Performance Measure 3.2 Number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of release of the Change Release

- Performance Measure 3.2 measures the number of Severity Level 3, 4 or 5 Incidents directly related to a Change Release occurring within 30 days of the Change Release. It measures Incidents which are closed in the Performance Measurement Period.
- In respect of each Performance Measurement Period (p), the DCC proposes the addition of the Performance Measure where the Service Level for the Performance Measure shall be calculated as follows:

  PM3.1p = Severity 3, Severity 4 and Severity 5 Incidents Closed which were Caused by a Change Release

2.28 DCO Performance Measure 7 Notification of Planned Maintenance events within required target

- Performance Measure 7 measures the percentage of Planned Maintenance events, which are notified by the S1SP to DCC within the required notification target. DCC shall record Planned Maintenance events in the DCC Service Management System.
- Planned Maintenance Notifications on Target shall be the number of Planned Maintenance requests received where the Planned Maintenance Notice Period is less than or equal to the Target Planned Maintenance Notice.
- In respect of each Performance Measurement Period (pq), the DCC proposes the Service Level for the Performance Measure shall be calculated as follows:

$$PM7_p = 100 \times \left[\frac{PNMT_{pq}}{PME_{pq}}\right] \%$$

Where:

PNMTpq = the number of Planned Maintenance Notifications on Target
PMEpq = the number of Planned Maintenance requests received by DCC.

Q5	**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.**

2.29 Communication Service Provider Performance Measures (Vodafone)

- DCC works with this service provider in a continuation of services originally agreed by industry. Though Performance Measures are not formalised this provider has agreed to provide data covering a number of areas, some of which are relevant to the PMR and have already been published. We have therefore included details in the PMM and detailed them at high level below. If it is the case that information is withdrawn or unavailable in the future DCC will discuss with industry.

2.30 S1SP CSP Monthly availability of the radio network across VF-UK network.

- This performance measure measures the percentage availability of the S1SP radio network to DCC.
- DCC proposes that the Percentage Availability of the radio network shall be calculated as follows:

$$PM[TBC]_p = 100 \times \left(1 - \left[\frac{DRN_p}{RT_p}\right]\right) \%$$

Where:

DRN_p = the *Downtime* of the radio network in minutes
RT_p = the number of minutes within the Performance Measurement Period.

2.31 S1SP CSP Combined monthly IoT Core and Management Service Availability

- This performance measure measures the percentage availability of the S1SP management service to DCC.
- DCC proposes that the percentage availability of the management service shall be calculated as follows:

$$PM\ (TBC) = 100 \times \left(1 - \left[\frac{UDMP_p \ x\ nIS}{RT_p\ x\ nS}\right]\right) \%$$

$UDMP_p$ = the Inability for active SIMs to be able to use any of the Data/Voice/SMS and management provisioning/reporting services (Data/SMS/Voice and management provisioning/reporting unavailability)

nIS = number of active SIM(s) impacted by the issue (using or not the service during the issue)

nS = the number of active SIMs of all live customers

RT_p = the number of minutes within the Performance Measurement Period.

2.32 S1SP CSP Monthly IoT Core availability (Voice/Data/SMS)

- This performance measure measures the percentage availability of the S1SP IoT to DCC.
- DCC proposes that the percentage availability of the IoT shall be calculated as follows:

$$\text{PM (TBC)} = 100 \times \left(1 - \left[\frac{UDSV_p \; x \; nIS}{RT_p \; x \; nS}\right]\right) \%$$

$UDSV_p$ = the Inability for active SIMs to be able to use any of the Data/Voice/SMS services (Data/SMS/Voice unavailability)

nIS = number of active SIM(s) impacted by the issue (using or not the service during the issue)

nS = the number of active SIMs of all live customers

RT_p = the number of minutes within the Performance Measurement Period.

2.33 S1SP CSP Monthly Management Service Availability (API, Reporting, Provisioning, GUI, Portal)

- This performance measure measures the percentage availability of the S1SP management service availability to DCC.
- DCC proposes that the Percentage Availability of the management service shall be calculated as follows:

$$PM[TBC]_p = 100 \times \left(1 - \left[\frac{DMS_p}{RT_p}\right]\right) \%$$

Where:

DMS_p = the *Downtime* of the Management Service in minutes

RT_p = the number of minutes within the Performance Measurement Period.

2.34 S1SP CSP Monthly Availability of DCC dedicated fixed links

- This performance measure measures the percentage availability of the S1SP DCC dedicated fixed links management interface is available to DCC.
- DCC proposes that the percentage availability of the dedicated fixed links management interface shall be calculated as follows

$$\mathrm{PM}[TBC]_p = 100 \times \left(1 - \left[\frac{\mathrm{DFL}_p}{\mathrm{RT}_p}\right]\right) \%$$

Where:

DFL_p	= the *Downtime* of the dedicated fixed links in minutes
RT_p	= the number of minutes within the Performance Measurement Period.

Q6	**Do you support the proposed addition of SMETS1 Performance Measure covering S1SP CSP (Vodafone)? If not, please provide a rationale for your response.**

3 How to respond

Please provide responses by **17:00 on Monday 11 May 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 response 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.