



# DCC Response to Error Handling Strategy Consultation

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# 1. Introduction

On 16 April 2020, DCC issued a [consultation](#) to invite views on amendments to the Error Handling Strategy (EHS), which is a guidance document required under clause 4 of the SEC Appendix AG – Incident Management Policy (IMP).

The amendments focus on additions of EHS procedures for Smart Metering Equipment Technical Specification 1 (SMETS1) Response Codes.

The consultation closed on 7 May 2020 and in total two organisations responded.

## 1.1. Structure of this document

This document comprises of the following sections:

- The question that was asked, together with a summary of views of respondents and DCC's response to these.
- DCC's conclusions.

# 2. Feedback on changes to the EHS

## Q1 Do you agree with the proposed changes to the EHS? Please provide your rationale.

Both respondents agreed with the proposed changes to the EHS.

One respondent noted that the changes will help to ensure that the EHS and DCC User Interface Specification (DUIS) remain consistent with each other and help DCC Users to interpret and respond to the additional error codes.

The other respondent noted concerns in relation to the timing of this consultation, highlighting that DUIS v3.0 was designated in July 2019 but the EHS has only just been amended. The respondent stated that it would be helpful for DCC Users if the EHS was updated, either alongside a new DUIS Version or more swiftly after so that the published version aligns with the DUIS versions that are live.

### DCC Response

DCC notes the concerns in relation to the delays in updating the EHS to align the document with DUIS v3.0. In future, DCC will amend and consult on changes to the EHS in advance of the designation of a new version of DUIS. The revised EHS will then be designated at the same time as the new version of DUIS.

# 3. DCC Conclusions

DCC has updated and published the EHS (version 3.0) on the Self-Service Interface.

## 4. Contact

If you have any questions about this conclusion document, please contact Sasha Townsend at [sasha.townsend@smartdcc.co.uk](mailto:sasha.townsend@smartdcc.co.uk) or [regulation@smartdcc.co.uk](mailto:regulation@smartdcc.co.uk).