

Conclusion to 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) which are detailed in the Reported List of Service Provider Performance Measures (RLoSPPM)
 - Performance Indicators (PIs) which 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 SPs. 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. In February 2026 we consulted on proposals to update to the PMM and RLoSPPM with a range of changes to include the 4G and ECOS service, and to reflect an amendment to the DSP contract.
6. The consultation closed in March 2026 and this is the conclusion to that consultation where we confirm that the proposed changes have been incorporated into the PMM and RLoSPPM. We also commit to working with Parties to consider if further changes are necessary through the SEC Modification process.

2. Background

7. 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

8. DCC reports on a number of Performance Measures (PMs) 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 (SPPM) included in Service Provider (SP) contracts.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. In February 2026 we consulted¹ on proposed additional 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)
15. We consider that these amendments are required to conform to the current SEC requirements on CPMs, provide clarity of the reporting requirements and transparency in performance, and align reporting across Service Providers.
16. The consultation closed 27th March 2026 and we received four responses. Two responses from Large Supplier Parties, one response from a Network party and one response from SEC Panel.

¹ [Proposed Amendments to the Performance Measures methodology | Smart DCC](#)

17. The full detail of our proposals can be found in the original consultation. In this conclusion document we provide details of the responses received, SEC Operations engagement, and Panel approval of our proposed amendments.

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

3.1. 4G Communications Service Provider – Code Performance Measures

18. We proposed that the PMM be updated to include performance of the 4G CSP in the methodology for calculating the overall performance of CSP 1, 2 and 3. For this proposal the CPM is set in the SEC which also requires the addition of the Service Provider calculations in the PMM

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 data for these measures? Please provide a rationale for your response.

19. Question 1 asked if Parties agreed with the inclusion of 4G Service Provider performance calculation methodology in the PMM for reporting CPM 1, 2 and 3. We received four responses to this question.
20. Three responses agreed with the proposal, noting that the inclusion of the 4G Service Provider maintains consistency with other Service Provider reporting, ensures the performance of new technology is reported as the volume of 4G Communications Hub installations increases, and ensures reporting is comprehensive and updated with new technology.
21. One responder did not agree with the inclusion and considered that DCC reporting should be amended to be more consumer focused but did not suggest what performance those measures might report on. We consider that the CPM reporting is set by SEC obligations and that DCC is required to ensure all Service Providers are included in the calculation of performance for relevant CPM. Should there be a desire to amend the CPMs DCC will work with Parties through SEC Modification proposals which may also require contract changes where new measures are not already described in contracts.
22. We recognise that reported data should be relevant to our customers' needs and wishes. We note the November 2024 implementation of SEC MP242¹. DCC worked with Parties to refine that Modification and implement new Performance Indicators through amendments to the Performance Indicator Document. We are also supporting the development of performance reporting continuing under SEC MP300².
23. It may also be prudent to consider wider performance reporting changes following the outcome of Guaranteed Standards of Performance development, which may influence what future measures will be useful and relevant to our customers.
24. It should be noted that new and amended Performance Measures could result in contractual changes which may have an additional cost associated with them.

¹ [Change to Operational Metrics to Measure on Success - Smart Energy Code](#)

² [Additional Operational Metrics to Measure on Success - Smart Energy Code](#)

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

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

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.

26. Question 2 asked if Parties supported the proposed additions to the RLoSPPM and PMM covering the 4G Service Provider. We received four responses to this question.
27. Three responders supported the proposals and noted that the additions would ensure consistent monitoring across all CSPs and allow for a comparison across different technology types.
28. One responder did not agree with the inclusion and considered that DCC reporting should be amended to be more consumer focuses but did not suggest what performance those measures might report on. We consider that consistent reporting across CSPs is important to allow for comparisons to be made across different technology types.
29. As noted above, we recognise that amendments to reporting may better serve our customers needs. We have worked with Parties on reporting amendments through SEC Modifications, and we continue to work with Parties in the development of new and amended reporting which meets their needs.

3.3. Data Service Provider – Service Provider Performance Measures

30. Following the implementation of a customer requested change to the DSP contract, related to the reporting of data on Incidents related to system releases, we proposed a change to the RLoSPPM and the PMM to reflect those changes.

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.

31. Question 3 asked if Parties supported the amendments to reflect changes in Incident reporting by the DSP.
32. We received four responses to this question. All four responses agreed with the proposed amendment. Responders noted that the proposal would ensure correct reporting of incident data, improve performance transparency and ensure consistency across Service Providers.

3.4. Enduring Change of Supplier – Service Provider Performance Measures

33. We proposed 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.

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.

34. Question 4 asked if Parties supported the amendments to ensure performance of the ECOS service in reported.
35. We received four responses to this question. Three respondents supported the proposed addition, noting that the inclusion of ECOS performance will ensure consistency across Service Providers, improve transparency, and support the monitoring of operational issues.
36. One respondent queried why ECOS performance measures hadn't been added to the RLoSPPM and PMM sooner. While it may be logical to combine changes over time to limit the volume of proposed updates, we note that the ECOS Service go live occurred in June 2023 and accept that earlier inclusion of these measures in the RLoSPPM and PMM would have improved transparency. Should Parties wish to see historic performance for the ECOS service we will provide details on request.

3.5. Other Comments

Question Five

Do you have any other comments or observations?

37. Question 5 asked if Parties had any other comments.
38. One respondent noted that they consider that Performance Measures should be focused on consumers and pointed to DCC2 licence requirements to ensure consumers are considered in decision making. They also consider that it is necessary for DCC to review Service Provider contracts to review performance measures and consider if amendments are required.
39. We consider that the proposals to amend CPM methodologies are required under the SEC reporting obligations, and that the addition of new measures in the RLoSPPMs allows for consistency of reporting across Service Providers, and clarity of service across different technology types.
40. Changes in reporting can require contract changes and have costs associated with them which may not be justified without formal customer engagement through the Modification process to consider changes to CPMs and PIs. We are committed to working with customers through the Modification process to consider proposed PM amendments.
41. One respondent noted the ongoing work related to Guaranteed Standard of Practice, and work considering the post 2025 framework, both of which may lead to amended contracts and amended requirements for performance reporting. They noted changes might be implemented

through a SEC Modification and that amendments to PMs may require future updates of the PMM and RLoSPPM. They noted that they therefore consider the proposed amendments as temporary.

42. DCC confirms that we will continue to work with Parties and that where changes are required and implemented that require updates to performance reporting that we will work with parties to make those amendments.
43. One respondent asked if the Performance Indicator Document (PID) required amendment to include 4G measures. DCC consider the PID reporting requirements to already capture the 4G service without need for amendment and also confirm that we have been including 4G performance in reporting required under the PID.
44. One respondent asked if 4G Power Outage Alert (POA) and Power Restoration Alert (PRA) performance should be included in the POA PRA Delivery Management Document (DMD). This document was implemented through SEC MP096¹, the requirements of which relate only to 3/3G and LRR communication technology. We consider that a SEC Modification would be required to require separate reporting for the 4G service where that data would also be removed from CPM reporting.
45. One responder noted RLoSPPM heading related to CSPs may cause confusions since proposed additions note they relate to 4G service in the heading, while other CSPs don't specifically mention the technology type. We have amended the heading in the RLoSPPM to clarify this.

4. Further Engagement and Outcome

46. In May we presented details of the consultation, the proposals and the feedback received to the SEC Operations Sub-Committee who supported the proposed amendments to the PMM and RLoSPPM.
47. The Sub-Committee also considered whether 4G POA and PRA performance should be added to the DMD. DCC will engage with Network Parties to describe the current reporting regime and understand their views on whether 4G POA and PRA performance should be added to the DMD. We will work with them through the SEC Modification processes should they propose one.
48. In June we provided details of proposed amendments to the SEC Panel, including feedback from the SEC Operations Sub-Committee and asked them to approve the amendments. Panel also noted the 4G POA PRA performance reporting and potential inclusion in the DMD. Panel approved the proposed amendments to the PMM and RLoSPPM and they are now considered to be the live versions.
49. SEC Panel also noted that the drafting of the methodology for CPM3 excludes POA performance for the 4G Service from CPM3. This should only refer to POA performance exclusion for CSPN and CSPC/S where the POA performance is reported through CPM3a. We have noted this error in the final version of the PMM and noted our intention to include POA performance for the 4G Service in the calculations of CPM3. We will correct this error in the next consultation cycle of proposed changes to the PMM.
50. We will report under the amended documentation for performance from the July 2026 Measurement Period onwards.
51. We have provided final copies alongside this conclusion document.

¹ [DNO Power Outage Alerts - Smart Energy Code](#)

5. Attachments

- Attachment 1: Performance Measurement Methodology V6.0
- Attachment 2: Reported List of Service provider Performance Measures V3.0