Data Communications Company

Annual Service Report

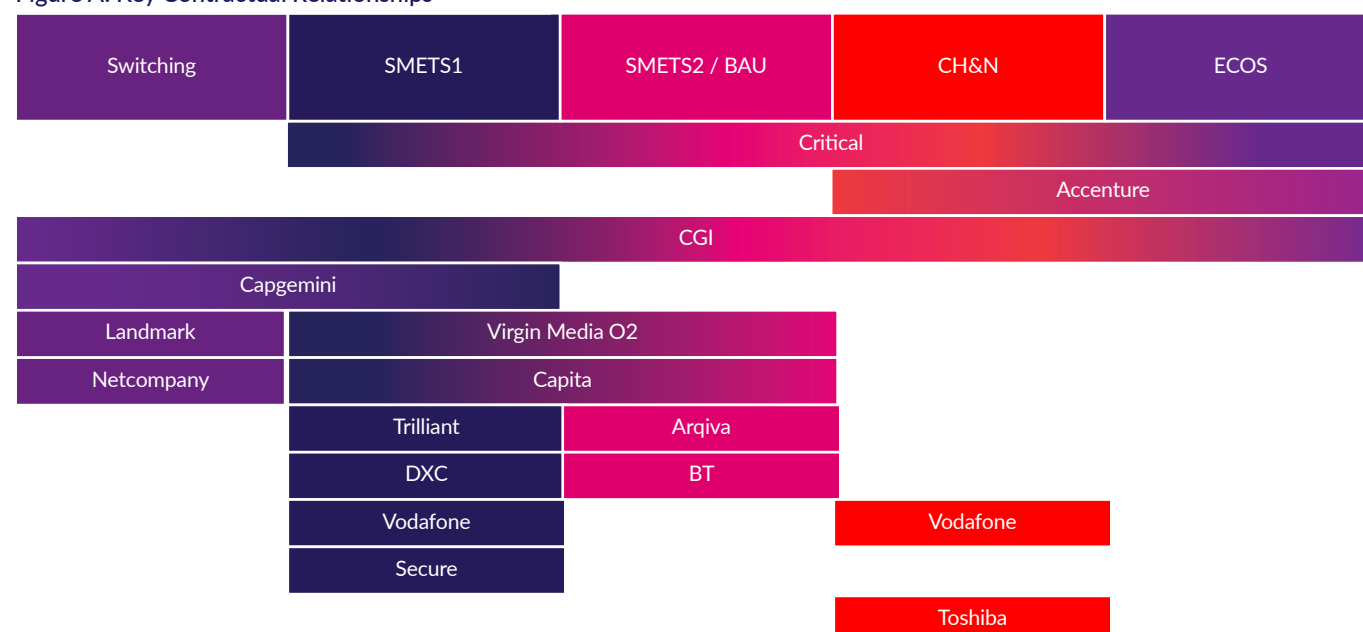Regulatory Year

2023/24

Contents

Introduction

The purpose of this report is to provide an assessment for the Secretary of State, the Department for Department for Energy Security and Net Zero (DESNZ) and the Office of Gas and Electricity Markets (Ofgem), of the service performed by Smart DCC Limited ('DCC', 'Smart DCC', or 'Data Communications Company') and its External Service Providers during the regulatory year that ran from 1st April 2023 to 31st March 2024 ('RY2023/24'). The Annual Service Report ('ASR', 'Report') for RY23/24 has been prepared in accordance with Condition 34 of the Smart Meter Communication Licence (the 'Licence').

The ASR continues to evolve significantly since its first publication (at the end of the RY2014/15), to accommodate the changing needs of the smart meter programme and to ensure continued compliance with the Licence. Consistent with the most recently published ASR, there continues to be several External Service Providers supporting the on-going SMETS1 enrolment and adoption, SMETS 2, including the Data Service Provider (DSP) and programmes such as the Communications Hubs and Networks Programme (CH&N), Enduring Change of Supplier (ECoS) and switching.

DCC delivers its smart metering obligations through a series of contracts with External Service Providers. The key contractual relationships are set out in Figure A for External Service Providers under the major DCC programmes in Regulatory Year 2023/24.
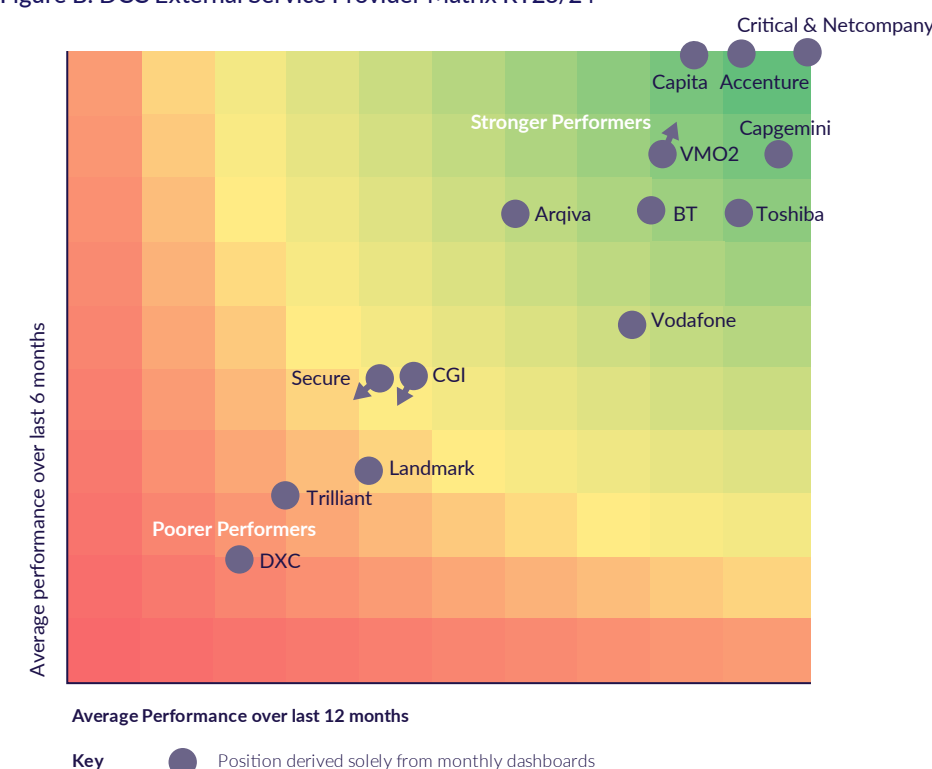
The ASR also provides the necessary information relating to the Legacy Procurement Contracts that DCC has adopted to provide the SMETS1 Service.

This Report includes details of DCC's performance and that of its External Service Providers performance throughout RY23/24. Assessment of supplier performance takes account of the monthly dashboard ratings compiled by DCC, as well as all relevant operational and technical aspects of the user service and contracted performance.

The monthly dashboard RAG ratings are plotted in Figure B as averages over the Regulatory Year (x-axis) and for the most recent six months (y-axis) on the basis that Green scores 10, Amber scores 5 and Red scores 0. To focus solely upon monthly dashboards can sometimes provide too narrow a view of performance and does not consider new evidence that comes to light post-dashboard. Accordingly, DCC may apply adjustments to the reporting retrospectively where facts relating to performance are justified, to give a fair and representative outcome across the year.

Figure A: Key Contractual Relationships

Figure B: DCC External Service Provider Matrix RY23/24

Average performance over last 6 months

Average Performance over last 12 months

Key ● Position derived solely from monthly dashboards
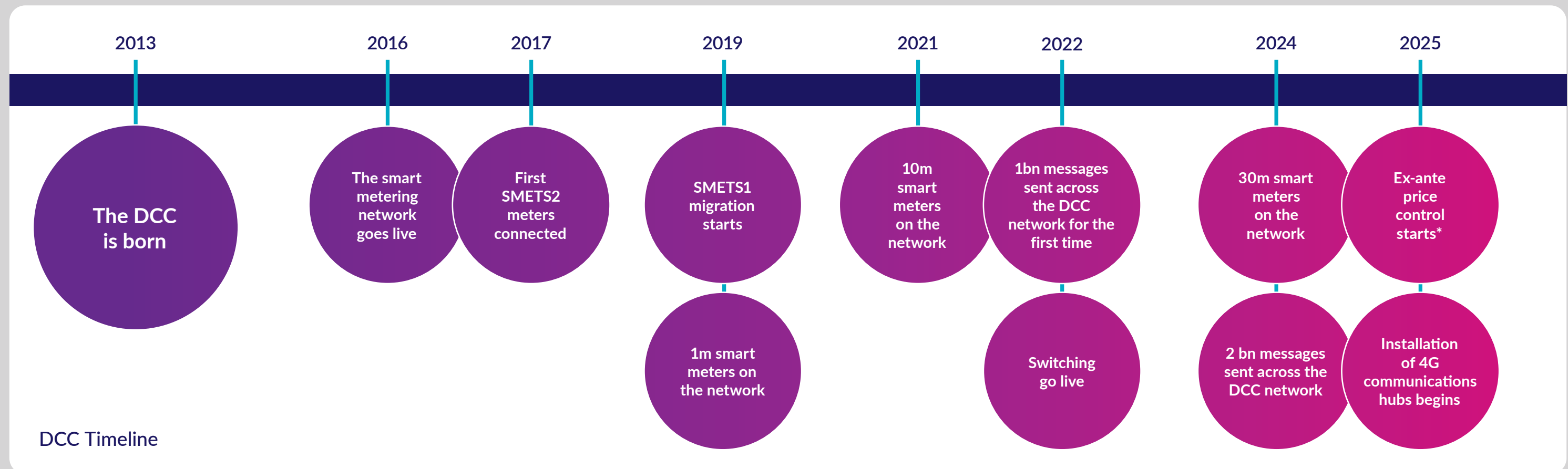
The DCC and the Smart Metering Network

Since being awarded the licence in 2013, the DCC has designed, built, and now manages the telecommunications technology infrastructure that underpins the smart meter roll-out. At scale, the smart metering system will support secure data communication across 100 million devices in 33 million premises.

What the DCC is responsible for

✓ **Smart meter enrolment**
Support the roll-out of smart metering by ensuring new smart meters can be connected to the DCC network

✓ **Maintain and operate the network**
Develop, operate and maintain the smart meter network, with a dedicated team monitoring its performance 24/7 365 days a year

✓ **Secure the network**
The smart meter network was designed with security at its core, alongside the National Cyber Security Centre (NCSC) – part of GCHQ.[1] We protect the network from malicious actors and any unintended consequences

✓ **Efficiency**
Deliver all of the above in an efficient and economical manner to ensure we are delivering value for money for our customers, and ultimately consumers

What the DCC is not responsible for

✗ **Smart meter installations**
The Government has required energy suppliers in England, Scotland, and Wales to provide smart meters to their customers

✗ **Policy changes**
The Government along with the regulator are responsible for energy policy and associated changes, however DCC can act as a platform for policy implementation

✗ **Promotion and advertising of the smart meter roll-out**
Smart Energy GB (SEGB) is the not-for-profit campaign helping everyone in Britain understand the importance of smart meters and their benefits to people and the environment

✗ **Meter readings**
The DCC does not have access to individual meter readings. These are encrypted and securely transported

DCC Timeline

2013 — The DCC is born

2016 — The smart metering network goes live

2017 — First SMETS2 meters connected

2019 — SMETS1 migration starts / 1m smart meters on the network

2021 — 10m smart meters on the network

2022 — 1bn messages sent across the DCC network for the first time / Switching go live

2024 — 30m smart meters on the network / 2 bn messages sent across the DCC network

2025 — Ex-ante price control starts* / Installation of 4G communications hubs begins

1 https://www.smartdcc.co.uk/our-smart-network/protecting-data-on-the-smart-meter-network/
*Subject to confirmation from Ofgem

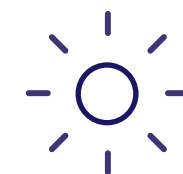# Smart Energy House – The benefits of a connected home

Smart appliances
Consumer devices that connect to smartphone or tablet for better control, convenience, and information

Low carbon technologies
Electrification of heat and transport will result in the installation of and engagement with new low carbon technologies, including electric vehicle chargers, heat pumps and rooftop solar photovoltaic (PV) panels

Smart electricity meter
Unlike traditional meters, which simply register a running total of energy used, smart electricity meters can record half-hourly price and consumption data and provide automatic meter readings to energy suppliers

In-home display
Displays near-real time information on energy usage, cost, and greenhouse gas generation for both gas and electricity. This allows consumers to make more informed choices on energy usage
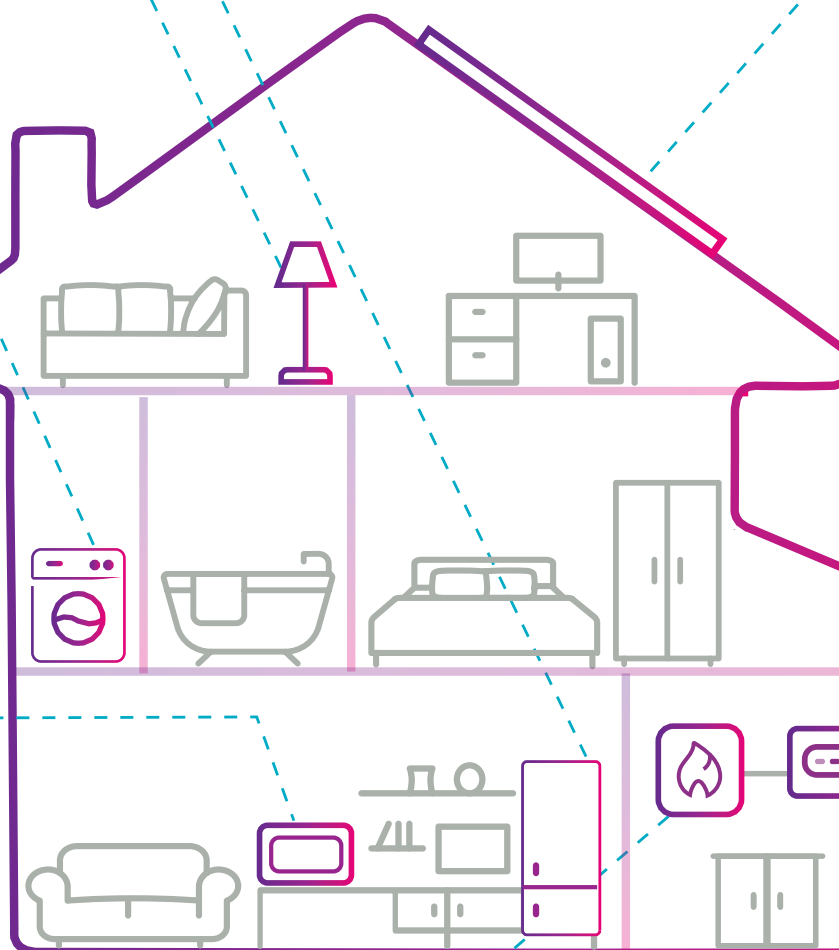
Smart gas meter
Unlike traditional meters, which simply register a running total of energy used, smart gas meters can record half-hourly price and consumption data and provide automatic meter readings to energy suppliers
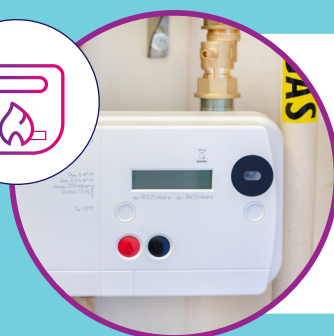
Communications hub
A small device which sits next to or on top of the smart meter and transmits data to and from connected devices by creating a Home Area Network (HAN), completely separate to home broadband, and sitting outside the public internet

Home Area Network and Wide Area Network

Home Area Network (HAN)

Wide Area Network (WAN)

The energy industry

Two-way data transfer network

Communications Hub

HAN → WAN

The DCC Platform

Handling messages
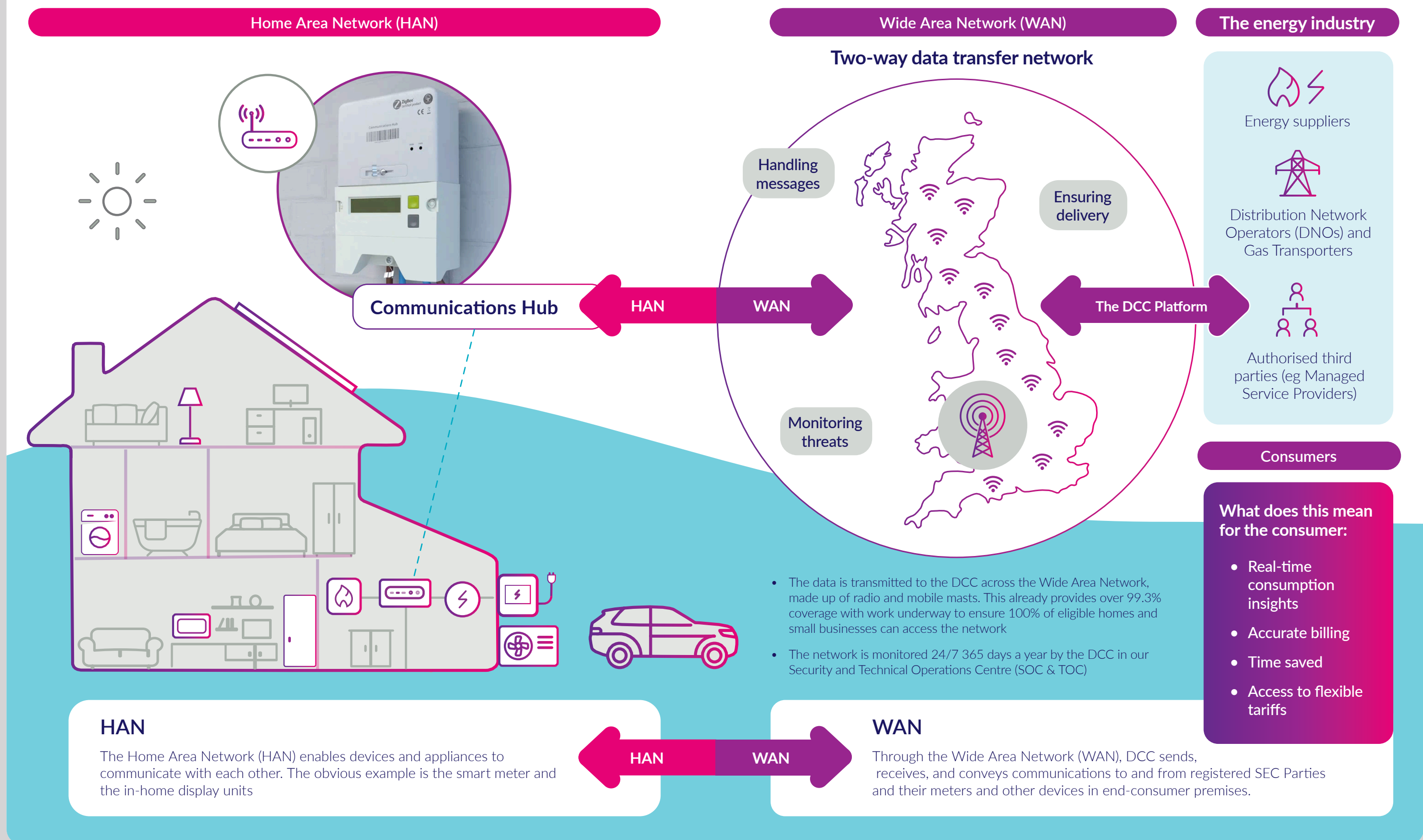
Ensuring delivery

Monitoring threats

Energy suppliers

Distribution Network Operators (DNOs) and Gas Transporters

Authorised third parties (eg Managed Service Providers)

Consumers

What does this mean for the consumer:

- Real-time consumption insights
- Accurate billing
- Time saved
- Access to flexible tariffs

- The data is transmitted to the DCC across the Wide Area Network, made up of radio and mobile masts. This already provides over 99.3% coverage with work underway to ensure 100% of eligible homes and small businesses can access the network

- The network is monitored 24/7 365 days a year by the DCC in our Security and Technical Operations Centre (SOC & TOC)

HAN

The Home Area Network (HAN) enables devices and appliances to communicate with each other. The obvious example is the smart meter and the in-home display units

HAN → WAN

WAN

Through the Wide Area Network (WAN), DCC sends, receives, and conveys communications to and from registered SEC Parties and their meters and other devices in end-consumer premises.

Managing the network

We are focused on operating a stable, reliable, and secure network with a coverage level that enables our customers to meet their roll-out targets across Great Britain.

Through the DCC's TOC and SOC we monitor and manage the network 24 hours a day, 7 days a week 365 days a year. It helps us to track the progress of the smart meter roll-out, manage issues on a day-to-day basis and plan for and forecast future growth and demands.
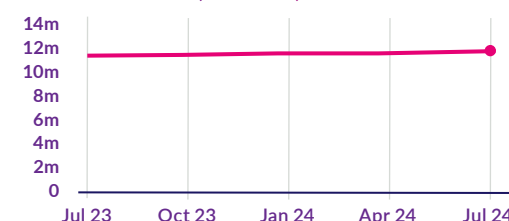
Operational performance

Network availability

99.9%

Last updated 23.07.2023

Service requests overall performance average

91.5%

Volume increase June-May +45%
Last updated 23.07.2023

We keep this information regularly updated on our website, including monthly incident reporting. For more information please see:

Smart meter statistics and network coverage

Successful 'top-ups'

95.6%

Last updated 18.07.2023

A prepayment meter, also known as a Pay-As-You-Go meter, is a type of energy meter that requires consumers to add credit before using it

The scale of smart metering

Total smart meters connected

31,405,325

Last updated on 23.07.2024
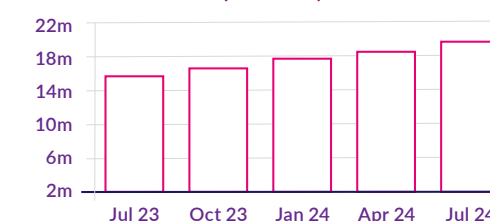
Connected SMETS1 smart meters

11,645,255

First generation smart meters
Last updated on 23.07.2024

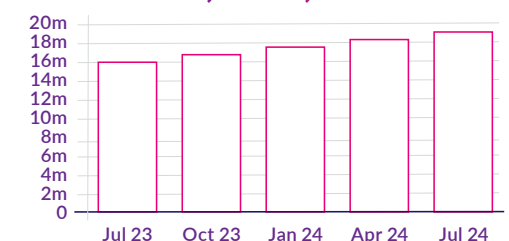**Connected SMETS2 smart meters**

19,760,070

Second generation smart meters
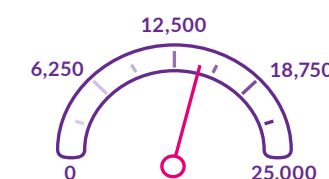Last updated on 23.07.2024

Connected premises

18,884,427

Last updated on 23.07.2024

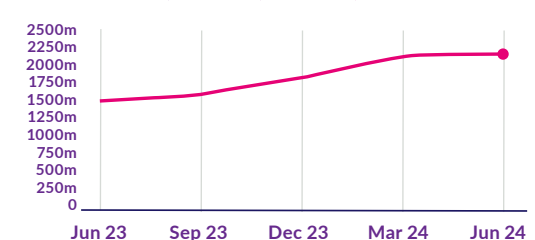**Average daily connection rate**

14,293

Weekday connections, second generation smart meters
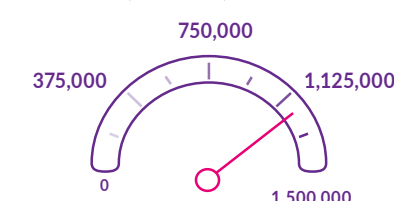Last updated on 30.06.2024

Messages sent monthly

2,171,025,170
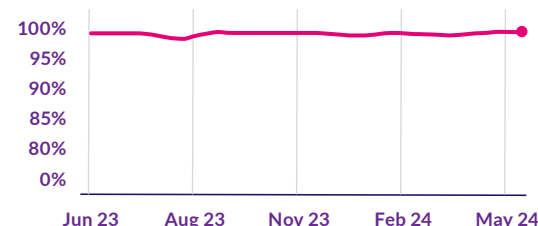

Last updated on 30.06.2024

CO2 emissions saved

1,158,637

Tonnes, by all smart meters on DCC network over past year
Last updated on 23.07.2024

The scale and reach of smart metering data

There are now more than 30 million smart meters installed and enrolled onto the network. The smart meter system currently supports over 130 distinct types of messages (known as Service Request Variants or SRVs) and this generates over 2 billion messages sent across the network each month.

07 Jun 2024

1 Energy Street, Energyville, EN3 6GY

£10 Credit
Balance £3.85
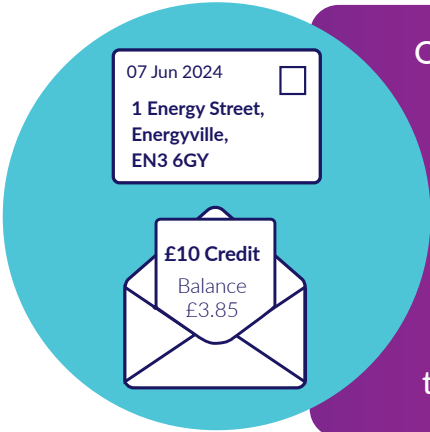
Our security model creates an important distinction between two distinct categories of data that flow through the system – message content and system data.

The message content data (the letter) is encrypted and only accessible to energy suppliers, distribution network operators or 'Other Users' to whom consumers have given their consent. Whereas system data (the envelope) is retained centrally within the DCC's system and is used to maintain and manage the performance of the network.

Greater uses of smart metering data

We believe that universal sharing of data, in line with the principles laid out in the Government's National Data Strategy, can help industry to develop new business models and propositions designed to tackle the social challenges of today, including the drive to reach net zero.

Building on the work of the Energy Digitalisation Taskforce and DCC's preceding Data for Good vision, the latest Data for Good paper seeks to move the dial from discussion to further action providing recommendations to industry on measures that can be implemented to maximise the public interest benefit of smart meter data. It explores the full array of benefits that can be unlocked through enhanced data access and establishes the considerations that need to be addressed if the true potential is to be realised.

We help any organisation to access data appropriately by assisting them through a robust onboarding process which contains a range of administrative, technical and security stages. Access

"Access to smart meter data is a critical enabler of a just transition, consumer control and system stability. Smart meter data will help promote energy efficiency, empower consumers, and support new solutions for the energy transition."

Laura Sandys CBE, Chair, Energy Digitalisation Taskforce

to granular data is proving beneficial to organisations in a broad variety of ways – from supporting the delivery of accurate energy efficiency retrofit, unlocking green finance, and even enabling new health and wellbeing services.

Some of the most common messages include:

Prepayment	The prepayment service allows end-consumers to add credit to their meters through an over-the-air top-up via the DCC network, keeping the lights on for millions of people. This service is the most critical that DCC provides, supporting some of the most vulnerable consumers in the country.
Install and commission	The install and commission service allows new smart meters to be installed within homes and then join the DCC network. This provides the end-consumer with all the benefits of smart functionality.
Change of supplier	For smart meters on the DCC network there is full interoperability between energy suppliers meaning the meter does not need to be replaced when switched. The change of supplier service allows fast, simple switching between energy suppliers for end-consumers.
Meter reads	The most commonly used message on the DCC network is meter reads, which allows energy suppliers to remotely read energy usage – thereby removing the need for a regular house visit or manual meter readings by consumers. The service provides frequent, accurate billing of energy at the time of use and is one of the main benefits of having a smart meter.
Firmware	The firmware service allows for remote upgrades of meters unlocking new functionality and benefits.

Faster and more reliable switching

The delivery of faster, more reliable switching was a significant milestone in the transformation of the retail energy market. It delivered a foundation for increased competition and innovation leading to improved consumer value, experience, and engagement with the market.

As Ofgem's key delivery partner, we designed and built the Central Switching Service (CSS), which has been in operation since July 2022. DCC managed the consolidation of 28 existing and new systems and the integration of around 200 licensed parties into the CSS.

Benefits
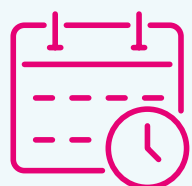
It used to take up to three or four weeks to switch gas and electricity supplier, but now with CSS the switch can happen within five working days, and as quick as 24 hours, improving the consumer experience
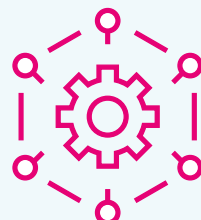
A simple and robust system architecture that harmonised business processes, driving efficiency savings for energy suppliers
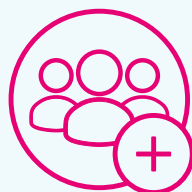
Encourages effective competition, by minimising barriers to entry for new players and enabling consumers to reliably switch supplier

DCC will continue working in close partnership with RECCo and the REC Manager to maintain and enhance the very strong performance of the Switching service in the interest of our customers and consumers. This collaboration takes place at all levels of DCC and the REC organisations and spans a broad range of topics, including operational management of the service, change management of the code and systems as well as future development of the service.

Operational performance

- Since we launched the CSS in July 2022, we have processed over 28.7 million switches

- The CSS benefits from economies of scale through operation by the DCC, leveraging our Technical and Security Operations Centre to monitor its performance 24/7 365 days a year.

Switching success rate
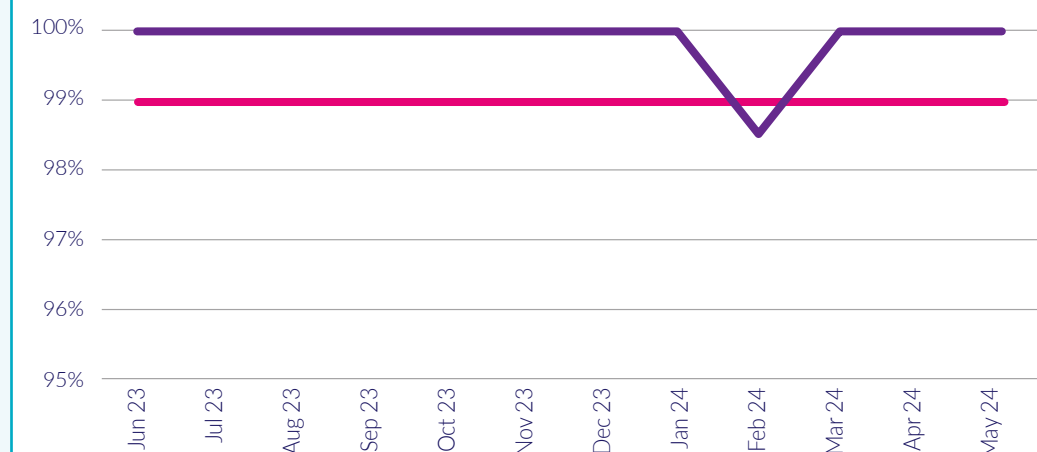
Average days to switch
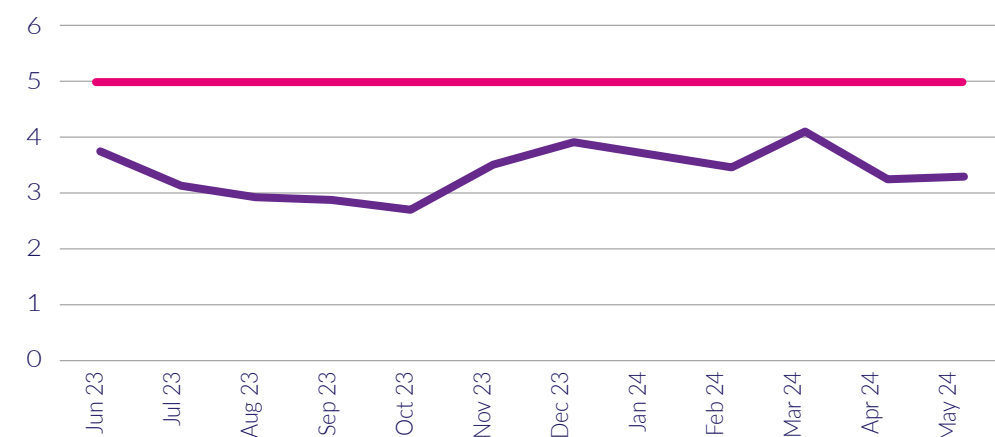
Target ————   Actual ————

Activity summary

Programmes and Key Initiatives	2024	2025	2026	2027	2028
Secure and stable					
SMETS 1 Enrolment and Adoption	████				
SMETS1 End of Life	N/A				
In-life Change	██████████████████████				Ongoing
4G Communications Hubs and Networks (CH&N)	██████				
Public Key Infrastructure - Enduring Services (PKI-E)	████████				
Enduring Change of Supplier (ECoS)	████				
Network Traffic Management (NTM)	██████████████████████				Ongoing
Future Connectivity	TBC				
A responsible and efficient business					
Our People Strategy	██████████████████████				Ongoing
Cost efficiency	██████████████████████				Ongoing
Flexible and fast					
Future Service Management (FSM)	██████████				
Data Service Provider (DSP) Data Systems	████████████████				
Market-wide Half-hourly Settlement (MHHS)	██████				
Supporting new customers	██████████████████████				Ongoing
Maximising value from smart metering	██████████████████████				Ongoing

Right first time

RY23/24 External Service Provider Performance

DCC has numerous External Service Providers delivering a range of services. This section of the Annual Service Report refers to additional information on the 15 strategic External Service Providers that comprise the greatest part of DCC's spend and complexity, both in terms of technical and knowledge value.

The remainder of this section summarises the performance of these 15 External Service Providers for RY2023/24. The summaries are not intended to be exhaustive and are solely aimed at satisfying DCC's obligations under Licence Condition 16 and 34. Previous full year ratings are shown where applicable (RY2022/23).

Appendix B describes the methodology for External Service Provider annual dashboard ratings.

Where a KPI does not apply to a supplier's performance (e.g., Operational performance where live service has not yet commenced), this is shown in grey shading.

Table 1: Dashboard RAG Description

RAG	Description
Green	'Satisfactory Performance' – Meaning the External Service Provider has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards.
Amber	Improvement Required' – Meaning that issues arose during the year, remediation plans or other required actions were agreed with the External Service Provider and delivered.
Red	'Unsatisfactory Performance' – Meaning that issues requiring action by the External Service Provider were identified but not addressed.

External Service Provider	Role
Accenture	Accenture provides the Hosting Services and Service Management for Enduring Change of Supplier (ECoS) for the Smart Metering Programme. Accenture also provides Device Manager and Component Integration services for the Comms Hubs & Networks programme which commenced in late 2022.

Relationship Summary

Overall Rating (Year)	Satisfactory

Accenture have provided a consistent performance across both the CH&N and EcoS programmes. Feedback confirms that Accenture are collaborative and support DCC's required partnership approach.

Previous Year

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	Accenture continue to deliver well with strong performance noted across all areas.	Green	Green	Green	Grey	Grey	Grey
Feb-24	Programme delivery (CH&N) is good with all milestones being met however a measure failed thus moving Operations (EcoS) to an amber. Action with Accenture to provide RCA details.	Green	Green	Amber	Grey	Grey	Grey
Jan-24	Accenture are delivering well across all areas with a consistent green performance. EcoS migrations are ahead of target by 30m migrations.	Green	Green	Green	Grey	Grey	Grey
Dec-23	Accenture continue to deliver well across all areas retaining their green status for this period.	Green	Green	Green	Grey	Grey	Grey
Nov-23	Accenture continue to deliver well across all areas with good collaboration noted on ECoS migration.	Green	Green	Green	Grey	Grey	Grey
Oct-23	Accenture continue to deliver well across all areas with good collaboration noted on ECoS migration.	Green	Green	Green	Grey	Grey	Grey
Sep-23	The green rating is reflective of EcoS rel 1.2.0 being delivered successfully and all service measures being achieved.	Green	Green	Green	Grey	Grey	Grey
Aug-23	A consistent performance from Accenture, delivering well for CH&N and the ECoS programmes.	Green	Green	Green	Grey	Grey	Grey
Jul-23	Accenture have performed well this month with "on target" delivery for both CH&N programme & ECoS.	Green	Green	Green	Grey	Grey	Grey
Jun-23	Accenture have performed well this month with "on target" delivery for both CH&N programme & ECoS.	Green	Green	Green	Grey	Grey	Grey
May-23	On ECoS, a defect with the certificate provided by Accenture for user testing meant that devices were delivered unusable. This affected the ECoS rating as a JIP milestone was missed as a result. CH&N is green.	Amber	Green	Amber	Grey	Grey	Grey
Apr-23	UIT Manufacturing Pack Certificate issue resulting in change of plan / go live approach for ECoS requiring discussion with industry and the Department. Performance on CH&N remains green.	Amber	Amber	Amber	Grey	Grey	Grey

accenture

0.72
0.94

Arqiva Smart Metering Ltd

External Service Provider	Role
Arqiva Smart Metering Ltd	Arqiva is the Communications Service Provider in the North Region of Great Britain. Commencing in December 2013, Arqiva built and operates the communications infrastructure to connect Smart Meters to DCC systems.

Relationship Summary

Overall Rating (Year)	Requires improvement

Significant improvement has been noted during the second half of this year with the final quarter performance being deemed green. It is recognised that Arqiva have made changes to their account approach, being more open and collaborative which is reflected in the relationships across all areas. Scaling and Optimisation is a programme that has been managed well with consistent positive delivery.

Previous Year

Monthly KPI Performance

Month	MONTHLY Rating	Commentary for the MONTH	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	Green	Arqiva maintain their overall green status for the March period with good progress made in the GBCS programme space. However 4 PMs missed this month has caused the operations rating to be deemed amber.	Green	Amber	Green	Green	Green
Feb-24	Green	The rating for the reporting period remains at green being the 3rd consequitive month without any major incidents affecting service. GBCS 4.1 is progressing well.	Green	Amber	Green	Green	Green
Jan-24	Green	Good performance across all pillars for this reporting period, no service issues reported. GBCS4.2 is tracking well with successful Pre-UTS completed.	Green	Green	Green	Green	Green
Dec-23	Green	Arqiva's performance has moved to a green rating. Good engagement across all areas with improvements noted in the programme and operations areas. There have been no service outages in this period.	Green	Green	Green	Green	Green
Nov-23	Amber	Operationally, service has generally been stable with a successful price event, however was impacted by PM2.1 and PM6.3 being amber. Commercially good progress made on CANs.	Amber	Amber	Green	Green	Green
Oct-23	Green	Good performance across GBCS and Scaling and Optimisation programmes. . It should be noted that this month sees the relationship pillar move to green due to the collaboration noted across all areas of engagement.	Green	Green	Green	Green	Green
Sep-23	Red	The red rating is due to a CAT1 incident that occurred on 28th September following implementation of a change to northbound traffic. The service was restored out of SLA 11 hours later and the RCA has not been identified as yet.	Amber	Red	Green	Green	Red
Aug-23	Amber	PM2 has reached 99.09% achieving target for 1st time since Feb 2019. Continuing planning and reporting issues within the programme delivery areas however Scaling & Optimisation is going well.	Amber	Green	Green	Green	Green
Jul-23	Amber	Severity 1 experienced this month however this was fixed within SLA. The GBCS3.2 production issue is impacting GBCS 4.1 delivery, currently no action plan in place.	Amber	Amber	Green	Green	Green
Jun-23	Amber	Stable service with no outages for 4 consecutive months. Planning and reporting issues still causing concerns within the programme space however Scaling and Optimisation is going well and on schedule.	Amber	Green	Green	Green	Green
May-23	Amber	Due to issues around PM2, PM6.3 and PM7.4 the operations rating is amber. Strong performances noted for Scaling & Optimisation and ECoS programmes. In Life Change continue to experience planning issues.	Amber	Amber	Green	Amber	Green
Apr-23	Amber	Stable service recorded for April, the 2nd consecutive month with no incidents. Improvement in the relationship with completion of PRP. Due to late delivery of IAs in programme space caused the pillar to be deemed red this month.	Red	Amber	Green	Amber	Green

British Telecommunications Plc

External Service Provider	Role
British Telecommunications Plc	BT has provided the Smart Meter Key Infrastructure (SMKI) Service for DCC since April 2014. The Service provides the means to encrypt and authenticate messages between Parties and Devices across the DCC Network using digital certificates to ensure secure communications.

Relationship Summary

Overall Rating (Year)	Satisfactory

Service stability has led to a green rating overall however the latter part of the year has seen some problems encountered due to issues arising from CIO audit report. This has resulted in the last 2 months of this reporting period being deemed amber however discussions are ongoing to resolve.

Previous Year

Monthly KPI Performance

Month	MONTHLY Rating	Commentary for the MONTH	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	Amber	Due to the CIO Audit findings and issues with responses, BT continue as amber for this month. It should be noted however that there is positive feedback from Service Delivery in terms of current engagement.	Green	Amber	Amber	Green	Green
Feb-24	Amber	A stable service provided for this period, however due to an inadequate audit report it is impacting rating to overall amber	Grey	Amber	Amber	Green	Green
Jan-24	Green	Good overall provision of service for the 6th consecutive month.	Grey	Green	Green	Green	Green
Dec-23	Green	A good service delivered, stability maintained, no operational issues materialising.	Grey	Green	Green	Green	Green
Nov-23	Green	A good service delivered, stability maintained, no operational issues materialising.	Grey	Green	Green	Green	Green
Oct-23	Green	Service stability maintained, no operational issues. Commercially there has been a concerted level of support and collaboration with good progress being made on outstanding commitments.	Grey	Green	Green	Green	Green
Sep-23	Green	Operationally no issues with good support and collaboration. Commercially, BT are on track and working towards the outstanding commitments with an improved level of engagement	Grey	Green	Green	Green	Green
Aug-23	Amber	Operationally there have been no issues with good support and analysis provided as part of the 1.7 service measure activity. Commercially, BT engagement has improved and efforts are being directed towards meeting the contractual obligations.	Grey	Green	Amber	Green	Green
Jul-23	Amber	Overall performance has been impacted by a number of operational issues related to a BCDR and a certificate batch failure. Commercially, BT engagement has improved and efforts are being directed towards meeting the contractual obligations.	Grey	Amber	Amber	Green	Green
Jun-23	Amber	The platform has remained stable throughout June with no high severity incidents reported. Commercially, BT have missed several contractual obligations despite numerous reminders from DCC.	Grey	Green	Amber	Green	Green
May-23	Green	The platform has remained stable throughout May with no high severity incidents reported.	Grey	Green	Green	Green	Green
Apr-23	Green	Ad-hoc transaction volumes, primarily driven by single DCC customer continue to impact SLA's. The impact on SLA is currently outside of BT control. A fix is being implementing at the beginning of May.	Grey	Green	Green	Green	Green

Capgemini

External Service Provider	Role
Capgemini	Capgemini is the provider of the ANSO (Application, Network and Security Operations) services for the Dual Control Organisation, Commission Party and Root Commissioning Authority (RCA) applications. Contracts were signed in November 2017 & varied in 2019. All services are now in production (live).

Relationship Summary

Overall Rating (Year)	Satisfactory

Capgemini have provided a stable and consistent service overall, with one service outage that was dealt with swiftly, resulting in their green rating. Feedback confirms that Capgemini are regarded as a collaborative and supportive service provider to the DCC.

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes – Tech Refresh	Operational Delivery	Commercial	Relationship	OPR
Mar-24	This month sees a return to a green overall rating as service stability is maintained. Positive feedback across all areas.	G	G	G	G	G	
Feb-24	Outage to service occurred in this reporting period affecting both programme and operations rating however replanning activity is underway.	A	A	A	G	G	
Jan-24	Service remains stable with good support across all pillars.	G	G	G	G	G	
Dec-23	Service remains stable. Programmes has seen good delivery and support on the RHEL programme, however there were delays experienced on the Network Switch upgrade activity as well as some delays experienced.	G	A	G	G	G	
Nov-23	Service remains stable. Expected level of support provided on the Mirantis and RHEL delivery for Tech Refresh programme.	G	G	G	G	G	
Oct-23	Service has been stable with no issues being recorded with a successful Tariff event requiring minimal intervention. Satisfactory support for Tech Refresh with good approach to Quarkus deployment.	G	G	G	G	G	
Sep-23	Service stability and good performance of Programme delivery has been maintained.	G	G	G	G	G	
Aug-23	Service stability maintained.	G	G	G	G	G	
Jul-23	Service stability maintained. Collaborative work is in progress to enhance the C&F forum.	G	G	G	G	G	
Jun-23	Service stability maintained. Tech Refresh on target. Commercially, the revised DCO contract has achieved sign off.	G	G	G	G	G	
May-23	Service stability maintained. Positive engagement and on-time delivery on the Tech Refresh programme has resulted in the Programme pillar achieving green for May.	G	G	G	G	G	
Apr-23	Service stability maintained with the Tech Refresh programme making good progress. Commercially, there is progress being made around the completion of the revised DCO contract schedules with efforts to meet the board submission timelines.	G	A	G	G	G	

Capita Business Services Ltd

External Service Provider	Role
Capita Business Services Ltd	Capita Business Services Limited (CBSL) and its subsidiary, Capita IT Enterprise Services (ITES), provide a range of services to DCC across 5 core contracts: 1) The Intercompany Agreement (HR and Recruitment, Finance, Facilities, Property, Treasury, business IT), 2) Billing services, 3) Service Desk, 4) MSA, 5) FTP Operational IT Services, 6) SMETS1 MRS & SDMR, 7) EDAM/MDUST, 8) Resourcing MSA.

Relationship Summary

Overall Rating (Year)	Satisfactory

A stable service provided across all areas. Issues around communication did affect the relationship however Capita have taken this feedback on board and have improved their collaboration and partnership approach as evidenced in the latter part of this year.

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes – DCO	Operational Delivery Overall	Operational Delivery – EIT	Operational Delivery – Service Desk	Commercial	Relationship	OPR
Mar-24	Good performance this month across all areas. Relationships continuing to improve with good collaboration noted across all areas.	G	G	G	G	G	G	G	
Feb-24	Capita continue to provide a good service overall and this month sees an improvement in engagement and relationships with DCC teams.	G	G	G	G	G	G	G	
Jan-24	Service delivery across all areas has been good for this reporting period however Capita still need to focus their attention on managing relationships within DCC. A remediation plan is in place, with a specific focus required within EIT and commercial pillars.	G	G	G	G	G	A	G	
Dec-23	Capita need to focus on the Operational and Programme pillars with the main focus required in EIT and DCO (Tech Refresh) programme delivery. However the relationship pillar has returned to green status after many month in Amber.	A	A	G	A	G	G	G	
Nov-23	Although the overall rating for November is green the relationship pillar remains an area which requires focus with a remediation plan in place and being progressing well.	G	G	G	G	G	G	G	
Oct-23	The overall rating for October is green. The relationship pillar remains an area which requires focus with a remediation plan in place and being progressed.	G	G	G	G	G	G	G	
Sep-23	The overall rating for September is green. The relationship pillar remains an area which requires focus.	G	G	G	G	G	G	G	
Aug-23	The overall rating for August is green, with the Programmes (DCO) pillar improving this month and achieving a green RAG. The relationship pillar remains an area which requires focus.	G	G	G	G	G	G	G	
Jul-23	Capitas main focus needs to be on the Relationship pillars as this is still tracking toward red from amber due to poor communications and delays within the EIT space. Improvements continue with the the new account management team, however continued focus is required to ensure that knowledge and account history is gained at pace to not impact any ongoing project and BAU tasks.	A	A	G	G	G	G	A	
Jun-23	Capita need to focus on the Relationship pillars as this is tracking toward red from amber. With the introduction of the new SDM and Account Director improvements have been felt in EIT and DCO programme delivery, however continued focus is required to ensure that knowledge and account history is gained at pace to not impact any ongoing project and BAU tasks.	A	A	G	G	G	G	A	
May-23	The Ops and Relationship pillars tracking to green status with notable progress, but improvements needed in EIT and DCO program delivery. Ops delivery in the RPO contract is now green, but proactive support and ownership of the continuity of service plan, which has primarily driven by DCC, requires attention.	A	G	A	R	G	G	A	
Apr-23	Key focus is required on the relationship pillar, especially for EIT and DCO program delivery. Ops delivery for RPO contract is rated amber due to poor communication and visibility of a divestiture plan.	A	A	A	R	G	G	A	

CGI IT UK Ltd

External Service Provider	Role
CGI IT UK Ltd	CGI is DCC's Data Service Provider; a business-critical data service enabling users to communicate with Smart Meters. CGI also provide SMETS1 Software Development, SMKI & Repository Entry Process Testing, User Entry Process Testing for access to DCC's end-to-end test environment and the DCC Adapter (providing users with out-of-the-box compliance with security obligations).

Relationship Summary

Overall Rating (Year)	Requires improvement

CGI have had a challenging year with live services impacted resulting in a number of service outages. This in turn resulted in performance recovery plans (HSMs) being invoked with CGI providing a remediation plan. CGI have actively worked with Operations and Programme delivery teams to address the issues and there was a return to green in February however, due to a service incident on DSP which occured in March, CGI end this reporting year with an amber rating.

(Previous Year)

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery DSP	Operational Delivery SIE	Commercial	Relationship	OPR
Mar-24	A service incident encountered on DSP this month moves CGI to an amber rating overall, however it should be noted that there is good delivery across all other areas.	Amber	Green	Red	Green	Green	Green	Green
Feb-24	Stable service provided along with good programme support has moved CGI back to green for this reporting period.	Green	Green	Green	Green	Green	Green	Green
Jan-24	The rating of amber remains for this reporting period impacted by a major incident (fixed within 35 mins) however SIE service is stable and programme has returned to green. It should be noted that there are ongoing commercial discussions to be concluded that are currently causing this pillar to be deemed amber.	Amber	Green	Amber	Green	Amber	Green	Green
Dec-23	Operational stability has been achieved in the last quarter however on going problems within programme delivery, specifically Tech Refresh & CH&N is causing the amber rating. A remediation plan is in place.	Amber	Amber	Green	Green	Green	Green	Green
Nov-23	No major services incidents within this period however there are delivery issues within DSP (specifically V1.0 Life Maintenance) and Tech Refresh programmes. CGI are working with DCC to address these issues with a remediation plan in place	Amber	Amber	Amber	Green	Amber	Green	Green
Oct-23	CGI deliver well, good feedback in terms of their involvement with Price Event Support. No service outages recorded for this period. There are still issues being experienced within the programme areas. CGI have put a remediation plan in place and are working with both Operations and Programme areas to improve overall performance.	Amber	Red	Green	Green	Green	Green	Amber
Sep-23	The rating for this period is red. This is reflecting the CAT1 incident that exceeded SLA fix time.	Red	Green	Red	Red	Green	Green	Amber
Aug-23	The rating reflects the increasing trend of service outages experienced to date necessitating 2 HSMs to be invoked. This month sees a further CAT 1 incident with RCA still to be established.	Red	Amber	Red	Green	Green	Green	Green
Jul-23	The rating reflects unstable service and issues across the programme delivery and commercial as a result the relationship in some areas has been impacted.	Amber	Amber	Red	Green	Amber	Amber	Green
Jun-23	Tech refresh programme remains red due to F5 software incompatibility issues with CH&N being deemed amber. Delays between SIT and UIT continue to drive corrective action. Commercial issues on ESU and Gamma licensing, along with asset register inaccuracies remain unresolved, discussions continuing to mitigate further risk to the business.	Amber	Amber	Green	Green	Amber	Green	Green
May-23	The commercial pillar was impacted by delays completing pricing models for outstanding activities, notifying the need for ESU licenses and in closing Gamma licensing issues. Tech Refresh and CH&N in programmes moves to amber due to lack of responsiveness and cost modelling delays.	Amber	Amber	Green	Green	Amber	Green	Green
Apr-23	Although the overall performance is green for April the Programmes pillar has moved to amber as a result of failed changes in Tech Refresh resulting in the IDM implementation being delayed by 4 weeks.	Green	Amber	Green	Green	Green	Green	Green

Critical Software Technologies Ltd

External Service Provider	Role
Critical Software Technologies Ltd	Critical provides a range of software and support services to DCC, including Dual Control Organisation software, Parse & Correlate software, GBCS Interface Testing, File Signing Utility, Enrolment Options Testing, SMETS1 software development and SMETS1 Enrolment Options Testing.

Relationship Summary

Overall Rating (Year)	Satisfactory

CSW have provided a high level of support to the DCC from a Programme perspective across all programmes. Delivering to agreed timescales, collaborating with other suppliers and maintaining good working relationships. Commercially, CSW provided valuable support on contract renewals with pragmatic negotiations, quick response times on IAs/PAs, building strong relationships and working close with the commercial teams to ensure alignment. Operationally there have been no major issues.

(Previous Year)

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	CSW continue with a green rating overall for this reporting period with good progress on CADg highlighted.	Green	Green	Green	Green	Green	Green
Feb-24	CSW continue with a green rating overall however for this reporting period, due to an issue with test support, the Operations pillar is deemed amber.	Green	Green	Amber	Green	Green	Green
Jan-24	CSW continue to provide a stable service across all platforms with successful completion of 4G Comms Hub Technical Assurance.	Green	Green	Green	Green	Green	Green
Dec-23	Operationally there have been no issues with engagement remaining positive with good support provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Nov-23	Operationally there have been no issues with engagement remaining positive with good support provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Oct-23	Operationally there have been no issues with engagement remaining positive with good support provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Sep-23	Operationally there have been no issues with engagement remaining positive with good support being provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Aug-23	Operationally there have been no issues with engagement remaining positive with good support being provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Jul-23	Operationally there have been no issues with engagement remaining positive with good support being provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Jun-23	Operationally there have been no issues with engagement remaining positive with good support being provided on scheduled releases.	Green	Green	Green	Green	Green	Green
May-23	Operationally there have been no issues with engagement remaining positive with good support being provided on scheduled releases.	Green	Green	Green	Green	Green	Green
Apr-23	Operational stability with performance measures met. CSW have adapted to change, being efficient in responding to DCC queries. Valuable support on the In Life Delivery/ECoS/CH&N programmes, working close with Project teams.	Green	Green	Green	Green	Green	Green

DXC Technology Ltd

External Service Provider	Role
DXC Technology Ltd	DXC (previously known as Hewitt Packard) provides the following technology services in support of Trilliant as a SMETS1 Service Provider: Service Integration, Application monitoring, Network and Infrastructure monitoring and reporting, Security monitoring and reporting, Hosting and Connectivity. Contracts were signed in October 2018 for DXC's support of Trilliant's services.

Relationship Summary

Overall Rating (Year): Requires improvement — *(Previous Year)*

DXC remains at an amber rating due to operational challenges, including a major CAT2 incident from a split brain issue and an unsuccessful CR rollback. Issues in service delivery and change management persist, but there have been improvements in service stability, FOC device migrations, and collaborative efforts on tariff updates. Continued focus on remediation and commercial alignment is needed.

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	DXC continue as amber for this reporting period with issues encountered within operations however plans are in place to remediate.	Amber	Green	Green	Amber	Amber	Green
Feb-24	The rating for this reporting period reflects issues encountered both within Service Delivery and Operations space. It should be noted however that there has been an improvement of performance with no major incidents.	Amber	Amber	Amber	Green	Amber	Green
Jan-24	This reporting period sees DXC move to an amber rating overall with no major incidents recorded.	Amber	Amber	Amber	Amber	Amber	Amber
Dec-23	Operationally there has been a CAT2 incident due to a split brain issue within FOC, as well as an unsuccessful CR which had to be rolled back. From a Programmes perspective there has been quality issues with Change Management, delayed PCR delivery, poor quality RFC's and ongoing issues with Openshift within the PIT environment. Overall, additional focus is required to remediate the issues being experienced.	Red	Red	Red	Amber	Red	Red
Nov-23	Commercially good work around the contractual Get to Green plan. Operationally a series of incidents impacted datacentre connectivity, SITB availability and a split brain issue remerging due to a implementation of a change. From a Programmes perspective there has been challenges which points to lack of HSM resource and change quality issues.	Red	Red	Red	Green	Amber	Amber
Oct-23	Operationally proactive work around the identification of a potential security issue, maintaining service stability. A number of Cat3 incidents and a connectivity issue required intervention with delays in acquisition of logs. Programmes has experienced issues ranging from, late notification on certificate renewals and delays in PIT which has resulted in a red rating.	Red	Red	Amber	Amber	Amber	Amber
Sep-23	Overall performance has been impacted within the Operational pillar, despite good engagement during the workshops in preparation for the Oct tariff event, 2 incidents occurred which impacted the migration of 500 devices. Commercially, collaborative working and discussions are in place to address issues arising from the July tariff event.	Red	Grey	Amber	Green	Amber	Amber
Aug-23	Overall performance has been impacted by a series of operational issues centred around, delays in IP Pool expansion SOW, Capacity Planning activity and S1SP access issues which have contributed to an overall red RAG status. Discussions are in place to address these issues however continued focus is required to address Commercial collaboration issues and ensure alignment with the DCC.	Red	Grey	Red	Amber	Amber	Amber
Jul-23	A number of operational issues related to the July Tariff Change achieved lower customer outcomes. Discussions are in place to address these issues with good collaboration by the delivery teams for the July Tariff update and support around preparation and post analysis.	Amber	Amber	Amber	Green	Red	Red
Jun-23	A number of operational issues around storage capacity, lack of monitoring and UIT environment unavailability experienced. Good collaboration by the delivery teams for the July Tariff update and support around the high volume of changes.	Amber	Grey	Amber	Green	Red	Red
May-23	Highlights include continued stability with FOC device migrations following fixes in April, an increase in TPS levels and Centlog continues to deliver improved performance. Focus are as inTPS levels required, the requirement of improved capacity information from DXC, security improvements and commercial matters being more aligned with DCC.	Amber	Grey	Amber	Amber	Amber	Amber
Apr-23	Improvements & stability delivered in the FOC environments, reduction in the 'masterlock' issues experienced. Positive progress been made in capacity management and Centlog. Several areas of improvement required by DXC including providing granular capacity data, HSM upgrade resource constraints, delayed alert notifications, EOL servers not being identified along with other operational matters flagged to DXC which require urgent attention.	Amber	Grey	Amber	Amber	Amber	Red

Landmark Ltd

External Service Provider	Role
Landmark Ltd	Landmark provides design, build and test services of the Registration and Address Service components which underpin the CSS. The service comprises professional services, development of the platforms, software, hardware, Early Life Support, ongoing Service Management and Operational support.

Relationship Summary

Overall Rating (Year): Requires improvement — *(Previous Year)*

Landmark have been rated amber for this reporting period with ongoing service issues impacting both operational performance and the relationship overall. In March, due to missing REC SP milestone causing delay of a release, Landmark were rated red. Senior management discussions are ongoing due to concerns raised in regard to Landmark's resource capability.

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	The rating for this period has moved to red. This is due to LMK missing REC CP milestones, which caused DCC to request a delay of a release. For this reporting period concerns have been raised in regard to LMK's resource capability which may be the cause of delays in delivery and engagement.	Red	Amber	Red	Red	Grey	Grey
Feb-24	Landmark continue to trend with an amber rating due to performance issues in REC programme, Address Management and commercial areas, also effecting the relationship, however improvements in operations sees all PMs being hit for the 2nd month.	Amber	Amber	Green	Amber	Amber	Grey
Jan-24	Improvements noted across all areas for this reporting period with PM1 measures green for the 1st time since go-live. Not sufficient to move the rating from amber due to ongoing issues within the programme and commercial space.	Amber	Amber	Green	Amber	Amber	Grey
Dec-23	The overall rating for December is amber is due to ongoing operational and relationship issues.	Amber	Amber	Green	Amber	Amber	Grey
Nov-23	The overall rating for November is amber due to ongoing operational and relationship issues.	Amber	Amber	Green	Amber	Amber	Grey
Oct-23	The overall rating for October is amber due to ongoing operational and relationship issues, plus ongoing unresolved scope discussions around overdue pen testing.	Amber	Amber	Green	Amber	Amber	Grey
Sep-23	The overall rating for September is amber due to ongoing operational issues with concerns raise on the address management process and ongoing discussions around overdue pen testing.	Amber	Amber	Green	Amber	Amber	Grey
Aug-23	Progress made with the Ops led remediation plan which is driving actions and recovery work from the impacts from previous Sev 1 incident.	Amber	Amber	Green	Amber	Amber	Grey
Jul-23	A severity 1 incident resulting in approx. 193k Switches not executing at Gate Closure. Ops have a plan in place to progress actions to rectify service and improve overall performance and stability.	Red	Amber	Red	Green	Amber	Grey
Jun-23	A severity 2 incident and incorrect reporting procedures followed. Additional data is needed to be provided to explain and evidence actual performance and that the cause is outside of Landmark control.	Amber	Grey	Amber	Green	Amber	Grey
May-23	The ongoing amber rating is reflecting the performance issues within operational delivery. Additional data is needed to to explain and evidence actual performance and that the cause is outside of Landmark control.	Amber	Grey	Amber	Green	Amber	Grey
Apr-23	The ongoing amber rating is reflecting the performance issues within operational delivery. Additional data is needed to explain and evidence actual performance and that the cause is outside of Landmark control.	Amber	Grey	Amber	Amber	Amber	Grey

External Service Provider: Netcompany Ltd

External Service Provider	Role
Netcompany Ltd	Netcompany deliver design, build, test services providing Systems Integration (SI) for the Central Switching Service (CSS). The service comprises professional services, software, hardware and Early Life Support.

Relationship Summary

Overall Rating (Year)	Satisfactory

Netcompany provide a solid and reliable service with no performance issues encountered during this reporting period. Netcompany work well with DCC and their partners in an open and collaborative manner.

Previous Year: Green

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	Netcompany continue to maintain their strong green status by delivering on time and providing a stable service.	Green					Grey
Feb-24	Netcompany continue to maintain their strong green status by delivering on time and providing a stable service.	Green					Grey
Jan-24	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way.	Green					Grey
Dec-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way.	Green					Grey
Nov-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way.	Green					Grey
Oct-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way.	Green					Grey
Sep-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way, providing appropriate challenge, driven by a focus on delivery and output.	Green					Grey
Aug-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way, providing appropriate challenge, driven by a focus on delivery and output.	Green					Grey
Jul-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. Netcompany are working well with DCC and other Suppliers in an open and collaboratively way, providing appropriate challenge, driven by a focus on delivery and output.	Green					Grey
Jun-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. The relationship between both parties continues to be positive with Netcompany engaging well with 3rd parties in a proactive and professional manner.	Green					Grey
May-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. The relationship between both parties continues to be positive with Netcompany engaging well with 3rd parties in a proactive and professional manner.	Green					Grey
Apr-23	Netcompany continue to provide strong support to DCC across operations and programme delivery. The relationship between both parties continues to be positive with Netcompany engaging well with 3rd parties in a proactive and professional manner.	Green					Grey

External Service Provider: Secure SMSO Ltd

External Service Provider	Role
Secure SMSO Ltd	Secure provides services for the Application Network Service Organisation, Head End Software and is a SMETS1 Service Provider which includes IT service integration, application monitoring, network and infrastructure monitoring and reporting, security monitoring and reporting, hosting, connectivity, software development and software support. The contract started in March 2019 and operational services commenced in August 2020.

Relationship Summary

Overall Rating (Year)	Requires improvement

Due to a number of service impacting incidents, with HSMs invoked, Secure are rated amber for this reporting period. It should be noted however that Secure work collaboratively with the DCC to address the issues as quickly as possible.

Previous Year: Green

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	Although no major incidents in this reporting the amber status is reflecting the HSM which is still in place due to issues around service stability.	Amber	Grey	Amber	Green	Green	Grey
Feb-24	Two CAT2 incidents during this reporting period have resulted in the red rating with an HSM invoked. Secure have provided remediation plans and put in place further monitoring enhancements.	Red	Grey	Red	Amber		Grey
Jan-24	The overall red rating reflects a CAT1 incident experienced this reporting period. It should be noted that DCC has had good engagement to fix the issue and the relationship remains at green.	Red	Grey	Red	Green	Green	Grey
Dec-23	Service stability has been maintained with no Cat1/2 incidents occurring in Nov. Commercially there have been no issues and all obligations are being met.	Green					Grey
Nov-23	Service stability has been maintained with no Cat1/2 incidents occurring in Nov. Commercially there have been no issues and all obligations are being met.	Green					Grey
Oct-23	Service stability has been maintained with no Cat1/2 incidents occurring in Oct. Good support provided for the Oct price change event with high performance outcomes. Commercially there have been no issues and all obligations are being met.	Green					Grey
Sep-23	Service stability has been maintained with no Cat1/2 incidents occurring in Sept. Commercially there have been no issues and all obligations are being met. Efforts have been directed towards the Oct tariff change where there has been good engagement from Secure Meters to address the challenges identified during the July Tariff event.	Green					Grey
Aug-23	Service stability concerns with the platform in August remain due to the number of low priority incidents, however there has been good engagement from Secure Meters to address these issues, with a plan in place to rectify from the next month onwards. Commercially, they are currently no issues and Secure Meters are meeting their contractual obligations.	Amber	Grey	Amber	Green	Green	Grey
Jul-23	Overall performance has been impacted by a CAT2 incident related to the July Tariff change. Service stability concerns with the platform remain. Commercially, they are currently no issues and Secure are meeting their contractual obligations.	Amber	Grey	Amber	Green	Green	Grey
Jun-23	Despite there being no incidents in June, and several changes being implemented, confidence in Secure delivering a stable platform remains low. Commercially, Secure are meeting their contractual obligations and there are no concerns from the relationship.	Amber	Grey	Amber	Green	Green	Grey
May-23	Successive months with Cat 2 incidents impacting customers. The root cause is understood, and the incident was easily avoidable due to an expired certificate. There are currently no commercial or relationship concerns.	Red	Grey	Red	Green	Green	Grey
Apr-23	A single cat 2 incident was experienced in April, resulting in high failure rates across all SRVs within the MOC cohort. Root cause is understood. There are no relationship or commercial concerns.	Red	Grey	Red	Green	Green	Grey

Toshiba

External Service Provider	Role
Toshiba	Toshiba has been awarded Comms Hubs (CH) for the Comms Hub & Network Programme. This is an enduring service; production of next generation Communication Hubs to meet DCC forecasts, and distribution to a UK warehouse.

Relationship Summary

Overall Rating (Year)	**Satisfactory**

Good performance overall for this reporting period however some issues encountered with firmware did cause some monthly performance report to be deemed amber. Toshiba continue to be a collaborative partner.

Previous Year

Monthly KPI Performance

Month	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR	Commentary for the MONTH
Mar-24	Amber	Amber	Grey	Green	Green	Grey	Although there is a strong working relationship with Toshiba this month sees the rating move to amber due to issues in testing for 4G.
Feb-24	Green	Green	Grey	Green	Green	Grey	Good performance and engagement for this reporting period resulting in a green overall rating across all pillars.
Jan-24	Green	Green	Grey	Amber	Green	Grey	Toshiba have returned to a green status after good delivery in January however there remains unresolved commercial issues within the CH&N programme. It should be noted that the relationship with Toshiba continues as green.
Dec-23	Amber	Amber	Grey	Grey	Green	Grey	Ongoing firmware issues are causing the overall rating to be deemed amber.
Nov-23	Amber	Amber	Grey	Grey	Green	Grey	Issues experienced with firmware on CH&N has caused the programme and overall rating to be deemed amber.
Oct-23	Green	Green	Grey	Grey	Green	Grey	Toshiba continue to deliver well with good feedback from the programme
Sep-23	Green	Green	Grey	Grey	Green	Grey	Toshiba are performing well with good progress made on key milestones
Aug-23	Green	Green	Grey	Grey	Green	Grey	Toshiba are delivering well with good progress made in test and readiness phases
Jul-23	Green	Green	Grey	Grey	Green	Grey	Toshiba are delivering well with good progress made in test and readiness phases.
Jun-23	Green	Green	Grey	Grey	Green	Grey	Toshiba are delivering well with good progress made in test and readiness phases.
May-23	Green	Green	Grey	Grey	Green	Grey	Toshiba are delivering well with no material concerns on CH&N delivery
Apr-23	Green	Green	Grey	Grey	Green	Grey	Performance remains green across all KPIs. Updates are awaited on the planned acquisition of Toshiba Corp by Japan Industrial Partners.

Trilliant Energy Services Inc.

External Service Provider	Role
Trilliant Energy Services Inc.	Trilliant is a provider of S1SP Software development, support and Enrolment Option Testing Support Services. Contracts were signed in November 2017. Operational services commenced in April 2021 under the Enduring Support Agreement (commencement May 2018).

Relationship Summary

Overall Rating (Year)	**Requires improvement**

Trilliant remain in an amber position this year due to several incidents impacting operational service and programme delivery. This included a major Cat2 incident as a result of a maintenance release that had to be rolled back due to service impacting issues, which was subsequently successfully implemented at a later date. Following that, Trilliant have demonstrated good collaboration and engagement to support resolution of operational and programme issues and improvements across the FOC eco-system. However, recent Commercial and contractual escalation has raised a risk to service and remains unresolved and resolution must be a priority.

Previous Year

Monthly KPI Performance

Month	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR	Commentary for the MONTH
Mar-24	Red	Green	Amber	Red	Amber	Grey	Commercial and contractual issues remain unresolved and the risk to service continues. Trilliant continue to provide collaborative engagement to support operations and programme delivery.
Feb-24	Red	Amber	Amber	Red	Red	Grey	Commercial and contractual issues continue to be discussed but remain unresolved, and the risk to service continues. Trilliant continue to provide collaborative engagement to support operations.
Jan-24	Amber	Red	Green	Red	Amber	Grey	A number of Commercial and contractual escalations raised by both parties needing resolution, raising a risk to service. Good collaboration and improved communication to support resolution of Operational & Programme issues within the Cohort.
Dec-23	Red	Red	Red	Green	Amber	Grey	Operationally, there were issues with the Dec MR, which had to be rolled back due to demand increasing for SRV traffic and resulting in CAT2, as well as quality issues being identified with the Dec MSR submission. Commercially, there has been good engagement and delivery, where the asset register has been shared, and there is good focus on meeting obligations. are no issues, and Trilliant continues to work collaboratively with the DCC to address and improve the service. Additional focus is required to remediate the issues.
Nov-23	Red	Red	Green	Green	Green	Grey	Operationally, Nov MR release successfully deployed he CHES 5123 software fix, with good support and engagement during the Nov MR and additional support provided, as well as modelling for the forthcoming price event. Knowledge transfer for device recovery was deemed a high quality piece of work by the DCC. However code quality issues on the Dec MR caused an impact to the FOC service and device recovery plans were halted as a result. and additional resource provided to assist in delivery. Commercially, there has been good engagement and delivery, where the asset register has been shared, and there is good focus on meeting obligations. are no issues, and Trilliant continues to work collaboratively with the DCC to address and improve the service.
Oct-23	Red	Red	Red	Green	Green	Grey	Operationally, good support and engagement during the Oct price change event with no issues experienced and additional resource provided to assist in delivery. However, there were numerous CHES 5122 related incidents which impacted migrations and coupled with the ongoing capacity issues to support migrations still remaining, performance has achieved a red rating. Programmes, Trilliant have accelerated the CHES 5123 tactical fix to the Nov MR. However issues around device recovery and late notification of a key dependency on CHES5122 & 5103 which could impact the Dec MR have impacted the programme measures. Commercially there are no issues, and Trilliant continues to work collaboratively with the DCC to address and improve the service.
Sep-23	Red	Grey	Grey	Grey	Grey	Grey	Operationally Trilliant have shown good progress on the CHES 5123 issue where the RCA has been completed and a fix has been identified. However the ongoing capacity issues to support migrations still remain. Subsequently an impact to the log store capability occurred due to an invalidated Device Recovery-Search String, has caused the overall RAG to remain red in September. Trilliant continues to work collaboratively with the DCC to address and improve the service.
Aug-23	Red	Grey	Grey	Grey	Grey	Grey	Operational issues have continued to impact Trilliant's overall performance. Root cause analysis for CHES 5123 is still outstanding and yet to be determined, coupled with the ongoing capacity issues to support migrations has caused the overall RAG to remain red in August. Trilliant continues to work collaboratively with the DCC, however further work is required to address the capacity concerns and the respective commercial issues.
Jul-23	Red	Amber	Red	Red	Green	Green	Trilliant performance has been impacted by several operational issues. The primary issue being the ongoing capacity issues to support migrations and the challenges in addressing them, and secondly, by poor customer outcomes experienced on the July Tariff Change, despite good collaboration and support provided in preparation and post analysis. This has caused the Ops pillar and the overall performance to achieve a red rating. Trilliant continues to work collaboratively with the DCC however further work is required to address the capacity concerns and the respective commercial issues.
Jun-23	Amber	Green	Amber	Green	Green	Grey	Trilliant performance has been impacted this month by, a missed release candidate which was a key dependency on the July Tariff Change, as well as a FOC Cat2 incident. This has caused the Ops pillar to achieve an amber rating. Trilliant continues to work collaboratively with the DCC with the intention to deliver maintenance releases on time to quality and are actively collaborating with DCC and other parties on a daily basis.
May-23	Green	Green	Green	Green	Green	Grey	Trilliant performance has returned to green in May 23 primarily due to increased stability within the FOC programme and device migration having passed the 50% threshold. Trilliant continue to deliver maintenance releases on time to quality and are actively collaborating with DCC and other parties on a daily basis.
Apr-23	Amber	Grey	Amber	Green	Green	Grey	Whilst rating continues to track at amber (primarily due to split brain/master lock issues during the first two weeks of April), there have been a number of positives in the month. These include; maintenance release on 18/4 which has ceased split brain/master lock issue & MR has also improved performance measures, overall improvement in stability within FOC environment and proactiveness within Trilliant in respect of providing ROM estimates/CRs at short notice.

Virgin Media O2

External Service Provider	Role
Virgin Media O2	Virgin Media O2 (formerly Telefónica) are a Communications Service Provider and have built the communications infrastructure to connect Smart Meters in the Central and South Regions of Great Britain.

Relationship Summary

Overall Rating (Year)	Satisfactory
A good performance from VMO2 providing, in the main, a strong and stable service returning them to a green status overall. Problems with no PDP issues encountered were dealt with well with DCC being informed with remediation plan updates. Total installs and commisioning of devices for VMO2 is in excess of 8m with daily install targets increasing to circa 8k per day.	Previous Year

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes Overall	Programmes – B/DB CH	Programmes – REC/SEC	Operational Delivery Overall	Ops Delivery – WAN Perf	Ops Delivery – CH Install & Comm Perf	Commercial	Relationship	OPR
Mar-24	Strong performance across all areas with all KPIs and SLAs met has resulted in a green overall rating for this reporting period.	Green	Green	Green	Green	Green	Green	Green	Green	Green	
Feb-24	Due to a CAT2 incident this month the overall rating is deemed amber.	Amber	Green	Green	Green	Amber	Green	Green	Amber	Green	
Jan-24	Strong and stable service in this reporting period with no outages and all SLAs achieved. Total installs now at 8.53m with a peak of 7.7K daily installs reached on 22nd January. VMO2 have confirmed that Comms Hubs orders are under pinned until May 2026.	Green	Green	Green	Green	Amber	Green	Amber	Green	Green	
Dec-23	Stable service delivered with all SLAs achieved. Installs total now at 8.4m representing a growth of 1.7m in the past year. No-PDP devices effected now less than 55k. GBCS 4.1 pilot deemed successful with deployment reaching 10k.	Green	Green	Green	Green	Amber	Green	Amber	Green	Green	
Nov-23	Stable service with total of 8.5m comms hub installed with a daily peak of 8k, highest figure to date with all SLAs met.. VMo2 are performing well across programmes with all milestones achieved. From a commercial point of view discussions held on 17th November in regard to the contract extension. Progress made with 3G sunsetting.	Green	Green	Green	Green	Green	Green	Green	Green	Green	
Oct-23	VMO2 have reached 8m CH's installs in the central and south regions with peak daily install reaching 7.8k. Strong and stable service with volume of No PDP dropping to 70k. Good support provided for GBCS4.1 and 4.2.	Green	Green	Green	Green	Green	Green	Green	Green	Green	
Sep-23	Strong performance across all areas with 7.9m CHs installs recorded for this period with daily install reaching 7.k. Volumes of No PDP continued to fall.	Green	Green	Green	Green	Green	Green	Green	Green	Green	
Aug-23	Stable service provided with daily installs reaching circa 7k this month. Good progress with no PDP issue with lowest number of CHs affected down to 99k. VMo2 continue to a deliver well across all programmes.	Green	Green	Green	Green	Green	Green	Green	Green	Green	
Jul-23	VMO2 are performing well across all areas, being in the main green, however the amber rating is a direct result of the continuing No PDP issue. Focus remains on the targeted rollout of 4.1.0.4 with a current target date of end of September.	Amber	Green	Green	Green	Amber	Green	Amber	Green	Green	
Jun-23	Although VMO2 are performing well across all areas, being in the main green, the amber rating is a direct result of the continuing No PDP issue. This continues to impact in excess of 100k UK homes. Volumes remain volatile with no expected further discernible reductions, the delay in 4.1.0.4 firmware rollout having hindered the reduction in the overall impacted numbers. Focus remains on the targeted rollout of 4.1.0.4 with a current target date of end of September.	Amber	Green	Green	Green	Amber	Green	Amber	Green	Green	
May-23	This rating reflects the on going issue of no PDP affecting 107k UK households. This is a significant reduction over the past months and DCC are aware of the efforts that VMO2 has made to address, however DCC must also reflect that the core service is impacted and end users are being continually impacted as a result. It is unfortunate that the mitigation plan in place and managed over the past months has not realised the improvements to date. In all other areas VMO2 are providing a good stable service with 7.4m CH's installed and supporting critical programme activity effectively.	Amber	Green	Green	Green	Amber	Green	Amber	Green	Green	
Apr-23	Good overall service stability, achieving all SLAs. Comms Hubs installs now at 7.2m, with daily installs reaching 7k per day. PDP issues continue however numbers now down to 103k devices affected. Good collaboration between both companies managing the issue.	Green	Green	Green	Green	Amber	Green	Amber	Green	Green	

Vodafone UK Ltd

External Service Provider	Role
Vodafone UK Ltd	Vodafone is a Foundation Communication Service Provider for wireless Smart Meter communications (Enrolment, SMETS1 Programme). While testing support services were provided previously, operational services began in June 2019 under an Enduring Support Agreement. Additionally, Vodafone is delivering WAN connectivity services for the 4G Comms Hub & Network.

Relationship Summary

Overall Rating (Year)	Satisfactory
A stable service provided overall resulting in a green rating however it should be noted that there were a number of incidents impacting service stability in the latter half of 2023. Vodafone have actively engaged with DCC devoloping in partnership, the first service provider Joint Business Plan for DCC, subsequently resulting in winning an IoT Breakthrough Award for the 4G programme activity. Vodafone continue to embrace DCC's Values and are recognised as a collaborative partner.	Previous Year

Monthly KPI Performance

Month	Commentary for the MONTH	MONTHLY Rating	Programmes	Operational Delivery	Commercial	Relationship	OPR
Mar-24	Green status achieved across all areas for this reporting period with no incidents recorded ensuring stable service.	Green	Green	Green	Green	Green	Grey
Feb-24	Stable service for this reporting period resulting in green rating across all pillars.	Green	Green	Green	Green	Green	Grey
Jan-24	Service has stablised for this reporting period with no incidents reported. DCC are awaiting a plan from Vodafone to address the recent quality issues and restore confidence in delivery in the live operations space.	Amber	Green	Amber	Green	Amber	Grey
Dec-23	The overall rating for December remains amber, reflecting ongoing discussions and challenges related to recent incidents. Furthermore, there was one additional Cat2 incident in the month that affected live operations.	Amber	Green	Amber	Green	Amber	Grey
Nov-23	The November overall rating has been sustained at amber, with persistent challenges and discussions concerning recent incidents, and the delays awaited reporting of root cause trigger reporting. From a commercial perspective, Vodafone continues to fulfil all contractual obligations, both in inlife operations and within the CH&N programme.	Amber	Green	Amber	Green	Amber	Grey
Oct-23	The overall rating for October is amber following a Cat 3 incident, which impacted operational stability. The behaviour displayed during this incident has affected the relationship pillar, which is now also reporting as amber. Commercially, Vodafone is meeting all their contractual obligations in both BAU and the CH&N programme.	Amber	Green	Amber	Green	Amber	Grey
Sep-23	Vodafone continue to invest in the relationship with great collaboration with joint initiatives in support of the SRM transformation journey.	Green	Green	Green	Green	Green	Grey
Aug-23	Ops performance pillar has moved into amber due to failures that degraded the migration process with a second sev 3 incident later in the month which may of been linked. All other areas are working well which drives the overall satisfactory status. Vodafone continue to invest in the relationship with great collaboration with joint initiatives in support of the SRM transformation journey.	Amber	Green	Amber	Green	Green	Grey
Jul-23	Vodafone have continued to maintain a stable SMETS1 environment with no high category incidents. All CH&N programme milestones have been met, with no commercial concerns. Vodafone have invested in the relationship driving collaboration in support of the SRM transformation journey.	Green	Green	Green	Green	Green	Grey
Jun-23	A stable SMETS1 environment has been maintained throughout June with no high category incidents. However, lessons need to be learned following a Cat 3 incident where process was not followed. All CH&N programme milestones have been met, with no commercial concerns. Joint account plan initiatives were kick-off in June with excellent collaboration from the Vodafone team.	Green	Green	Green	Green	Green	Grey
May-23	Vodafone have maintained a stable SMETS1 environment with no high category incidents. All CH&N programme milestones have been met, with no commercial concerns. Vodafone have invested in the relationship driving collaboration in support of the SRM transformation journey.	Green	Green	Green	Green	Green	Grey
Apr-23	Vodafone have restored stability in the SMETS1 environment with no high category incidents. Milestones have been met across the CH&N programme with no commercial or relationship concerns.	Green	Green	Green	Green	Green	Grey

Appendix A – External Service Provider Feedback

External Service Provider	Summary of Comments	DCC Response
Accenture	No comments received	No response required
Arqiva	No comments received	No response required
BT	No comments received	No response required
Capgemini	Confirming 'no comment' from Capgemini as the report appears to be a fair reflection of the performance.	No Response required
Capita	No comments received	No response required
CGI	Changes in the DCC SRM organisation, during this annual reporting period, led to significant delays in the issue of monthly dashboards. This eroded our ability to address concerns and prevent issues being reported across multiple months or hold timely discussions with DCC stakeholders around their concerns driving less empirical scores. This year's reviews (monthly and this annual summary) focussed on only one of the six programs that CGI is delivering with DCC. We are concerned that this has led to an imbalanced view of performance. across the portfolio overall. We welcome the opportunity to work with DCC to continue to evolve and improve the process to drive the continuous improvement both organisations strive for.	DCC recognise the importance of maintaining a regular cadence of meetings and ensuring there is open and collaborative communication channels. Looking ahead into the 2024/25 RY, DCC has taken steps to simplify our approach to supplier performance reporting and enhance these channels by embedding the Monthly Service Review (MSR) into the revised monthly governance sessions. This approach will help facilitate a timelier discussion and enable concerns to be addressed promptly. DCC remains committed to working collaboratively with CGI on the Executive management plan which includes workstreams covering continuous improvement, risk management and partnership working, with the later being key to ensuring an open, peer to peer collaborative relationship.
Critical Software	No comments received	No response required
DXC	No comments received	No response required
Landmark	No comments received	No response required
Netcompany	No comments received	No response required
Secure SMSO	No comments received	No response required
Toshiba	No comments received	No response required

External Service Provider	Summary of Comments	DCC Response
Trilliant	Based on the current content, we are extremely concerned of the inaccuracy of the commentary provided to which reflects in the score card rating. Over the year, Trilliant has escalated and challenged the governance process on numerous occasions requesting DCC to provide objective scoring criteria, associated weightings applied and the logic based on the ratings provided. This has also included DCC not sending dashboards in a timely manner, usually 3 months post event, leading to further inaccurate reporting of issues which are smeared retrospectively and across multiple months that were not applicable. In addition, DCC has not had a consistent Supplier Relationship Management representative that has effectively brokered and supported the relationship due to organisational restructure. This has had a detrimental impact on resolving the issues raised and retaining context of how Trilliant performs its services championing the highlights where we have provided DCC value for money and going beyond the call of duty. We wish to remind DCC that these concerns were formally escalated with a letter dated 15 Jan 2024 and raised during a formal review meeting 17 Jan 2024. To this date, they have not been addressed to Trilliant's satisfaction. We also remind DCC that the objective of this score card is to report performance based on Trilliant's individual activity as supplier to DCC. Based on the commentary set out, it is a materially inaccurate record of the performance status recorded for Trilliant. The inaccuracies of comments are around issues related to FOC in general and have not distinguished specific Trilliant issues with the correct weighting applied. We will not accept ratings that are disproportionately applied to maintain a red rating when these disputes attribute to a small element of the overall scorecard i.e. compliance with contractual obligations within the commercial pillar. For example, there is objective evidence to demonstrate operational performance would be rating green since Jan 24, supported by the recent Monthly Supplier Review meeting stated formally that our software is performing above expectations and being held back other ecosystem components. We look forward to DCC reviewing these comments and addressing our concerns in line with your regulatory obligations to provide a fair and accurate summary of Trilliant's performance.	We have completed a strategic reivew, in collaboration with Trilliant and agreed to adjusted our position on the following: Oct 23. Change Ops pillar & overall status to Amber Nov 23. Change Ops pillar & overall to Green Jan 24. Change Ops pillar to Green and overall Amber Feb 24. Change Ops pillar to Amber Mar 24. Change Ops pillar to Amber Wording changes have also been made to the following: Jan-24. A number of Commercial and contractual escalations raised by both parties needing resolution, raising a risk to service. Good collaboration and improved communication to support resolution of Operational & Programme issues within the Cohort. Feb -24. Commercial and contractual issues continue to be discussed but remain unresolved, and the risk to service continues. Trilliant continue to provide collaborative engagement to support operations. March 24. Commercial and contractual issues remain unresolved and the risk to service continues. Trilliant continue to provide collaborative engagement to support operations and programme delivery. Summary. Trilliant remain in an amber position this year due to several incidents impacting operational service, including the abiliy to migrate and programme delivery. This included a major Cat2 incident as a result of a maintenance release that had to be rolled back due to service impacting issues, which was subsequently successfully implemented at a later date. Following that, Trilliant have demonstrated good collaboration and engagement to support resolution of operational and programme issues and improvements across the FOC eco-system. However, recent Commercial and contractual escalation has raised a risk to service and remains unresolved and resolution must be a priority.
Virgin Media O2	Virgin Media O2 is pleased to receive a green rating for the year. We feel this accurately reflects the ongoing collaborative engagement between DCC and Virgin Media O2	No response required

External Service Provider	Summary of Comments	DCC Response
Vodafone	October and December 2023 summaries:	
	The Cat2 incidents in October and December 2023, which were related to signalling storm events, were initially caused by the autonomous behaviour of the SMETS1 Comms Hub devices. This unusual and unexpected activity created abnormal pressures on the Vodafone network. Despite this, the resulting Vodafone incidents were all resolved within SLA. Significant collaborative efforts across DCC and SMETS1 suppliers have since been undertaken, to understand the root causes and mitigate the risk of similar events in the future. Furthermore, one of the December incidents referred to in the report was categorically a S1SP issue and not caused by Vodafone.	Regarding your comment on Vodafone's role within the DCC ecosystem, I acknowledge the provision of services in two areas: both SMETS1 and SMETS2. Please find below our proposal: Vodafone is a Foundation Communication Service Provider for wireless Smart Meter communications (Enrolment, SMETS1 Programme). While testing support services were provided previously, operational services began in June 2019 under an Enduring Support Agreement. Additionally, Vodafone is delivering WAN connectivity services for the 4G Comms Hub & Network. October 23 - We will change the red operational status to amber and refer to the Cat 3 incident caused by Vodafone, overall, the rating will remain amber. Proposed summary: The overall rating for October is amber following a Cat 3 incident, which impacted operational stability. The behaviour displayed during this incident has affected the relationship pillar, which is now also reporting as amber. Commercially, Vodafone is meeting all their contractual obligations in both BAU and the CH&N programme. December 23 - We propose amending the December 2023 rating from red to amber, both overall and Operations. This adjustment reflects that only one of the major incidents is attributable to Vodafone. Proposed summary: The overall rating for December remains amber, reflecting ongoing discussions and challenges related to recent incidents. Furthermore, there was one additional Cat2 incident in the month that affected live operations.

Appendix B – Methodology for External Service Provider Dashboard Ratings

DCC is keen to show service providers how their performance is tracking throughout the Regulatory Year to ensure corrective action can be taken where needed, and to ensure that maximum performance is achieved by each strategic External Service Provider in the delivery of services.

The Monthly Service Reports (MSR) formerly known as SRM Monthly Dashboards, are shared with service providers and the cumulative annual rating is therefore based on a continuous formal and informal dialogue. All ratings are objective and supported by evidence from DCC and External Service Providers.

Monthly ratings are derived from inputs provided to the In Life Supplier Management Team from each of the relevant Performance Areas (see below). A series of internal meetings then moderates and determines DCC's rating for the External Service Provider across each applicable Performance Area, with an overall monthly rating. This forms the basis of discussions with External Service Providers at relevant meetings and forums on a monthly and/or quarterly basis.

The MSRs form an integral part of the assessment made by DCC of the performance of each External Service Provider in any Regulatory Year. However, under Licence Condition 34, DCC is required to include in this Annual Service Report (ASR) information concerning contracted performance and all relevant operational and technical aspects of user service arising from DCC and External Service Provider performance which DCC considers should be brought to the Authority's notice. Accordingly, to focus solely upon Monthly Service Reports can sometimes provide too narrow a view of performance. DCC therefore retains discretion to report a more representative annual overall rating, where facts relating to External Service Provider performance justify it.

Performance Area	Sub-Performance Area	Where External Service Provider is in live service	Where External Service Provider is NOT in live service
		% Weighting applied in deriving overall Monthly Rating	
Programmes	Programme Delivery (50%)	30%	60%
	Programme Quality (50%)		
Operational Delivery	Service Delivery (50%)	30%	N/A
	Service Quality (50%)		
Commercial	Compliance with Contractual Obligations (35%)	25%	25%
	Commercial Quality (35%)		
	Turnaround of Change Requests – current (15%)		
	Turnaround of Change Requests – aged (15%)		
Relationship	Health of Relationship (100%)	15%	15%
		100%	100%

Appendix C – Smart Energy Code Performance Measures

DCC Code Performance Measures Data					
CPM	**CPM Description**	**Target Service Level**	**Minimum Service Level**	**Aggregate 2022/2023**	
CPM1	Percentage of On-Demand Service Responses delivered within the applicable TRT	99.00%	96.00%	97.67%	
CPM2	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	99.00%	96.00%	99.91%	
CPM3	Percentage of Alerts delivered within the applicable Target Response Time.	99.00%	96.00%	96.46%	
CPM4	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	100.00%	85.00%	82.50%	
CPM5	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3, 4 or 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	90.00%	80.00%	98.40%	
CPM6	Percentage Availability – Self Service Interface	99.50%	98.00%	99.99%	
CPM7	Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services.	99.00%	96.00%	99.40%	
CPM8	Percentage of documents stored on the SMKI repository delivered within the applicable Target Response Time for the SMKI Repository Service.	99.00%	96.00%	100.00%	

Appendix D – Glossary of Terms

Term	Definition
ASR	Annual Service Report
Alt Han Co's	Alternative Home Area Network Arrangements
ANSO	Application, Network and Security Operations
BAP	Business Accuracy Programme
BCDR	Business Continuity and Disaster Recovery
CBSL	Capita Business Services Limited
CCO	Chief Commercial Officer
CH&N	Communications Hubs & Networks Programme
CSS	Centralised Switching Service
CTO	Chief Technology Officer
DCMS	Department for Digital, Culture, Media & Sport
D&D	Demand and Delivery
DBCH	Dual Band Comms Hub
DCC	The Data Communications Company is licensed to provide smart meter communication and data services. DCC is responsible for procurement and contract management of services, providing remote access to smart metering Equipment. The registered company name is Smart DCC Ltd, which is a wholly owned subsidiary of Capita plc.
DCO	Dual Control Organisation
DESNZ	Department for Energy Security and Net Zero (formerly BEIS)
DMCT	Device Model Combination Testing
DNO	Distribution Network Operators
DSMS	Data Service Management System
DSP	Data Services Provider: of data processing services to DCC in support of (SMETS2) GB smart metering.
ECS	Elective Communication Services
EPCL	Eligible Product Combination List
ESG	Environmental, Social & Governance
ESO	National Grid Electricity System Operator
ESP	External Service Providers
GBCS	Great Britain Companion Specification
FBC	Final Business Case
FOC	Final Operating Capability
GRC	Governance, Risk and Compliance
Hypercare	The period of time immediately following a system Go Live where an elevated level of support is available to ensure the seamless adoption of a new system.
IGP	Information Governance and Privacy
IMF	Industry Managers Forum
IPV	Initial Pallet Validation

Term	Definition
ITES	Capita IT Enterprise Services
ITT	Invitation to Tender
MSA	Master Services Agreement
MVP	Minimum Viable Product
NEP	Network Evolution Programme
Ofgem	The UK Government's Office of Gas and Electricity Markets
OPR	Operational Performance Regime
OPSG	Operations SECAS Group
PMO	Programme Management Office
RAG	Red-Amber-Green
RCA	Root Commissioning Authority
REC	Retail Energy Code (see https://www.retailenergycode.co.uk)
RECCO	Retail Energy Code Company
RFI	Request for information
RY	Regulatory Year
S1SP	SMETS1 Service Provider
SA	Security Architecture
SBC	Strategic Business Case
SBCH	Single Band Comms Hub
SBPs	Security Business Partners
SEC	Smart Energy Code (see https://www.smartenergycodecompany.co.uk/).
SECAS	Smart Energy Code Administrator and Secretarial
SI	Systems Integration
SM	Smart Meter i.e., equipment that meets the smart meter published requirements in the GBCS.
SMIP	Smart Metering Implementation Programme
SMKI	Smart Meter Key Infrastructure
SMETS1 & 2	Smart Metering Equipment Technical Specification version 1 & 2 – standards set out by the UK Government.
SOC	Security Operations Centre
SOLR	Supplier of Last Resort
SRM	Supplier Relationship Manager
SVTAD	SEC Variation Testing Approach Document
TABASC	Technical Architecture and Business Architecture Sub-Committee
TAG	Testing Advisory Assurance Group/Technical Architecture Group
TBDG	Technical and Business Design Group
TMAD	Transition and Migration Approach
TOC	Technical Operations Centre
TOM	Target Operating Model
TSP	Trusted Service Provider
WAN	Wide Area Network
QFF	Quarterly Finance Forum

Appendix E – Legacy Procurement Contracts

Contract Name	Service Provider
Agreement for the Provision of S1MRS, SDMR Tool, MDUST & EDAM Services in relation to the Smart Metering Programme; and Agreement for the provision of Networks and FTP Services in relation to the Smart Metering Programme	Capita
Agreement for the Provision of Services in Respect of the SMETS1 smart metering Programme	Capgemini UK PLC
SMSO Agreement	Centrica Plc
Agreement for the Provision of Services in Respect of the SMETS1 smart metering Programme; and Agreement for the Provision of Data Services in Relation to the Smart Metering Programme	CGI IT UK Limited
Agreement for the Provision of Services in Respect of the SMETS1 smart metering Programme (DCO+CP)	Critical Software Technologies
Agreement for the Provision of Services in Respect of SMETS1 Programme (Provision of SI, Hosting, and application management services with NOC and SOC Capabilities)	ENTSERV UK LIMITED (DXC)
Agreement for the Provision of Services in Respect of the SMETS1 smart metering Programme	Secure Meters (UK) Ltd
Agreement for the Provision of Services in Respect of the SMETS1 smart metering Programme	Trilliant Networks Operations UK Ltd
Communication Service Provider	VirginMediaO2 UK Limited
Master Services Agreement	Vodafone Global Enterprise (VGE)