

Annual Service
Report

Regulatory Year

2024/25



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Introduction

This report provides an assessment for the Secretary of State, the Department for Energy Security and Net Zero (DESNZ), and the Office of Gas and Electricity Markets (Ofgem) on the performance of Smart DCC Limited ('DCC', 'Smart DCC', or 'Data Communications Company') and its External Service Providers during the regulatory year from 1 April 2024 to 31 March 2025 ('RY2024/25'). It has been prepared in accordance with Condition 34 of the Smart Meter Communication Licence (the 'Licence').

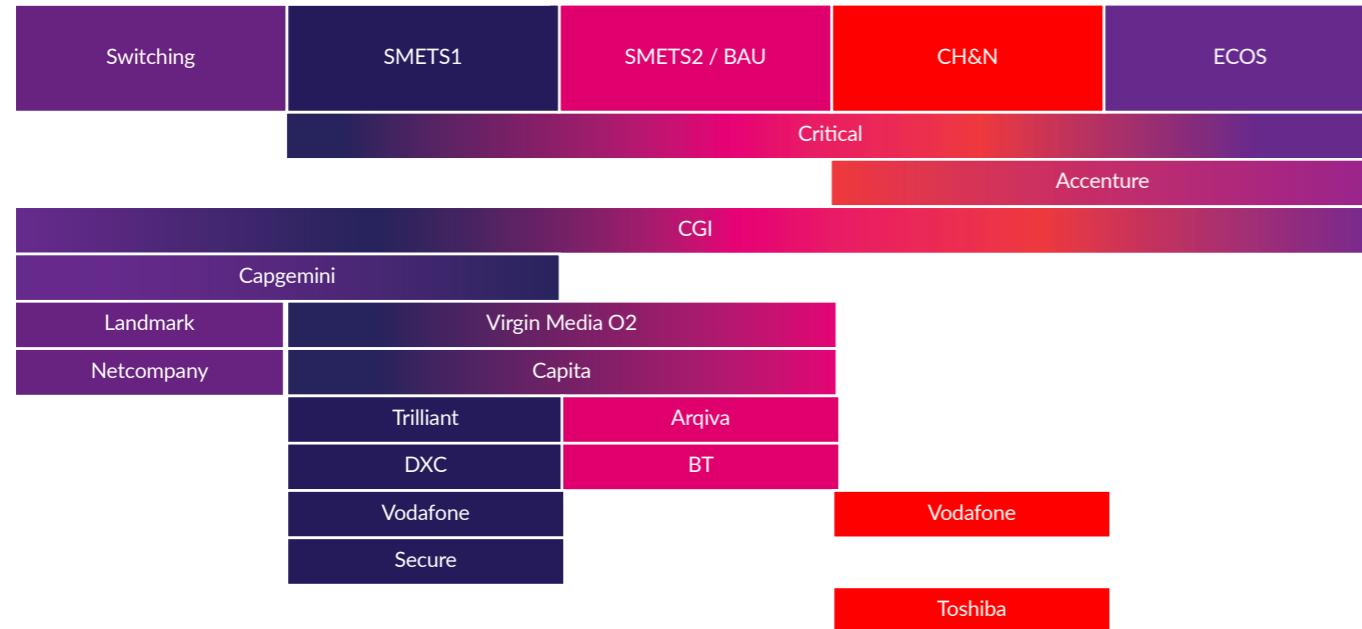
The Annual Service Report ('ASR', 'Report') continues to evolve to reflect the changing needs of the smart metering programme and to maintain compliance with the Licence. Since its first publication at the end of RY2014/15, the ASR has developed significantly in both scope and detail.

As in previous years, the External Service Providers supported key programmes during RY2024/25, across

SMETS1, SMETS2, the Data Service Provider (DSP), 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 contractual arrangements with External Service Providers. Figure A outlines the key contractual relationships underpinning the major DCC programmes during RY2024/25. The Report also includes information

Figure A: Key Contractual Relationships



on the Legacy Procurement Contracts adopted by DCC to support the provision of the SMETS1 Service.

This Report presents a detailed account of the performance of both DCC and its External Service Providers throughout RY2024/25. Performance has been assessed using monthly dashboard ratings compiled by DCC, alongside relevant operational and technical metrics. Figure B illustrates the average monthly RAG (Red, Amber, Green) ratings for

RY2024/25 compared with those from RY2023/24, using a scoring system where Green = 3, Amber = 2, and Red = 1, to highlight year-on-year performance trends.

While the monthly dashboards provide a useful snapshot, they may not capture the full context or reflect subsequent developments. Therefore, DCC may apply retrospective adjustments where justified, to ensure a fair and representative assessment of performance across the full regulatory year.

Figure B: DCC External Service Provider Matrix RY2024/25



The DCC and the Smart Metering Network

After being awarded the Smart Meter Communication Licence in 2013, Data Communications Company (DCC) designed, built, and now manages the telecommunications technology infrastructure that underpins the smart meter roll-out.

This section provides a comprehensive overview of the role and responsibilities of the DCC, the operational structure of the smart meter communication network, the utilisation of smart meter data, how DCC manages the network, who are the DCC customers and benefits of smart meters.

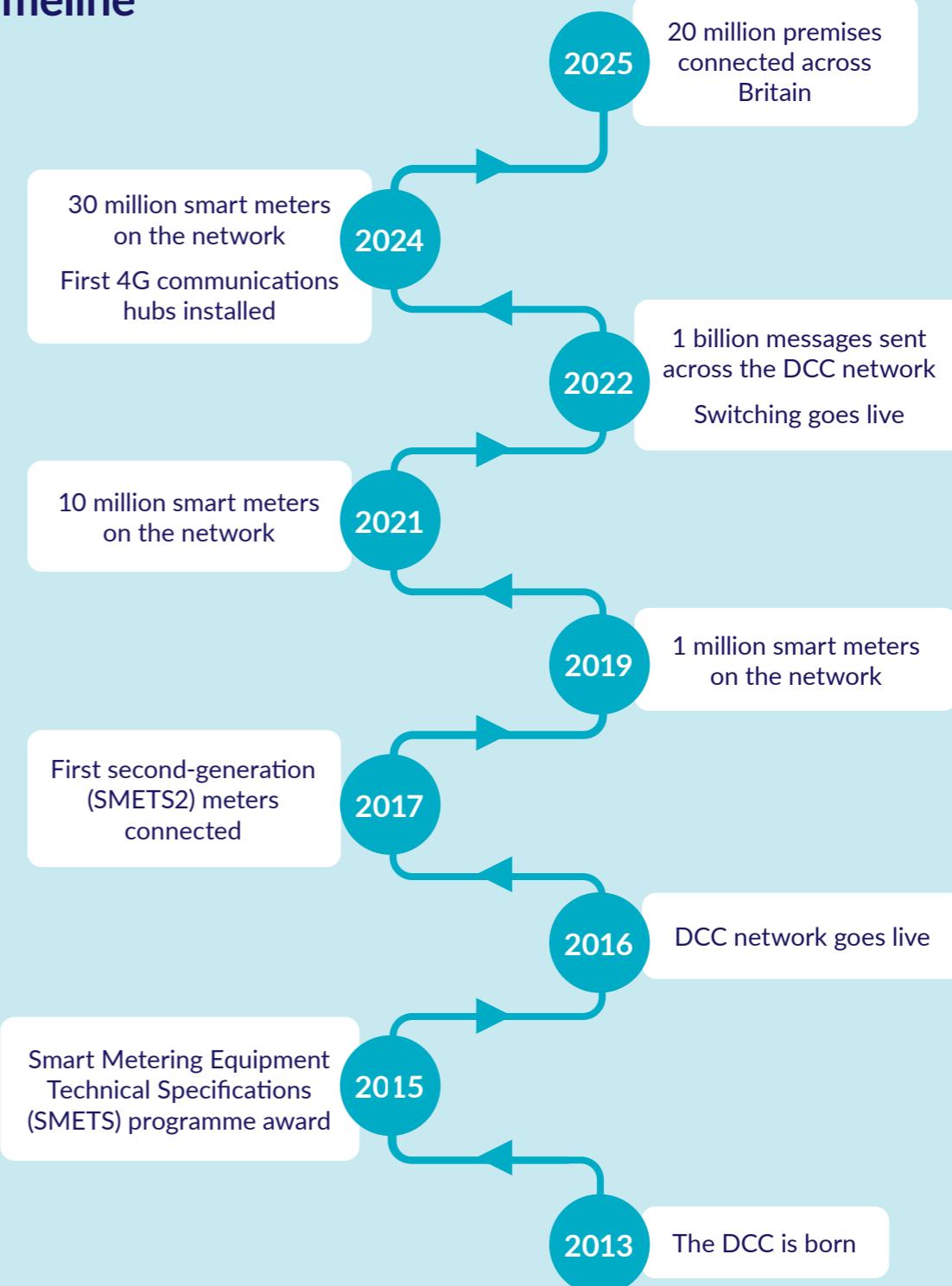
What the DCC is responsible for

- ✓ **Smart meter enrolment**
We support the roll-out of smart metering by ensuring new smart meters can be connected to the DCC network
- ✓ **Smart meter network maintenance and operations**
We ensure the network operates smoothly and securely, with a dedicated team monitoring its performance 24/7, 365 days a year
- ✓ **Security standards**
We have designed the smart meter network with security at its core, in collaboration with the National Cyber Security Centre (NCSC), which is part of the Government Communications Headquarters (GCHQ);¹ we protect the network from malicious actors and unintended consequences
- ✓ **Operational efficiency**
We deliver all of the above in an efficient and economical manner to ensure we provide value for money for our customers, as well as end consumers

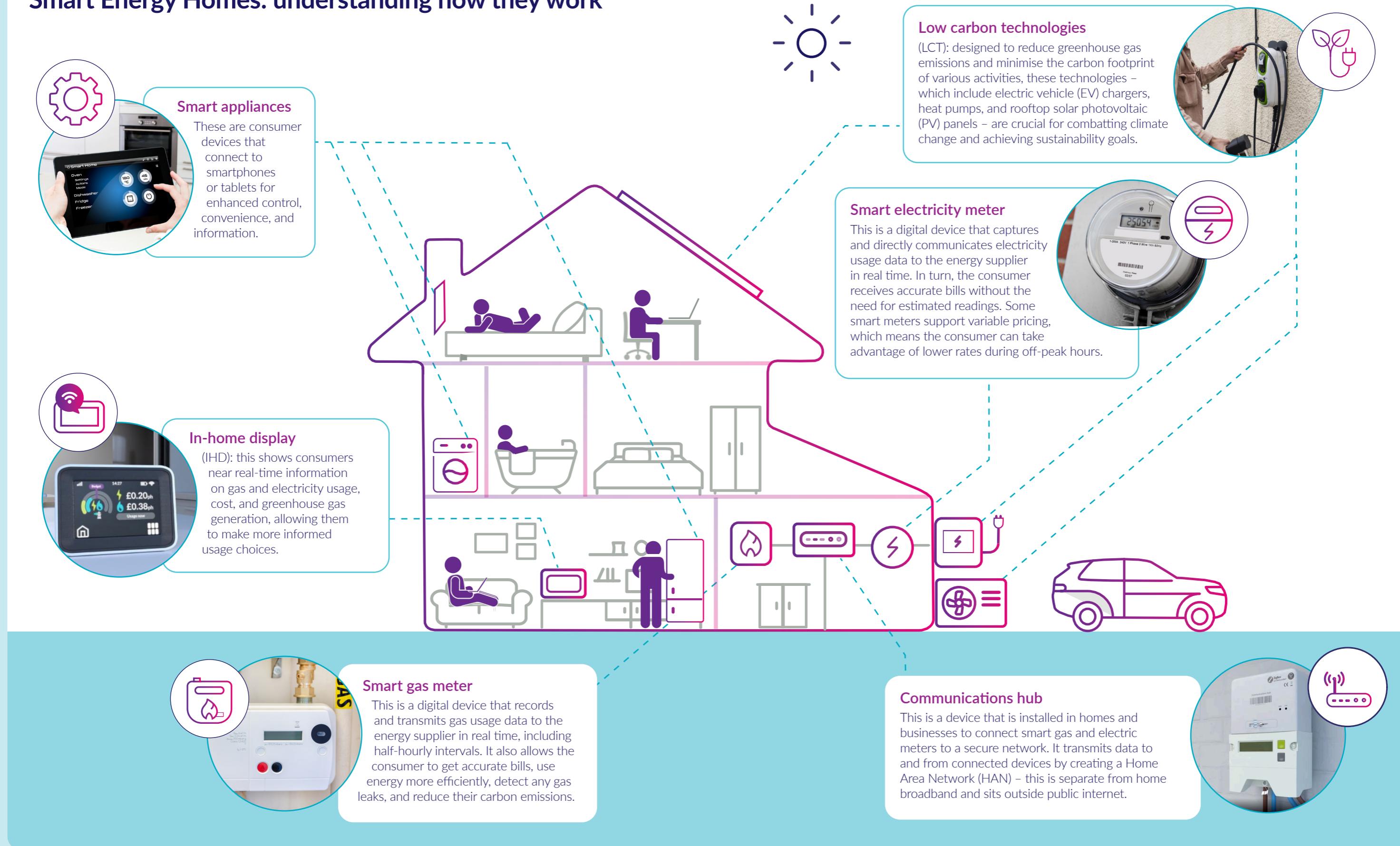
What the DCC is not responsible for

- ✗ **Smart meter installations**
The government requires energy suppliers in England, Scotland, and Wales to provide smart meters to their customers
- ✗ **Policy changes**
The government and 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 (SEGGB) 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, billing, and tariffs**
The DCC does not have access to individual meter readings – these are encrypted and securely transported; DCC also does not handle billing or set energy tariffs – these are managed by energy suppliers

Timeline



Smart Energy Homes: understanding how they work



From HAN to WAN

Home Area Network

The Home Area Network (HAN) enables devices and appliances to communicate with each other.

- It connects devices within a home, such as smart meters, IHDs, and other smart appliances
- It allows these devices to exchange data in real time, enabling consumers to monitor their energy usage and manage their consumption more effectively
- A HAN typically uses wireless technologies like Zigbee to ensure secure and reliable communication within the home



Wide Area Network

A Wide Area Network (WAN) connects the smart meter systems in consumers' homes to utility companies' central systems.

- Through the WAN, DCC sends, receives, and conveys communications to and from registered SEC Parties and their meters and other devices in end-consumer premises
- The WAN uses different technologies 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 Operations Centre and Technical Operations Centre (SOC & TOC)



The scale and reach of smart metering data

There are now more than 34 million smart meters installed and enrolled on our network. The system currently supports over 130 distinct types of messages, known as Service Request Variants (SRVs) – and over 2.6 billion messages are sent across the network each month.

At the DCC, our primary priority is operating a stable, reliable, and secure smart meter network with the coverage our customers need to meet their roll-out targets across Great Britain.

Smart meters, and the network we operate, play a key role in the digitalisation of our energy system, giving consumers and energy suppliers access to their data.

Other uses of smart metering data

The UK government recognises that data and digitalisation will play a critical role in achieving its goals for clean energy and broader economic growth. Through the National Data Strategy (NDS), it aims to establish a world-leading data economy while maintaining public trust in data usage.

Ofgem and the Department for Energy Security and Net Zero (DESNZ) have several ongoing projects that are advancing with speed and intentionality: these include Consumer Consent, the Smart Meter Energy Data Repository, and the Central Asset Register.

At the DCC, we believe that universal data sharing, aligned with NDS principles, can help the industry develop innovative business models and solutions to address current social challenges and drive towards net zero. Our Data for Good initiative outlined our ambition to deliver public benefits by exploring the advantages of enhanced data access and identifying what is needed to realise its full potential.

Smart meter data has a pivotal role to play in supporting the UK's net zero targets, as well as

'Smart metering brings immediate benefits to consumers, helping them to take control of their energy usage, and is a key enabler for the transition to a more flexible energy market and the delivery of net zero emissions by 2050.'

Ofgem³

addressing social issues like fuel poverty. The government and regulators are targeting these policy challenges through investment in research, development, and innovation.

While DCC's primary focus remains on facilitating the successful nationwide roll-out of smart meters, we are also exploring ways for our customers and other stakeholders to leverage our network for a smarter energy future.

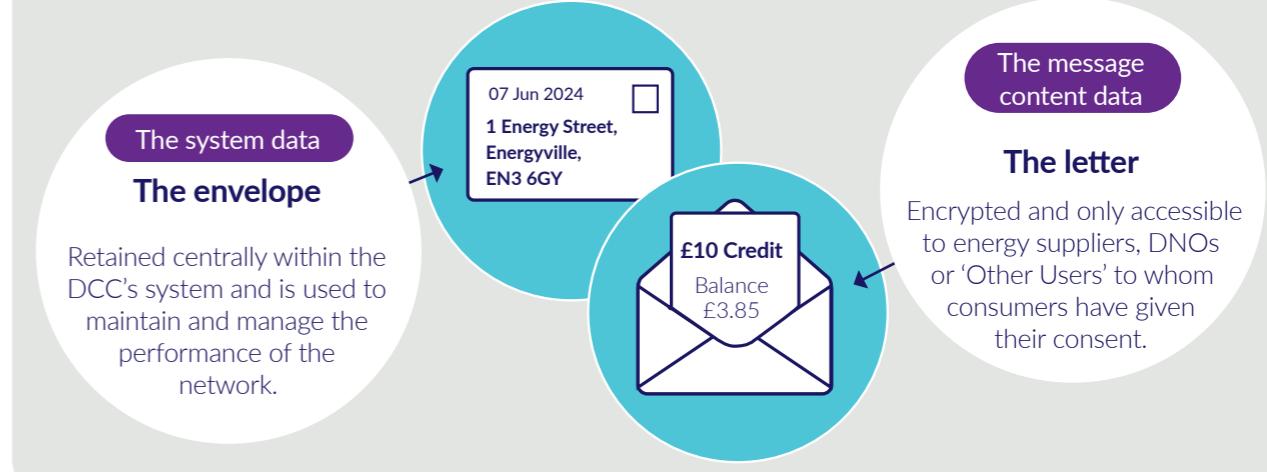
We have been working on several strategic projects aimed at maximising the potential and public value of the smart meter system. These include the Verify initiative, the Automatic Asset Registration (AAR) project, the development of a Smart Meter Energy Data Repository to enhance data accessibility and insights; and the Smart Meter-based Internet of Things (SMIoT) initiative.

³ Smart meter transition and the Data Communications Company (DCC) | Ofgem

The most common messages relate to the following services:

Prepayment 	The prepayment service allows end consumers to add credit to their meters via over-the-air top-ups that go through the DCC network, keeping the lights on for millions of people. This is the most critical service that DCC provides, supporting some of the most vulnerable consumers in the country.
Install and commission 	The install and commission service supports the installation and connection of new smart meters in homes to the DCC network. This provides end consumers with all the benefits of smart functionality.
Change of supplier 	Smart meters on the DCC network are fully interoperable between energy suppliers, meaning the meter does not need to be replaced when a consumer switches supplier. The change of supplier service facilitates fast, simple switching between energy suppliers for end consumers.
Meter reads 	Meter reads are most common type of message on the DCC network, allowing energy suppliers to read energy usage remotely and thereby removing the need for regular house visits or manual meter readings by consumers. Meter reads facilitate frequent, accurate billing of energy at the time of use – one of the main benefits of having a smart meter.
Firmware 	The firmware service allows for remote meter upgrades, unlocking new functionality and benefits.

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



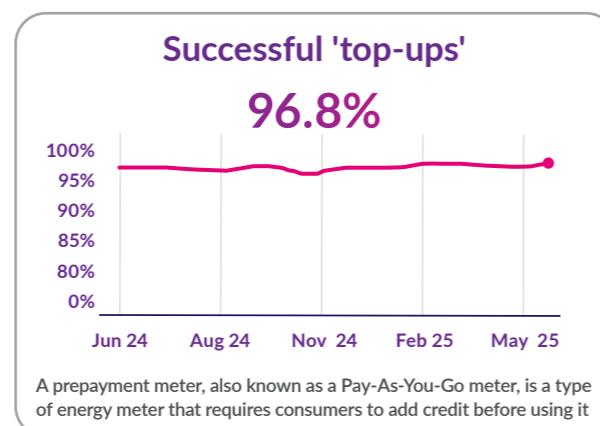
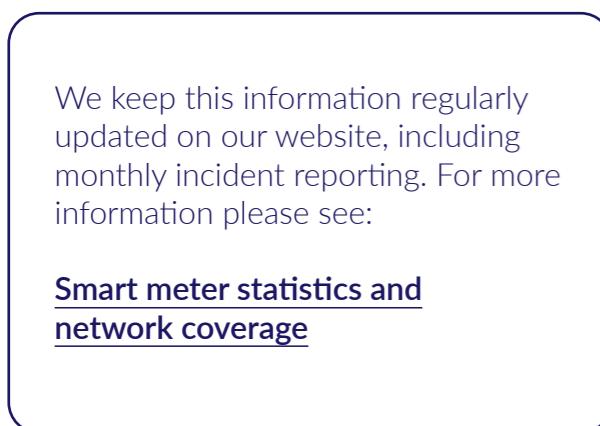
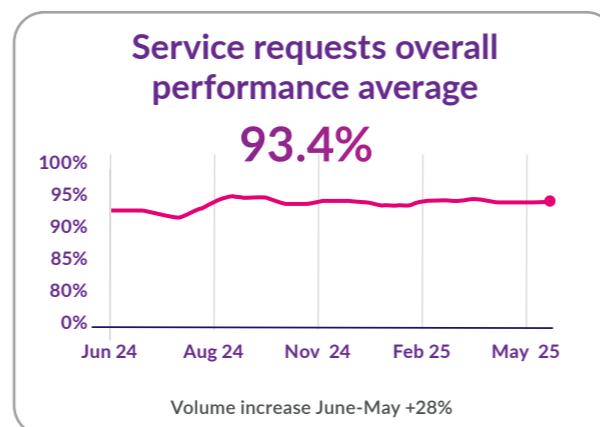
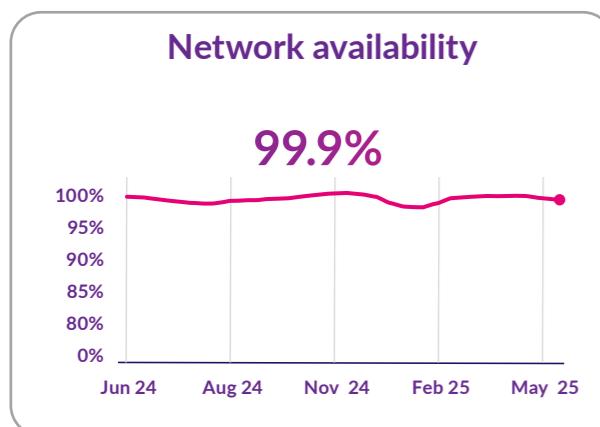
Managing the network

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

Through the Technical Operations Centre (TOC) and Security Operations Centre (SOC), we monitor and manage the network 24 hours a day, 7 days a week, 365 days a year. This helps us track the progress of the smart meter roll-out, manage issues on a day-to-day basis, and forecast and plan for future growth and demands.



Operational performance



The scale of smart metering



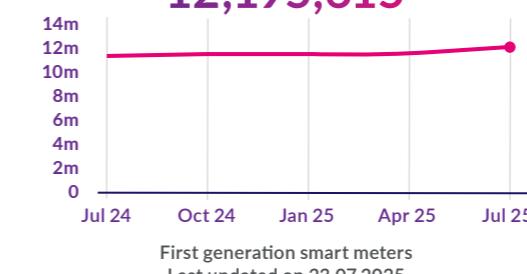
Total smart meters connected

35,737,338

Last updated on 23.07.2025

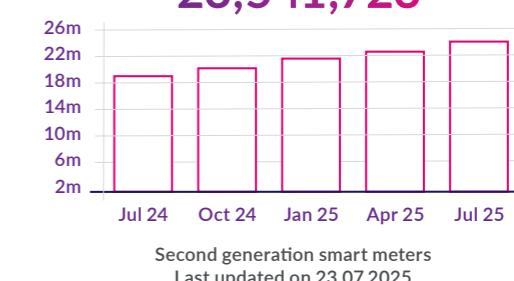
Connected SMETS1 smart meters

12,195,615



Connected SMETS2 smart meters

23,541,723



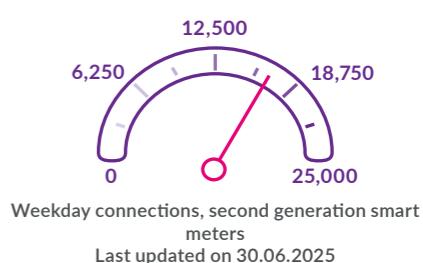
Connected premises

21,462,793



Average daily connection rate

16,242



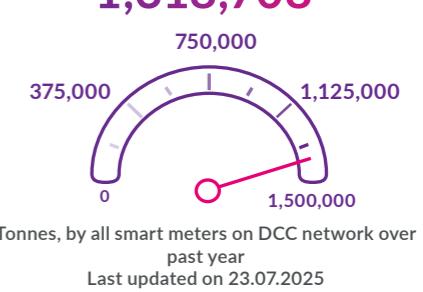
Messages sent monthly

2,656,079,870



CO2 emissions saved

1,318,708



DCC customers

Over the past twelve years, Great Britain has embarked on a journey to digitalise energy use across homes and small businesses. This transformation began with a simple yet fundamental ambition: to provide consumers with accurate, real-time data about their energy consumption through the rollout of smart meters.

While this initiative primarily targets individual households and small enterprises, it also delivers significant value to our customer segments—such as energy suppliers, network operators, and other stakeholders—by enabling more efficient network management, improved forecasting, and enhanced service delivery.

Energy suppliers

Energy suppliers provide gas and electricity to homes and businesses nationally. In order to supply energy cost-effectively, they need to accurately forecast demand and purchase energy ahead of time to meet that demand. Smart metering enables suppliers to better understand consumption patterns across customer profiles, improving demand forecasting, supply matching, and billing accuracy.

The move to universal half-hourly settlement, scheduled to start in October 2025,⁴ will unlock further benefits, as it will facilitate even more accurate matching of demand to supply. This will allow suppliers to offer real-time tariffs, helping consumers access greater savings and encouraging tariff innovation.

With greater tariff competition enabled through half-hourly settlement, consumers and businesses will also have more opportunities to switch suppliers to secure the best deals.

Moreover, the DCC's smart metering platform provides the technological infrastructure to support 24-hour switching – making switching simple, accessible, and reliable.



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Energy distribution

Distribution Network Operators (DNOs) and independent Distribution Network Operators (iDNOs) provide the cabling and associated infrastructure (e.g. substations) that support the distribution of electricity to homes and businesses.

Thanks to the smart metering network, DNOs and iDNOs can now understand how voltage levels are changing over time at each supply point and receive real-time alerts in the event of power failures.

Crucially, the combination of half-hourly consumption data and voltage data from smart meters offers network operators a highly granular view of their networks. This visibility is not only essential for informed operational decision-making but also forms the foundation for understanding future patterns of supply and demand.



Network operators are also required by the Office of Gas and Electricity Markets (Ofgem) to proactively identify opportunities for introducing flexibility services to better manage demand peaks. The smart metering network not only provides the data required to do this but also allows the delivery of these flexibility services to be monitored, supporting accurate reporting and payments.

Just as importantly, network operators receive power outage alerts that allow them to accurately trace the exact supply locations of outages, facilitating quicker and more targeted repairs in the field.

Authorised third parties

Organisations working directly with DCC, or via third parties are leveraging the smart metering network to enable a range of use cases. Some examples include:



The smart metering platform remains a dynamic asset that can be leveraged to support wider market needs as they arise.

Financial services firms

Banks and mortgage lenders use real-time energy data to price loans for green investments and meet carbon reporting regulations; they also offer 'green mortgages' and use smart meter data to track home carbon emissions.

Device manufacturers

Producers of heat pumps, batteries, and electric vehicle charge points can integrate their technologies with the smart metering infrastructure to enhance operational efficiency and gain deeper insights into energy usage. This integration supports the Home Energy Management Services (HEMS) sector, which is anticipated to grow substantially over the coming decade.⁵

Local authorities and housing developers

Housing organisations can assess the performance of buildings equipped with low-carbon technologies, assist residents in optimising energy use, and utilise smart meter data to prioritise retrofit initiatives and track progress against climate objectives. Housing developers are also contributing to the delivery of homes that meet the Future Homes Standard.

Overall, the smart metering platform continues to serve as a critical enabler of innovation and value creation across multiple sectors.

⁴ <https://www.ofgem.gov.uk/decision/market-wide-half-hourly-settlement-change-request-cr055-amendments-m10-and-corresponding-milestones-decision>

⁵ Improving the energy performance of privately rented homes: consultation document (HTML) | GOV.UK

Benefits of smart meters

Smart meters are a vital upgrade to Britain's energy infrastructure. They enable a cheaper, cleaner, and more efficient energy system – helping us make better use of renewables, cut carbon emissions, and reduce reliance on imported fossil fuels. By providing real-time data, smart meters empower consumers to better understand and manage their energy use, while supporting the transition to a smarter, more flexible grid.



Smart meter key benefits for different market segments and participants

Consumers

Time-saving through automatically submitted readings⁶
Remote top-ups for prepayment customers⁷
Incentives to shift electricity demand away from peak times⁸
Informed decision-making on energy usage thanks to real-time consumption insights⁹



Energy suppliers

Fewer site visits to conduct reading meters¹⁰
Faster switching services¹¹
Fewer customer billing enquiries¹²
Lower cost to serve for prepayment customers¹³
Reduced debt, theft, and losses across supplier customer portfolios¹⁵



DNOs

Quicker identification of faults in the network¹⁵
Ability to restore electricity supply quickly when outages occur¹⁶
Better investment decisions based on accurate energy data¹⁴
Better outage detection and management¹⁴



Environment

Reduction in consumer energy¹⁷
Lower carbon emissions¹³
Improved air quality due to reduced energy consumption¹⁸



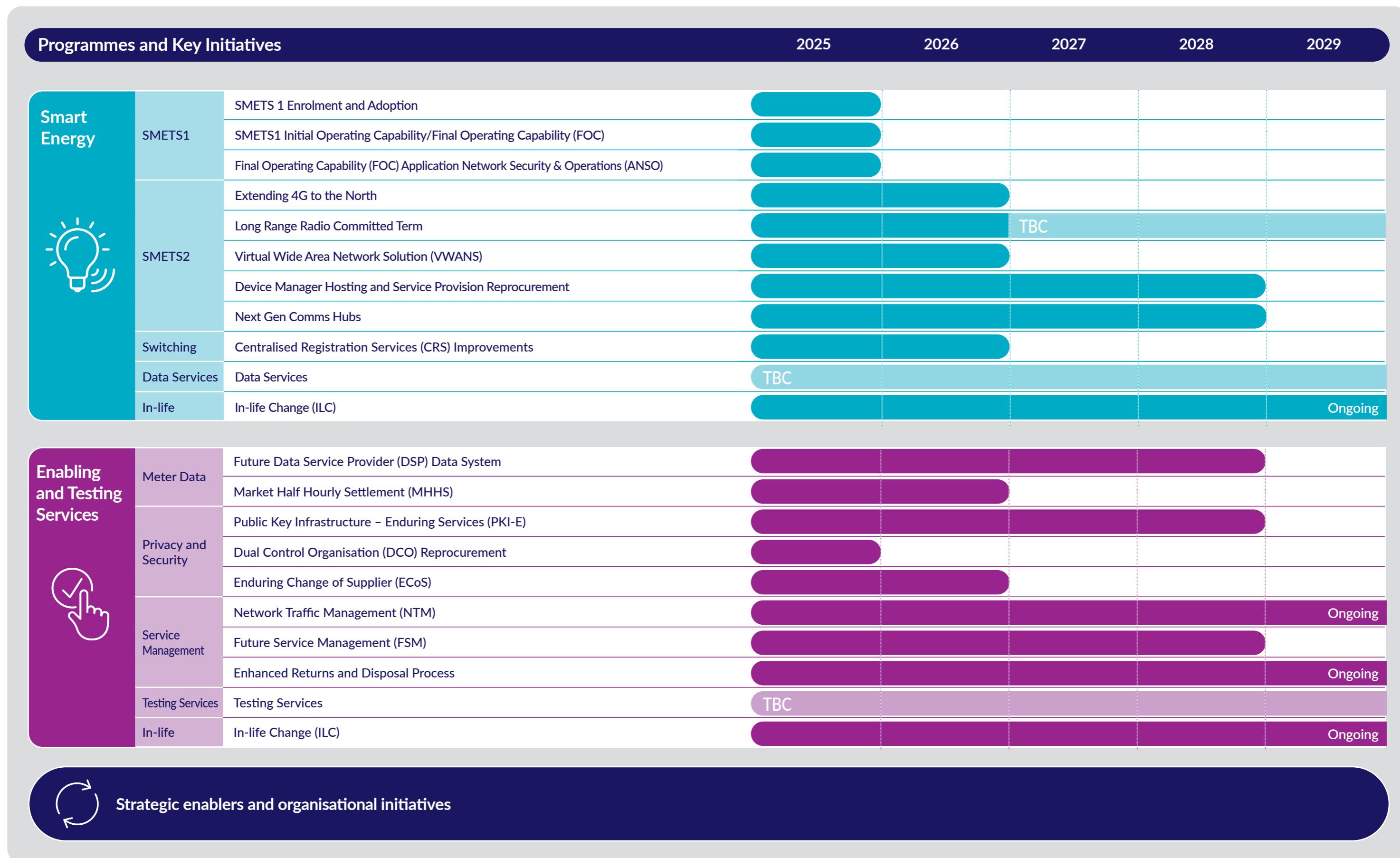
6 Ofgem sets out new rules to boost smart meter standards and compensation | Ofgem
7 Prepayment Meter Guide: PAYG Energy Explained | Selectra
8 How half-hourly settlement will help cut energy bills | Ofgem

9 Benefits of Real-time Data in Energy Management Solutions | MoldStud
10 Smart Metering Implementation Programme Costs and Benefits Report | DESNZ
11 Centralised energy supplier switching | DCC

12 Get a smart meter | Ofgem
13 Maximising the smart meter rollout for prepayment customers | NEA
14 Case Study: How Smart Meters Transformed Energy Management for a Utility | INNOVEL
15 Energy Networks: Smart Meter Aggregation Assessment | ENA

16 Smart Meters Can Reduce Power Outages and Restoration Time | NEMA
17 Smart meters: a guide for households | GOV.UK
18 The environmental benefits of using smart meters | Terranova

Activity summary



External Service Provider Performance – RY2024/25

DCC engages a range of External Service Providers (ESPs) to deliver services across its operations. This section of the Annual Service Report provides an overview of the performance of the 15 strategic External Service Providers that account for the most significant proportion of DCC's expenditure and operational complexity, particularly in terms of technical delivery and knowledge contribution.

The performance summaries presented here relate to RY2024/25 and are intended to fulfil DCC's reporting obligations under Licence Conditions 16 and 34. Where available, performance ratings from the previous year (RY2023/24) are also included for reference.

These summaries are not exhaustive but offer a high-level view of each of the 15 strategic External Service Providers performance. Appendix A outlines the methodology used to assess and rate performance in the annual dashboard.

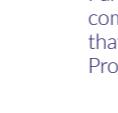
Where specific metrics cannot be assessed – such as when they are not applicable to a provider's scope of work, for example, Service Delivery metrics for providers not engaged in programme delivery – these are indicated in grey.

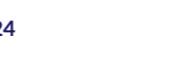


Table 1: Dashboard RAG Description

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	RY2024/25 rating			
		accenture	Relationship Summary	Commentary for the MONTH	Monthly KPI Performance
Month	MONTHLY Rating	Operations	Service Delivery	Commercial	
Mar-25	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Continued proactive collaboration between parties.	G	G	G	G
Feb-25	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Continued good collaboration between parties.	G	G	G	G
Jan-25	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Good Collaboration across disaggregated 4G environment.	G	G	G	G
Dec-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. The programme to deliver 4G Communications Hub and Network successfully went live 2nd December 2024. Critical deadlines met in virtual-WAN & Future Communications Network programmes.	G	G	G	G
Nov-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G	G	G
Oct-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G	G	G
Sep-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Following a new audit, 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G	G	G
Aug-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Service Delivery during this reporting period. Service Delivery saw a drop in performance due to Unit Interface Testing issues caused by incorrect Device Manager configuration. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G	A	G
Jul-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Security Management Plan updated.	G	G	G	G
Jun-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Security Management Plan updated.	G	G	G	G
May-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions.	G	G	G	G
Apr-24	Performance has met or exceeded DCC expectations and Accenture have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions.C11:D22	G	G	G	G

External Service Provider	Role	RY2023/24 rating				External Service Provider	Role	RY2023/24 rating											
Arqiva Smart Metering Ltd	Arqiva's overall performance is red, impacted by persistent misses against key performance measures. Despite challenges, Arqiva maintained service delivery and supported urgent project changes, demonstrating improved collaboration and engagement. Arqiva have given full commitment to the Security Assurance process with continued proactive collaboration between parties and remediation plans / other required actions have been agreed and delivered to satisfaction..	 				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. BT is also the provider of Infrastructure Key Infrastructure (IKI) solutions that underpin the end-to-end security model used in the Smart Metering Implementation Programme (SMIP).	 											
Monthly KPI Performance										Monthly KPI Performance									
Month	Commentary for the MONTH	MONTHLY Rating	Operations	Service Delivery	Commercial	Month	Commentary for the MONTH	MONTHLY Rating	Operations	Service Delivery	Commercial								
Mar-25	Operations impacted by 1xCAT2 incident. Performance improvements required across all areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A	●	A	Mar-25	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations and Commercial during this reporting period. Performance improvements required across Security and Service Delivery, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	A	G	A	G								
Feb-25	Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all other areas during this reporting period. Operations impacted by 1xCAT1 incident. Lack of engagement with the CIO process 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security for Security.	R	R	●	A	Feb-25	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Service Delivery Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	G	R	A								
Jan-25	Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	R	●	R	Jan-25	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required across all other areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	A	G	A	A								
Dec-24	Performance has been unsatisfactory in operations with issues identified but not addressed either in a timely manner or to the quality required. Across all other areas, performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	R	●	A	Dec-24	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G								
Nov-24	Performance has been unsatisfactory in operations with issues identified but not addressed either in a timely manner or to the quality required. Across all other areas, performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	R	●	A	Nov-24	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required across all other areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	A	G	●	A								
Oct-24	Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all other areas during this reporting period. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions.	R	R	●	A	Oct-24	Operations Performance met criteria, collaboration and engagement has improved. Commercial Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all other areas during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and Security Management Plan submitted	A	G	●	R								
Sep-24	Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all other areas during this reporting period. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions.	R	R	●	A	Sep-24	Lack of collaboration and engagement across functions is creating a risk and improvements are required. Commercial performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and Security Management Plan overdue with no engagement from BT causing escalation. Performance improvements required in Operations, remediation plans or other required actions agreed and have been delivered / are on track to be delivered.	R	A	●	R								
Aug-24	Performance has met or exceeded DCC expectations and Arqiva have delivered a satisfactory professional service within agreed timescales and quality standards in Commercial. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all other areas during this reporting period. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions. BCDR re-test has been planned	R	R	●	G	Aug-24	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required across all other areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and Security Management Plan overdue with no engagement from BT.	A	G	●	A								
Jul-24	Performance has met or exceeded DCC expectations and Arqiva have delivered a satisfactory professional service within agreed timescales and quality standards in Commercial. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all other areas during this reporting period. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions. BCDR re-test still to be planned.	R	R	●	G	Jul-24	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required across all other areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and Security Management Plan overdue with no engagement from BT.	A	G	●	A								
Jun-24	Performance has met or exceeded DCC expectations and Arqiva have delivered a satisfactory professional service within agreed timescales and quality standards in Commercial. Performance improvements required in Operations, remediation plans or other required actions agreed and have been delivered / are on track to be delivered including responding to formal SEC chair complaint letter received regarding coverage. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions. BCDR re-test still to be planned.	A	A	●	G	Jun-24	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required across all other areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	A	G	●	A								
May-24	Performance has met or exceeded DCC expectations and Arqiva have delivered a satisfactory professional service within agreed timescales and quality standards in Commercial. Performance improvements required in Operations, remediation plans or other required actions agreed and have been delivered / are on track to be delivered particularly the resolution of non-communicating devices. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and BCDR re-test still to be planned.	A	A	●	G	May-24	Performance has met or exceeded DCC expectations and BT have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required across all other areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	A	G	●	A								
Apr-24	Operational Performance impacted by 1xCAT1 and 2xCAT2 incidents. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security, major incident occurred during the BCDR test that extended downtime beyond the outage window. Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered.C11:D22	R	R	●	A	Apr-24	Performance improvements required across all areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security	A	A	●	A								

External Service Provider	Role	RY2023/24 rating				External Service Provider	Role	RY2024/25 rating			
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)..	 				Critical Software Technologies Ltd	Critical provides a range of software and support services to DCC, including Application management for the Dual Control Organisation (DCO), DCO software, Parse & Correlate (P&C) software, Automated Testing (ATG), GBCS Interface Testing, File Signing Utility (FSU) services, Enrolment Options Testing, SMETS1 software development, SMETS1 Enrolment Options Testing and ECOS application support services..	 			
Relationship Summary		CGI's overall performance has fluctuated through the year, primarily due to major incidents impacting Operations and persistent challenges across the Service Delivery and Commercial areas. Despite this CGI continues to positively demonstrate resilience and worked constructively with DCC to address these challenges. They have shown full commitment to the Security Assurance process, with a clear shift in approach that has led to more proactive collaboration, stronger engagement, and improved responsiveness, that has delivered marked improvements..				Relationship Summary		Critical Software overall performance remains Green. Performance has been satisfactory across all areas during this reporting period, with strong results leading to consistent green ratings. All targets have been met, reflecting consistent and effective operations. They have shown full commitment to the Security Assurance process with continued proactive collaboration between parties and remediation plans / other required actions agreed and fully delivered. Overall, the performance demonstrates stability and reliability in all key areas. .			
Commentary for the MONTH		Monthly KPI Performance				Commentary for the MONTH		Monthly KPI Performance			
Month		MONTHLY Rating	Operations	Service Delivery	Commercial	Month		MONTHLY Rating	Operations	Service Delivery	Commercial
Mar-25	1xCAT1 impacted Operations Performance. Performance improvements required in Commercial and Service Delivery, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A	G	A	Mar-25	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Feb-25	Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards for Operations during this reporting period. Performance improvements required in Commercial and Service Delivery, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security; DSP Security Management Plan delivered.	G	G	G	A	Feb-25	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Jan-25	2xCAT1 impacted Operations Performance. Performance improvements required in Service Delivery following failed change that delayed programme activity. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security, BCDR completed; DSP Security Management Plan overdue. Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards for Commercial.	R	R	A	G	Jan-25	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Dec-24	1xCAT1 and 2xCAT2 impacted Operations Performance. Performance improvements required in Service Delivery following failed change that delayed programme activity. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security, BCDR completed. Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards for Commercial.	R	R	A	G	Dec-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Nov-24	1xCAT2 incident impacted Operational performance, but all criteria were met. For all other areas during this reporting period performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. In Service Delivery a SAN upgrade caused degradation. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and BCDR is overdue but dates planned.	G	G	G	A	Nov-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Oct-24	Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards across Operations and Service Delivery during this reporting period. Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and BCDR is overdue but dates planned.	A	G	G	A	Oct-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Sep-24	Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Heightened Supplier Management Plan progressing positively. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security and BCDR is overdue. Penetration testing was successful.	G	G	G	G	Sep-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Aug-24	1xCAT2 incident resulted in an escalation against the Heightened Supplier Management Plan. Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards across Commercial and Service Delivery during this reporting period. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions. Penetration testing is overdue but dates planned.	A	A	G	G	Aug-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Jul-24	2xCAT1 and 1xCAT2 incident impacted Operations Performance resulting in an Heightened Supplier Management Plan. Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards across Commercial and Service Delivery during this reporting period. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions. Penetration testing is overdue but dates planned.	R	R	G	G	Jul-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Jun-24	1xCAT1 incident impacted Operations performance, which otherwise met criteria. Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards for Service Delivery. Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. CIO audit paused due to issues. +50% inadequacies and "needs improvement" found across the majority of the Material and fundamental controls and Licence Conditions for Security. Penetration testing is overdue but dates planned.	A	A	G	A	Jun-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
May-24	Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards across Operations and Service Delivery during this reporting period. Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Penetration testing is overdue but dates now planned.	A	G	G	A	May-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G
Apr-24	Performance has met or exceeded DCC expectations and CGI have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G	G	G	Apr-24	Performance has met or exceeded DCC expectations and Critical Software have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	●	G

External Service Provider	Role	Monthly KPI Performance			
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.				
Month	Commentary for the MONTH	MONTHLY Rating	Operations	Service Delivery	Commercial
Mar-25	3xCAT1 impacted Operations Performance. Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	R		G
Feb-25	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G		G
Jan-25	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G		G
Dec-24	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G		G
Nov-24	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Security Management Plan delivered and Penetration Testing successful	G	G		G
Oct-24	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	G		G
Sep-24	Performance improvements required across all areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A		A
Aug-24	Performance improvements required across all areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A		A
Jul-24	Performance improvements required across all areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A		A
Jun-24	Performance improvements required across all areas, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A		A
May-24	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards in Operations. Performance improvements required in Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G		A
Apr-24	Performance has met or exceeded DCC expectations and DXC have delivered a satisfactory professional service within agreed timescales and quality standards in Commercial. Performance improvements required in Operations, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A		G

External Service Provider	Role	Performance Summary							
Landmark Information Group Ltd	Landmark provides design, build and test services of the Registration and Address Service components which underpin the Central Switching Service (CSS).	The service comprises professional services, development of the platforms, software, hardware, Early Life Support, ongoing Service Management and Operational support							
Landmark Information Group	The service comprises professional services, development of the platforms, software, hardware, Early Life Support, ongoing Service Management and Operational support				RY2024/25 rating				
Relationship Summary									
Landmark has shown a strong commitment to improvement, consistently meeting all contractual obligations and deliverables. Their dedication to continuous improvement highlights Landmark's efforts in aiming for Green across all areas. Landmark have been fully committed to the Security Assurance process with continued proactive collaboration between parties and remediation plans / other required actions agreed and fully delivered.									
Month	Commentary for the MONTH	MONTHLY Rating	Operations	Service Delivery	Commercial				
Mar-25	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Feb-25	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Jan-25	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Dec-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Nov-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Oct-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Sep-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. Several observations outstanding, with Landmark actively working with DCC to close each remaining observation.	G	G	G	G				
Aug-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards for Service Delivery. Performance improvements are being implemented across the Operations and Commercial pillars and remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. Multiple observations outstanding, with Landmark actively working closely with DCC to close each remaining observation.	A	A	G	A				
Jul-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards for Service Delivery. Performance improvements are being implemented across the Operations and Commercial pillars and remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. Multiple observations outstanding, with Landmark actively working closely with DCC to close each remaining observation.	A	A	G	A				
Jun-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards for Service Delivery. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across Operations and Commercial during this reporting period. Full engagement with the CIO process. Multiple observations outstanding, with Landmark actively working closely with DCC to close each remaining observation.	R	R	G	R				
May-24	Performance has met or exceeded DCC expectations and Landmark have delivered a satisfactory professional service within agreed timescales and quality standards for Service Delivery. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across Operations and Commercial during this reporting period. Full engagement with the CIO process. Multiple observations outstanding, with Landmark actively working closely with DCC to close each remaining observation. Penetration testing successful.	R	R	G	R				
Apr-24	Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required across all areas during this reporting period. There was, however, engagement with the CIO process, with Landmark collaborating with DCC and its external assurance party to understand closure measures for the multiple observations noted as requiring improvement.	R	R	●	R				

External Service Provider	Role	RY2024/25 rating				External Service Provider	Role	RY2024/25 rating			
Month	Commentary for the MONTH	Monthly KPI Performance				Month	Commentary for the MONTH	Monthly KPI Performance			
		MONTHLY Rating	Operations	Service Delivery	Commercial			MONTHLY Rating	Operations	Service Delivery	Commercial
Mar-25	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Mar-25	Performance improvements required for Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Operations. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	R	●	A
Feb-25	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Feb-25	Performance improvements required for Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Operations. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	R	●	R
Jan-25	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Jan-25	1xCAT2 and 1xCAT3 incident impacting Operations during this reporting period. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required in Commercial . Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	R	R	●	R
Dec-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Dec-24	Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Performance improvements required for Operations, remediation plans or other required actions agreed and have been delivered / are on track to be delivered however, continuing issue and diminishing collaboration on reducing non-communicating devices has affected Operational performance for this reporting period. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A	●	G
Nov-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Nov-24	1xCAT2 incident impacted Operational performance with slow root cause identification. Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Penetration test successful.	A	A	●	G
Oct-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Oct-24	3xCAT3 incidents impacted Operational performance, although all criteria were met. Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A	●	G
Sep-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Sep-24	Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Operations with collaboration to reduce non-communicating devices. Performance improvements required for Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered however, Impact assessment against 2G roaming switch-off risk is outstanding. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Aug-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Aug-24	Performance has met or exceeded DCC expectations and Secure have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Security during this reporting period. Full engagement with the CIO process. 1 or more observations inadequate and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. BCDR failover successful.	G	G	●	G
Jul-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Jul-24	Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Performance improvements required for Operations, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	A	●	G
Jun-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Jun-24	Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Operations. Performance improvements required for Commercial, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Security Management Plan updated.	A	G	●	A
May-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	May-24	Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Operations Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required during this reporting period, with significant improvements needed following 1xCAT1 resulting in an Heightened Supplier Management Plan. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions	R	R	●	G
Apr-24	Performance has met or exceeded DCC expectations and Netcompany have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period.	G	G	G	G	Apr-24	Performance has met or exceeded DCC expectations and delivered a satisfactory professional service within agreed timescales and quality standards for Commercial. Operations Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required during this reporting period, with significant improvements needed following 1xCAT1 with no resolution. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions	R	R	●	G

External Service Provider	Role	RY2024/25 rating				External Service Provider	Role	RY2024/25 rating			
Toshiba Ltd	Toshiba has been awarded Communications Hubs (CH) for the Communications Hub & Network Programme which went live 2nd December 2024. This is an enduring service; production of next generation Communication Hubs to meet DCC forecasts, and distribution to a UK warehouse.	RY2024/25 rating				Trilliant Energy Services Inc	Trilliant	RY2024/25 rating			
		MONTHLY Rating	Operations	Service Delivery	Commercial			MONTHLY Rating	Operations	Service Delivery	Commercial
Month	Commentary for the MONTH	Monthly KPI Performance				Month	Commentary for the MONTH	Monthly KPI Performance			
Mar-25	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	G	G	Mar-25	Operational and Commercial Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered, good progress continues on implementing commercial improvements and audit & software verification. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Feb-25	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	G	G	G	Feb-25	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Jan-25	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	G	G	Jan-25	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Dec-24	The programme to deliver 4G Communications Hub and Network successfully went live 2nd December 2024. Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	●	G	G	Dec-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and Fundamental Controls and Licence Conditions.	R	G	●	A
Nov-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	G	G	Nov-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and Fundamental Controls and Licence Conditions.	R	G	●	A
Oct-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	G	G	Oct-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Lack of engagement with the CIO process. +50% inadequacies and "needs improvement" found across the majority of the Material and Fundamental Controls and Licence Conditions.	A	G	●	A
Sep-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Service Delivery during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security. Cost savings achieved, demonstrating Toshiba's commitment to value for money, alongside accelerated testing of network signal strength impacts on the Communications Hub system, highlighting strong collaboration.	G	●	A	G	Sep-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Aug-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	G	G	Aug-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, good progress continues on implementing commercial improvements and audit & software verification. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Jul-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	G	G	Jul-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial however, there has been good progress implementing commercial improvements and audit & software verification. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Jun-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	G	G	Jun-24	Operational Performance improvements required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
May-24	Delays in the exit of Key Communication Hub & Network and 4G programme System Integration Testing saw Service Delivery Performance requiring improvements. However, Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all other areas during this reporting period. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security	G	●	A	G	May-24	Operational criteria met, however, unsatisfactory performance reported due to continuing issues stemming from the December High Impact Window changes and all new migrations being suspended. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A
Apr-24	Performance has met or exceeded DCC expectations and Toshiba have delivered a satisfactory professional service within agreed timescales and quality standards across all areas except Commercial where performance improvements are required, remediation plans or other required actions agreed and have been delivered / are on track to be delivered. Full engagement with the CIO process. No inadequate observations and 10 or less "needs improvement". Mainly "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	G	●	G	A	Apr-24	Operational criteria met, however, unsatisfactory performance reported due to continuing issues stemming from the December High Impact Window changes and all new migrations being suspended. Performance has been unsatisfactory with issues identified but not addressed either in a timely manner or to the quality required for Commercial. Full engagement with the CIO process. 1 or more inadequate observations and / or 10 or more "needs improvement". Some "adequate" found across the Material and fundamental controls and Licence Conditions for Security.	A	G	●	A

Appendix A – Methodology for External Service Provider Dashboard Ratings

DCC is committed to transparently monitoring and communicating the performance of its strategic External Service Providers throughout the Regulatory Year. The External Service Provider performance report is a key tool used to highlight strong performance, identify emerging trends, and support timely corrective actions where necessary. Its ultimate aim is to drive continuous improvement and ensure the highest standards in service delivery.

Each month, DCC produces Monthly Service Reports (MSRs), which are shared with service providers. These reports contribute to a cumulative annual performance rating, informed by both formal and informal engagement. All ratings are evidence-based and reflect objective input from both DCC and the service providers.

Monthly ratings are compiled using data and insights from the relevant Performance Areas, as provided to the In-Life Supplier Management Team. These inputs are reviewed through a structured internal moderation process, resulting in a monthly rating for each provider across applicable areas, as well as an overall performance rating. These

ratings form the basis for ongoing discussions at formal governance meetings and forums held monthly or quarterly.

While MSRs are a critical component of performance evaluation, they represent only part of the broader assessment. In accordance with Licence Condition 34, DCC's Annual Service Report (ASR) must also include information on contracted performance and all relevant operational or technical aspects of user service that DCC considers should be brought to the Authority's attention. As such, DCC may exercise discretion to provide a more representative annual rating where it is warranted by the full scope of provider performance.

Performance Pillar	Metric Focus	Weighting
Commercial	Compliance with Contractual Obligations	No weighting
	Commercial Quality	No weighting
	Turnaround of Change Requests	No weighting
Operations	Operational Performance (KPI's / SLA's)	No weighting
	Service Stability	Weighted to move the pillar to Amber or Red dependent on customer impact
	Values & Behaviours	No weighting
	Operational Change Quality	No weighting
	Operational Change Responsiveness	No weighting
Security	Compliance	No weighting
	Responsiveness	No weighting
Service Delivery	Service Quality	No weighting
	Service Responsiveness	No weighting

Appendix B – 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%	99.98%
CPM2	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	99.00%	96.00%	99.69%
CPM3	Percentage of Alerts delivered within the applicable Target Response Time.	99.00%	96.00%	99.53%
CPM3A - N 95%	For those Alerts which are subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time	95.00%	95.00%	96.03%
CPM3A - N 88%	For those Alerts which are subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time	88.00%	88.00%	85.92%
CPM3A - C&S 95%	For those Alerts which are subject to SEC Section H3.14(i), percentage of Alerts delivered within the applicable Target Response Time	95.00%	95.00%	94.37%
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%	96.77%
CPM5-3	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	90.00%	80.00%	99.40%
CPM5-4	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 4 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	90.00%	80.00%	99.85%
CPM5-5	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	90.00%	80.00%	98.38%
CPM5A	Percentage of Incidents which fall within Incident Category 3, 4 or 5 that are recorded on the Incident Management Log and assigned to a resolver within the Target Initial Response Time.	90.00%	80.00%	97.27%
CPM6 - DUIS Core	Percentage Availability Core - DUIS Interface	99.50%	98.00%	99.96%
CPM6 - DUIS Non-Core	Percentage Availability Non-Core - DUIS Interface	99.50%	98.00%	99.94%
CPM6 - Registration Data Core	Percentage Availability Core - Registration Data Interface	99.50%	98.00%	99.99%
CPM6 - Registration Data Non-Core	Percentage Availability Non-Core - Registration Data Interface	99.50%	98.00%	99.96%
CPM6 - SMKI Repository Core	Percentage Availability Core - SMKI Repository Interface	99.50%	98.00%	99.99%
CPM6 - SMKI Repository Non-Core	Percentage Availability Non-Core - SMKI Repository Interface	99.50%	98.00%	99.96%
CPM6 - SMKI Services Core	Percentage Availability Core - SMKI Services Interfaces	99.50%	98.00%	100.00%
CPM6 - SMKI Services Non-Core	Percentage Availability Non-Core - SMKI Services Interfaces	99.50%	98.00%	100.00%
CPM6 - SSI Core	Percentage Availability Core - Self Service Interface	99.50%	98.00%	99.98%
CPM6 - SSI Non-Core	Percentage Availability Non-Core - Self Service Interface	99.50%	98.00%	99.96%
CPM7	Percentage of Certificates delivered within the applicable Target Response Time for the SMKI Services.	99.00%	96.00%	100.00%
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 C – 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 D – Legacy Procurement Contracts

Contract Name	Service Provider
Agreement for the Provision of S1MRS, SMDR 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)