



FEEDBACK SUMMARY REPORT
DNO Transformation Programme

DNO Transformation Summit

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1. Introduction and Context

1.1. DNO Transformation Programme

In response to feedback from DNOs in 2020/21 a DCC/DNO transformation programme was prioritised to deliver performance improvements, rebuild relationships, and provide confidence that we are delivering the right outcomes for DNOs. This report summarises our progress to date in response to your feedback.

The programme includes a suite of improvements, such as new DNO reporting packs, a service improvement plan, and a new service and innovation project that looks to improve the current services DNOs receive from DCC, underpinned by a strategic customer engagement workstream.

Programme Outcomes

The programme has been designed to deliver the following outcomes:

POA SECMOD Programme	<ul style="list-style-type: none"> • Improve SMETS2 POA performance to maximise DNO benefits and contribution to SMIP business case • Ensure POA requirements are integrated into NEP procurement • Resolve DCC SEC non-compliance
TOC Reporting Project	<ul style="list-style-type: none"> • Establish accurate and credible data for automated DNO customer reporting packs delivering actionable data for key DNO performance measures • Develop data insight to enable performance improvement and optimisation
Service Improvement Project	<ul style="list-style-type: none"> • Establish a joint, prioritised and change controlled view of the current DNO issues backlog • Establish and deliver a DCC improvement plan to resolve the issues backlog • Establish effective use of DCC incident and problem management processes to manage operational issues • Establish "Memorandum of Understanding" agreements with Meter Manufacturers
New Service & Innovation Project	<ul style="list-style-type: none"> • Explore ways to collaborate with DNOs to maximise value from the DCC network, including; • Optimising DNO integration and orchestration with DCC • Improve effectiveness of industry device testing for DNOs • Explore development of a joint development and test sandpit approach
Strategic DNO Engagement workstream	<ul style="list-style-type: none"> • Reset and rebuild the DCC-DNO engagement model, including: • Coordination and alignment within DCC to deliver DNO outcomes • Coordination between DCC, DNOs and relevant industry groups to optimise DNO outcomes

1.2. DNO Summit

The first ever DNO Summit event took place on 15th September 2021. The purpose of this engagement was to bring DCC and DNOs together to provide an update of progress against the plan and to work collaboratively to refine the scope and deliverables for key projects within the programme. The key areas discussed were as follows:

- Reporting, data analysis and service improvements – improving how we report, provide data insights, and deliver service improvements
- Scope of the DNO Transformation Programme in YR22/23
- Supporting DNOs with your ED2 plans

The Summit built on a series of senior bilateral engagements between DCC and DNOs held throughout Q1 2021. This was in addition to a number of workshops held with members of the DCC Interaction Group (DIG) and our 1st survey issued in May 2021 which provided us with a baseline

measurement of how you view DCC in terms of operational service performance, user experience, and initial perceptions of the DNO Transformation Programme.

2. Feedback received and DCC decision

DCC has analysed your feedback and this section presents an overview of what was said and our response to each theme. Our responses are categorised as follows:

- Category A: We will incorporate the feedback into our activity. We will say whether or not we believe any fundamental amendments to the activity are needed as a result of the feedback.
- Category B: Feedback cannot be considered now. We will give an estimated date when an update can be given.
- Category C: We will not be taking feedback forward. We will say why.

All of the feedback received at the Summit fell into Category A.

Topic	Feedback theme	Feedback	DCC response and reason
Data Reporting & Data Analysis	<p>New data reporting</p> <p>The consensus was that the new level of data reporting was unlocking insights that previously weren't possible to surmise, and that the level of data being received was sufficient.</p> <p>The presentation of the reports/graphs was also well received, but the volume of new data being made available was unwieldy.</p>	<i>"Being able to see the data visually represented has been really helpful"</i>	<p>Category A</p> <p>We regularly engaged with you on the development of the custom reports we are delivering, primarily via the DIG meeting with DNO operational representatives. This is an iterative engagement where the scoping of reports is defined, agreed and delivered and then adjusted for any cosmetic changes and agreed with your representatives. As new data, requirements and trends become available, we will work with you to define the scope for new reports.</p> <p>Some of you have requested the development of some form of "active" dashboard which they can interact with as well as the static reporting packs we are currently delivering. Based on that feedback we have included a dashboard as part of our 2022 scoping which has been shared with the DNOs.</p>
		<i>"This has helped in the identification of trends, understanding high level volumes of data and has allowed us to go beyond just marking our own homework"</i>	
		<i>"There is now so much data it's almost unwieldy"</i>	

Topic	Feedback theme	Feedback	DCC response and reason
	<p>Frequency of Data</p> <p>As reports are still static at present, having systems that allow data to be displayed in real time would be a further improvement.</p>	<p><i>A dashboard that a user can interact with in real time would make a big difference (DIG Meeting)</i></p>	<p>Category A See dashboard comment above.</p>
	<p>Focus for Tranche 1 vs Tranche 2</p> <p>Focus should be on how DCC can get data to the DNOs, rather than what the data is. Tranche 2 should be the focus for other potential areas for data gathering/ reporting.</p>	<p><i>'Tranche 1 dashboard has been really positive from that perspective'</i></p>	<p>Category A Tranche 2 reporting was delivered on 5th October 2021. Over the next few months we will be working with you to review other innovative options, to scope into Tranche 3 which is scheduled for delivery 1st week in January 2022.</p>
<p>YR22/23 Transformation Programme</p> <p>Service Improvement</p>	<p>Priorities on the Plan</p> <p>DNOs agreed with the set of priorities we have on the current Service Improvement plan and would like to see more insight and clarity on delays, and notifications of any gaps in alerts.</p>	<p><i>"Is there a way that delayed outages can be captured from DCC?"</i></p>	<p>Category A</p> <p>Our Service Management Team will continue to work with the DNOs to understand the next tranche of issues to be addressed.</p> <p>We continue to use the DIG Forum to help bring forward new service issues that are impacting the DNOs business. Linked with regular operation bilaterals planned throughout November & December 2021, we will work together to develop a plan to address these emerging requirements.</p>

Topic	Feedback theme	Feedback	DCC response and reason
	<p>Protocol</p> <p>Understanding the protocol for new points identified since the creation of the list, prioritisation, and discuss them in an open way.</p>	<p><i>'Currently there is no visibility for how DCC deal with new issues, and how they end up on the plan.'</i></p>	<p>Category A</p> <p>The service improvements project was set up to resolve the key 28 service issues. Of these, the current status is: 1 Not started, 13 in progress, 6 closed, and 8 with DNOs. We will continue to build a robust BAU process with DNOs that will ensure we investigate, discuss & expedite new issues as they arise.</p> <p>We are undertaking a “new ways of working” exercise to help provide DNOs with a way of getting DNO problems expedited.</p>
<p>YR22/23 What should DCC tackle next?</p>	<p>Data quality & monitoring</p> <p>Data quality & monitoring needs to be reliable, and time sensitivity is important. Reaping the benefits helps DNOs with their planning.</p>	<p><i>'When data quality is poor, it reduces the amount of low carbon technologies that can be accommodated, which affects planning'</i></p>	<p>Category A</p> <p>We will be working with DNOs to focus on the next block of key metrics (ie; consumption and voltage data), as well as continuing to improve on alerts quality and timeliness. Underpinning all of this, we will be continuing the improvements we are making on the reduction in certificate issues allowing visibility of more of the real estate.</p>
	<p>Data Reliability</p> <p>Reliable data is key for DNOs to build their own system structures</p>	<p><i>'We need reliable data to build our own systems and structures, for example delivery of power outage alerts are not always consistent, which can be a cause of frustration.'</i></p>	<p>Category A</p> <p>Reliable data is the key to success. We are now in a position to start to build and analyse trends which, when linked with our own operational data can help identify challenges in the DCC system structure. This is an exciting challenge we are just beginning, now that we have visibility of the data to help DNOs make informed decisions.</p>

Topic	Feedback theme	Feedback	DCC response and reason
	<p>Closer working relationships</p> <p>Keen for a closer working relationship with DCC, two-way engagement, being more proactive would provide more confidence.</p>	<p><i>'DCC is really important to us, and we want to work with you to get performance up so we can really use the system a lot better.'</i></p>	<p>Category A</p> <p>We would like to continue to use the bilaterals to help shape our work. Our 2nd series is planned through December and January, and we will provide regular updates via the DIG Forum.</p> <p>We are undertaking a “new ways of working” exercise to help provide the DNOs with a way of getting DNO problems expedited.</p>
Supporting DNOs business planning	<p>Readiness for EV & Heat pump uptake, being able to identify increased demand, constraints on the Network.</p>	<p>'Smart data will help a deeper understanding of human behaviour on EV charging in particular, to identify when high use loads are happening at different times.'</p>	<p>Category A</p> <p>Consumption data will be key to solving this problem. As part of the TOC Reporting and Service Improvements activity, we will be able to help DNOs benchmark the network to help provide visibility and therefore make informed choices going forward. The Programme is plugged into the key DCC stakeholders who are looking at Network Evolution to ensure that the voice of the DNO is heard.</p>

3. Conclusions

- This Summit engagement on improvements to Reporting & data analysis and service, next priorities for YR22/23 and DCC support for DNOs on ED2 is now complete.
- Bilateral meetings are now being scheduled for December 2021 and January 2022.
- Further information on our customer engagement process can be found at www.smartdcc.co.uk/customer-engagement.