RETAIL ENERGY CODE

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R0092 – DCC SERVICE LEVEL AGREEMENTS FOR THE SWITCHING INCENTIVE REGIME

OUTSTANDING ACTIONS

MEETING	**R0092_03**
DATE	**10 August 2023, 15:00**
LOCATION	Via teleconference

ACTION REF	DATE	ACTION	ACTION UPDATE	WORKSHOP TO BE DISCUSSED
1506_01	15/06/2023	The Code Manager to reconcile any differences identified through proceedings of the R0092 workgroup between the REC obligations and performance assurance reporting.	Action is ongoing.	R0092_03 (10/08/2023)
1506_02	15/06/2023	The DCC to confirm the required timescales to process synchronous and asynchronous responses during peak demand volumes.	Closed.	R0092_02 (29/06/2023)
1506_03	15/06/2023	The DCC to confirm how long in-hour scaling processes takes to account for unexpected peak volumes.	Closed.	R0092_02 (29/06/2023)
1506_04	15/06/2023	The DCC to produce a slide demonstrating the dependencies on user response versus dependencies on the DCC to complete processes regarding gate closure.	Closed.	R0092_02 (29/06/2023)
1506_05	15/06/2023	LB to provide data on open incidents, their associated priority categories, volumes and any on hold.	Closed.	R0092_02 (29/06/2023)

ACTION REF	DATE	ACTION	ACTION UPDATE	WORKSHOP TO BE DISCUSSED
2906_01	29/06/2023	DCC to provide an explanation on why there was a wider distribution of mean hourly response times at lower volumes within the May data for asynchronous messages.	Action to be discussed under agenda item three.	R0092_03 (10/08/2023)
2906_02	29/06/2023	DCC to provide the number of times the service needed to scale to over 8 instances in May for inbound messages and excluding gate closure.	Action to be discussed under agenda item three.	R0092_03 (10/08/2023)
2906_03	29/06/2023	DCC to request information from Landmark on how long the acknowledgement time out period is.	Action to be discussed under agenda item three.	R0092_03 (10/08/2023)
2906_04	29/06/2023	DCC to provide data on inbound tickets as opposed to proactively raised incidents from Landmark.	Action to be discussed under agenda item six.	R0092_03 (10/08/2023)