RETAIL ENERGY CODE

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R0092 – DCC SERVICE LEVEL AGREEMENTS FOR THE SWITCHING INCENTIVE REGIME

MEETING AGENDA

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

The meeting will be recorded for the purpose of ensuring accuracy of meeting minutes.
By participating in the meeting, you accept that your voice will be recorded for this purpose.

	TITLE	PAPER REF.	TIME	LEAD
1	**Welcome and introduction**	Verbal	15:00	Chair
2	**Minutes from the last meeting** *For Decision*	R0092_23_1307_02	15:05	Lead Analyst
3	**Outstanding Actions** *For Discussion*	R0092_23_1307_03	15:10	Lead Analyst
4	**Message response targets** • How many seconds constitutes the appropriate SLA for synchronous and asynchronous messages. • Determine the appropriate definition for demand and whether there is a requirement to define “average” and “peak.” *For Discussion*	Verbal	15:20	Lead Analyst

	TITLE	PAPER REF.	TIME	LEAD
5	**Gate Closure** • Consider whether there an issue when reporting is based only on Switching Data Service Providers. *For Discussion*	Verbal	15:50	Lead Analyst
6	**Incident Management Targets** • Consider the difference between user driven incidents vs Landmark raised incidents. *For Discussion*	Verbal	16:20	Lead Analyst
7	**Summary** *For Information*	Verbal	16:55	RECCo SME

NEXT MEETING	24 August 2023