RETAIL ENERGY CODE

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R0092 – DCC SERVICE LEVEL AGREEMENTS FOR THE SWITCHING INCENTIVE REGIME

OUTSTANDING ACTIONS

MEETING	**R0092_02**
DATE	**29 June 2023, 15:00**
LOCATION	Via teleconference

ACTION REF	ACTION	ACTION UPDATE
1506_01	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.
1506_02	The DCC to confirm the required timescales to process synchronous and asynchronous responses during peak demand volumes.	Action to be discussed under agenda item four.
1506_03	The DCC to confirm how long in-hour scaling processes takes to account for unexpected peak volumes.	Action to be discussed under agenda item four.
1506_04	The DCC to produce a slide demonstrating the dependencies on user response versus dependencies on the DCC to complete processes regarding gate closure.	Update to be provided at the meeting.
1506_05	LB to provide data on open incidents, their associated priority categories, volumes and any on hold.	Action to be discussed under agenda item five.