RETAIL ENERGY CODE

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# R0092 – DCC SERVICE LEVEL AGREEMENTS FOR THE SWITCHING INCENTIVE REGIME

## FINAL MEETING MINUTES

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| MEETING | **R0092_04** |
| DATE | **07 September 2023, 10:00** |
| LOCATION | **Hybrid** |

| Attendee | Representing | Initials |
|---|---|---|
| Tina Pearce | Code Manager (Chair) | TP |
| Elise Handy | Code Manager (Lead Analyst) | EH |
| Anton Moden | Code Manager | AM |
| Michael Taylor | Code Manager | MT |
| Sidni Renmiu | Code Manager | SR |
| Cordelia Grey | Data Communications Company (Proposer) | CG |
| Ekta Sareen | Data Communications Company (Proposer) | ES |
| Gary Stuart | Data Communications Company (Proposer) | GS |
| Jenny Bridges | Data Communications Company (Proposer) | JB |
| Nigel Collins | Data Communications Company (Proposer) | NC |
| Tim Dunning | Data Communications Company (Proposer) | TD |
| Jacquie Barton | DNO representative | JBa |
| David Addison | GRDA | DA |
| Sharon Dudley | GRDA | SD |
| Claire Hemmens | RECCo | CH |

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|---|---|---|
| Jonathan Hawkins | RECCo | JH |
| Mollie De Camp | RECCo | MD |
| Ben Atkinson | Supplier representative | BA |
| Carl Dennis | Supplier representative | CD |
| Cathy Mulliss | Supplier representative | CM |

## 1 WELCOME AND INTRODUCTIONS

The Chair (TP) welcomed attendees to the fourth R0092 work group meeting.

JH highlighted that the intention of today's session was to refine and feed-in on the proposer's solution. It was not to agree a solution, however, will be used to factor in considerations for the Impact Assessment and consider if there are any alternate proposals.

## 2 MAXIMUM DEMAND VOLUMES

Prior to the meeting, it was requested for the DCC to provide additional data on the expected maximum volumes of all messages, as the 281,600 current peak daily volume as stated within section 7.3 of the CSS Service Definition was intended to relate to Switching volumes and not all message types. The current volume of 281,600 had been included as part of the DCC's proposal to apply to all messages. This figure relates to switching requests; however, a view should be provided for all message types over a two-to-three-month period to allow an appropriate forecast of all messages to be captured going forward. This data was provided by the DCC and reviewed by the group.

The DCC reviewed historic data and suggested a figure of 454,286 for all messages using the average number of daily messages and applying a standard deviation. It was noted that using historic data in isolation was not an accurate method for determining the maximum demand volume, as switching levels have been at a historic low. On this basis, the figure was determined to be too low, and the group suggested that any messages that correlate to switching activity should be scaled up to determine what these volumes would look like under peak switching volumes. The group analysed which message types directly related to switching and these were determined to be.

- Create Switch
- Create Registration
- Intervention (Objections, Withdrawals and Annulments)
- Update Registration
- Update Supplier Appointed Agent.

The DCC was then asked to do further analysis based on these message types and this figure would then form part of the impact assessment for the potential change to the REC for the peak daily volume figure.

**Action 0709_01: The DCC to conduct further analysis on the message types determined by the work group to be related to switching so that these can be impact assessed as a new figure for the peak daily volume.**

## 3 SYNCHRONOUS RESPONSES

**DCC's Proposal**

| Performance Parameter | Performance Level |
|---|---|
| Average and Peak daily volume | Mean time of two seconds or less |

| | |
|---|---|
| Definition | Mean daily response = $\frac{\text{No. days where Mean Response time for all messages is less than 2s}}{\text{Count of days in the month}} \times 100$ |
| Target | 100% of days in the month meeting mean daily response of 2 seconds or less |
| Boundary | Target applies where daily volume of all messages received is less than or equal to ~~281,600~~. |

The DCC's proposal for synchronous responses is to have no distinction between average and peak daily volumes and for this to become one performance measure of a mean time of 2 seconds or less with a 100% performance level. The original proposal was for the boundary of this performance measure to be a peak daily volume figure of 281,600, however, this is intended to be altered with the new figure as determined by Action 0709_01.

Group members noted that the concern with the proposal is that it allows for extreme outliers to be averaged out and that the impact assessment will need to gain views of what impact an outlier would have on market participants. For example, a small batch of messages could take several minutes for a synchronous response, but all other messages in the day could mean that the service level is achieved. Confirmation is needed as to whether this would have a negative impact on users of the service.

It was queried what the response times for outliers were currently sitting at. NC advised that there wasn't an exact figure, but it would be in double digits of seconds although not over a

minute and certainly not to the point that retries are required. An option for this proposal may be to add an additional layer in that the service level is an average mean time of two seconds, however in no instance more than X seconds. An impact assessment question will be included to seek views on what level this should be.

## 4 ASYNCHRONOUS RESPONSES

**DCC's proposal**

| Performance Parameter | Performance Level |
|---|---|
| Average and Peak daily volume | Mean time of three seconds or less |

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|---|---|
| Definition | Mean daily response = $\frac{\text{No. days where Mean Response time for all messages is less than 3s}}{\text{Count of days in the month}} \times 100$ |
| Target | 100% of days in the month meeting mean daily response of 3 seconds or less |
| Boundary | Target applies where daily volume of all messages received is less than or equal to ~~281,600~~. |

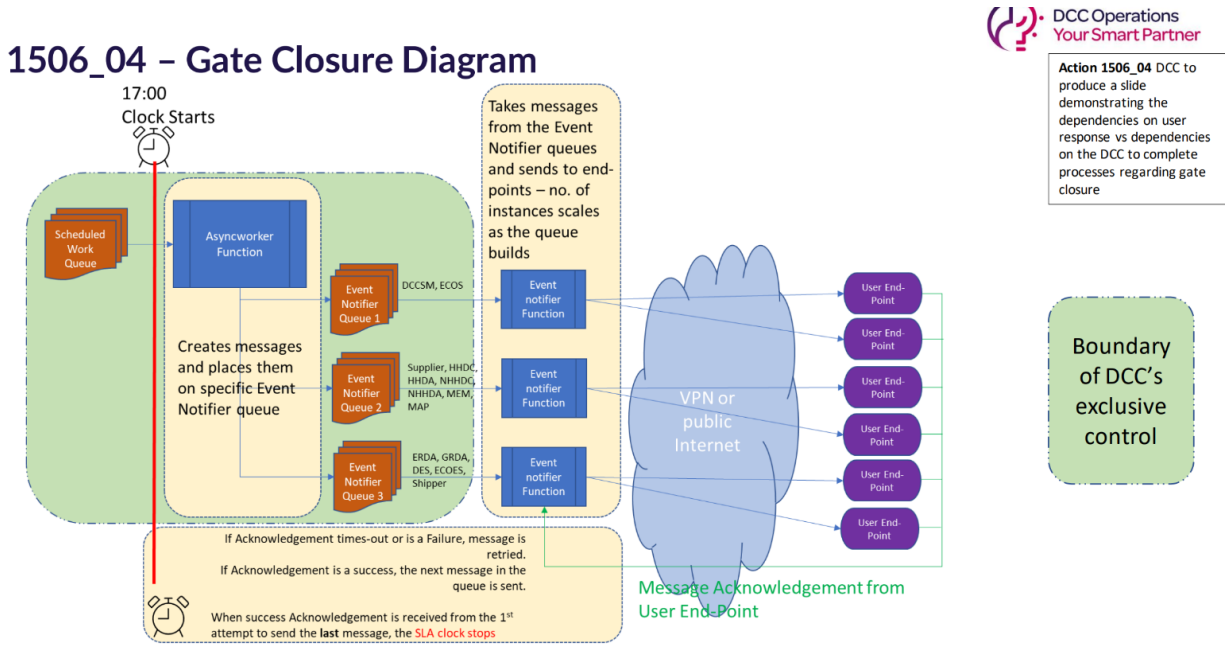
The DCC's proposal for asynchronous responses was similar for synchronous in that peak and average would be combined for an average and mean daily volume and the target percentage would be 100%. However, it would have an SLA mean response time of 3 seconds or less. This proposal would also include the daily peak message volume from action 0709_01.

It was noted that a move from hourly to daily would add a greater risk. The GRDA noted that the concern was if a switch request came in late in the day and that there was a delay in a response, that could mean it is missed from Secured Active processing and Gate Closure for that day.

A consideration was to also have an absolute maximum response time as part of the proposal and that a further understanding of what the maximum should be would form part of the impact assessment.

## 5 GATE CLOSURE

GS advised that the DCC's main concern around gate closure was that performance of other market participants impacted its Service Level Agreements (SLAs). A diagram was displayed showing where the DCC has control and what areas it cannot.




It was queried whether these concerns were already covered as part of R0025 where the DCC can submit evidence and PAB will use its discretion on where performance charges should apply. There may also be an opportunity for an exemption to be applied in circumstances where it can be evidenced that delays were due to another market participant.

**DCC's proposal**

| **Performance Parameter** | **Performance Level** |
|---|---|
| Average and Peak daily volume | Mean time of 35 minutes or less |
| Average and Peak daily volume | 90th percentile response time of 40 minutes or less. |

| | |
|---|---|
| Definitions | Mean processing complete time<br><br>$\frac{\text{No. days where processing complete time reached 35 minutes or less}}{\text{No. of days in the month}} \times 100$ |
| | 90th percentile processing complete<br><br>$\frac{\text{No. days where 90th percentile processing complete time reached 40 minutes or less}}{\text{No. of days in the month}} \times 100$ |

| | |
|---|---|
| Target | 100% of days in month meeting each performance level. |

The GRDA believes that the DCC's proposal is a degradation to the current service levels in the REC and highlighted that as a Service Provider, it is also reliant on the DCC meeting its gate closure targets to ensure the GRDA's service levels are met.

It was determined that the impact assessment should include questions on whether the DCC should be measured on placing messages in a queue (therefore only responsible for its control area), whether the service levels should remain the same within the REC (includes the end-to-end process and other market participants' obligations) but be managed via exemptions or alternatively if industry had an alternative option.

## 6 SWITCHING OPERATOR SERVICE LEVELS: SWITCHING INCIDENTS

DCC noted its proposal was not to alter any service levels associated with Priority 1 and Priority 2 incidents. However, it is proposing to combine Priority 3 and Priority 4 incidents, not to change the SLA but to change the performance percentage for that SLA to 90%.

**DCC's Proposal**

| Priority | Target Response Time | Target Resolution Time |
|---|---|---|
| Priority 1 | 30 minutes | 4 hours |
| Priority 2 | 1 hour | 24 hours |
| Priority 3 | 3 working hours | 3 working days |
| Priority 4 | 1 working day | 10 working days |

| Priority | Response Target | Resolution Target |
|---|---|---|
| Priority 1 | 100% | 100% |
| Priority 2 | 100% | 100% |
| Priority 3/4 | 99% | 90% |

The group noted that 100% to 90% was a significant degradation in service levels and that it was uncertain as to what would happen to the 1 in 10 tickets that don't have to meet the expected service level. It was raised as to whether an absolute maximum response and resolution time should be considered.

It was queried how the DCC was currently performing against these performance levels, and it was confirmed that service levels were not reaching 90% resolution target for either Priority 3 or 4 incidents, but particularly for Priority 3 incidents which have lower performance levels. The

DCC proposed that Priority 3 incidents should be considered in isolation and for a performance plan to be taken forward internally. The working group did not consider a strong case was provided for lowering the percentage targets for this service level however, a maximum timescale could be explored.

It was highlighted that consideration must be given to the impacts to users and not to what is currently the performance of the DCC. As part of the impact assessment, it needs to be understood what market participants feel is the maximum timescale before their operations are at risk when the DCC does not meet its service level. This ask should also include an illustration of what each Priority category would mean in operational terms.

## 7 SWITCHING OPERATOR SWITCHING SERVICE REQUESTS

The DCC originally proposed to align service request metrics with the proposal for switching incidents. The group did not feel that there was a strong case for lowering service levels in this area and requested these be removed from the proposal. The DCC confirmed that they are currently performing strongly against these service levels and volumes are minimal.

## 8 EXEMPTIONS LIST

The DCC's proposal included a list of exemptions, however, it was determined that the industry would not support this and should be removed from the final proposal.

## 9 NEXT STEPS

- The DCC will provide an updated figure for maximum demand volumes.
- The Code Manager will trigger an impact assessment based on the workgroup's steer. This will include a bigger comms plan including engagement at Switching Operator Industry Forum (SOIF) and the REC Issues Group RIG.
- The impact assessment would be issued for a period of 20 working days, as it was agreed a longer period would be required given the nature of the impact assessment.

## 10 CLOSE

There was no further business and TP closed the meeting.