DCC/ REECo
CRS Improvement Plan

February 2026 Update

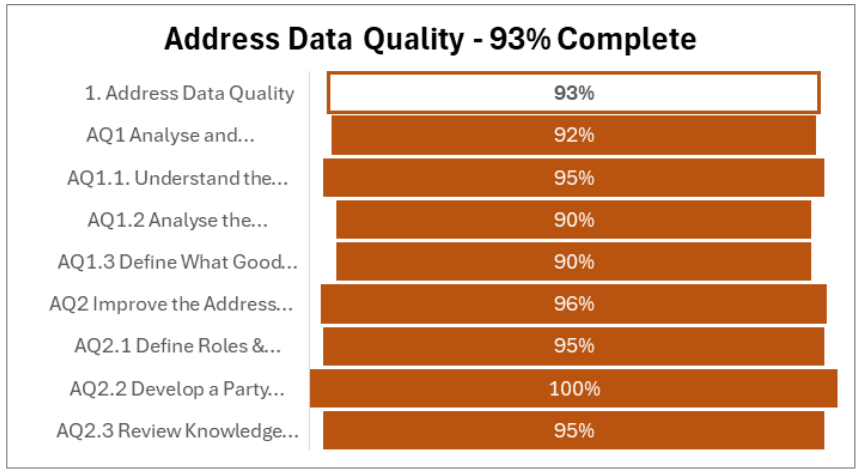
CRS Improvement Plan

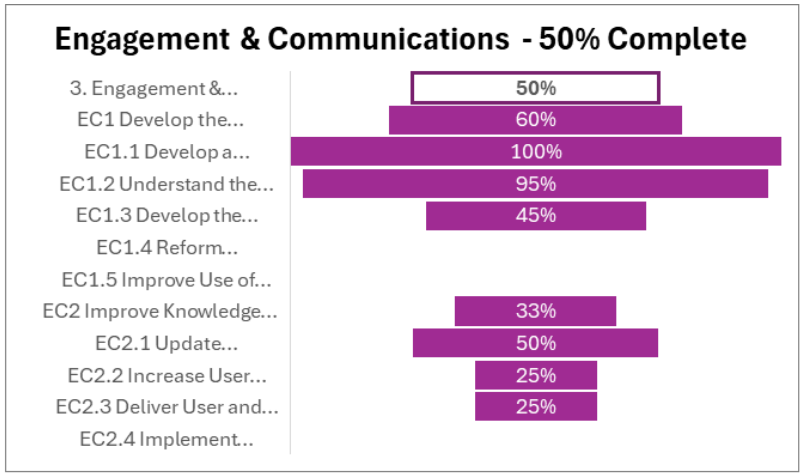
Summary

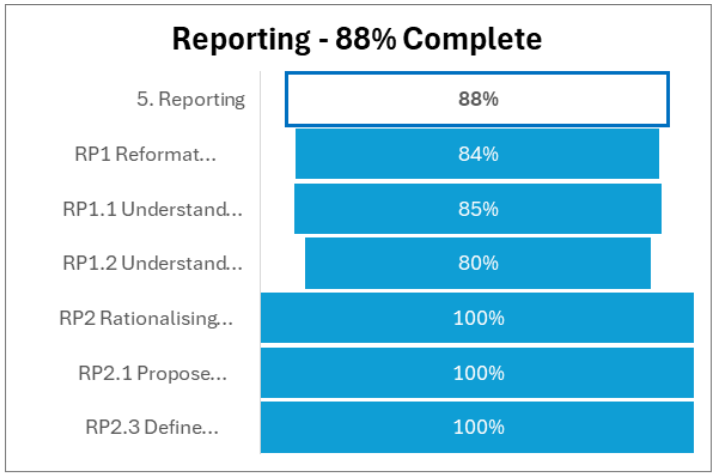
- The CRS Improvement Plan project is a joint initiative between DCC & RECCo to fast track tangible improvements in Switching to the benefit of market participants

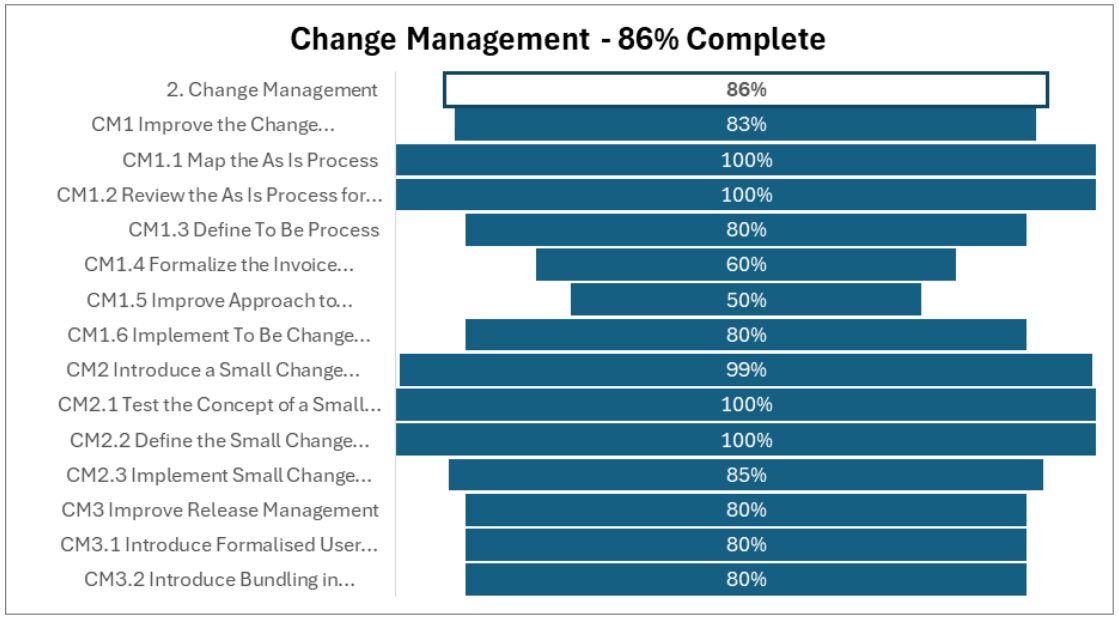
- As the CRS Improvement Plan project looks to close in March 2026, this update has been created to provide the following updates;
  - Demonstrate high levels ‘Big Wins’
  - Illustrate the more detailed plan of what will be delivered against each workstream
  - Overview of current progress %’s
  - Outcomes, Outputs and Metrics
  - What works will continue into 26/27 FY (Items going through Small Change Process)

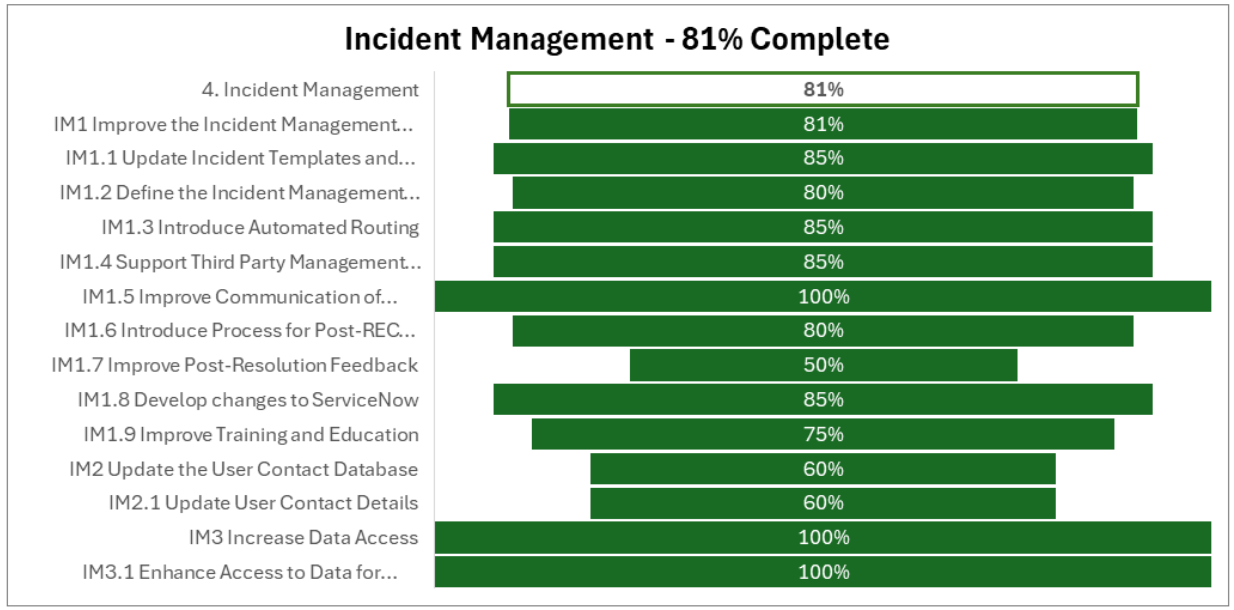
DCC Project Outturn











CRS IP - The Big Wins

Change Management

- Introduction of the new Small Change Process
- A reworked formal change process to minimise past inefficiencies

Address Management

- Step change how industry have engaged and collaborated via f2f workshops
- Detailed analysis of the 'unmatched pot' that has been built into the AQP 26/27
- A reduction in the target unmatched pot – 2.8M down to 2.1M!

Incident Management

- Full requirements developed for a number of improvements. These are flowing through the new Small Change Process (below);
  - Auto routing
  - New incident templates & categories

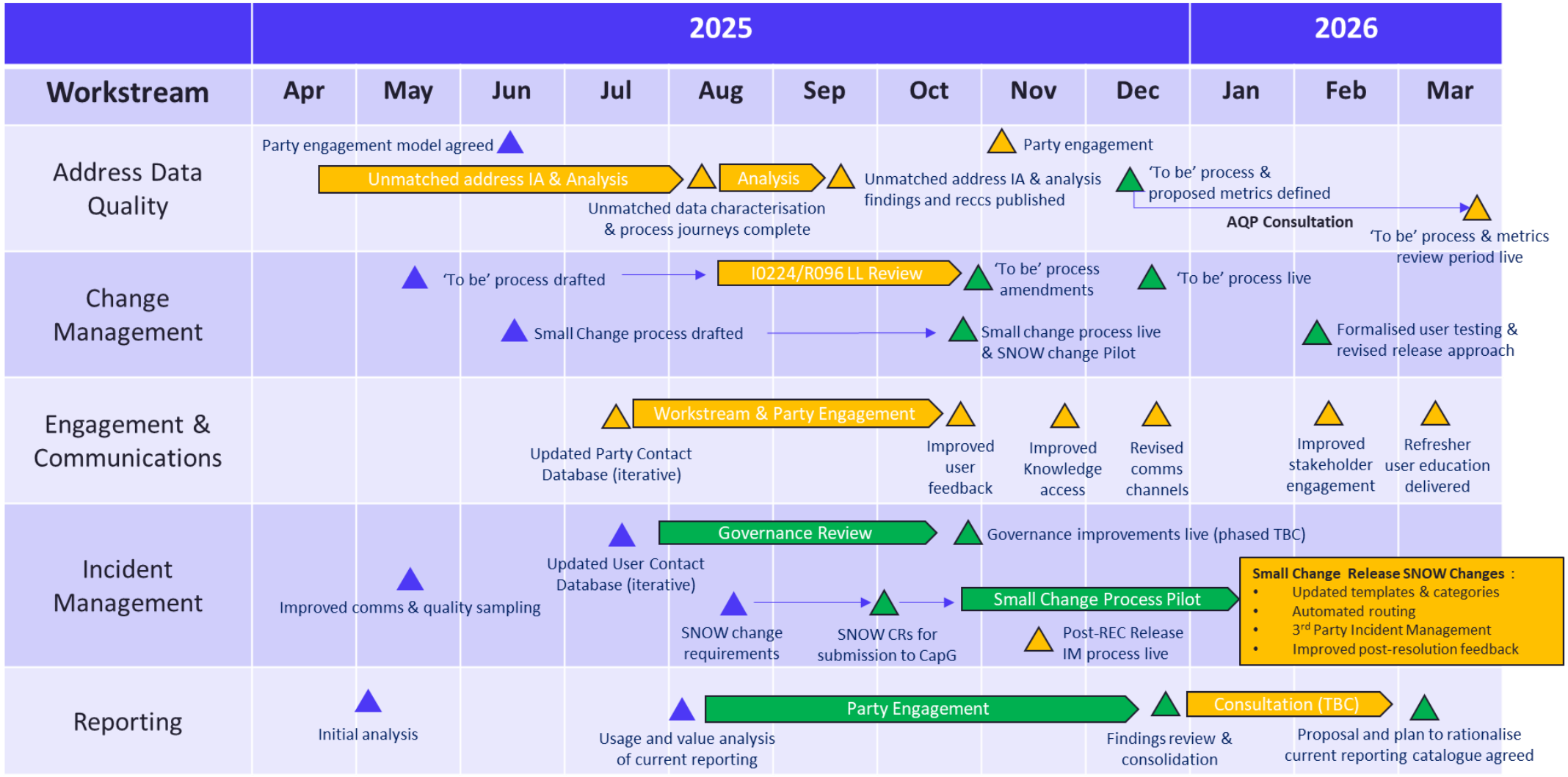
Reporting

- Identified waste and unused reports
- Direct industry engagement via RFI has rationalised what report are required

Comms & Engagement

- Formal industry session held to gather feedback on our current approach to C&E
- This feedback will feed into the new joint DCC/ RECCo Switching C&E Strategy

DCC Rebaselined Plan – October 2025



Outputs, Outcomes & Metrics

Address Data Quality	Change Management	Engagement & Comms	Incident Management	Reporting
Key Outputs • Greater understanding of the impact of unmatched addresses to inform focus areas AQP in future years • A definition of "what good looks like" to inform future investment decisions in Address Management	**Key Outputs** • Introduction of the new Small Change Process • Improvements to the existing Change Management Process that enable us to deliver change more efficiently in terms of cost/ time (formalised invoice process etc)	**Key Outputs** • Updated Stakeholder Map between RECCo and DCC • Comms & Engagement Strategy • Refined Knowledge Base • Staff and User Education Sessions • Increased User Feedback	**Key Outputs** • Improved Incident Management Templates • Introduction of Automated Routing for items that don't need to be seen by certain parties • Updated Incident Management RACI	**Key Outputs** • Rationalised report catalogue → lower processing and storage cost • Better understanding of industry usage of reports
Key Outcomes • Reduction in Unmatched Pot from 2.8M through refined analysis • More focussed AQP based on the feedback from industry, and analysis of the unmatched pot	**Key Outcomes** • Small change budget being utilised • Larger changes going through the improved process • More changes meeting the needs of users due to formalised testing	**Key Outcomes** • A clearer view for all market participants of all upcoming events • Better engagement that's tailored based on feedback received as part of the project • Better engagement feedback scores due to the more focussed approach	**Key Outcomes** • Faster triaging of incidents based on auto routing • More accurate creation of incidents from market participants due to the improved templates	**Key Outcomes** • Lower cost to deliver reporting • Reduction in DCC reports produced • Confidence that reports produced are of use to parties
Key Metrics • % Match Rate • % Unmatchable • Quality scores for DNO/ iDNO's & GT's/ iGT's • Unmatched Volume • % volume of unmatched addresses on key categories	**Key Metrics** • Small change process adoption % • Change success rate % (no rollback) (NEED TO CLARIFY DEFINITION) April to discuss on Monday call and feedback • Change progression within SLA	**Key Metrics** • Bulletin/Email open rate %, CTR % • Stakeholder coverage % • Event attendance % and CSAT • Feedback closure % • Customer Engagement Score (SIR)	**Key Metrics** • Meeting Response SLA's • Meeting Resolution SLA's • Auto-routing numbers • Knowledge Article usage • Count of incidents that have been rejected based on lack of information	**Key Metrics** • Azure costs of report production pre and post changes • ServiceNow usage/download % • Regular industry insight on report usage from engagement reported

CRS into FY 2026/27

Summary of Next steps

- There are a number of items that will continue to be delivered in FY 20206/27 following the formal closure of the project. These will be the items that are currently working their way through the new Small Change Process. It's worth noting that prior to the implementation of the new process as part of this project, these changes would take significantly longer to be progress.
- Item breakdown;
  - Introduction of Automated Routing
  - Update Incident Templates and Categories
  - Reporting reductions

- **Project remains on track to deliver by the end of March 25**
- Benefit realisation will be monitored and measured post project closure.