



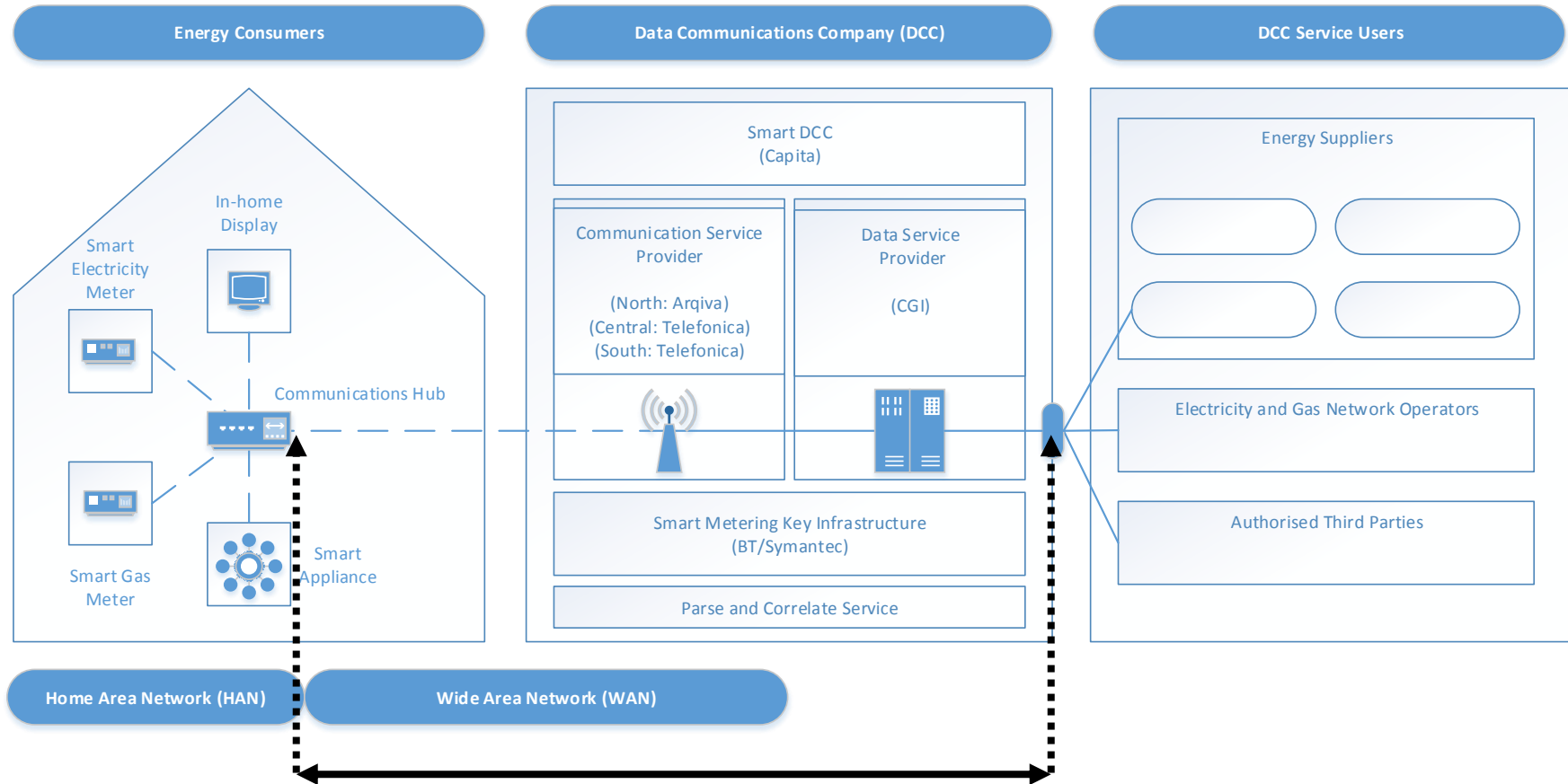
Electricity Settlement Reform

DCC Performance Considerations

July 2014



DCC Performance



- On demand service requests/responses
- Future service responses
- Alerts



99% within target response time (DCC Code Performance Measures)

DCC Code Performance Measures – SEC H13

No.	Code Performance Measure	Performance Measurement Period	Target Service Level	Minimum Service Level
1	Percentage of On-Demand Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
2	Percentage of Future-Dated Service Responses delivered within the applicable Target Response Time.	monthly	99%	96%
3	Percentage of Alerts delivered within the applicable Target Response Time.	monthly	99%	96%
4	Number of Incidents which the DCC is responsible for resolving and which fall within Incident Category 1 or 2 (where 'N' represents the total number of such Incidents which occurred during the Performance Measurement Period) that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	N-1	N-2
5	Percentage of Incidents which the DCC is responsible for resolving and which fall within Incident Category 3, 4 or 5 that are resolved in accordance with the Incident Management Policy within the Target Resolution Time.	monthly	90%	80%
6	Percentage of time (in minutes) when the Self-Service Interface is available to be accessed by all Users during the Target Availability Period.	monthly	99.5%	98%

WAN Coverage

- Proportion of premises with WAN connectivity in each Coverage Region:
 - 80% by December 2015 (DCC ILO)
 - 95% – 97.75% by January 2017
 - 99.25% – 99.5% by December 2020
- DCC will publish its first Statement of Service Exemptions end of September 2014