

Party Service Line PSL170

Meter Administration

Effective Date: 28 February 2008

1. Reference is made to the Balancing and Settlement Code (the Code) for the Electricity Industry in Great Britain and, in particular, to the definition of "Party Service Line".
2. Except where the context otherwise requires, words and expressions defined in the Code shall have the same meaning in this Party Service Line (PSL).
3. This is Party Service Line 170, Version 8.0 relating to Meter Administration.
4. This PSL is effective from 28 February 2008.
5. This PSL has been approved by the Panel.
6. If the provisions of this PSL are inconsistent with the provisions of the Code, the provisions of the Code shall prevail to the extent of such inconsistency. If the provisions of this PSL are inconsistent with the provisions of a BSC Procedure or a Code of Practice, the provisions of this PSL shall prevail to the extent of such inconsistency.

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AMENDMENT RECORD

Date	Version	Changes	Paper Reference
Code Effective Date	D.01	Re-badged	
Code Effective Date	D.02	Incorporated version D.01 review comments.	
Code Effective Date	D.03	Comments embodied following CMC1273.	
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Party Service Line PSL170 - Meter Administration

In this PSL certain responsibilities and obligations are expressed to be undertaken by one or more Supplier Agents. The Supplier which appointed the relevant Supplier Agent (in this PSL, the “**Associated Supplier**”) shall ensure the performance of those responsibilities and obligations and may, if permitted to do so by the terms of the Code, itself perform such responsibilities and obligations instead.

In this PSL, the “**Associated Half Hourly Data Collector**” is the Data Collector for the relevant SVA Metering System for the time being appointed by the Associated Supplier of the relevant Supplier Agent.

In this PSL, a reference to a person appointed by a Associated Supplier includes a reference to a person appointed by some person other than the Associated Supplier to perform the relevant functions in relation to a SVA Metering System for which the Associated Supplier is responsible.

A Service Schedule

1. Service Provided

A Meter Administrator shall perform the responsibilities and obligations set out in this Section A1 in relation to each SVA Metering System to which it is appointed by a Associated Supplier.

1.1 General Obligations

1.1.1 Systems and Processes

The Meter Administrator shall use systems and processes so approved in accordance with BSCP537 in the operation of Equivalent Meters. These systems and processes must also comply with all other applicable requirements set out in the Code, the PSLs (including this PSL and its appendices) and the BSC Procedures.

1.1.2 Recording Devices

1.1.2.1 The Meter Administrator shall ensure that the import of electrical energy by every SVA Metering System to which it is appointed is accurately recorded by the correct use of an Equivalent Meter which meets the specification set out in BSC Procedure BSCP520.

1.1.2.2 If requested by the LDSO, the Meter Administrator shall provide details of reactive power as an output from the Equivalent Meter.

1.1.2.3 The Meter Administrator shall use only an Equivalent Meter permitted for use within the relevant GSP Group by the LDSO.

1.1.3 Communications

1.1.3.1 From the date that the data flows are established the Meter Administrator shall send and receive data and other information relating to its activities as Meter Administrator in accordance with the BSC SVA Data Catalogue. Except to the extent otherwise specified by the Panel, the Meter Administrator shall use the Managed Data Network for data transfers defined in this PSL to any third party unless an alternative method for data transfer is agreed with that third party for data transfer to that third party.

1.1.3.2 The Meter Administrator shall ensure that the intended recipient receives the data despatched to such recipient by the Meter Administrator.

1.1.3.3 If the Meter Administrator uses the Managed Data Network to despatch data, its obligation to ensure receipt thereof by the recipient shall be discharged when the Meter Administrator receives an automatic acknowledgement generated by the recipient's Managed Data Network gateway.

1.1.4 Data Interfaces and Performance Monitoring

1.1.4.1 The Meter Administrator shall provide its Associated Supplier and Associated Data Collector with the data and other information derived from its systems and processes so approved in accordance with BSCP537 in sufficient time to enable the Associated Supplier to satisfy its related obligations under the Code and in accordance with this PSL and its Appendices. All such communications shall be date-time stamped by the Meter Administrator.

1.1.4.2 The Meter Administrator shall provide its Associated Supplier with all the information necessary to enable the Associated Supplier to report at any time and from time to time in accordance with the relevant BSC Procedure against the requirements of Appendix 2.

1.1.5 Record Keeping, Audit and Provision of Data for resolution of Trading Disputes

1.1.5.1 The Meter Administrator shall retain the Settlement data acquired or held by it for a minimum period of 40 months after the Settlement Day, the first 28 months of Settlement data being retained in a form capable of supporting a Volume Allocation Run and the remaining 12 months of Settlement data being retained in a form which can be supplied in 10 Business Days, if requested by the Panel, for input into an Extra-Settlement Determination.

1.1.5.2 In the event that Settlement data beyond 40 months after the Settlement Day is required to be retained in support of an Extra-Settlement Determination, the Meter Administrator shall retain the Settlement data relating to the Settlement Days as requested by the Panel.

1.1.5.3 The Meter Administrator shall ensure that all data and other information acquired or held by it as Meter Administrator are made available at all reasonable times upon request for inspection and copying by the BSC Auditor and the Panel or any person nominated by it and any other person authorised for the purpose under the terms of the Code.

1.1.5.4 The Meter Administrator shall ensure that all data and other information acquired or held by it as Meter Administrator is kept confidential and is disclosed only to those persons authorised or required to receive it under the terms of Section H4 of the Code and to those persons authorised by its Associated Supplier.

1.1.5.5 The Meter Administrator's obligations under this Section 1.1.5 shall survive termination of its appointment as Meter Administrator for whatever reason.

1.1.6 Physical and Logical Security

1.1.6.1 The Meter Administrator shall use reasonable endeavours to maintain the physical and logical security of all hardware and software used by it and all data and other information acquired or held by it as Meter Administrator in order to prevent data loss or corruption.

1.1.7 Change Control

1.1.7.1 The Meter Administrator shall ensure that any changes to its systems and processes so approved in accordance with BSCP537 are made and implemented only in accordance with its Qualified change management control process.

1.1.8 Backup and Disaster Recovery

1.1.8.1 The Meter Administrator shall develop and maintain plans and procedures for providing backup and recovery facilities including plans and procedures dealing with a disaster which affects its activities as Meter Administrator. Such plans and procedures shall be such as will enable the Meter Administrator to continue to provide the service as Meter Administrator following a disaster and to resume normal working as soon as reasonably practicable.

1.1.8.2 The Meter Administrator shall implement these plans and procedures for backup and recovery should the need arise to ensure that the Meter Administrator is able to continue to provide the service under this PSL.

1.2 Market Domain Data Obligations

1.2.1 Market Domain Data

1.2.1.1 The Meter Administrator shall record and use such Market Domain Data as is considered appropriate by the Panel (having regard to the Meter Administrator's functions) and shall, in particular, use only Market Domain Data for those items in relation to which there is a Market Domain Data entry.

1.2.1.2 On receipt of any new Market Domain Data the Meter Administrator shall ensure that all Market Domain Data affecting the accuracy of Settlement which is manually entered by the Meter Administrator shall be validated against the source data supplied by the Supplier Volume Allocation Agent to the Meter Administrator before the data is recorded by the Meter Administrator and used in performing its functions.

1.2.1.3 The Meter Administrator shall acknowledge Market Domain Data files on receipt. Such acknowledgement may be made by the automatic acknowledgement generated by the gateway of the Meter Administrator in respect of Market Domain Data transferred over the Managed Data Network.

1.2.1.4 In the event of any dispute as to whether an item of Market Domain Data is appropriate or, as the case may be, affects the accuracy of Settlement, the decision of the Panel shall be conclusive.

1.3 Registration Obligations

1.3.1 Recording of Data

1.3.1.1 The Meter Administrator shall record sufficient details received from its Associated Supplier of its appointment in respect of a SVA Metering System to enable the Meter Administrator to perform its functions as Meter Administrator and operate the Equivalent Meter permitted for use within the GSP group by the LDSO. These details shall include:

- the Settlement Days for which the Meter Administrator is appointed by the Associated Supplier;
- the relevant SVA Metering System Number;
- the Identifier for the Associated Half Hourly Data Collector;
- the LDSO providing the Unmetered Supply Certificate for that Metering System;
- the geographical position defined by the LDSO for that SVA Metering System Number or, where these are defined by the LDSO, the geographical positions for related subdivisions of the Summary Inventory for that SVA Metering Number;

- the indicator defined by the LDSO as to whether a PECU array is required for that SVA Metering System Number or for related subdivisions of the Summary Inventory where these subdivisions are defined by the LDSO;
- the energisation status associated with the SVA Metering System Number in Supplier Meter Registration Service;
- the indicator defined by the LDSO as to whether a Central Management System is required for that SVA Metering System Number or for related subdivisions (also known as sub-meters) of the Summary Inventory where these subdivisions are defined by the LDSO.

1.3.2 Termination of Appointment of Meter Administrator

- 1.3.2.1 The Meter Administrator shall prepare and maintain plans that will enable its Associated Supplier's obligations under the Code to continue to be met notwithstanding the expiry or termination of the Meter Administrator's appointment as the Meter Administrator. The plans, which the Meter Administrator undertakes to implement on any such expiry or termination, will include the immediate transfer of data and other information to an incoming Meter Administrator appointed by the Associated Supplier or to the Panel.
- 1.3.2.2 On expiry or termination of the Meter Administrator's appointment as Meter Administrator in respect of a SVA Metering System, the outgoing Meter Administrator shall immediately transfer sufficient data to the incoming Meter Administrator to enable such incoming Meter Administrator to assume responsibility for the SVA Metering System. This data may exclude that data provided by its Associated Supplier pursuant to paragraph 1.3.1.1.

1.4 Metering Obligations

1.4.1 Operation of Equivalent Meters

- 1.4.1.1 The Meter Administrator shall provide data from the Equivalent Meter within such time as shall allow its Associated Half Hourly Data Collector to collect the metered data and carry out its obligations to ensure that correct data is used for the purposes of Initial Volume Allocation Runs.
- 1.4.1.2 The Meter Administrator shall, for each SVA Metering System to which it has been appointed, input to the Equivalent Meter the Summary Inventory or the revised Summary Inventory provided by the LDSO as relevant to the SVA Metering System and referenced in the Unmetered Supply Certificate which is also received from the LDSO.
- 1.4.1.3 The Meter Administrator shall provide the Summary Inventory to those recipients listed in BSC Procedure BSCP520.
- 1.4.1.4 On each occasion that the Summary Inventory is changed for a SVA Metering System, the output of the Equivalent Meter shall include the Summary Inventory used by the Equivalent Meter identified with the Settlement Day to which it was first applied. This output shall be returned to the LDSO.
- 1.4.1.5 Where the Summary Inventory is not provided by the LDSO or is not relevant to a half hourly unmetered Measurement Class the Meter Administrator shall request the LDSO to provide the correct information and inform the its Associated Supplier if it is not provided in time to allow data to be submitted for the Initial Settlement Run for any SVA Metering System to which the Meter Administrator has been appointed.
- 1.4.1.6 The Meter Administrator shall record a history of the Summary Inventories and their effective dates input to the Equivalent Meter.

- 1.4.1.7 The Meter Administrator shall input to the Equivalent Meter the tables of loads and switching times defined in BSC Procedure BSCP520 for items referenced in Summary Inventories.
- 1.4.1.8 Where the LDSO has indicated, pursuant to paragraph 1.3.1.1, that a SVA Metering System to which the Meter Administrator has been appointed requires data from one or more PECU arrays to be input to the Equivalent Meter, the Meter Administrator shall use one or more PECU arrays to determine the switching times of relevant items within the Summary Inventory and input this data to the Equivalent Meter.
- 1.4.1.9 The Meter Administrator shall procure that the PECU array or, as the case may be, arrays used for a particular SVA Metering System shall be sited by agreement with the Associated Supplier and in accordance with the criteria set out in BSC Procedure BSCP520.
- 1.4.1.10 Each PECU array shall be installed, maintained and operated in accordance with Good Industry Practice and the accuracy of its clock be maintained within +/- 20 seconds.
- 1.4.1.11 Where the Associated Supplier has indicated that a PECU array is not required and the Summary Inventory defines a switching regime related to times of sunset or sunrise, the Meter Administrator shall, for the geographical position of the SVA Metering System, determine the times of Sunrise and Sunset within +/- two minutes of the values derived from the Astronomical Almanac and use these values in the Equivalent Meter.
- 1.4.1.12 Where items exist in the Summary Inventory for which no data on load or switching times has been defined in BSC Procedure BSCP520, the Meter Administrator shall use the values provided by the LDSO.
- 1.4.1.13 If these are unobtainable the Meter Administrator shall inform the Associated Supplier of an Equivalent Meter fault pursuant to 1.5.2.1 and use values that the Meter Administrator judges appropriate until the LDSO provides data on which to re-run the Equivalent Meter calculations.
- 1.4.1.14 The Meter Administrator shall use the Equivalent Meter to determine the half hourly kWh consumption (and kVarh where required by the LDSO) by Metering System Identifier.
- 1.4.1.15 The Meter Administrator shall monitor the performance of the PECU Arrays to ensure that that the single cells are representative of the total population of the cells within the Summary Inventory.
- 1.4.1.16 Where the monitoring of the PECU Arrays indicates that the switching light level of a single cell is out of line with other cells of identical type in the same PECU Array, the single cell should be replaced.
- 1.4.1.17 Annually, the Meter Administrator shall ensure that the PECU Arrays continue to reflect the requirements of the Unmetered Supplies Certificate. The Meter Administrator shall notify the Associated Supplier of the results of the annual review.
- 1.4.1.18 Where the LDSO has indicated, pursuant to paragraph 1.3.1.1, that a SVA Metering System to which the Meter Administrator has been appointed requires data from a Central Management System, the Meter Administrator shall provide ad-hoc extracts of the operational event data received from such system to the LDSO on request.
- 1.4.1.19 The hardware and software associated with any Central Management System shall be installed, maintained and operated in accordance with Good Industry Practice, with clocks synchronised to UTC and accurate to within ± 20 seconds.

1.4.2 Proving Unmetered SVA Metering Systems

- 1.4.2.1 The Meter Administrator shall install and test communication equipment in accordance with the Supplier's requirements.
- 1.4.2.2 On each occasion that an Associated Half Hourly Data Collector is appointed who is not currently appointed to another SVA Metering System to which the Meter Administrator is also appointed, the Meter Administrator shall compare half hourly data output from the Equivalent Meter against test data obtained by the new Associated Half Hourly Data Collector and confirm to the Associated Half Hourly Data Collector that it has obtained correct data from the Equivalent Meter.
- 1.4.2.3 The Meter Administrator shall record the proving test and report any errors found to the Associated Half Hourly Data Collector.
- 1.4.2.4 The Meter Administrator shall rectify any errors reported by the Associated Half Hourly Data Collector as a result of the proving test.

1.4.3 *Energisation of Meters*

- 1.4.3.1 Where the Meter Administrator is informed by the Associated Supplier that the energisation status for a SVA Metering System is set to De-energised the output of the Equivalent Meter shall be set to zero for that SVA Metering System until such time as the energisation status is set to Energised by the Associated Supplier.

1.5 Interface To Other Agents

1.5.1 *Information to Data Collectors*

- 1.5.1.1 Upon any change of Metering Equipment Technical Details or any change of Associated Data Collector or upon the Meter Administrator's appointment in respect of a SVA Metering System, the Meter Administrator shall send Metering Equipment Technical Details for the SVA Metering System and its energisation status to its Associated Half Hourly Data Collector.
- 1.5.1.2 The Meter Administrator shall, on request from its Associated Half Hourly Data Collector, provide full details of how to extract and interpret the half hourly data relevant to a SVA Metering System Number from the Equivalent Meter.
- 1.5.1.3 Where the Meter Administrator and the Associated Half Hourly Data Collector agree a secure method of data transfer the Meter Administrator may deliver the output from the Equivalent Meter to the Associated Data Collector.

1.6 Resolution of Queries and Disputes

- 1.6.1.1 The Meter Administrator shall respond to queries raised by the Associated Supplier, the Supplier Volume Allocation Agent, the Associated Half Hourly Data Collector, the BSC Auditor and the LDSO.

1.7 Equivalent Meter Fault Reporting

- 1.7.1.1 Upon the Meter Administrator being notified by any person or discovering that any Equivalent Meter for which the Meter Administrator is responsible is potentially recording incorrect data or there is missing data, the Meter Administrator notify its Associated Supplier and its Associated Half Hourly Data Collector of the nature of the fault.
- 1.7.1.2 The Meter Administrator shall investigate any potential fault and rectify any problem within 5 Working Days.
- 1.7.1.3 The Meter Administrator shall report Equivalent Meter faults to its Associated Supplier and its Associated Data Collector and LDSO and advise the Associated Data Collector as soon as reasonably practical as to the period covered by the fault and the date and time of rectification.

- 1.7.1.4 Where it is possible to re-run the Equivalent Meter system to rectify the error the Meter Administrator shall advise the Associated Half Hourly Data Collector when the correct data is available, the period it covers and provide assistance where reasonably required to the Associated Half Hourly Data Collector in recovering the data.

2. Charges

Charges for this service are outside the scope of this PSL.

B. Service Level Agreement**3. Service Availability**

The Meter Administrator shall ensure that all the services described in Section A of this PSL shall be performed by it in accordance with Good Industry Practice and, in particular but without limitation, both in such a manner and within such time period as will allow its Associated Supplier to fulfil its obligations as a Supplier under the Code in accordance with the SVAA Calendar.

4. Service Levels

The Meter Administrator shall perform the services to be performed by it as Meter Administrator pursuant to this PSL to standards which shall be at least as good as those specified in Appendix 2.

5. APPENDICES

5.1 Appendix 1 -Non-Functional Audit Requirements

5.1.1 *Processing Auditability*

All processes which affect Settlement shall be verifiable. This means that:

- Processes must be documented so that anyone wishing to verify the processing has a description of what it should be;
- All processing must be recorded and these records must contain such cross references as are necessary to allow verification by tracing data through processing, forwards and backwards, conveniently;
- Audit trails must be maintained between:
 - Equivalent Meter failure reports or energisation/de-energisation requests, and any subsequent readings taken;
 - data requested and data sent (or received) in relation to transfers of data between outgoing and incoming Meter Administrators.

5.1.2 *Retention of Records*

Processes must be capable of maintaining data records together with the user ids of the persons creating or making changes to these records.

These records must contain such cross references as are necessary to allow verification by tracing data through processing, forwards and backwards, conveniently and old software programs and hardware must, where necessary, be retained to enable these records to be accessed.

5.1.3 *Data Confidentiality*

Apart from the data flows to third parties required or permitted under this PSL or the Code, access to data held by the Meter Administrator relating to the discharge of its duties under this PSL should only be permitted for people employed by the Meter Administrator whose job responsibilities include the operation or support of the Meter Administration system.

Controls should ensure that confidentiality requirements are also compliant with applicable statutory requirements.

5.1.4 *Access Controls*

Controls shall exist to ensure that risk of intentional errors/fraud is minimised. Such controls should include mechanisms which ensure that access to data and documentary evidence is restricted.

Basic steps that would normally be expected to achieve adequate control in this area include:

- a security policy communicated to all relevant parties throughout the organisation and strongly endorsed by top management;
- procedures in place to ensure periodic reviews of security policy;
- clear data ownership and ownership of all significant information assets including information, software, and physical assets;
- compliance with legal, contractual and Qualification requirements.

If computer systems are used by the Meter Administrator, controls should include:

- restricting access to computer hardware such as terminals, cables, disk drives and other magnetic media (e.g. tapes);
- restricting access to software including systems level access, application level access and access to particular programs;
- restricting access to hard copy reports produced by the computer systems.

For computerised systems, controls need to cover the period during which the Meter Administrator's system is being developed and implemented, and the period of its operation and must encompass system developers and system users.

An organisation that complies with BS 7799 on Information Security Management will normally achieve the required minimum level of security for computerised systems.

5.1.5 Security of Hardware Access

For computerised systems, access to hardware shall be restricted appropriately. This includes restricting access to terminals, disk drives and cables.

The security of hardware shall be monitored.

Controls which would be expected include:

- locked computer rooms;
- restrictions on access to buildings containing computer equipment;
- restricted access to asset moving documents relating to the computer hardware;
- fire protection and safety equipment to protect hardware.

5.1.6 Security of Software Access

For computerised systems access to software shall be restricted appropriately. This includes restricting systems level access (both locally and/or remotely), application level access and access to particular programs using effective passwords.

The security of software shall be monitored.

Controls that would be expected include:

- password protection at system, application and program level, and sometimes at a more detailed level;
- preventing users from accessing the operating system prompt;
- monitoring of reports showing attempted and/or actual access violations;
- tighter controls over access to special system privileges;
- authentication of remote access attempts;
- controls to safeguard the confidentiality and integrity of data passing over public networks;
- restricted access to documents/systems forming part of the security system;
- hardware/software mechanisms that can be independently evaluated to provide assurance that the system enforces the requirements of the security policy;
- audit trails kept and protected so that actions affecting security can be traced and attributed to the responsible party.

5.1.7 Access to Non-Computerised Records

For records which are not computerised access shall be restricted and controlled appropriately. This includes ensuring that:

- data is only made available to those parties legitimately entitled to receive it;
- data is kept physically secure;
- data is adequately protected against risk of data loss against fire, water damage and theft.

5.1.8 Processing Continuity - Risk

This objective will in part be met by adequate access restriction.

Basic controls that would be expected include:

- description of measures to prevent cessation of processing in a documented security policy, communicated throughout the organisation to all relevant parties;
- procedures to ensure periodic reviews of security policy;
- monitoring of the performance of data processing systems with procedures available to deal with problems;
- formal employment policy, including adequate documentation of the employment procedure, formal terms and conditions of employment and disciplinary procedures;
- adequate training of all staff;
- adequate documentation of procedures, processes and, where appropriate, systems.

Where a computerised system is used by the Meter Administrator the following basic controls would also be expected:

- virus detection and prevention measures, communicated to all users;
- controls over computer operations to ensure that processing is executed in the correct sequence and that any dependencies between processes (e.g. waiting for a file to be available before starting a batch program) are correctly taken into consideration;
- formal change control procedures;
- appropriate maintenance arrangements for hardware and software
- system housekeeping procedures to maintain the integrity and availability of services;
- support facilities, such as help desks;
- clear responsibilities and procedures for systems operation and maintenance.

5.1.9 Processing Continuity - Impact

Controls shall exist to minimise the impact of unwanted cessation of processing including:

- ensuring that data is correctly recovered and processing correctly resumed;
- ensuring that processing is resumed as soon as possible.

There shall be controls to ensure adequate recovery procedures for both short and long term interruptions of processing in any or all of the systems and in particular to prevent, where possible, and otherwise to detect and correct any loss of transmitted data. In the case of computerised systems this would include all software and data, including archived data.

The service shall be capable of performing whatever retrospective processing may be needed to catch up with processing requirements after an interruption to processing.

Controls that would be expected include:

- a fully documented and tested disaster recovery plan in place;
- procedures for the periodic review and testing of disaster recovery plans, which should be performed at least annually;
- adequate insurance cover for processing interruption, including employee fidelity insurance.

Where a computerised system is used by the Meter Administrator additional controls which would be expected include:

- backups of programs and data to ensure essential data and software can be restored in the event of a disaster;
- periodic testing of restoration of backed up data;
- features within the database management system software to safeguard data integrity in the event of a system failure (such as transaction logging);
- Insurance policies to cover hardware, communications and all line development and data including systems software and programs.

5.1.10 Interface Controls

Where the Meter Administrator utilises computerised systems there shall be controls over such systems to ensure that input, processing and output and communications to other parties is valid.

Controls include procedures to ensure that data is:

- complete;
- accurate;
- authorised.

5.1.11 Input, Processing and Output

Controls to ensure input, processing and output are valid may include the use of software validation checks and exception reporting to identify problems.

5.1.12 Communication and Transmission

Where the Meter Administrator uses computerised systems there shall be controls over the transmission of data to ensure that the files are transmitted completely and accurately to the correct authorised recipient.

5.1.13 Operational Controls

Where the Meter Administrator uses computerised systems there shall be controls over such systems to ensure that processing operates efficiently and effectively.

Such controls would be expected to include:

- ensuring that the correct versions of the application files are available at the appropriate time to allow efficient processing;
- scheduling of processes to ensure that processing is performed in the correct sequence;
- procedures to allow recovery in the event of a processing failure;
- procedures to “back out” erroneous changes to data caused by rogue programs;
- operational maintenance of the computer system to ensure that it is kept secure;

- scheduling of data processing to ensure that timetables are met and output data is available on-time.

5.1.14 System Availability

The Meter Administrator shall ensure that its Meter Administrator system availability is such that data is capable of being delivered within the timescales specified in Part B of this PSL, without detriment to the quality of the data delivered.

5.1.15 Change Control

Where the Meter Administrator develops computerised systems there shall be controls over the development of such systems to ensure that the system is correctly constructed and that the risk of unintentional errors arising from poor software, clerical procedures or for other reasons is minimised.

The Meter Administrator shall prepare and keep current a change management document setting out its change management control procedures.

Where the Meter Administrator utilises computerised systems there shall be controls over systems to ensure that the risk of unintentional errors arising from incorrect implementation is minimised.

5.2 Appendix 2 - Meter Administrator Performance Standards

Appendix 3 describes those critical processes for which performance standards have been set and on which Suppliers are required to report standards of performance actually achieved. The Appendix is tabular in form and should be read as follows.

- a. Reading *across* the table, the:
 - i. third and fourth columns define, respectively, the *process* and any *sub-process* for which standards have been agreed and against which performance shall be measured;
 - ii. first column assigns a *serial* number to the process and sub-process for ease of subsequent reference;
 - iii. second and fifth columns define, respectively, whether any flow of data is *originated* by a Supplier, Supplier Agent, BSC Agent or LDSO and whether it is *received* by a Supplier, Supplier Agent, BSC Agent or LDSO;
 - iv. sixth column records the *performance standard* against which the performance of a Meter Administrator will be measured;
 - v. seventh column defines how the *performance* of an Meter Administrator *will be measured*; and
 - vi. eighth column defines whether the measurement of performance will be by means of:
 - a *report* sent by a Supplier, Supplier Agent (under the sanction of the Supplier), BSC Agent or LDSO to the Performance Assurance Board;
 - an *inspection* by the BSC Auditor, Technical Assurance Agent or other authorised party.
- a. Reading *down* the table, serials are assigned to one of three groups, that define whether the measurement of the performance takes place:
 - i. at an *inbound interface* of a Supplier, Supplier Agent, BSC Agent or LDSO;
 - ii. at an *outbound interface* of a Supplier, Supplier Agent, BSC Agent or LDSO; or
 - iii. in a process that is *internal* to a Supplier, Supplier Agent, BSC Agent or LDSO.

Where the performance standard in the sixth column is described as 'Complete, valid, in correct format and accurate within timescales' and the measure in the seventh column is described as, say, '99% within 15 days', the 99%' refers to the percentage of occasions on which the process is completed within the required timescale and is 'valid, in correct format and accurate'.

5.2.1 Meter Administrator Performance Standards - PSL 170

Serial	Sender	Process	Sub-process/Data Flow	Recipient	Performance Measure	Service levels	Reporting Method
1	Meter Administrator	1.5.2 Equivalent meter Fault Reporting	Fault repairs	Associated Data Collector	Time to rectify material faults (i.e. those which affect data quality)	(i) 95% rectified within 2 working days of notification or discovery of fault. (ii) 99% rectified within 15 working days of notification or discovery of fault.	Provision of data under 1.1.4.2
2	Meter Administrator	1.2 Market Domain Data	Acknowledgement	Supplier Volume Allocation Agent	Acknowledge receipt	100% of acknowledgements within 4 working hours in accordance with BSC Procedure BSCP508.	Provision of data under 1.1.4.2
3	Meter Administrator	1.3.2 Termination of Appointment of Meter Administrator	Provision of Sufficient Data	Incoming Meter Administrator	Complete, valid, correct format and accurate within Timescales	(i) 95% within 5 working days in accordance with BSC Procedure BSCP520 (ii) 99% within 15 working days in accordance with BSC Procedure BSCP520.	Provision of data under 1.1.4.2
4	Meter Administrator	1.4 Metering Obligation	Operation of Equivalent Meter	Licensed Distribution System Operator	Request Summary Inventory	100% of requests within 1 working day of failure to receive Summary Inventory by 5 working days after appointment.	Provision of data under 1.1.4.2
5		1.4 Metering Obligation	Operation of Equivalent Meters	Associated Supplier	Notify failure to provide information for Initial Settlement	100% within 1 working day of Initial Settlement Run.	Provision of data under 1.1.4.2
6		1.4 Metering Obligation	Provision of PECU array		Compliance with BSCP520	100% to BSCP520.	Provision of data under 1.1.5.1

Serial	Sender	Process	Sub-process/Data Flow	Recipient	Performance Measure	Service levels	Reporting Method
7	Meter Administrator	1.4 Metering Obligation	Confirmation of energisation status change	Associated Data Collector, Associated Supplier	Complete, valid, correct format and accurate within Timescales	(i) 95% within 5 working days 3 in accordance with BSCP520; (ii) 99% within 15 working days in accordance with BSCP520.	Provision of data under 1.1.4.2
8	Meter Administrator	1.5 Interface to Other Agents	Metering Equipment Technical Details	Associated Data Collector	Complete, valid, correct format and accurate within Timescales	(i) 95% within 5 working days 3 in accordance with BSCP520; (ii) 99% within 15 working days in accordance with BSCP520.	Provision of data under 1.1.4.2
9		1.5 Interface to Other Agents	Error Rectification	Associated Data Collector	Notification of data availability following re-run	95% within 1 working day of re-run; 99% within 5 working days of re-run.	Provision of data under 1.1.4.2