

Change Proposal – BSCP40/02	CP No: 1366 Version No: 1.0
Title: Data Quality Obligations for Outgoing Supplier Agents	
Description of Problem/Issue: Standing Issue 41 – “Improving the Quality & Accuracy of Data Flows” concluded that there was currently little incentive on an outgoing Supplier or Agent to resolve issues or co-operate with the other Suppliers or Agents to carry out and complete sometimes complex analysis to resolve data issues that may span many years and/or many former changes of Supplier and agent events once they were no longer associated with that metering point. The Group agreed that to help avoid compounding data quality issues further there would be benefits for Suppliers and their Agents to work together to resolve these data issues. The Group recognised that through churn, it was quite likely that these unresolved data quality issues would continue to circulate around the industry and in the future become an issue for an outgoing Supplier/Supplier Agent if they were once again associated with the affected Metering System. It would be more efficient for problems to be addressed as soon as an issue was identified and not lead to problems which may affect customer bills. The Group considered that the relevant BSC Procedures could be amended to require Supplier Agents to be responsible for the quality of data relating to the period of their appointment with respect to a Metering System even if data quality issues are identified after the Agent’s de-appointment.	
Proposed Solution: Require Supplier Agents to be responsible for the quality of data relating to the period of their appointment with respect to a Metering System even if data quality issues are identified after the Agent’s de-appointment by amending: <ul style="list-style-type: none"> • BSCP504, ‘Non Half Hourly Data Collection for SVA Metering Systems Registered in SMRS’, to cover data issues relating to: <ul style="list-style-type: none"> ○ Non Half Hourly Data Collector (NHHDC); and ○ Non Half Hourly Data Aggregator (NHHDA). • BSCP514, ‘SVA Meter Operations for Metering Systems Registered in SMRS’, to cover data issues relating to Non Half Hourly Meter Operator (NHHMOA). <p>It was recognised that there may be some system constraints to implement this change using DTC flows, however suitable alternatives (such as flat files and emails) could be used which would require auditable data being maintained.</p> <p>The proposed amendments to BSCP504 and BSCP514 are set out in the attachments to this CP.</p>	
Justification for Change: Data quality issues impact the billing and settlement of millions of customers every year. Issue 41 was raised so that agreed measures could be implemented to improve the data quality of flows in the first place and to speed up resolution of data quality issues once identified. All Suppliers and Agents have teams of people chasing correct data flows every day and it can be very frustrating to ask other industry participants for information you need and for it not to be provided because that agent is no longer appointed, leaving the current Supplier and Agents with known	

inaccurate data on their system and unable to get it corrected. It is further compounded by having to use “workarounds” to fix the data, potentially creating more data issues for someone else to try and resolve in the future.

With the rollout of SMART metering on the horizon, all suppliers will no doubt uncover many data quality issues they don't yet know about and it is critical that a robust process is implemented to ensure customers are not detrimentally impacted by the correction of these errors.

To which section of the Code does the CP relate, and does the CP facilitate the current provisions of the Code?

This CP relates to Section S, ‘Supplier Volume Allocation’, and facilitates current Code provisions.

Estimated Implementation Costs:

The estimated implementation cost is £720 which equates to 3 man days of effort.

Configurable Items Affected by Proposed Solution(s):

BSCP504, ‘Non Half Hourly Data Collection for SVA Metering Systems Registered in SMRS’.
BSCP514, ‘SVA Meter Operations for Metering Systems Registered in SMRS’.

Impact on Core Industry Documents or System Operator-Transmission Owner Code:

None

Related Changes and/or Projects:

[DCP0049 ‘Issues with Reporting of Failed Instructions \(D0023\) flows’](#) was raised to consider three options for improving the way that Failed Instructions are reported. Though not direct related to this CP, DCP0049 remains open and, depending on how the proposals it sets out are taken forward, may potentially impact the same provisions as this CP, specifically BSCP504 paragraph 1.2.5.

Requested Implementation Date:

28 June 2012 (June 2012 BSC Release).

Reason:

We believe it is important that data that has been identified as erroneous is corrected as quickly as possible. This change seeks to encourage parties to work together to correct errors and potentially reduce the impacts of errors during the smart rollout programme. Implementation in June 2012, which is the next viable BSC Release, would facilitate this.

Version History:

Version 1.0 for industry impact assessment.

Originator's Details:

BCA Name: **Colette Baldwin**
Organisation **E.ON Energy Solutions Ltd**
Email Address: Colette.baldwin@eonenergy.com
Telephone Number: **02476 181382**
Date: **15 December 2011**

Attachments:

Yes

CP1366_BSCP504_v29.0_redlined (*1 page*)

CP1366_BSCP514_v22.0_redlined (*1 page*)