

4.3 CP Form

Change Proposal – BSCP40/02	CP No: 1524 <i>Version No: 1.0</i> <i>(mandatory by BSCCo)</i>
Title (mandatory by originator) Improving the communication methods in the fault rectification process	
Description of Problem/Issue (mandatory by originator) <p>The Balancing and Settlement Code Audit results from 2010/11 and 2011/12 highlighted that Meter Operator Agents (MOAs) were not responding to fault investigation requests (D0001 'Request Metering System Investigation' data flow) in required timescales. Other issues highlighted included the usefulness of the D0001 data flow and the responses under D0002 'Fault Resolution Report or Request for Decision on Further Action' data flow and D0005 'Instruction on Action' data flow. It was noted that the responses were being used inappropriately and as a means to meet the BSC timescales, but in situations where the fault may not have been resolved. It was reported that the response is regularly sent to delay resolution of the fault and avoid non-compliance to BSC timescales.</p> <p>In 2012/13, ELEXON performed a Technical Assurance of Performance Assurance Parties check to investigate the fault investigation process. ELEXON assembled the Fault Investigation Review Group in 2015, which recommended changes to the communications used in the fault rectification process. These recommendations were reviewed by the Issue 73 'Review of fault management and resolution timescales' Workgroup in 2018/19.</p> <p>This Change Proposal seeks to implement the Issue Group recommended changes to the communication process used by parties involved in rectifying Metering Equipment faults.</p>	
Proposed Solution (mandatory by originator) <p>The proposed solution is to create a bespoke suite of flows to be used by parties involved in the fault resolution process of Half Hourly Metering Systems, replacing the D0001, D0002 and D0005. The communication process prescribed in BSCP514 'SVA Meter Operations for Metering Systems registered in SMRS' will be updated to remove any ambiguity and clarify how and when the new suite of flows should be used to provide progress updates on outstanding faults to ensure that all parties involved are informed and engaged in the process. The changes will be mirrored in BSCP502 'Half Hourly Data Collection for SVA Metering Systems registered in SMRS'.</p> <p>To ensure that useful updates are provided, the rigid timescales will be replaced with more flexibility that the MOA can tailor to each fault. With each update, the MOA will provide details of when it expects to undertake further action or be able to provide a subsequent update (the Expected Action Date). This will form a cyclical process until the fault is rectified. To ensure that faults are not left open indefinitely and updates are provided at reasonable intervals, the Supplier will be able to challenge an 'Expected Action Date' if it disagrees with the MOA's Proposal.</p>	

The new process will include the Supplier in fault updates, this will enable to the Supplier to better manage its agents in the event that a fault is escalated as it will have visibility of the fault over its lifetime. It is important to give the Supplier better oversight in the process, as it has ultimate responsibility for the Metering System as the Registrant. A Unique Fault Reference will also be introduced to improve the end to end visibility and tracking of faults.

The new flows and amended process will be dedicated for the Half Hourly market. The existing faults process will remain for use in the Non Half Hourly market, but a footnote will be added to clarify that the new process can be used where parties agree for Advanced Meters.

The new data flows will be introduced under a Data Transfer Catalogue Change Proposal. Which ELEXON will raise alongside this Change Proposal.

This solution was proposed by the Fault Investigation Review Group in 2015, and reviewed and revised by the Issue 73 Workgroup.

Justification for Change (mandatory by originator)

This change will improve communications between Parties and Party Agents by removing the duplication of D0001 flows being sent to raise a fault that has been incorrectly closed, and creating bespoke flows for interparty communications in the fault resolution process. This will enable updates to be more clearly transferred between Parties and Party Agents in relation to fault investigations.

The changes proposed will address the issues raised by the BSC Auditor, will address points raised during previous Technical Assurance checks, and implement the recommendations of the Issue 73 Workgroup.

To which section of the Code does the CP relate, and does the CP facilitate the current provisions of the Code? (mandatory by originator)

[BSC Section L 'Metering'](#)

Estimated Implementation Costs (mandatory by BSCCo)

£2280 to implement the necessary document changes and update relevant guidance documents..

BSC Configurable Items Affected by Proposed Solution(s) (mandatory by originator)

[BSCP502 'Half Hourly Data Collection for SVA Metering Systems Registered in SMRS'](#)

[BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS'](#)

[BSCP537 Appendix 1 'Self Assessment Document \(SAD\)'](#)

[BSCP537 Appendix 2 'Testing Requirements'](#)

Impact on Core Industry Documents or System Operator-Transmission Owner Code (mandatory by originator)

Amendments will be required to the Data Transfer Catalogue data flows.

Related Changes and/or BSC Releases (mandatory by BSCCo) Issue 73 'Review of fault management and resolution timescales'
Requested Implementation Date (mandatory by originator) 25 June 2021 (June 2021 BSC Release).
Reason: This Release will allow time for the associated changes to the Data Transfer Catalogue to be developed and implemented to support this change. It will also align with the implementation of CP1525 'Improving the involvement of the LDSO in the fault resolution process' and 1526 'Introduction of Service Level Agreements for rectifying Meter faults' .
Version History (mandatory by BSCCo)
<i>Originator's Details:</i>
<i>BCA Name: Matthew Woolliscroft</i>
<i>Organisation: ELEXON</i>
<i>Email Address: matthew.woolliscroft@elexon.co.uk</i>
<i>Telephone Number: 020 7380 4165</i>
<i>Date: 13 December 2019</i>
Attachments: Yes Redlined changes to relevant BSCPs for this change.