

# CP Progression Paper

## CP1525 'Improving the involvement of the LDSO in the fault resolution process'

**ELEXON**



### Committees

Supplier Volume Allocation Group (SVG)



### Contact

**Matthew Woolliscroft**

020 7380 4165

[BSC.change@elexon.co.uk](mailto:BSC.change@elexon.co.uk)



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### About This Document

This document provides information on new Change Proposal (CP) CP1525 and outlines our proposed progression timetable for this change, including when it will be issued for CP Consultation in the Change Proposal Circular (CPC) batch on 13 January 2020.

We are presenting this paper to the SVG on 7 January 2020 to capture any comments or questions from Committee Members on this CP before we issue it for consultation.

There are three parts to this document:

- This is the main document. It provides a summary of the solution, impacts, anticipated costs, and proposed implementation approach, as well as our proposed progression approach for this CP.
- Attachment A contains the CP1525 Proposal Form.
- Attachment B contains the proposed redlined changes to deliver the CP1525 solution.

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# 1 Why Change?

## What is the issue?

The Half Hourly fault rectification process is not clear on the responsibility of parties involved. Further, the associated timescales for engaging the support of Licensed Distribution System Operators (LDSOs), where needed, are not well defined. [BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS'](#) is not clear on who is responsible for addressing faults found on Metering Equipment owned by an LDSO).

This can cause challenges and delays to resolving faults, as the Meter Operator Agent (MOA) may struggle to obtain access to equipment owned by LDSO, meaning the fault cannot be resolved in a timely manner, which poses a risk to Settlement. As the Metering Equipment owner, the LDSO is best placed to investigate and resolve faults on Metering Equipment which it owns.

## Background

### What is the fault rectification process?

The fault rectification process is used where a fault is identified with Metering Equipment that prevents accurate metered data being entered into Settlement. Faults are usually identified by the Half Hourly Data Collector or Supplier, who raise the fault with the MOA to investigate and resolve.

As the Party Agent assigned to a Metering System, the MOA has overall responsibility for maintaining the Metering Equipment. However, in some instances, it may require support or additional information from the Supplier or LDSO, particularly where faults occur on Metering Equipment owned by the LDSO.

Ensuring that identified faults are resolved efficiently and in a timely manner is essential to making sure that Suppliers can achieve their Meter read targets so that only accurate metered data is used in the Settlement Calculations.

### Issue 73

[Issue 73 'Review of fault management and resolution timescales'](#) was raised by SSE on 12 October 2018. The Issue Group was established to review the recommendations of the Fault Investigation Review Group, and determine whether any amendments should be made to the proposed solutions to ensure that changes were still reflective of best practice. The Issue Group also considered when the LDSO should take responsibility for resolving faults to ensure the process was clear for all involved. The Issue Group recommended three CPs (including this CP1525) to progress changes to the Half Hourly fault rectification process. This CP seeks to implement changes to the involvement of LDSOs in the fault rectification process. The two other CPs are:

- [CP1524 'Improving the communication methods in the fault rectification process';](#) and
- [CP1526 'Introduction of Service Level Agreements for rectifying Meter faults.](#)

While the maximum benefit will be obtained from all three CPs together, the Issue Group believed that this CP1525 would bring benefit by improving the accountability of LDSOs in the Half Hourly fault rectification process.



### Fault Investigation Review Group (FIRG)

The FIRG met throughout 2015 to review the fault rectification process and propose changes. Due to the large-scale changes to Commissioning, that used much of the same resource, the proposals were not immediately progressed.

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### Proposed solution

#### Rectification process

CP1525 seeks to clarify that, where a fault is found on Metering Equipment owned by the LDSO, that LDSO will be responsible for rectifying the fault. This approach is consistent with the approach to Commissioning introduced by [P283 'Reinforcing the Commissioning of Metering Equipment Processes'](#), which placed the responsibility for Commissioning Metering Equipment owned by the LDSO on the Metering Equipment owner.

To support the enhanced involvement of LDSOs in the Half Hourly fault rectification process, a new process will be introduced to describe how faults will be raised to the LDSO and how the LDSO will provide progress updates to interested parties.

Where a MOA identifies a fault with LDSO owned Metering Equipment as part of its investigation of a Half Hourly fault, it will escalate to the Supplier who has a relationship with the LDSO. The Supplier will subsequently raise the fault with the LDSO. The fault will remain open in the MOA's systems until resolved. However, the MOA will have no responsibility to resolve the fault and no non-compliances will be raised against the MOA while the LDSO undertakes its investigation. Once the LDSO has resolved the problem, the fault will be passed back to the MOA, who will confirm that the fault is resolved and send a resolution flow to the Supplier to close the fault.

#### Communication flows

To support the new process proposed by CP1525, a new data flow will be implemented in the Data Transfer Catalogue. This flow will mirror those required by the [CP1524 'Improving the communication methods in the fault rectification process'](#) solution. The New flow will be used by the MOA and Supplier to raise a fault with the LDSO. The LDSO will use the flow to provide updates on the resolution of the fault, and to notify when it has addressed the issue. The sending of the new flow will not follow rigid timescales. Instead, when an update is provided, the LDSO will also advise when it expects to send a subsequent update (where the fault is not resolved).

#### Change of Agent or Supplier

In addition to clarifying and improving the communication methods used in the fault rectification process, this CP will add clarity to the Change of Agent and Change of Supplier processes to ensure relevant parties are aware of any open faults when the Supplier or appointed Party Agent changes. The conventions will follow other information (such as Meter Technical Details) that is passed between participants on Change of Supplier or Agent such that:

- If there are faults open with the LDSO, on a concurrent change of Supplier and MOA, the New Supplier will inform the LDSO of open faults so the LDSO knows which participant should be sent updates as it undertakes its work.



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#### CP1524

CP1524 is one of the three CPs recommended by the Issue 73 Group. It seeks to improve the way updates are communicated in the fault rectification process to ensure that relevant parties are kept informed, allowing faults to be resolved in a more timely and efficient manner.

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## Proposer's rationale

Faults that remain unresolved can potentially lead to an increased level of estimated (and potentially) inaccurate data entering Settlement. By ensuring that LDSOs take an active, accountable role in rectifying faults on Metering Equipment, the proposed processes will ensure that the BSC enables efficient rectification of faults.

The changes proposed will address the issues raised by the BSC Auditor and will address points raised during the [2013 Technical Assurance of Performance Assurance Parties \(TAPAP\) check](#), and implement the recommendations of the Issue 73 Workgroup.

## Proposed redlining

CP1525 will require amendments to:

- [BSCP502 'Half Hourly Data Collection for SVA Metering Systems Registered in SMRS'](#);
- [BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS'](#);
- [BSCP515 'Licensed Distribution'](#)

Redlined changes to these documents can be found in Attachment B.

**Please note:** As we are proposing a new data flow, in order to reduce confusion in the draft redlining it is referred to as DXYZ. The actual numbering of the data flow will be assigned by the Master Registration Agreement Service Company approximately 2 months before the Implementation Date and will follow the standard 'DXXXX' format (e.g. D0170 or D0215) format. DXYZ is used as a placeholder in the BSC Configurable Items to allow the SVG to approve it before the actual flow number is available. The version of these BSC Configurable Items that become effective on the Implementation Date will contain the actual flow number.

### 3 Impacts and Costs

#### Central impacts and costs

##### Central impacts

Central Impacts	
Document Impacts	System Impacts
<ul style="list-style-type: none"><li>BSCP502 'Half Hourly Data Collection for SVA Metering Systems Registered in SMRS'</li><li>BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS'</li><li>BSCP515 'Licensed Distribution'</li></ul>	<ul style="list-style-type: none"><li>None</li></ul>

In addition to CP1525, a Data Transfer Catalogue Change Proposal will be required to implement the new flows to facilitate the solution. These Data Transfer Catalogue changes will also be needed to support CP1524.

##### Impact on BSC Settlement Risks

Impact on BSC Settlement Risks
CP1525 will impact on Settlement Risk 005 'A fault with SVA Metering Equipment is not resolved, such that metered data is recorded incorrectly or cannot be retrieved'.
The Proposed changes will improve the efficiency and effectiveness of the fault rectification process, which in turn will help mitigate this risk.

##### Central costs

The central implementation costs for CP1525 will be approximately £2760 to implement the necessary document changes, amend internal processes, and update the relevant guidance documents.

#### BSC Party & Party Agent impacts and costs

CP1525 will impact parties involved in the Half Hourly fault resolution process by implementing a new flow to provide updates and clarifying responsibilities of those involved in the process.

BSC Party & Party Agent Impacts	
BSC Party/Party Agent	Impact
Suppliers	CP1525 will amend the way parties provide updates on the rectification of faults with Metering Equipment.
Half Hourly MOAs	
Half Hourly Data Collectors	
LDSOs	

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## 4 Implementation Approach

### Recommended Implementation Date

The Implementation Date for CP1525 is **24 June 2021** as part of the June 2021 BSC Release. This Implementation Date will allow sufficient time for the associated Data Transfer Catalogue CP and new data flows to be fully developed and implemented, and align with the implementation of CP1524.

## 5 Proposed Progression

### Progression timetable

The table below outlines the proposed progression plan for CP1525:

Progression Timetable	
Event	Date
CP Progression Paper presented to SVG for information	7 January 2020
CP Consultation	13 January 2020 – 7 February 2020
CP Assessment Report presented to SVG for decision	3 March 2020
Proposed Implementation Date	24 June 2021 (June 2021 BSC Release)

### CP Consultation questions

We intend to ask the standard CP Consultation questions for CP1525.

Standard CP Consultation Questions
Do you agree with the CP1525 proposed solution?
Do you agree that the draft redlining delivers the CP1525 proposed solution?
Will CP1525 impact your organisation?
Will your organisation incur any costs in implementing CP1525?
Do you agree with the proposed implementation approach for CP1525?

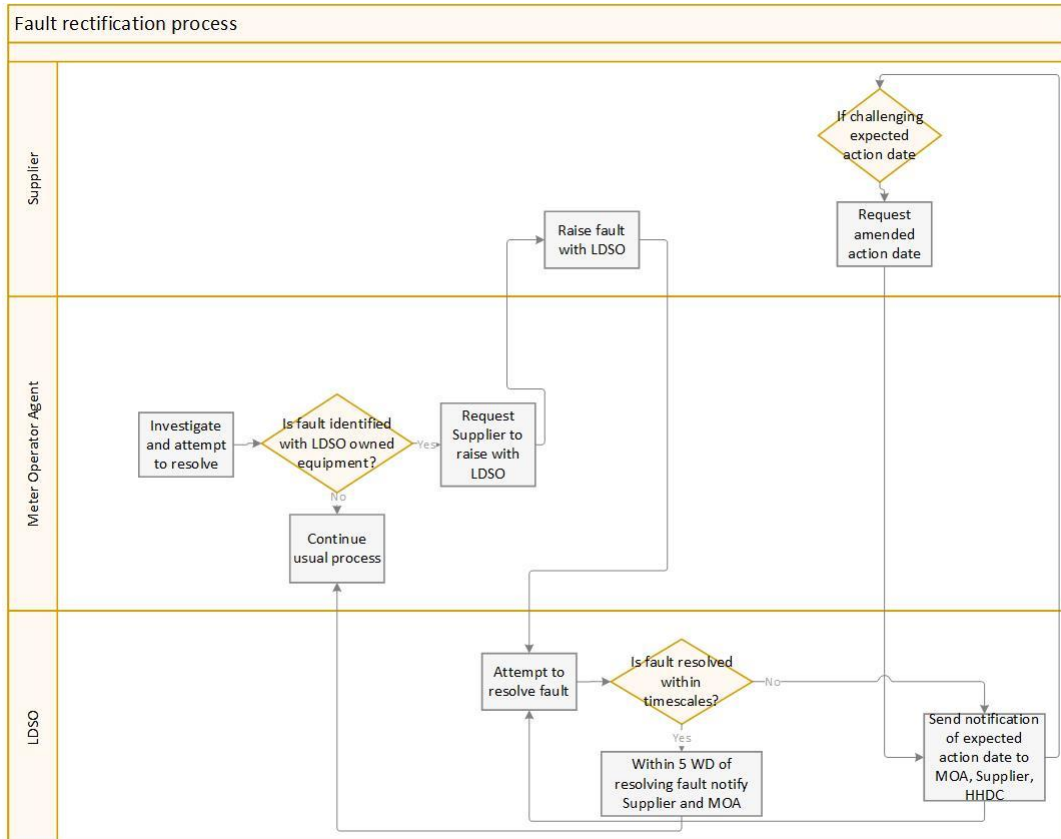
## 6 Recommendations

We invite the SVG to:

- **NOTE** that CP1525 has been raised;
- **NOTE** the proposed progression timetable for CP1525; and
- **PROVIDE** any comments or additional questions for inclusion in the CP Consultation.

## Appendix 1: Process diagram

The below process diagram given an overview of the proposed new process that will be implemented to enhance the involvement of LDSOs in the rectification of faults on Metering Equipment. New steps to initiate LDSO involvement will be inserted into the existing process for fault rectification, and a new process to detail the responsibility of the LDSO will be added.





## Appendix 2: Glossary & References

### Acronyms

Acronyms	
Acronym	Definition
BSCP	Balancing and Settlement Code Procedure
CP	Change Proposal
CPC	Change Proposal Circular
LDSO	Licensed Distribution System Operator
MOA	Meter Operator Agent
SVG	Supplier Volume Allocation Group ( <i>Panel Committee</i> )

### DTC data flows and data items

[Data Transfer Catalogue data flows](#) and data items referenced in this document are listed in the table below.

DTC Data Flows and Data Items	
Number	Name
D[XYZ]	Fault Rectification Communication ( <i>New flow being introduced</i> )

### External links

A summary of all hyperlinks used in this document are listed in the table below

External Links		
Page(s)	Description	URL
2	Issue 73 on the BSCCo Website	<a href="https://www.elexon.co.uk/smg-issue/issue-73/">https://www.elexon.co.uk/smg-issue/issue-73/</a>
2	CP1526 on BSCCo Website	<a href="https://www.elexon.co.uk/change-proposal/cp1526/">https://www.elexon.co.uk/change-proposal/cp1526/</a>
2, 3	CP1524 on BSCCo Website	<a href="https://www.elexon.co.uk/change-proposal/cp1524/">https://www.elexon.co.uk/change-proposal/cp1524/</a>
3	P382 on BSCCo Website	<a href="https://www.elexon.co.uk/mod-proposal/p283/">https://www.elexon.co.uk/mod-proposal/p283/</a>
2, 4	BSCPs on the BSCCo Website	<a href="https://www.elexon.co.uk/bsc-and-codes/bsc-related-documents/bscps">https://www.elexon.co.uk/bsc-and-codes/bsc-related-documents/bscps</a>
4	2013 TAPAP report	<a href="https://www.elexon.co.uk/reference/performance-assurance/performance-assurance-techniques/technical-assurance-performance-assurance-parties-within-performance-assurance-framework/">https://www.elexon.co.uk/reference/performance-assurance/performance-assurance-techniques/technical-assurance-performance-assurance-parties-within-performance-assurance-framework/</a>

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