

4.3 CP Form

Change Proposal – BSCP40/02	CP No: 1525 <i>Version No: 1.0</i> <i>(mandatory by BSCCo)</i>
Title (mandatory by originator) Improving the involvement of the LDSO in the fault resolution process	
Description of Problem/Issue (mandatory by originator) This Change Proposal seeks to define a new process that would place obligations on Licensed Distribution System Operators (LDSOs) to rectify Half Hourly Meter faults where the fault is with Metering Equipment owned by the LDSO. It also describes the communication process that should be used to ensure that relevant parties are informed of the action taken. It seeks to address inconsistencies with LDSO involvement in fault resolution, specifically ambiguity around timescales and the process for escalating faults to LDSOs for investigation. BSCP514 ‘SVA Metering Operations for Metering Systems Registered in SMRS’ does not clearly specify which parties are responsible for resolving faults on Metering Equipment owned by the LDSO. This can be problematic when the party attempting to resolve the fault is not the Equipment Owner.	
Background 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 communication process 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. The implementation of P283 ‘Reinforcing the Commissioning of Metering Equipment Processes’ , clearly defined the responsibilities of Commissioning for certain Metering Equipment, placing the obligation on the Equipment Owner. This principle should be extended to the rectification of faults. BSCP514 ‘SVA Meter Operations for Metering Systems registered in SMRS’ currently places all obligations around fault rectification on the Meter Operator Agent but where the fault is with Metering Equipment owned by the LDSO then the Meter Operator Agent (MOA) is rarely able to take rectification action.	
Proposed Solution (mandatory by originator) The proposed solution is to place obligations on the LDSO to take action to rectify faults with Metering Equipment where it is the owner. To realise this, the CP will define a new process where the MOA will escalate faults to the Supplier, when the identified fault is with LDSO owned Metering Equipment. The Supplier will direct the LDSO to investigate and rectify any faults on its Metering Equipment.	

Under this process, the fault assigned to the MOA will remain open, but no time against its Service Level Agreements will elapse, and no non-compliances will be raised against it once the fault has been escalated with the Supplier to be reassigned to the LDSO whilst the still fault is being rectified by the LDSO.

The solution will make use of the new data flows being implemented by [CP1524 'Improving the communication methods in the fault rectification process'](#) and associated Data Transfer Catalogue Change Proposal.

This solution was proposed by the Issue 73 Workgroup.

Justification for Change (mandatory by originator)

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 part in rectifying faults on Metering Equipment, the proposed process will ensure that the BSC is enabling efficient and timely rectification of faulty Metering Equipment where the rectification requires input from multiple parties, and protecting the integrity of Settlement.

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)

£2760 to implement the necessary document changes and update relevant guidance documents.

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'](#)

[BSCP515 'Licensed Distribution'](#)

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

To facilitate the CP1525 a new data flow will be implemented by associated Data Transfer Catalogue Change Proposals.

Related Changes and/or Projects (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 proposed

implementation of CP1524 and [CP1526 'Introduction of Service Level Agreements for rectifying Meter faults'](#).

Version History (mandatory by BSCCo)

Originator's Details:

BCA Name: Matthew Woolliscroft

Organisation: ELEXON

Email Address: Matthew.Woolliscroft@elexon.co.uk

Telephone Number: 020 7380 4165

Date: 13 December 2019

Attachments: redlined changes to the BSCPs for CP1525