## 4.3 CP Form

| Change Proposal – BSCP40/02 | CP No: 1526<br>*Version No: 1.0*<br>*(mandatory by BSCCo)* |
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**Title (mandatory by originator)**

Introduction of Service Level Agreements for rectifying Meter faults.

**Description of Problem/Issue** (mandatory by originator)

This Change Proposal seeks to introduce formal Service Level Agreements that should be adhered to by Meter Operator Agents (MOAs) and Licensed Distribution System Operators (LDSOs) when rectifying Half Hourly Meter faults to ensure continued overall accountability of rectifying faults on Metering Equipment.

**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.

CP1524 'Improving the communication methods in the fault rectification process' seeks to amend the communication between parties used in the fault rectification process by introducing a suite of bespoke data flows and revising the process to improve the efficiency and quality of data provided. In making the process and timings more flexible, the prescribed service levels of 15WD will become obsolete. In addition, CP1525 'Improving the involvement of the LDSO in the fault resolution process' seeks to introduce a new process whereby Licensed Distribution System Operators (LDSOs) will take responsibility for any faults on Metering Equipment which they own. It also sets out the process of how LDSOs will be assigned faults and how updates will be provided. This CP1526 seeks to further enhance the solutions by ensuring that the prescribed service levels associated with the new and amended fault rectification processes are realistic and robust.

**Proposed Solution (**mandatory by originator)

The proposed solution is to add Service Level Agreements to an appendix of BSCP514 'SVA Meter Operations for Metering Systems registered in SMRS'. The prescribed timescales will differ for the different roles involved in fault rectification.

MOAs should complete any work they are responsible for within 25 Working Days. Where a fault also requires action to be taken by the LDSO, the LDSO will have 39WD in which to complete any required action. The proposed Service Level Agreements were determined by


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considering the average time taken to resolve faults, and reflection of timescales prescribed in other industry codes.

Where a MOA needs to escalate a fault to the LDSO for investigation, no time will elapse from its Service Level Agreement once the LDSO has been notified of its responsibility to rectify the fault and until the LDSO has completed any required action. The BSC Auditor will not raise non-compliances against a party for an open fault which it is not currently responsible for.

The Issue 73 Workgroup recognised that some faults will occur with exceptional circumstances. As such it did not wish to prescribe a total compliance based approach. The Workgroup considered that the timescales should be met in 90% of cases. However ELEXON notes that Service Levels should be realistically aspirational to ensure that Settlement is as accurate as possible. As such, this solution proposes that timescales are met in 95% of cases, for MOAs, and further 99% within 39WD to align with the R1 Reconciliation Run. For LDSOs. This solution proposes that work is completed in 40WD in 97% of instances.

**Justification for Change** (mandatory by originator)

This change will ensure that Metering Equipment faults are rectified in a timely manner by providing Service Level Agreements, which involved parties can be held to. Ensuring that faults are rectified in the given timeframe will protect the accuracy of Settlement, as it will be less likely that faults remain open for long periods of time, resulting in inaccurate or estimated data being using in the Settlement Calculations.

The changes proposed will address the issues raised by the BSC Auditor from 2010-12 and will address points raised during the TAPAP check in 2013.

**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 the 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)

None

**Related Changes and/or Projects** (mandatory by BSCCo)


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| Issue 73 'Review of fault management and resolution timescales' |
| **Requested Implementation Date (mandatory by originator)**<br>25 June 2021 (June 2021 BSC Release) |
| **Reason:**<br>This release will align with the implementation of CP1524 and CP1525, which will maximise the benefit of the Change Proposals. |
| **Version History (mandatory by BSCCo)** |
| ***Originator's Details:*** |
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| Attachments: **redlined BSCPs for CP1526** |


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