

Public

Issue 73 'Review of fault management and resolution timescales'

27 September 2019

ELEXON

Objectives

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- Consider the feedback and proposed amendments from the IREG and determine what solutions to recommend in the Issue Report



**Solutions
developed by the
Issue Group**

ELEXON

Communication process and SLAs

- New bespoke flow created for used in HH faults process
- New cyclical process for providing updates on status of faults and agreeing timescales
- Creation of a Unique Fault Reference ID to help track end to end faults
 - Made up of MPID, MPAN and additional characters

- Work undertaken by MOA completed in 25WD
- Work undertaken by LDSO completed in 40WD
- Target of 90%

LDSO involvement

- Clarifying that solution covers responsibility for resolving faults on LDSO owned equipment
- Issue Group proposed process would close the fault where requirement for LDSO action is identified
 - This allows MOAs to remove the faults from their systems
 - New fault (with same reference) will be opened against the LDSO for action
 - MOA and DC notified of final communication when LDSO closes fault



Changes proposed by the IREG

Communication process

- Proposed splitting up the Unique Fault Reference across multiple fields
- Removal of appointment details from D0001 has impact on the NHH market, so proposed using D0142 for NHH faults

LDSO involvement

- Unanimously preferred option whereby the fault remains open with the MOA, but is reassigned to the LDSO for action.
 - No time under MOA SLAs will elapse while LDSO completes its work

