PAB220/10 – LATE & MISSING SMART MTDS TAPAP ANALYSIS & ACTIONS

MEETING NAME	Performance Assurance Board
Date of meeting	30 May 2019
Paper number	220/10
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Purpose of paper	For Information
Classification	Public
Summary	Following the presentation of the 'Late and Missing Smart MTDs' Technical Assurance of Performance Assurance Parties (TAPAP) Audit report at the February 2019 Performance Assurance Board (PAB) meeting; the PAB directed ELEXON to publish a public version of the audit findings report and to undertake additional analysis of related issues.

1. Background

1.1 The performance of eight Non Half Hourly Meter Operator Agents (NHH MOAs) in respect of sending late MTDs was highlighted as a concern through ELEXON's Smart MTDs Report at its May 2018 PAB meeting PAB208/04. In this paper, ELEXON noted that as the smart rollout continues to ramp up, the impact of poor performance will become more significant. ELEXON proposed a number of TAPAP Audits should be undertaken and completed these as directed by the PAB.

1.2 Following the delivery of the audit report at the February 2019 PAB meeting PAB217/08 the PAB also directed ELEXON to undertake further market wide analysis of the two following areas of non-compliance highlighted through ELEXON's audits:

i) Final Meter exchange (MEX) removal reads submitted as "0"; and

ii) Back dated Meter Operator Agent (MOA) appointments.

1.1 At the PAB's request, ELEXON also published a Newscast article on 25 March 2019. The article highlighted the issues and performance areas of greatest concern to the PAB.

2. Risk

2.1 Under ELEXON's 2019/20 Risk Evaluation Register (RER), the risks relating to the transfer and processing of MTDs are Risk 006 and Risk 012 (detailed below).

Risk ID	Risk Category	Risk Sub-Category	Risk Title – The risk that…	Forecast Impact	Upper Impact
006	Metering	MTDs Transfer & Processing	On a change of agent, Meter Technical Details are not transferred or processed correctly or at all, such that parties do not use the latest Meter Technical Details	£8.0m	£17.0m
012	Metering	MTD Quality	SVA Metering System technical details are created incorrectly	£6.2m	£17.1m

3. Additional Analysis

Meter Exchange (MEX) Final Removal Reads of "0"

3.1 The detailed analysis ELEXON has undertaken is provided within Appendix 1. The analysis indicates that there are significant volumes of "0" final reads provided by MOAs for removed Meters (~45,000 in 2018 and ~25,000 so far in 2019 as of April 2019). However, of the submitted "0" final reads only a small volume of instances (~1700, 0.07% in 2018 and ~400, 0.05% in 2019) are validated by the Data Collector (DC) and passed to the Supplier.

3.2 This means that the direct impact of a "0" final read is only realised in small volumes. However, the impact of estimated final reads is likely to be much more significant; as is the impact of erroneous readings on DCs. Whilst DCs appear to be operating an effective control in preventing erroneous reads entering Settlement, there will clearly be an impact on DC's BAU processes to have such high volumes of erroneous readings processed for MEX events.

3.3 ELEXON also notes that where a Meter has not been read for an extended period, failing to obtain an accurate final reading can have a significant impact on the accuracy of Settlement for that Metering System ID (MSID).

Backdated Appointments

3.4 The detailed analysis ELEXON has undertaken is provided within Appendix 2. There does not appear to be a trend in any of the views of the data that we have taken; rather, there is a consistent volume and percentage of occurrences annually across the market.

3.5 Similarly, MPID performance does not show any distinct trends, with spikes in poor performance most likely the result of high volume change of agent events that appear to be ad hoc.

3.6 The majority of Settlement impacted backdated D0155s occur between SF and R1. However, there also appears to be a consistent volume of backdated appointments occurring post RF. Ad hoc spikes of appointments backdated far enough to hit between R1 and R2 have been observed in September and November 2018.

4. Recommendations

The PAB is invited to:

a) **NOTE** the findings of the additional analysis

Appendices

Appendix 1 – MEX Removal Reads of '0'

Appendix 2 – Back Dated MOA Appointments

Attachments

Attachment 1 – Confidential Analysis MEX Removal Reads of '0' and Back Dated Agent Appointments

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APPENDICIES

Appendix 1 – MEX Removal Reads of '0'

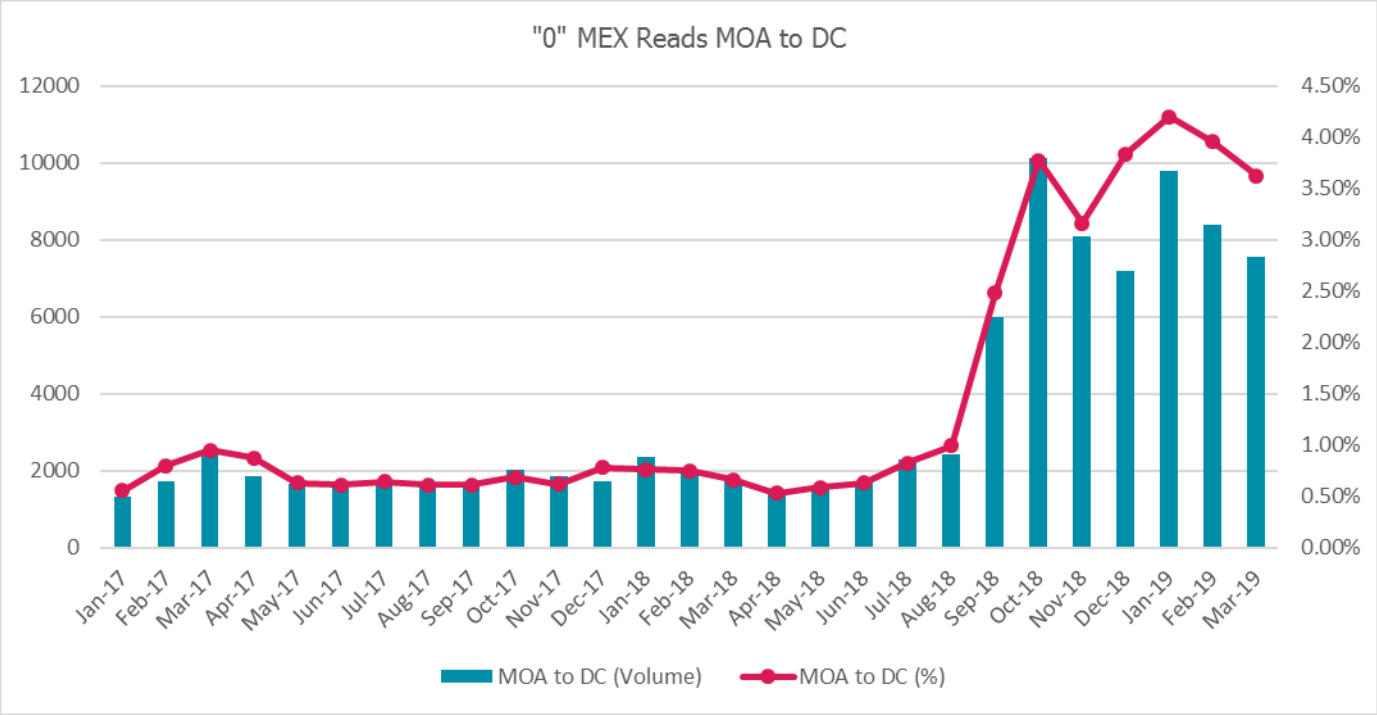
What question did we set out to answer?

4.1 We wanted to identify the volumes of instances where MOAs undertook a MEX and submitted a final reading of '0' for the removed Meter. We also wanted the volume for the subset of such instances where the DC processed and validated this '0' read. We sought to measure this over time and break this performance down by appointing Supplier MPID, installing MOA MPID and the DC MPID, which validated the reads for Settlement.

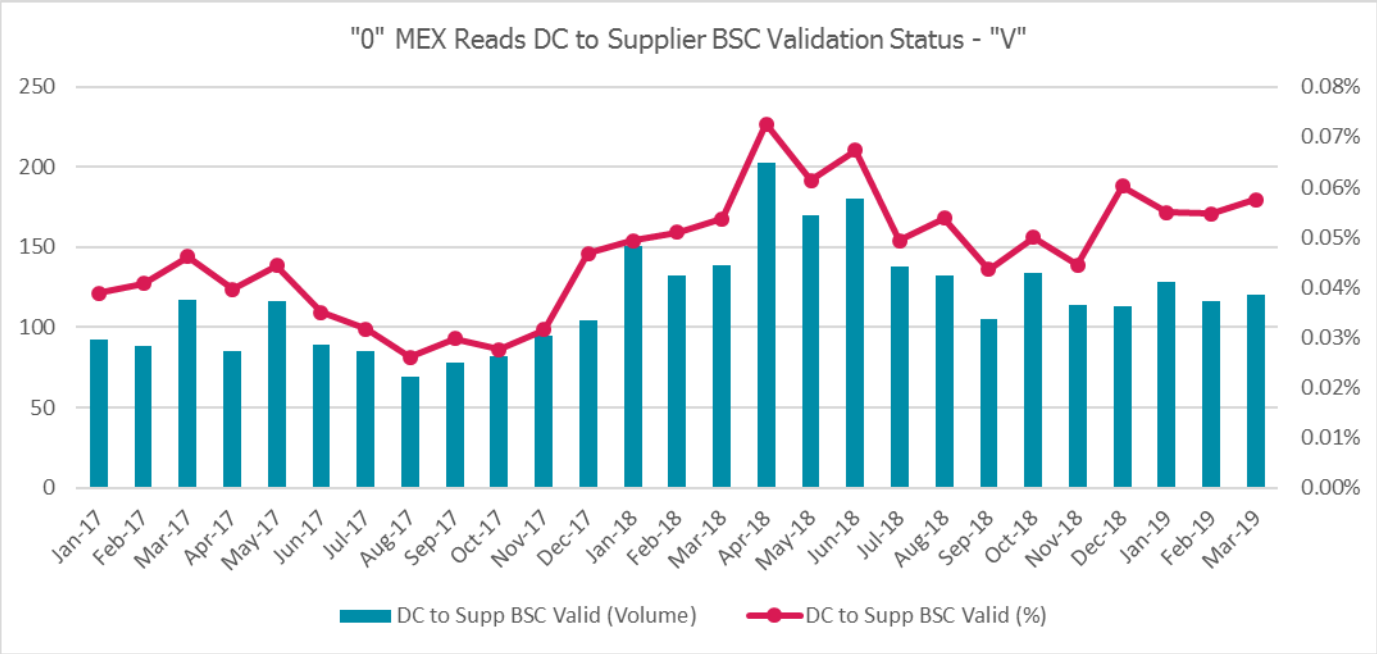
DTN test script logic:

4.2 In order to establish the volume of removed Meters for which the removal read was 0, ELEXON undertook DTN analysis first to identify all MEX events for a given month, then looking for the 'final' removal read provided for the MEX date. Two scripts were developed' one to identify the final read issued by the installing MOA and a second which looked for a corresponding '0' reading being processed by the DC with a BSC Validation status of 'V'.

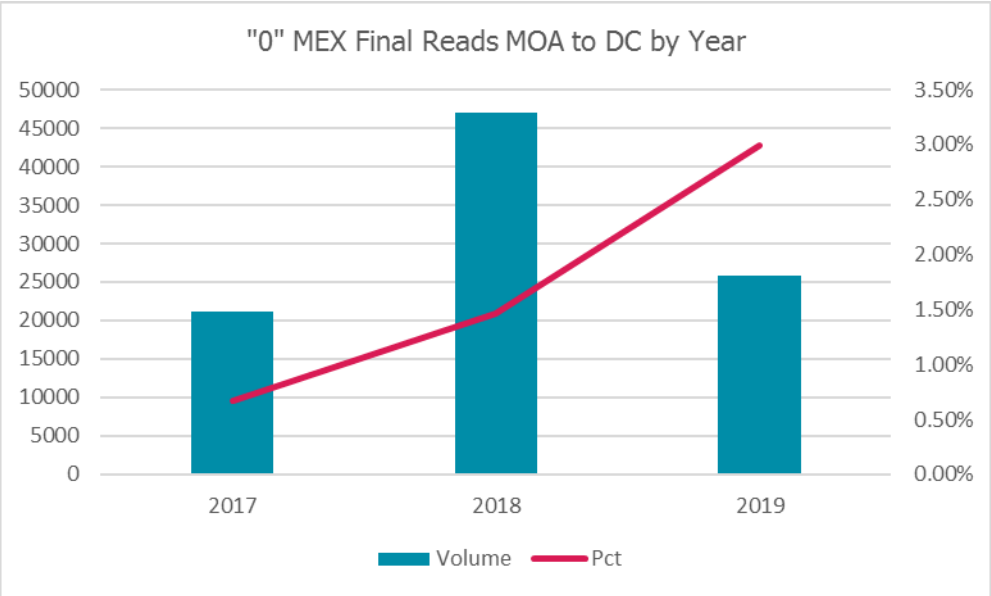
Findings and breakdowns:



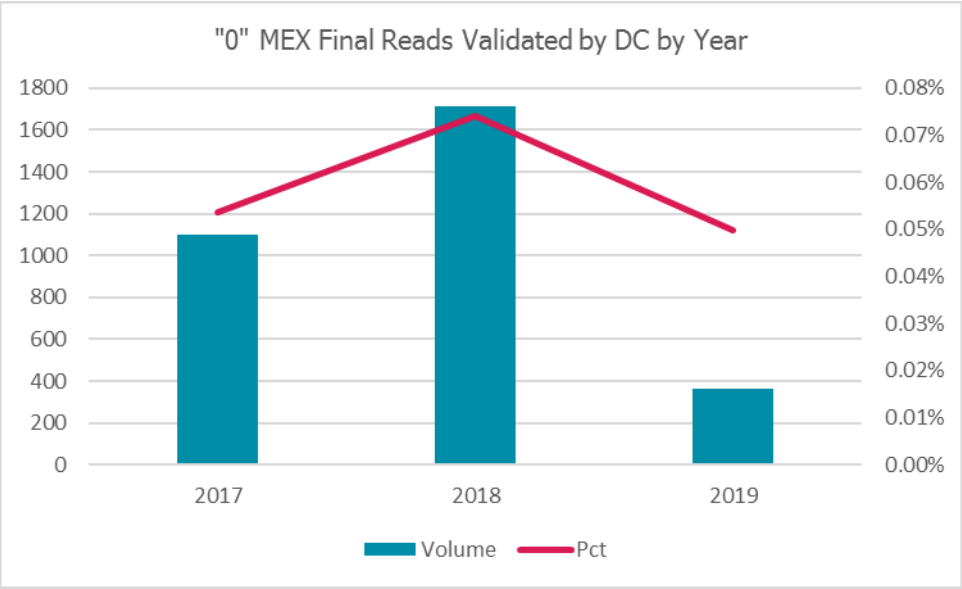
4.3 While the percentage of Meter Exchanges for which the final read for the removed Meter is reported as 0 has remained low, there has clearly been a significant increase in such instances starting in August 2018. This may correlate with new, inexperienced MOAs taking on more work in order to support the smart roll out.



4.4 Volumes of "0" final reads entering Settlement however appear to have been relatively consistent without any clear trend in deteriorating performance.



4.5 The total volumes of "0" MEX removal reads issued by installing MOAs to the DC has increased between 2017 and 2018, with 2019 on track to see a further increase in overall volumes.



4.1 The total volumes of "0" MEX removal reads validated by DCs has increased between 2017 and 2018, however with 2019 seeing a reduction in the percentage of such instances so far.

4.2 The volumes validated are negligible and make up less than 0.1% of all Meter Exchanges events.

Appendix 2 – Back Dated Appointments

What question did we set out to answer?

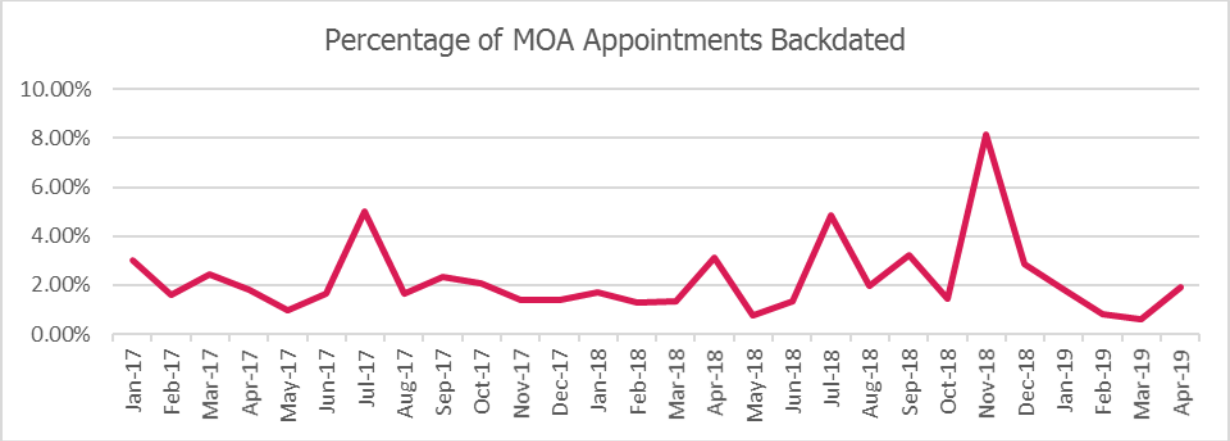
4.3 We wanted to identify the volumes of backdated MOA appointments over time and break this performance down by appointing Supplier MPID.

DTN test script logic:

4.4 In order to establish the volume of backdated appointments ELEXON undertook DTN analysis of all D0155[1] flows sent from a Supplier to a MOA in a given month, taking the count of those for which the delivered date was later than the appointment Effective from Date (EFD).

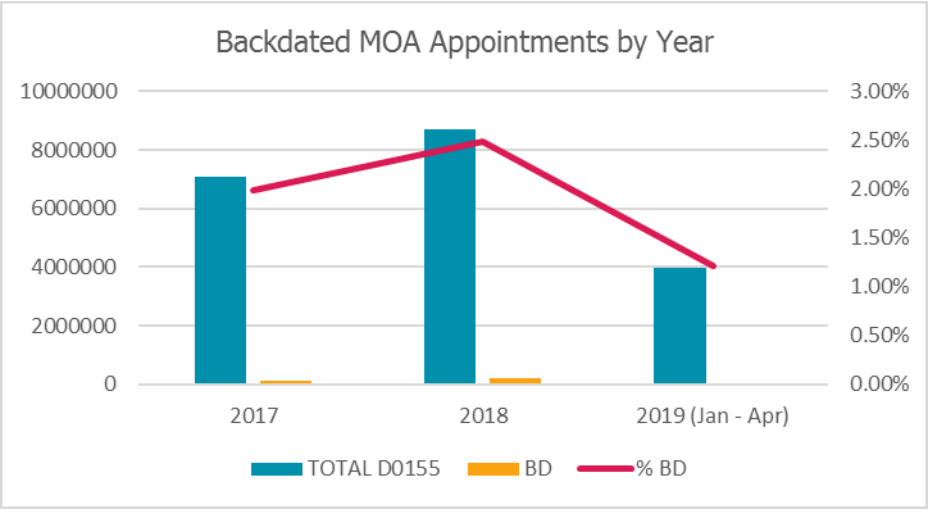
4.5 We also grouped back dated appointments by Supplier and MOA MPID pairs and recorded the number of days by which the appointment had been backdated in order to identify the most significant instances.

Findings and breakdowns:



4.6 As we can see apart from occasional spikes backdated appointments appear to be an enduring issue with a between 1% and 2% of appointments backdated in most months between January 2017 and April 2019.

[1] Notification of Meter Operator or Data Collector Appointment and Terms



4.7 We note that volumes of backdated appointments for 2019 appear on track to reach similar levels as 2017 and 2018.