
Technical Assurance Agent (TAA) Specific Sample Update

Performance Assurance Board (PAB)

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Summary **This paper provides an early view of the TAA Specific Sample results for the 2023/24 Audit.**

1. Introduction and summary

- 1.1 The Technical Assurance of Metering (TAM) technique aims to ensure the accuracy of Half Hourly (HH) Metered Data through the use of onsite Inspection Visits and Desktop Audits carried out by the TAA.
- 1.2 TAM requirements are outlined in [BSCP27 – Technical Assurance of Half Hourly Metering Systems for Settlement Purposes](#) and include the requirement to provide an indication of the overall health of the HH Metering System population.
- 1.3 The TAA Specific Sample 2023/24 consists of Desktop Audits (DTAs) recommended for an Inspection Visit following a Desktop Audit. As outlined in the TAA Scope 2023/24, this will facilitate statistical comparisons between instances of non-compliance across both types of audit and help to establish the effectiveness of DTAs in detecting material non-compliances.
- 1.4 This paper will also provide insight into the TAA Specific Sample 2023/24 engagement, specifically Cancelled and No Access Visits.

2. SVA Specific Sample Inspection Visits – Category 1 Non-Compliances

- 2.1 The TAA recorded six Category 1¹ Non-Compliances across 29 accepted and completed site visits, a 20% Category 1 Non-Compliance rate. Although the sample size was small and engagement was low, the Specific Sample was relatively successful at identifying Category 1 Non-Compliances.
- 2.2 Five out of six Category 1 Non-Compliances identified in the Supplier Volume Allocation (SVA) Specific Sample 2023/24 were Category 1.02 – Meter Equipment not functioning properly. The TAA confirmed this non-compliance is used when the prevailing load test showed an error. At the time of writing, three Category 1 Non-compliances have been resolved and three have a resolution plan in place pending TAA confirmation or further evidence.
- 2.3 Figure 1 is a summary of the DTA non-compliances for the four Meter System Identifiers (MSIDs) for which Category 1 Non-Compliances have been recorded in the SVA Specific Sample 2023/24.

¹ A Category 1 Non-Compliance is one deemed to be currently affecting the quality of data for Settlement purposes

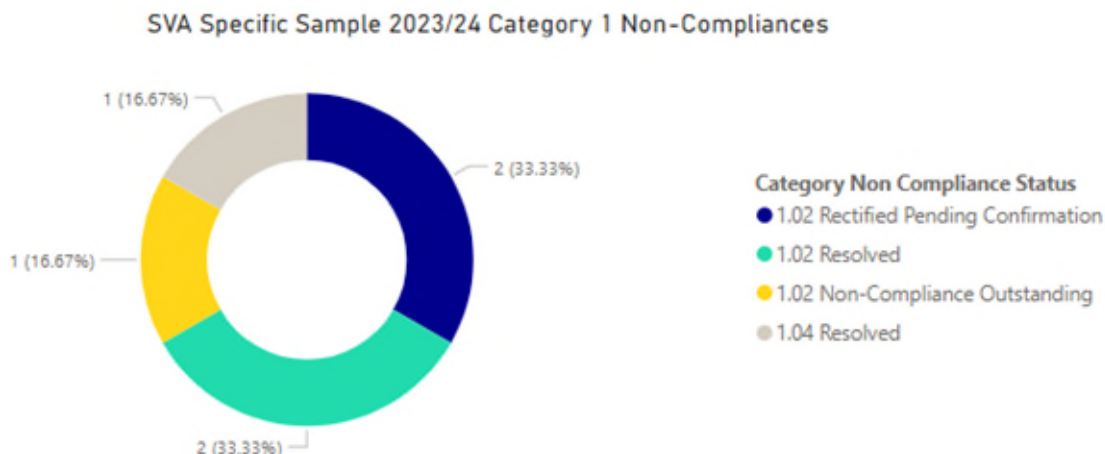
Figure 1:

DTA Non Compliances
Commissioning Records and Certificates not provided
Current Transformer (CT) Ratio mismatch; Commissioning Records Certificates not provided, D0268 ² not provided by MOA
Certificates not provided
CT Ratio query; Commissioning Record and Certificates not provided

- 2.4 In general, concerns around Commissioning Records and CT Ratios led to site visit recommendations from the TAA. An example of such concerns would be Commissioning records with suspect information or different Meter Technical Details (MTDs) submitted by different Parties, which would indicate a possible Settlement data error and trigger a site visit recommendation. The TAA has confirmed that when further investigations are needed, it will request Half Hourly Data Collector (HHDC) data for comparison before a site visit recommendation is made.
- 2.5 Figure 2 is a breakdown of the Category 1 Non-Compliances recorded in the SVA Specific Sample 2023/24. Categories 1.02 and 1.04 are both related to Commissioning records and CT Ratios. This indicates, although through a small sample size, that DTAs are successfully identifying on-site non-compliances.

Figure 2:

Audit Year	Visit Type	Count of Failure Reference	Category	Non Compliance Status
2023-2024	Specific Sample	1	1.02	Non-Compliance Outstanding
2023-2024	Specific Sample	2	1.02	Rectified Pending Confirmation
2023-2024	Specific Sample	2	1.02	Resolved
2023-2024	Specific Sample	1	1.04	Resolved
Total		6		



- 2.6 When compared to the SVA Main Sample 2022/23, where the TAA recorded 15 Category 1 Non-Compliances out of 407 accepted and completed On-Site Inspections, the SVA Specific Sample 2023/24 has identified six Category 1 Non-Compliances out of 29 accepted and completed On-Site Inspections. There is a 17% difference between the SVA Specific Sample 2023/24 Category 1 Non-Compliance rate and the SVA Main Sample 2022/23 Category 1 Non-Compliance rate.

² Half Hourly Meter Technical Details are transferred when there is a change in equipment, configuration or upon change of Agent

- 2.7 Elexon notes that the findings in this paper supports a plan to expand the number of DTAs and, in turn, the SVA Specific Sample numbers at the expense of the SVA Main Sample. The SVA Specific Sample numbers would heavily rely on DTAs subsequently recommended for site visits.
- 2.8 The TAA confirmed DTA Recommendation for Site Visit criteria would need to expand as only a small percentage of DTAs are put through to site visit based on the current criteria. This will create a larger error rate as the risk of including a site without an on-site Category 1 Non-Compliance grows, the more we expand our criteria. However, to capture a substantial sample of the market, Elexon agrees with the TAA and the criteria would need to be expanded for this change to function successfully.

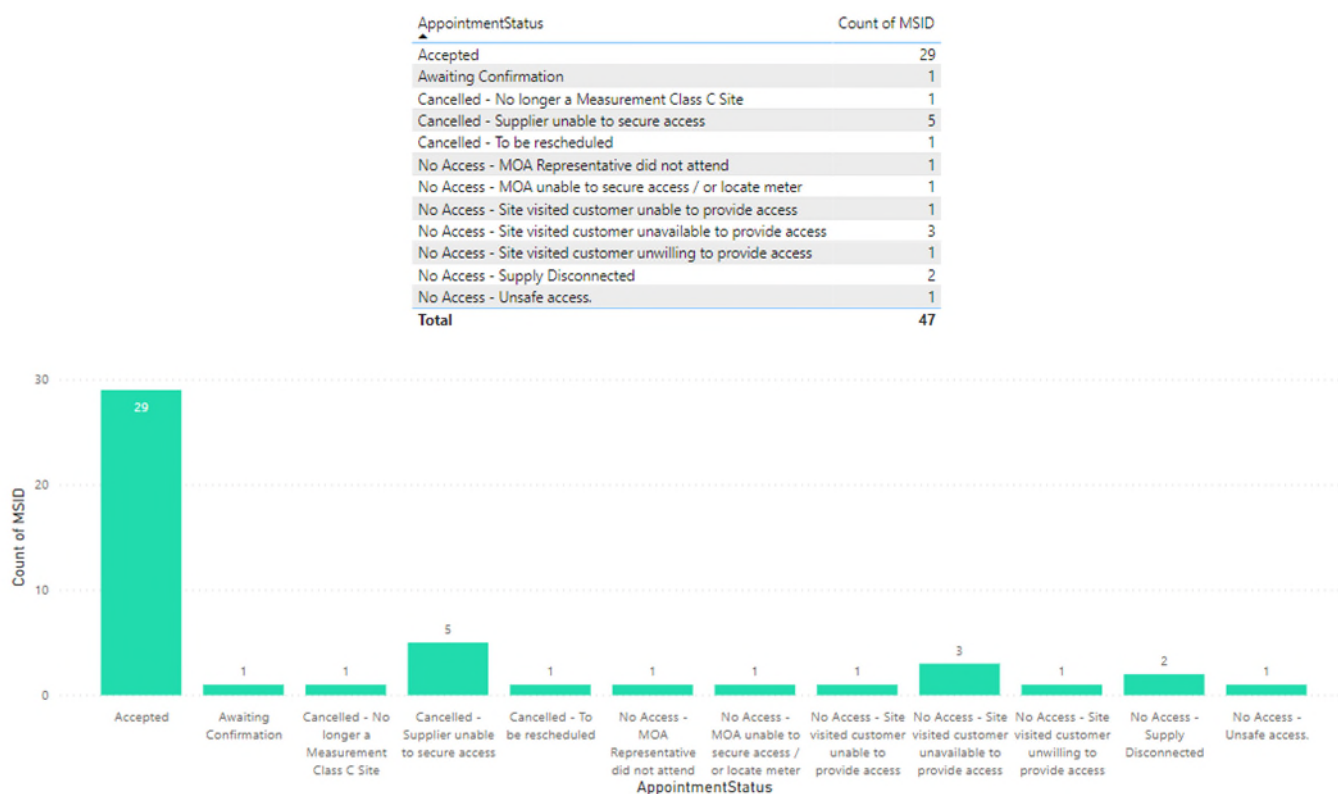
3. SVA Specific Sample Inspection Visits – Category 2 Non-Compliances

- 3.1 Elexon notes that 117 Category 2³ Non-Compliances were found out of 29 accepted and completed site visits.
- 3.2 Only one Specific Sample visit recorded zero non-compliances. This indicates the targeted approach is successful at finding Category 2 Non-Compliances in the SVA Meter population.
- 3.3 Elexon notes, at the time of writing, only three Category 2 Non-Compliances have been resolved. The lack of commitment to the Category 2 Non-Compliances is a wider issue for the TAM Technique, as unresolved Category 2 Non-Compliances continue to build up for all Parties. How to make better use of Category 2 Non-Compliances is covered in Paper – 274/02.

4. SVA Specific Sample Engagement

- 4.1 Of the 47 scheduled SVA Specific Sample 2023/24 visits, 20 were not completed due to cancellation or no access. Elexon notes the cancellation rate has hindered the effectiveness of the TAA Specific Sample 2023/24.
- 4.2 Below, Figure 3 breaks down each cancellation and no access visit, and the reason for this. The largest category is Cancelled – Supplier unable to secure access.
- 4.3 The appointment listed as Cancelled – To Be Rescheduled is currently on hold as the TAA advised the site is a Shared Site. The process for auditing such sites is currently still in progress as we do not have the data to identify Shared Sites before the TAA visits.

Figure 3:



³ A Category 2 Non-compliance is one deemed to have the potential to affect the quality of data for Settlement purposes

- 4.4 Elexon has reached out to Suppliers that have cancelled visits in bulk to understand the TAA customer contact process. Elexon found weaknesses in the timescales set to chase customers that are not engaging with the process.
- 4.5 In the short and medium term, Elexon will continue to work with Suppliers to find ways of improving customer contact processes and to remind Suppliers that TAA related obligations under BSCP27 fall under the responsibility of the Supplier, regardless of mitigating circumstances, such as outsourcing.
- 4.6 In the long term, Elexon will look to update the Technical Assurance Metering Management Tool (TAMMT) website. The latest release, TAMMT 2.2, is due before the next audit year and will focus on streamlining the email notifications by providing one email to all users each day to remind them of outstanding non-compliances. This will help with any drop in knowledge levels due to user inactivity and long outstanding non-compliances.
- 4.7 The TAMMT 2.3 release, currently scheduled for autumn 2024, will clearly outline the time limit of 10 Working Days Suppliers have to confirm a visit, by inserting a clock next to each visit a Supplier must confirm. Also, the TAMMT 2.3 release will remove the ability to confirm a visit with no customer contact, which will incentivise engagement and customer contact, as Suppliers will be left with the following options:
- Facilitate On-site Inspection Visits by making a concerted effort to arrange access through direct customer contact; or
 - Fail to confirm On-site Inspection Visits. This option will lead to cancelled visits or visits listed as No Access provided by Supplier. Elexon suggests setting a threshold on Cancelled and No Access visits that if breached, can lead to further assurance measures. For example, PAB escalation or Error and Failure Resolution (EFR) for Suppliers that make no attempt to improve. Elexon believes this will further incentivise engagement.
- 4.8 Elexon notes that so far during the audit year 2023/24, there have been 57 No Access visits. These have resulted in £13,440 in charges from TAA to Elexon for operational costs such as the late cancellation of travel and hotel arrangements. Of these, 35% are assigned to one Supplier. Elexon will be working directly with this Supplier and the Supplier with the second most No Access visits, to understand their individual customer contact process and find improvements. Elexon will consider EFR for Suppliers who fail to meaningfully reduce their No Access numbers in the next Audit Year, as per the TAM Annual Report Response paper from 2022/2023.

5. Recommendations

- 5.1 We invite the PAB to:
- a) **COMMENT** on the TAA SVA Specific Sample 2023/24; and
 - b) **COMMENT** on the suggestion to set a threshold on Cancelled and No Access Visits.

For more information, please contact:

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