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## Technical Assurance of Metering (TAM) Dashboard

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### Performance Assurance Board (PAB)

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Date of meeting **30 November 2023**

Paper number **PAB274/02**

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Purpose of paper **Information**

Classification **Public**

Document version **1.0**

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Summary **This paper provides a summary of Version 1 of the new Technical Assurance of Metering (TAM) Obligations Dashboard.**

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### 1. Introduction and summary

- 1.1 This paper outlines what the Technical Assurance of Metering (TAM) Obligation Dashboard is, and how it will assist in providing root cause analysis of non-compliances by mapping each non-compliance to Elexon's list of Associated Settlement Risks and to the BSC Party obligations under the BSC.
- 1.2 Version 1 will be presented with different data sets to illustrate how the Dashboard can be presented.
- 1.3 Elexon will also outline potential updates for Version 2, and invite the PAB to comment on these suggestions.

### 2. TAM Obligation Dashboard Version 1

- 2.1 The TAM Obligation Dashboard (the dashboard) provides a view of all Technical Assurance Agent (TAA) Audit data from 1 April 2016 to 5 November 2023. Elexon will update the dashboard each month with all On-Site Inspections and Desktop Audits, and all non-compliances registered by the TAA.
- 2.2 Version 1 of the Dashboard has mapped TAM non-compliances to specific SVA Settlement Risks and then to BSC Obligations. Each BSC obligation listed below is hyperlinked to the relevant Section of the BSC. Additional obligations may be added at a later date as appropriate.
- 2.3 Following a suggestion from the Technical Assurance of Metering Expert Group (TAMEG), the Dashboard has also linked each Meter System Identifier (MSID) the TAA have audited in the last seven years with its relevant Code of Practice (CoP) number. This allows non-compliances to be categorised based on potential severity.
- 2.4 The list of BSC obligations mapped to its associated Settlement Risk will then allow Elexon to see where processes could be failing against the BSC obligations. An example of how the BSC obligations are hyperlinked and mapped to Settlement Risk 5<sup>1</sup> is shown in Figure 1 below.

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<sup>1</sup> Risk 005: SVA Risk: Metering Equipment Faults are not resolved

**Figure 1:**

Risk	Obligations	Links
5	3.2.3 Change of NHHDC (passing on fault info)	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-2-3-2-3">https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-2-3-2-3</a>
5	3.2.4 Change of DC (passing on fault info)	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-2-3-2-4">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-2-3-2-4</a>
5	3.2.7 Change of DC (passing on fault info)	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-2-3-2-7">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-2-3-2-7</a>
5	3.3.6 Reconfigure or Replace SVA Metering System	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-3-3-6">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-3-3-6</a>
5	3.4 Collection Activities	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-4">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-4</a>
5	3.4.2 NHHDC investigates inconsistencies	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-4-3-4-2">https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-4-3-4-2</a>
5	3.5 Proving a Metering System	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-5">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#3-3-5</a>
5	4.1 Site Checks of SVA Metering System	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-1">https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-1</a>
5	4.1.8 Site Checks of SVA Metering System	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-1-4-1-8">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-1-4-1-8</a>
5	BSCP502 Half Hourly Data Collection for SVA Metering Systems Registered in SMRS	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs</a>
5	BSCP504 Non Half Hourly Data Collection for SVA Metering Systems Registered in SMRS	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs">https://bscdocs.elexon.co.uk/bsc-procedures/bsco504-non-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs</a>
5	Guide to Complex Sites	<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-4-9">https://bscdocs.elexon.co.uk/bsc-procedures/bsco502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-4-9</a>

- 2.5 These specific insights, relating to the BSC obligations, can be used to give an indication of the health of certain Risks and in turn its related processes. This will better equip Elexon to make informed decisions for other Performance Assurance Techniques (PATs). For example, a high instance of non-compliance against a particular obligation for a Party may indicate the deployment of a relevant work paper under the BSC Audit.
- 2.6 The Dashboard will also provide Elexon with flexibility around TAM report creation, allowing Elexon to offer more insights in shorter time frames for individual Parties and the PAB.

### 3. Dashboard Samples

- 3.1 In Confidential Attachment A, the following data sets have been provided to illustrate how the Dashboard can be presented:
- Seven-year overview of non-compliances by Supplier and CoP;
  - Seven-year overview of Category 1<sup>2</sup> Non Compliances by Category and Associated Risks. A link to BSC Obligations is provided on the live Dashboard (note this link is not live in PDF format);
  - Seven-year overview of Category 2<sup>3</sup> Non Compliances by Category and Associated Risks. A link to BSC Obligations is provided on the live Dashboard (note this link is not live in PDF format);
  - Peer Comparison of Outstanding Category 1 Non-Compliances and Outstanding Category 2 Non-Compliances by Supplier; and
  - Seven-year overview of Engagement figures by Supplier.

### 4. TAM Obligation Dashboard Category 2 Non-Compliances

- 4.1 Below, in Figure 2, is an example of ad hoc insights that could help with internal and external decision-making. Elexon notes these type of insights can be used when the PAB, the TAMEG, and/or Elexon Risk Owners require insight into a specific area of the TAA Audit, or if the TAM lead is providing insight to suggest process changes, BSC Audit Papers or changes to the TAA Local Working Instruction (LWI).
- 4.2 Figure 2 is a breakdown of all of the outstanding Category 2 Non-Compliances since the 2016/2017 Audit Year. These Categories have all been mapped to their appropriate Settlement Risk and BSC Obligation.

<sup>2</sup> A Category 1 Non-compliance is one deemed to be currently affecting the quality of data for Settlement purposes

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

**Figure 2:**

Category	Non Compliant	Total
2.16	2394	2394
Measurement Transformer Certificates not provided	2389	2389
3	2389	2389
3.3 New SVA Metering System	2389	2389
4.1 - Validate Meter Data for SVA Metering Systems not enrolled by the DCC	2389	2389
<a href="https://bscdocs.elexon.co.uk/bsc-procedures/bscp502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-4.1">https://bscdocs.elexon.co.uk/bsc-procedures/bscp502-half-hourly-data-collection-for-sva-metering-systems-registered-in-smrs#4-4.1</a>	2389	2389
4.4 - Reasons for Requesting a Metering System Investigation	2389	2389
4.5 - Key SVA Meter Technical Details	2389	2389
4.6 - Proving of Half Hourly Metering Systems	2389	2389
BSCP502 Half Hourly Data Collection for SVA Metering Systems Registered in SMRS	2389	2389
BSCP515 Licenced Distribution	2389	2389
Codes of Practice 1-10	2389	2389
Measurement Transformer Certificates do not match site equipment	5	5
2.15	2058	2058
2.17	1767	1767
2.06	1590	1590
2.13	764	764
2.15M	164	164
2.15L	151	151
2.14	97	97
2.02	73	73
2.16L	71	71
2.1	59	59
2.03	56	56
2.11	56	56
2.09	53	53
2.08	1	1
Total	9354	9354

- 4.3 As outlined in Figure 2, Category 2.16 has the most outstanding non-compliances at 2,394. The non-compliance has been mapped to its associated Settlement Risk and to its BSC obligations. These numbers support PAB Members' observations in earlier meetings that the TAM Technique is not providing a high level of Assurance around these particular obligations.
- 4.4 Category 2 Non-Compliances are significantly more common than Category 1 Non-Compliances, and also significantly more likely to go unresolved – for example, there are 4000% more outstanding Category 2.16 Non-Compliances than outstanding Category 1.02 Non-Compliances.
- 4.5 Linking Category 2 Non-Compliances to specific obligations can offer a clear way for Elexon to work with Suppliers and Supplier Agents to resolve multiple non-compliances by addressing the underlying process failure, or by reconsidering the way in which the obligation is audited.
- 4.6 In the case of Category 2.16 Non-Compliances, for example, it is apparent that Elexon should consider allowing Parties different routes to provide Assurance around Measurement Transformers other than calibration certificates.
- 4.7 As noted above, insights of this kind may also indicate the deployment of further Detective Techniques such as the BSC Audit, Assurance Information Request (AIR), or Technical Assurance of Performance Assurance Parties (TAPAP) to establish what remedial action is best placed to resolve and reduce the instance of a given non-compliance.

## 5. TAM Obligation Dashboard Version 2

5.1 Version 2 of the Dashboard is currently in progress and the following improvements are scheduled:

- Instead of non-compliances being mapped to Elexon Risks and then broadly mapped to BSC Obligations. Non-compliances will be mapped directly to their relevant BSC Obligations. This provides a more specific indication of possible process failures;
- The Dashboard will incorporate the Central Volume Allocation (CVA) population; and

- Precautionary Trading Disputes raised when TAA raise a Category 1 Non-Compliance will be added with materiality to gain insight into financial impacts.

5.2 Elxon welcomes PAB Members' input in addressing the following questions:

- The Retail Energy Code (REC) advised it would be interested in being sent Meter Operator Agent (MOA) related headlines coming from the Dashboard. Does PAB think this is an appropriate level of cross-code engagement to address gaps in assurance?
- Does PAB think publishing a peer to peer comparison, as seen in the confidential attachment, on the Elxon website will be useful for industry?

## 6. Recommendations

6.1 We invite the PAB to:

- a) **COMMENT** on the TAM Obligation Dashboard Version 1; and
- b) **COMMENT** on the suggestions for TAM Obligation Dashboard Version 2.

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## Attachments

Attachment A – Dashboard Samples (Confidential)

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