CP Progression Paper

CP1526 'Introduction of Service Level Agreements for rectifying fault on Metering Equipment.'

Contents

About This Document

This document provides information on new Change Proposal (CP) CP1526 and outlines our proposed progression timetable for this change, including when it will be issued for CP Consultation in the Change Proposal Circular (CPC) batch on 13 January 2020.

We are presenting this paper to the SVG on 7 January 2020 to capture any comments or questions from Committee Members on this CP before we issue it for consultation.

There are three parts to this document:

- This is the main document. It provides a summary of the solution, impacts, anticipated costs, and proposed implementation approach, as well as our proposed progression approach for this CP.
- Attachment A contains the CP1526 Proposal Form.
- Attachment B contains the proposed redlined changes to deliver the CP1526 solution.

Committees

Supplier Volume Allocation Group (SVG)

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1 Why Change?

What is the issue?

The Half Hourly fault rectification process outlines timescales for providing updates at 5WD and 15WD after the fault is raised with the Meter Operator Agent (MOA). After this, it is unclear how and when updates should be provided.

In addition to this BSCP514 'SVA Meter Operations for Metering Systems Registered in SMRS' provides Service levels for 100% of faults raised to be resolved within 15WD. In practice this is not realistic for all faults, as some may require complex site visits, and audit reports found instances where a D0002 'Fault Resolution Report or Request for Decision on Further Action' was sent in order to meet BSC timescales without the fault being fully resolved.

These unrealistic timescales hamper the efficiency of the fault rectification process, as a new fault may need to be raised where it is incorrectly closed. The Issue 73 'Review of fault management and resolution timescales' Group considered service level agreements as part of its discussions and proposed changes. This CP seeks to implement those changes into the BSC.

Background

What is the fault rectification process?

The fault rectification process is used where a fault is identified with Metering Equipment that prevents accurate metered data being entered into Settlement. Faults are usually identified by the Half Hourly Data Collector or Supplier, who raise the fault with the MOA to investigate and resolve.

As the Party Agent assigned to a Metering System, the MOA has overall responsibility for maintaining the Metering Equipment. However, in some instances, it may require support or additional information from the Supplier or LDSO, particularly where faults occur on Metering Equipment owned by the LDSO.

Ensuring that identified faults are resolved efficiently and in a timely manner is essential to making sure that Suppliers can achieve their Meter read targets so that only accurate metered data is used in the Settlement Calculations.

Fault Investigation Review Group (FIRG)

The FIRG met throughout 2015 to review the fault rectification process and propose changes. Due to the large-scale changes to Commissioning, that used much of the same resource, the proposals were not immediately progressed.

Issue 73

Issue 73 'Review of fault management and resolution timescales' was raised by SSE on 12 October 2018.The Issue Group was established to review the recommendations of the Fault Investigation Review Group, and determine whether any amendments should be made to the proposed solutions to ensure that changes were still reflective of best practice. The Issue Group also considered when the LDSO should take responsibility for resolving faults to ensure the process was clear for all involved. The Issue Group recommended three CPs (including this CP1525) to progress changes to the Half Hourly fault rectification process. This CP seeks to implement changes to the involvement of LDSOs in the fault rectification process. The two other CPs are:

- CP1524 'Improving the communication methods in the fault rectification process'; and
- CP1525 'Improving the involvement of the LDSO in the fault resolution process'.

2 Solution

Proposed solution

Rectification process

CP1526 seeks to introduce new service levels for MOAs and LDSOs to adhere to when investigating and rectifying faults on Metering Equipment.

CP1524 'Improving the communication methods in the fault rectification process' and CP1525 'Improving the involvement of the LDSO in the fault resolution process' clarify and enhance the process by which MOAs and LDSOs both rectify faults on Metering Equipment and keep the Supplier and/or Data Collector informed of progress. The Processes prescribe a circular method by which updates are provided until the fault is resolved. In order to ensure that faults continue to be resolved in a timely manner, this CP1526 will introduce the following service levels:

- A MOA will complete required work within 25WD on 95% of faults and complete work on 99% of faults within 39WD; and
- Where LDSO involvement is needed to address the fault, the LDSO will complete required work within 40WD for 97% of faults.

This change will also make clear that, where a fault has been escalated to the LDSO for investigation, no time will elapse against the MOAs targets, and no non compliances will be raised by the BSC Auditor, while responsibility is with the LDSO.

The service levels prescribed by CP1526 relate to processes that will be introduced or improved by both CP1524 and CP1525. The interdependency this creates requires both CP1524 and CP1525 to be approved before CP1526 can be approved. The Issue Group believe that the enhanced communication processes in the solutions to CP1524 and CP1525 would add benefit to the fault rectification process independently. This CP1526 builds on the improvements to ensure that the fault rectification is fully effective.

Rationale for service levels

These service levels were discussed by the Issue 73 Group. As part of its discussions, it considered analysis into the average time taken to resolve different categories of faults. It considered that as the analysis was based on a limited sample, an overall average of 25WD was proposed for work undertaken by MOA. Similarly for LDSOs, the Issue Group considered that as it did not have conclusive evidence on which to base proposals, a pragmatic approach would be to reflect the timescales of 40WD prescribed for LDSO work in the Distribution Connection and Use of System Agreement.

The Issue Group noted that while it did not have definitive evidence on which to base solutions, it did want to include prescribed service levels in the BSCPs. It therefore made these proposals with the caveat that industry may wish to review them in the future if new evidence to support a change is provided.

Issue Group members did not believe that it was practicable to resolve all faults in these timescales, and proposed that a pragmatic, rather than total compliance approach be taken. ELEXON believes that while service levels should be realistic and risk based, they should also be aspirational targets. As such ELEXON proposes that the percentage should be to 95% for MOAs, and additionally 99% completed within 39WD to align with the R1 Reconciliation Run; and 97% for LDSOs.

CP1524

CP1524 is one of the three CPs recommended by the Issue 73 Group. It seeks to improve the way updates are communicated in the fault rectification process to ensure that relevant parties are kept informed, allowing faults to be resolved in a more timely and efficient manner.

CP1525

CP1525 is one of the three CPs recommended by the Issue 73 Group. It seeks to better involve LDSOs in the fault rectification process where faults are identified on LDSO owned Metering Equipment.

This pragmatic approach ensures that parties will strive to attain higher levels of service while not being unnecessarily punitive. Thus ensuring the integrity of Settlement.

Proposer's rationale

Faults that remain unresolved can potentially lead to an increased level of estimated (and potentially) inaccurate data entering Settlement. By revising the service levels prescribed in the BSC, this CP seeks to ensure that faults on Metering Equipment will be resolved in a timely manner to ensure that inaccurate data does not impact on the Settlement calculations. The proposed changes will ensure that the BSC is enabling efficient rectification of faults.

The changes proposed will address the issues raised by the BSC Auditor from 2010 -12, address points raised during the TAPAP check in 2013, and implement the recommendations of the Issue 73 Workgroup.

Proposed redlining

CP1526 will require amendments to:

- 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'

Redlined changes to these documents can be found in Attachment B.

3 Impacts and Costs

Central impacts and costs

Central impacts

Central Impacts	
Document Impacts	System Impacts
• 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	• None

Impact on BSC Settlement Risks

Impact on BSC Settlement Risks
CP1526 will impact on Settlement Risk 005 'A fault with SVA Metering Equipment is not resolved, such that metered data is recorded incorrectly or cannot be retrieved'. The Proposed changes will improve the efficiency and effectiveness of the fault rectification process, which in turn will help mitigate this risk.

Central costs

The central implementation costs for CP1526 will be approximately £2760 to implement the necessary document changes and update the relevant guidance documents

BSC Party & Party Agent impacts and costs

CP1526 will impact parties involved in the Half Hourly fault resolution process by implementing a new of flow to provide updates and clarifying responsibilities of those involved in the process.

BSC Party & Party Agent Impacts	
BSC Party/Party Agent	Impact
Suppliers	CP1526 will amend the way parties provide updates on the rectification of faults with Metering Equipment.
Half Hourly MOAs	
LDSOs	
Half Hourly Data Collectors	

4 Implementation Approach

Recommended Implementation Date

The recommended Implementation Date for CP1526 is **25 June 2021** as part of the June 2021 BSC Release. This Implementation Date will allow sufficient time for the associated Data transfer Catalogue CP and new data flows to be fully developed and implemented, and align with the implementation of CP1524 and CP1525.

5 Proposed Progression

Progression timetable

The table below outlines the proposed progression plan for CP1526:

Progression Timetable	
Event	Date
CP Progression Paper presented to SVG for information	7 January 2020
CP Consultation	13 January 2020 – 7 February 2020
CP Assessment Report presented to SVG for decision	3 March 2020
Proposed Implementation Date	25 June 2021 (June 2021 BSC Release)

CP Consultation questions

We do not intend to ask any other questions in addition to the standard CP Consultation questions for CP1526.

Standard CP Consultation Questions
Do you agree with the CP1526 proposed solution?
Do you agree that the draft redlining delivers the CP1526 proposed solution?
Will CP1526 impact your organisation?
Will your organisation incur any costs in implementing CP1526?
Do you agree with the proposed implementation approach for CP1526?

6 Recommendations

We invite the SVG to:

- **NOTE** that CP1526 has been raised;
- **NOTE** the proposed progression timetable for CP1526; and
- **PROVIDE** any comments or additional questions for inclusion in the CP Consultation.

Appendix 1: Glossary & References

Acronyms

Acronyms	
Acronym	Definition
BSCP	Balancing and Settlement Code Procedure
CP	Change Proposal
CPC	Change Proposal Circular
LDSO	Licensed Distribution System Operator
MOA	Meter Operator Agent
SVG	Supplier Volume Allocation Group *(Panel Committee)*

DTC data flows and data items

DTC data flows and data items referenced in this document are listed in the table below.

DTC Data Flows and Data Items	
Number	Name
D0002	Fault Resolution Report or Request for Decision on Further Action
D[AXYZ]	Fault Rectification Communication *(New flow)*

External links

A summary of all hyperlinks used in this document are listed in the table below.

External Links		
Page(s)	Description	URL
2	Issue 73 on the BSCCo Website	https://www.elexon.co.uk/smg-issue/issue-73/
3	P382 on BSCCo Website	https://www.elexon.co.uk/mod-proposal/p283/
2, 3	CP1524 on BSCCo Website	https://www.elexon.co.uk/change-proposal/cp1524/
2, 3	CP1525 on BSCCo Website	https://www.elexon.co.uk/change-proposal/cp1525/
2, 4	BSCPs on the BSCCo Website	https://www.elexon.co.uk/bsc-and-codes/bsc-related-documents/bscps
3	DCUSA	https://www.dcusa.co.uk/dcusa-document/