

OUTSTANDING CATEGORY 1 NON-COMPLIANCES

MEETING NAME Technical Assurance of Metering Expert Group

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Purpose of paper For Information

Classification Public

Summary This paper provides a summary of outstanding Category 1 non-compliances

1. Background

- 1.1 This paper provides a view of Category 1 non-compliances that are currently outstanding (Appendix 1 provides a description of Technical Assurance Agent Category 1 non-compliances).
- 1.2 ELEXON presented a list of outstanding Category 1 non-compliances to the Performance Assurance Board (PAB) in May 2019 ([PAB220/11](#)). The PAB approved which actions were to be taken to assist with the rectification of each non-compliance.
- 1.3 ELEXON provide the PAB with an update for long outstanding Category 1 non-compliances as a tabled item on a monthly basis.

2. Outstanding Supplier Volume Allocation (SVA) Category 1 non-compliances

- 2.1 Please see the below updates on the 23 outstanding SVA category 1 non-compliances. You can find the relevant non-compliance description in Appendix 1.

Visit Date	Visit Ref	Non-compliance category	Status	Technical Assurance Agent (TAA) Update	Age (WD)
23 November 2016	2016-1600	1.06	Rectified Pending Confirmation	<p>Non-compliance details:</p> <ul style="list-style-type: none">• Meter fuses removed. <p>The building is currently unoccupied, and the Licenced Distribution System Operator (LDSO) has not been able to gain access.</p> <p>PAB approved recommendation:</p> <p>The action agreed by the PAB was for the TAA to continue to monitor the non-compliance until the supply is disconnected.</p> <p>Update:</p> <p>The site was due to be demolished in September 2019 and the remaining supply disconnected. Site has not yet undergone demolition.</p>	746 Days

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				<p>The TAA will continue to monitor the non-compliance until the supply is disconnected.</p> <p>Auditor's Notes:</p> <p>2 Amp Potential fuses removed from meter. Unit was sealed. The Building has been subject to flooding which may have been the reason the metering fuses have been removed. it is unclear as to who removed the fuses. The building is empty at the moment.</p>	
12 January 2017	2017-0158 2017-0159	1.02	Rectified Pending Confirmation	<p>Non-compliance details:</p> <ul style="list-style-type: none"> Incorrectly registered as non-Complex when it should have been Complex. The LDSO advised supply is due to change from High Voltage (HV) to Low Voltage (LV). <p>PAB approved recommendation:</p> <p>The TAA lead auditor will hold further discussions with the Meter Operator Agent (MOA) to confirm the documentation required to close the non-compliance.</p> <p>If no further progress is made, the TAA will complete a re-visit to ensure the Settlement Error has been corrected in order to close the Category 1 non-compliance.</p> <p>Update:</p> <p>A Complex mapping table has been produced and implemented by the Data Collector (DC).</p> <p>The DC submitted data for a TAA Auditor review. TAA Auditor noted that one of the circuits is settling on estimated data. ELEXON are investigating why circuit is settling on estimated data.</p> <p>Auditor's Notes:</p> <p>Customer circuit breaker measurement is 2A HV per phase. Meter is indicating 100A HV per phase. Both metered circuits feed Customer breaker so total</p>	712 Days

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				HV current is 200A per phase. This equates to 5300A LV per phase. Measurement at Customer transformer LV tails indicates 65A per phase.	
18 September 2017	2017-1145	1.06	Rectified Pending Confirmation	<p>Non-compliance details:</p> <p>The non-compliance was raised due to elevated voltages recorded by the TAA.</p> <p>PAB approved recommendation:</p> <p>The TAA will complete a re-visit to ensure the Settlement Error has been corrected in order to close the Category 1 non-compliance.</p> <p>Both the MOA and the LDSO will be required to attend site for the re-visit.</p> <p>Update:</p> <p>The TAA has contacted the MOA, who advised that it has planned a re-visit to Commission Meter. MOA failed to provide a date for re-visit.</p> <p>TAA to continue to chase MOA to Commission Meter.</p> <p>Auditor's Notes:</p> <p>Voltages at meter terminal outside of tolerance. 189 Volts. Unable to confirm VT Ratios as VT/CTs in UKPN Sub. Switchgear is not switched in. No commissioning sheet offered to show voltages at time of installation.</p>	535 Days
18 December 2017	2017-1561	1.02	Rectified Pending Confirmation	<p>Non-compliance details:</p> <p>Faulty Meter, no display or communications.</p> <p>PAB approved recommendation:</p> <p>The TAA will complete a re-visit to ensure the Settlement Error has been corrected in order to close the Category 1 non-compliance.</p> <p>Both the MOA and the LDSO will be required to attend site for the re-visit.</p> <p>Update:</p> <p>The TAA made contact with LDSO, yet site is under re-development. TAA to</p>	458 Days

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				<p>monitor site and re-visit once development complete.</p> <p>Auditor's Notes:</p> <p>Meter faulty. Meter not recording import/export energy. Settlement potentially incorrect as volumes may be being estimated.</p>	
24 March 2018	2018-0886	1.02	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Non-compliance raised due to a phase failure.</p> <p>PAB approved recommendation:</p> <p>The TAA will contact the Registrant to advise that the non-compliance will be escalated to the PAB if it remains unresolved.</p> <p>Update:</p> <p>Confirmation from MOA that Voltage Transformer (VT) replaced. MOA awaiting sufficient load to Commission.</p> <p>Auditor's Notes:</p> <p>No incoming Blue phase volts apparent at Meter panel. Suspect HV fuse blown at Voltage Transformer.</p>	357 Days
15 November 2018	2018-2093	1.04	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Possible Current Transformer (CT) Ratio mismatch.</p> <p>Update:</p> <p>Re-visit required. Access issues to the Thames Water site.</p> <p>ELEXON to contact Registrant and MOA to support gaining access.</p>	232 Days
17 January 2019	2019-0083	1.02	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Low voltage recorded.</p> <p>Update:</p> <p>Rectification to replace VT expected to be complete in November 2019.</p> <p>Auditor's Notes:</p>	187 Days

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				Low volts on L1 (34.9v). Secondary fuse integrity ok. Meter has not flagged phase fail.	
24 April 2019	2019-0410	1.02	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>The secondary output is not reflective of the primary.</p> <p>Update:</p> <p>MOA and LDSO awaiting an update from customer to access site to undertake error identification and repair works. TAA continue to chase for updates.</p> <p>Site a pumping station, customer proving problematic with access.</p> <p>Auditor's Notes:</p> <p>L3 CT fault, secondary output not reflective of the primary. Secondary measurement equates to 6Amp primary, actual primary 117Amp.</p>	118 Days
02 May 2019	2019-0462	1.06	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Unmetered supply.</p> <p>Update:</p> <p>LDSO currently awaiting de-energisation date. MOA noted an error that may be affecting Settlement. TAA to contact LDSO for clarification.</p> <p>Auditor's Notes:</p> <p>Meter disconnected. New LV board made live. Unmetered supply connected to board.</p>	112 Days
22 May 2019	2019-0565	1.06	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>The Supply to the Meters has been Disconnected.</p> <p>Update:</p> <p>The Supply is de-energised. The Meter is no longer on the wall. The TAA is awaiting a further update from the LDSO.</p> <p>Auditor's Notes:</p> <p>Supplies to meters have been cut off by SSE DNO around Christmas 2018.</p>	97 Days

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				Customer informs me he is still getting billed and has had threats to send in debt collectors A possibility that the customer is been over charged.	
22 May 2019	2019-0566	1.06	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>The Supply to the Meters has been Disconnected.</p> <p>Update:</p> <p>The Supply is de-energised. The Meter is no longer on the wall. The TAA is awaiting a further update from the LDSO.</p> <p>Auditor's Notes:</p> <p>Site de energised by SSE DNO December 2018 Customer still been billed estimated units.</p>	97 Days
22 May 2019	2019-0567	1.06	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>The Supply to the Meters has been Disconnected.</p> <p>Update:</p> <p>The Supply is de-energised. The Meter is no longer on the wall. The TAA is awaiting a further update from the LDSO.</p> <p>Auditor's Notes:</p> <p>Site de energised by SSE DNO December 2018 Customer still been billed estimated units.</p>	97 Days
28 May 2019	2019-0605	1.02	Rectified Pending Confirmation	<p>Non-compliance details:</p> <p>Test results indicate a disparity between measured and metered energy volumes. There is currently no load on site. Zero units registered since installation of Meter.</p> <p>Update:</p> <p>The TAA has a new contact with the registered LDSO of this MSID. The LDSO will look into the non-compliance.</p> <p>Registrant chasing LDSO due to CT ratio mismatch on measurement transformer</p>	94 Days

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				Commission record and Meter Commissioning record.	
30 May 2019	2019-0619	1.06	Rectified Pending Confirmation	<p>Non-compliance details:</p> <p>There is a mismatch between main and check Meters. Main meter is set at 250/5 and Check Meter set at 200/5.</p> <p>Update:</p> <p>MOA advised additional visit is planned, yet no date provided. TAA to chase.</p> <p>Auditor's Notes:</p> <p>Mismatch between main and Check Meter. Main meter set to 200/5A, Check meter set to 250A. Communication with HHDC reveals they were unaware of discrepancy and have only now raised a D001 to investigate. Commission is incomplete in that test results are achieved via secondary measurement only.</p>	91 Days
20 June 2019	2019-0765	1.02	Rectified Pending Confirmation	<p>Non-compliance details:</p> <p>Metering Equipment not functioning correctly. Discrepancy between calculated results and recorded Meter results.</p> <p>Update:</p> <p>Commissioning completed, awaiting confirmation.</p> <p>Auditor's Notes:</p> <p>Meter is set at 800/5. CTS on site are marked at 1000/5 (see attached photos). customers equipment has been disconnected on or around 21/12/15. meter was installed around Oct 2008. I have no commissioning to prove if this meter was ever at the right ratio.</p>	77 Days
10 July 2019	2019-0880	1.04	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>CTs 1000/5 Meter 800/5</p> <p>Update:</p> <p>Site awaiting disconnection. Customer has been billed £0 since 2015.</p>	63 Days

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31 July 2019	2019-1098	1.04	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Measurement Transformer ratio different to that programmed in Meter. Settlement will be wrong as metered energy volume will be either in advance or behind system energy volume.</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p>	48 Days
15 August 2019	2019-1121	1.02	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>L2 is showing as a minus, L1 and L3 are both pluses.</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p> <p>Auditor's Notes:</p> <p>N/A</p>	37 Days
22 August 2019	2019-1171	1.03	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Meter System Clock adrift 3600 seconds</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p>	32 Days
22 August 2019	2019-1174	1.03	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Meter System Clock adrift 3600 seconds</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p>	32 Days
18 September 2019	2019-1297	1.03	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Outstation clock outside of agreed tolerance</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p>	14 Days
25 September 2019	2019-1274	1.02	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Metering Equipment not functioning correctly</p> <p>Update:</p>	9 Days

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				<p>The TAA is in discussions with the MOA with regards to correcting the error.</p> <p>Auditor's Notes:</p> <p>Taking into account VT ratio, fault on primary VT as showing 22kV and 19.2kV at Meter. Meter will be under-recording.</p>	
30 September 2019	2019-1187	1.01	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Meter Id (serial number) - Main Meter</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p>	4 Days
30 September 2019	2019-1188	1.01	Non-Compliance Outstanding	<p>Non-compliance details:</p> <p>Meter Id (serial number) - Main Meter</p> <p>Update:</p> <p>The TAA is in discussions with the MOA with regards to correcting the error.</p>	4 Days

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3. Outstanding Central Volume Allocation (CVA) Category 1 non-compliances

3.1 Please see the below updates on the two outstanding CVA category 1 non-compliances. You can find the relevant non-compliance description in Appendix 1.

Visit Date	Visit Ref	Non-compliance category	Status	Technical Assurance Agent (TAA) Update	Age (WD)
13 May 2019	2018-1128	1.02	Non-Compliance Outstanding	Non-compliance details: A circuit breaker exploded in the HV substation. Phase failure not detected due to dial fault. Update: The Registrant and MOA are aware of the Category 1 non-compliances raised at site. ELEXON confirmed no Trading Dispute. Circuit breaker appears to be fixed, yet awaiting rectification.	92 Days
13 May 2019	2018-1131	1.02	Non-Compliance Outstanding	Non-compliance details: A circuit breaker exploded in the HV substation. Phase failure not detected due to dial fault. Update: The Registrant and MOA are aware of the Category 1 non-compliances raised at site. ELEXON confirmed no Trading Dispute. Circuit breaker appears to be fixed, yet awaiting rectification.	92 Days

Appendices

Appendix 1 – Description of TAA category 1 non-compliances: currently affecting the quality of data for Settlement purposes

Appendix 2 – Category 1 non-compliance escalation process

For more information, please contact:

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Appendix 1

Description of TAA category 1 non-compliances: currently affecting the quality of data for Settlement purposes.

Non-compliance Category	Non-compliance Description
1.01	Inaccuracy of Standing Data (Key MTD fields) held by Data Collector <ul style="list-style-type: none">• Outstation serial number• Meter ID (serial number)• Outstation number of channels• Measurement Quantity ID• Pulse multiplier Channel configuration• Outstation multiplier/Outstation channel multiplier• Complex Site Supplementary Information Form (SVA only)
1.02	Metering Equipment Incorrect or Unsatisfactory <ul style="list-style-type: none">• Metering Equipment not functioning correctly• Metering Equipment not programmed correctly• Overall accuracy of Metering System not maintained• Summation CTs used• Correct Energy Measurement Check (Primary/Secondary conductor prevailing load test) indicates an error in the metered v
1.03	Timing Error (Major) <ul style="list-style-type: none">• Outstation clock outside agreed tolerance
1.04	Measurement Transformer Ratios Physically Incorrect <ul style="list-style-type: none">• Measurement transformer ratios different from those set up in Meter (except for any difference being consistent with a measurement error compensation applied within the Metering Equipment)
1.05	Compensation Calculations Incorrect <ul style="list-style-type: none">• Meter compensation for Measurement Transformers Incorrectly applied or not applied• Meter compensation for Power Transformers incorrectly applied or not applied

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1.06	Miscellaneous <ul style="list-style-type: none">• Other non-compliance not covered elsewhere
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Appendix 2

Category 1 non-compliance escalation process.

If the Registrant (or an appointed agent) does not produce a rectification plan or query the Category 1 non-compliance within 20 Working Days of being notified it has been identified, the TAA will escalate the non-compliance to ELEXON.

ELEXON will contact Registrants within 5 Working Days of the TAA notification requesting that rectification plans are submitted.

In the event that the Registrant or an appointed agent fail to submit a rectification plan or query within 10 Working Days of the notification, ELEXON will escalate to the PAB at the next available meeting.

The PAB will then have the option to write to the affected parties requesting that they submit a rectification plan, or to initiate the Error Failure Resolution (EFR) technique.