

SMART METER TECHNICAL DETAIL REPORT

MEETING NAME PAB 207

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Purpose of paper Information

Classification Public

Summary This paper provides an overview of the key items to note from the latest smart Meter Technical Detail (MTD) report.

1. Overview

1.1 The smart MTD report provides market level performance at sending late and corrected MTDs for both Smart Metering Equipment Technical Specification (SMETS) v1.0 and v2.0 Meters. This report is used to monitor compliance with BSC obligations over the foundation and mass roll-out phases of the smart Meter roll-out. Please see Attachment A for the smart MTD report which covers activity up to the end of March 2018. ELEXON released [guidance](#) on each section within the report and should be read in conjunction with the smart MTD report.

2. Key items to note

2.1 Below are the key items to note from the latest smart MTD report:

2.2 We note that in March 2018 reporting period the total amount of Meter exchanges decreased in comparison with previous months. In the March period, the number of SMETS v1.0 Meters installed dropped further from 223k to 214k. Nonetheless, SMETS v1.0 installs still constitute the majority of exchanges (dropped from 82% to the 79% of total Meter installs). With the SMETS v1.0 end-date extended to 5 October 2018 and 12 Suppliers being granted derogations until 13 January 2019, we expect to continue to observe significant numbers of installs until early 2019 where there will be a ramp down.

2.3 We continue to see an increased proportion of late MTDs following a SMETSv1.0 exchange. Main contributors to this performance have not yet been identified.

2.4 We observed the highest amount of SMETSv2.0 installs since the beginning of the rollout (74 in March 2018). The proportion of late and corrected MTDs for SMETS v2.0 exchanges has fallen but remains high (19.91% and 1.85% respectively), however the total number of exchanges is still too low to raise concerns.

2.5 In the last month, we have seen a slight upturn in NHH Settlement performance at earlier runs (R1 NHH Settlement performance for the latest week was more than 44%).

3. Late SMETS1 Meter Technical Details

3.1 In previous smart MTD reports ELEXON highlighted eight MOAs with performance deviating considerably from wider industry performance. We liaised internally with the Operational Support Managers (OSM) of those MOAs and a formal request was issued by the OSMs, to all affected parties, setting a deadline of 23 March 2018 to provide a response.

3.2 Following our request, out of eight MOAs, we received responses from six. Of the two outstanding, one MOA did not provide any response, whereas the other enquired about sources of ELEXON data without addressing our questions.

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- 3.3 MOA 13 and MOA 9 with the highest amount of SMETS v1.0 installs (around 100,000) had their first annual BSC Audits during the 2017/18 period. ELEXON was on-site for one of these BSC Audits to observe the testing and discuss Meter exchange processes with the participant. Preliminary feedback we received from the BSC Auditor indicated issues with some of the processes related to production and sending of MTDs, as well as other processes (e.g. processing appointment flows). It is likely that the two MOAs in question will go into Error Failure and Resolution (EFR) process. We have yet to receive a full statement from the BSC Auditor. We have been liaising with OSM's for those MOA's to strongly encourage those Agents to participate in the 'Smart Meter rollout industry day' taking place on [23rd April 2018](#) and [30th April 2018](#).
- 3.4 MOA 2 having the third highest number of SMETS v1.0 installs provided ELEXON with its internal monitoring indicating a significant improvement in sending MTDs in a timely manner over the last six months. Their internal monitoring aligns with recent improvements observed in our independent dataset. In addition the MOA in question attached its internal Local Working Instruction (LWI) describing how MTDs should be processed following a Meter exchange. As the MOA has undertaken steps to improve its performance and implemented adequate measures to maintain the performance required, ELEXON will not take any more actions. However, we will liaise with the MOA further to formulate a feedback for other MOAs on how to achieve the performance standard.
- 3.5 MOA 8 explained that the system of processing MTDs is a fully automated process. There are no dedicated staff for processing SMETS Meters and the exceptions are progressed based on volume and priority. The MOA highlighted that the majority of SMETSv1.0 installs related to a contractual arrangement with a single Supplier (which ELEXON later confirmed using independent dataset) which has since ceased. However we asked the MOA to provide us with what controls and measures it has in place to ensure that it is ready to take up any future contract requiring high amount of Meter installs. We are waiting for the MOA to provide us with feedback and we will continue to monitor this MOAs performance. We have also invited the MOA to our 'Smart Meter rollout industry day'.
- 3.6 MOA 19 noted its underperformance and explained that only recently a set of measures was undertaken, as well as procedures put in place, to improve sending and processing of MTDs in general. The MOA also provided process diagrams and explained how they operate. We are liaising with the MOA to clarify certain parts of the process. We do not envisage taking any further action against this MOA until we have clarified the remaining areas.
- 3.7 MOA 4 stated that the issues with processing MTDs stem from high volume and poor quality of D0148¹ issues received by its systems. ELEXON performed an initial check and we can confirm that the MOA has received significantly more D0148 flows than the amount of appointments they hold. Currently we are liaising with this MOA to understand more about the issue, as well as checking staff's understanding of the obligations stemming from Balancing and Settlement Code and the Code Subsidiary Documents.

4. Risk Evaluation Register Within-Period Revision

- 4.1 The smart MTD report has now been finalised and will be included within our routine reporting. Following the PAB approving a within-period revision to the Risk Evaluation Register (RER) to include the smart Meter rollout Settlement Risks at its March 2018 meeting, we will be bringing the consequential changes to the Risk Operating Plan (ROP) to the PAB for approval in due course.

¹ **D0148 'Notification of Change to Other Parties'** - Notification to a MOA or DC of any change to relevant Agent appointments and/or terminations for the metering point for the three functional processes: new connection, change of supplier and change of agent(s)

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5. Recommendations

5.1 We invite you to:

- a) **NOTE** the contents of the smart MTD report;
- b) **NOTE** feedback from MOAs on the SMETSv1.0 related activities underperformance.

Attachments

Attachment A – Smart MTD report

Attachment B – MOA identification table (confidential)

For more information, please contact:

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