

Public

# Issue 73 'Review of fault management and resolution timescales'

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Meeting 2

7 February 2019

**ELEXON**

# Health & Safety

## In case of an emergency

An alarm will sound to alert you. The alarm is tested for fifteen seconds every Wednesday at 9.20am

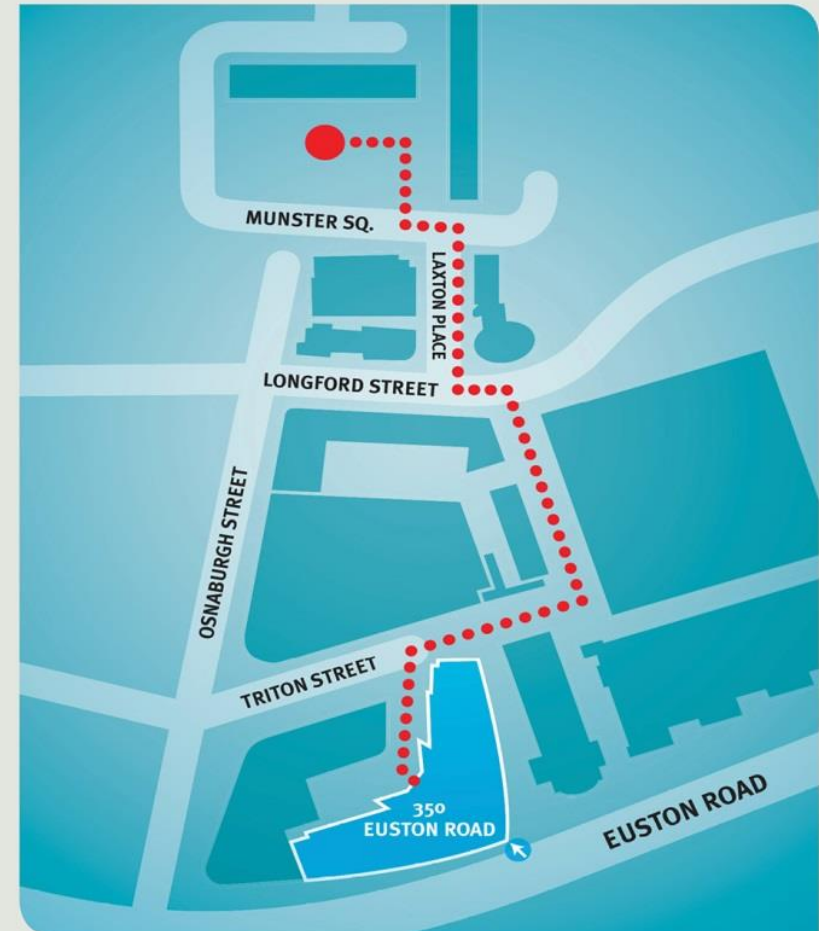
## Evacuating 350 Euston Road

- If you discover a fire, operate one of the fire alarms next to the four emergency exits.
- Please do not tackle a fire yourself.
- If you hear the alarm, please leave the building immediately.
- Evacuate by the nearest signposted fire exit and walk to the assembly point.
- Please remain with a member of ELEXON staff and await further instructions from a Fire Warden.
- For visitors unable to use stairs, a Fire Warden will guide you to a refuge point and let the fire brigade know where you are.

## When evacuating please remember

- Do not use the lifts.
- Do not re-enter the building until the all clear has been given by the Fire Warden or ground floor security.

**Our team on reception is here to help you, if you have any questions, please do ask them.**



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# Agenda

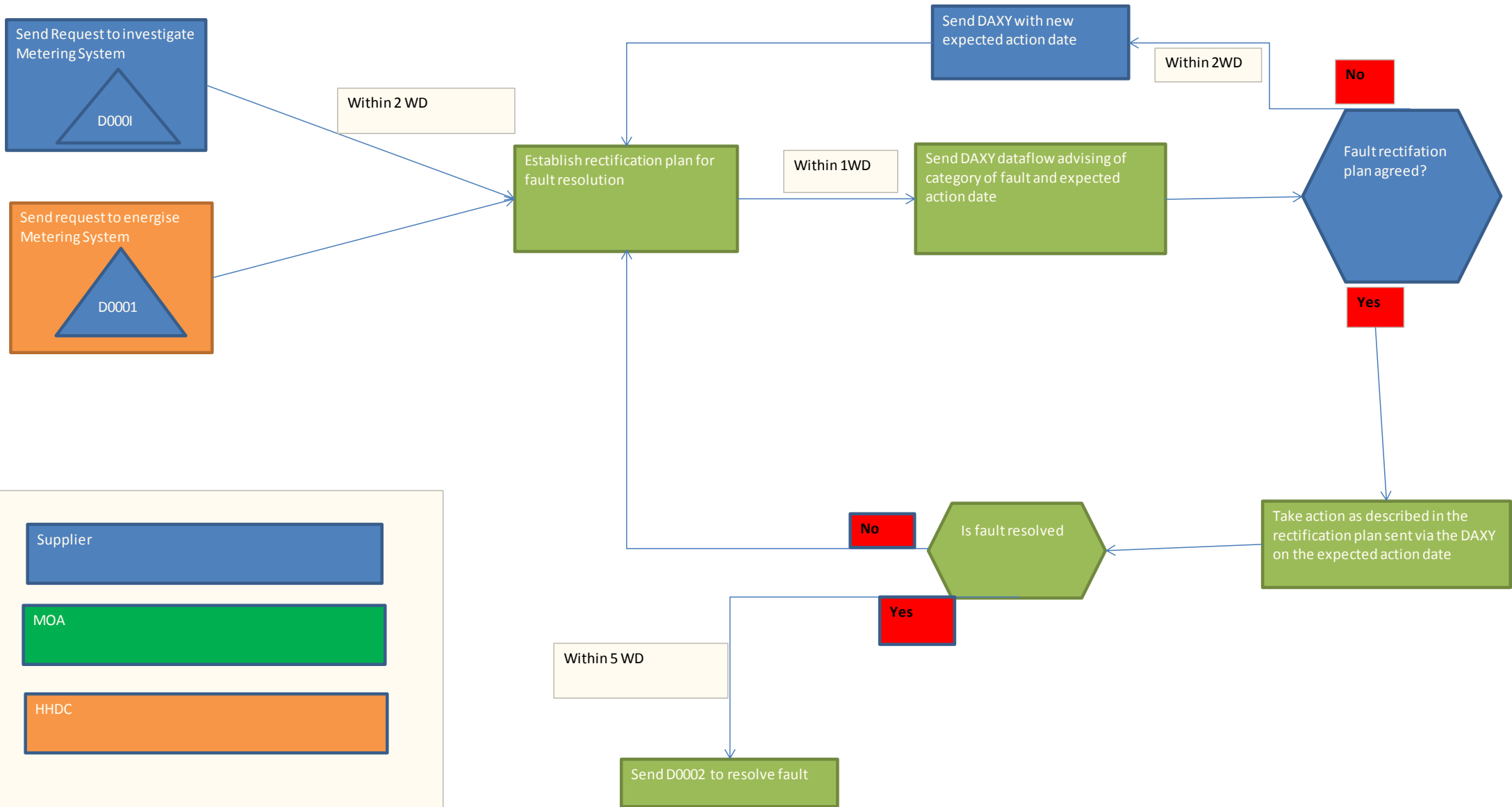
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- Welcome and Introductions
- Review of meeting 1 and actions
- Review of the proposed CP to take forward FIRG recommendations on notification process
  - Overview of planned approach to take these forwards through the BSC Change Process
- Review of the rectification process (Service Level Agreements)
- Overview of challenges around LDSO rectifications
- Discussion around changes to improve the LDSO processes
  - Agreement of any conclusions
- Next steps
- AOB

# Review of actions

Action	Update
Provide ELEXON with data on fault causes for analysis	Some provided, further discussed in item 4
ELEXON will take on board the Workgroup comments on the FIRG recommendations to redraft the faults process.	To be covered in item 3
Consider whether amended timescales for MOA fault resolutions can be included in the PARMS review	Issue 73 outcomes being monitored by compliance team in the Risk Operating Plan throughout the year
Consider whether the audit scope could be amended to make the handling of faults more efficient	Scope being changed to align better with Settlement Risks. Fault resolution is a top Settlement Risk so will be reflected in audit scope. Audit scope can only include BSC obligations.

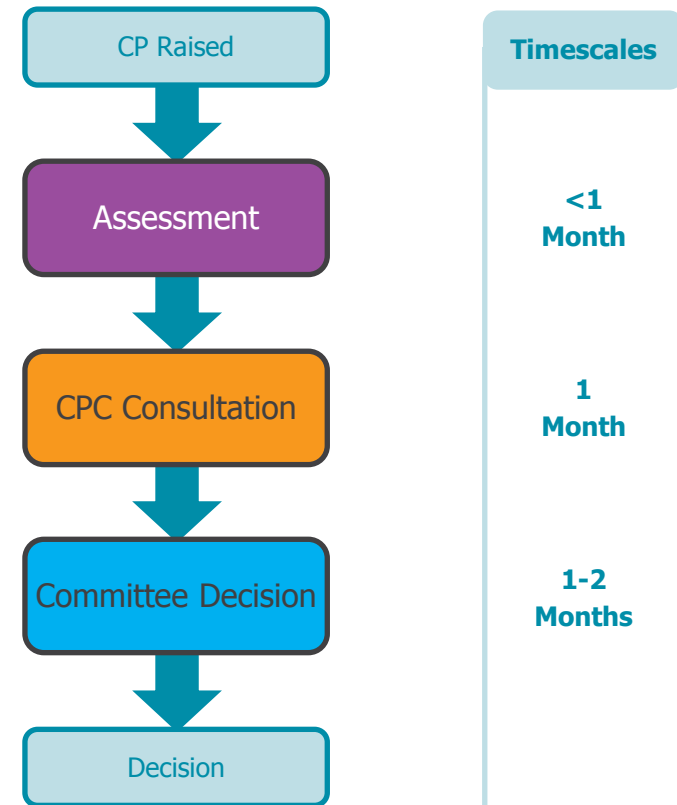
# Proposed CP: Updated fault notification process



- Supplier
- MOA
- HHDC

# Taking forward FIRG recommendations

- Raise BSC Change Proposal to add new Notification process to BSCP
- Associated Data Transfer Catalogue Change Proposal to implement flow changes
  - Likely 12 months lead time for this
- Update to IREG to get support for DTCCP



# Consideration of SLAs for fault resolution

- BSCP514 service levels for fault resolution:

Serial	Sender	Process	Sub-Process	Recipient	Performance Measure	Service Levels	Reporting Method
HM14	HHMOA	2.4 Interface to Other Party Agents	Timely HH Meter Investigation Requests	HHDC	Total number of D0002s received since Date Fault Suspected/ Detected	100% of D0001 flows resolved within +15 WD	HHDDC

- Should different fault categories have different resolution timescales?
  - How should these be determined?



# **LDSO involvement in fault resolution process**



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# Challenges with current fault resolution process

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- Where a MOA investigates a fault and identifies an issue with LDSO equipment they would:
  - Report to the host LDSO using the Asset Condition reporting as per MOCOPA agreement
  - Notify the Supplier through industry flows of the defect
- For the first point, there is:
  - A generic code for CT metering
  - No definitive time line for rectification other than MOCOPA SLA
  - Reliance of LDSO notifying MOA of fault resolution; MOA can then report resolution
- There is a need to assign the fault to the asset owner and a need for them to manage the resolution in a similar manner to faults within MOA remit

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# Discussion on improvements: Areas to consider

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- Solution just for HH (non SMETS) or NHH sites?
- One process for LDSOs to follow or different process for different sites?
- Can we use existing (or soon to be implanted) flows to make this a process only change?
- Are there any complications with private networks? Do we need to consider interactions with Issue 72?
- Does this change the qualification requirements for Distributors?
- What escalation routes are required?

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# Comparisons with P283

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- Placed obligations on the equipment owner in respect of Commissioning measurement transformers where this is a BSC Party
- If equipment owner is not BSC Party obligations would rest with the Registrant
  - Overall responsibility for the Metering System as a whole will remain with the Registrant regardless of equipment ownership
- MOA required to assess and verify the accuracy of all the Metering Equipment associated with a Metering System
  - where the transformers are owned by a BSC Party they are obligated to carry out tests and provide test results and accuracy certificates to the MOA
- requirement on MOA to report any problems with commissioning to the Registrant
  - Registrant informed of a risk by MOA is obliged to contact the equipment owner to agree how any uncontrolled risk is to be addressed



**Next steps**

