

Public

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

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Workgroup 3

13 June 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 and Objectives

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## Agenda

- Welcome and Introductions
- Review of CP and redlining to carry forward fault communication changes
- Overview of process for involving Distributors in the fault rectification process
- Overview of proposed Service Level Agreements for fault rectification
- Interactions with the Change of Agent process
- Next steps

## Objectives

- Agree CP and redlined changes to BSCP514
- Endorse or comment on the proposed SLAs for fault rectification
- Comment on the proposed process for involving Distributors in the fault resolution process



# **Redlining for communication process**



# **Draft LDSO involvement process**

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# Process option 1

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- MOA identifies LDSO issue and informs Supplier
- MOA closes fault and Supplier opens fault against LDSO
- LDSO investigates and provides update to Supplier/MOA
- Cyclical process for LDSO to resolve, keeping Supplier and MOA informed
- Resolution report sent to Supplier and MOA when rectified

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## Process option 2

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- MOA identifies LDSO issue and informs Supplier
- Supplier requests LDSO to investigate
- LDSO investigates and provides update to Supplier/MOA
- Cyclical process for LDSO to resolve, keeping Supplier and MOA informed
- Inform Supplier and MOA that fault is resolved
- MOA closes fault



# Proposed SLAs



# Proposed SLA timescales

Category	average overall
Communication line unavailable	30
Meter Technical Details mismatch	20
Technical Fault with the meter	30
Technical Fault with Transformers	TBC
Unable to connect to meter through communications	20
Validation error	20



# Implications for Change of Agent process

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# Quality of data for open faults

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- Workgroup noted at meeting 2 that data can be lost in Change of Agent/Supplier events that occur whilst a fault is open.
- Are there any processes that can be put in place to mitigate this risk?
  - Does the existing requirement to provide all relevant data go far enough?



## Next Steps

