

SEC Change Monthly Working Group Meeting

October 2023

Competition Act Compliance

It is everyone's responsibility to say something

The Chair will move the conversation on



Housekeeping

- Please raise your hand
- Please be clear, explain acronyms
- This session will be recorded for minuting purposes, please be courteous!
- Just a reminder that we should be able to have free discussions of ideas



■ Introductions

- When I say your name please:
 - Say hello so we can check your audio is working
 - Which company you are from
 - If you are a Supplier/Network Party/other



Working Group dates 2024

- We propose to continue on the first Wednesday of each month

2024 Dates
3 January
7 February
6 March
3 April
1 May
5 June
3 July
7 August
4 September
2 October
6 November
4 December

■ MP242 'Change to Operational Metrics to Measure on Success'

Raised by Rochelle Harrison from British Gas

■ Objectives of the Working Group

NOTE	The issue
REVIEW	The DCC Preliminary Assessment
AGREE	The next steps

Overview



Issue

Target Response Times

MP122A 'Operational Metrics' introduced Target Response Times into the SEC
The DCC cannot measure Target Response Times without a huge spend (MP217)



Impact

Misaligned Reporting

Currently the DCC is measuring Round Trip Times and reporting against the Target Response Times within SEC Section H 'DCC Services'
This reduces the value of current reporting

■ Proposed Solution

Intent

This modification will capture the consumer experience and pinpoint areas of concern through determining the success or failure of an agreed set of Service Reference Variants (SRVs).

Solution

To agree a definition of 'Success' and 'Failure' for the SRVs captured within six business processes.
The DCC will then provide additional reporting against these metrics.

Rationale

The OPSG and Working Group did not approve the MP217 associated costs. The Proposer and other Parties have stated that current reporting does not necessarily reflect the consumers' experience.

■ Preliminary Assessment – solution description

Following analysis of the business requirements, the DSP and DCC teams propose the following solution:

1

The addition of Future Dated SRV information by the DSP to help the DCC DS&A team review and report on business processes overall.

2

Creation of a dedicated data-model within the DCC production data platform.

3

Using the data model to produce a simple summary report detailing the Success / Fail of the Business Process broken down by DCC Outcome and Business Process outcome as a percentage, volume of transactions for the combined Business Process SRVs will also be provided to help give context, and with no exclusions.

■ Preliminary Assessment – solution description

4

Using the data model to produce a more detailed report containing the Success / Failure and execution of each of the Business Process SRVs broken down by DCC outcome and Business Process outcome. The overall volume of transactions for the SRV for that month will also be included.

5

Journey tracking will be used to help explain gaps between the simple raw SRV reporting and E2E consumer and SEC Party experience of the success / failure and execution of the request ID within the business process, and it's associated journey using SRVs.

6

Journey tracking will require much larger data models and processing.

7

Reports will be compiled and shared with SEC Parties via SharePoint. A summary will also be added to the reporting pack at OPSG Reporting sessions

■ Preliminary Assessment headlines

Cost

£208,750 +/-20% (which includes Design, Build, and PIT activities)

Lead time

DSP work, development, build and PIT to be completed within three months.
May be possible to deliver the solution as part of a Maintenance or SEC Release
(to be investigated in the FIA).

Impact Assessment

£19,303 and to be completed in 40 days

■ Preliminary Assessment further details

Additional Future Dated SAT Data	
As part of the implementation phase of Journey Tracking, DS&A may identify journeys that can't otherwise be tracked with a high likelihood of success.	
The addition of the DSP data on Future Dated requests would help significantly, but if this excluded, then the resulting accuracy may be a concern. If there are journeys that are a concern, DCC will ensure this is discussed with the Working Group during design and development.	£15,000 - £50,000 (£9,303 in the IA)
Should this be included in the solution?	

■ Preliminary Assessment further details

Journey Tracking	
“Journey Tracking” is defined as a review of the end-to-end execution of the successful outcome of the business process and the associated SRVs.	
Where an SRV can be utilised for purposes other than the specific business process DS&A will look to allocate the SRV to the appropriate process. An example of this is SRV 1.1.1 which can be used for Install and Commission, Change of Tariff and Change of Supply.	N/A
Should this be included in the solution?	

CONDITIONAL SUCCESS / FAILURE

Req 4

The conditional success / failure will be **agreed by the Working Group** before the commencement of the DCC Full Impact Assessment and any additional conditional status will be agreed by the Panel (delegated to the SEC Operations Group).

Scenario	DUIS Response Code	GBCS Execution Status	DCC Outcome	Business Journey Outcome
SRV passes DSP validation	I99	N/A	ACK	N/A
SRV fails DSP validation	E1 – E100*	N/A	Success	Failure
Failed to send request to CSP/S1SP	E20	N/A	Failure	Failure
No response from Device	E21	N/A	Failure	Failure
No response from Device at Future Dated execution time (T)	E30	N/A	Failure	Failure
Failed to send request to CSP/S1SP or No response from Device for Scheduled or Future Dated SRV (T)	E31	N/A	Failure	Failure
Failed to send request to ECoS Party (T)	E66	N/A	Failure	Failure
No response from ECoS Party (T)	E67	N/A	Failure	Failure
Response received – GBCS Success	I0	Success	Success	Success
Response received – GBCS Failure	I0	Failure	Success	Failure

■ Question for the Working Group

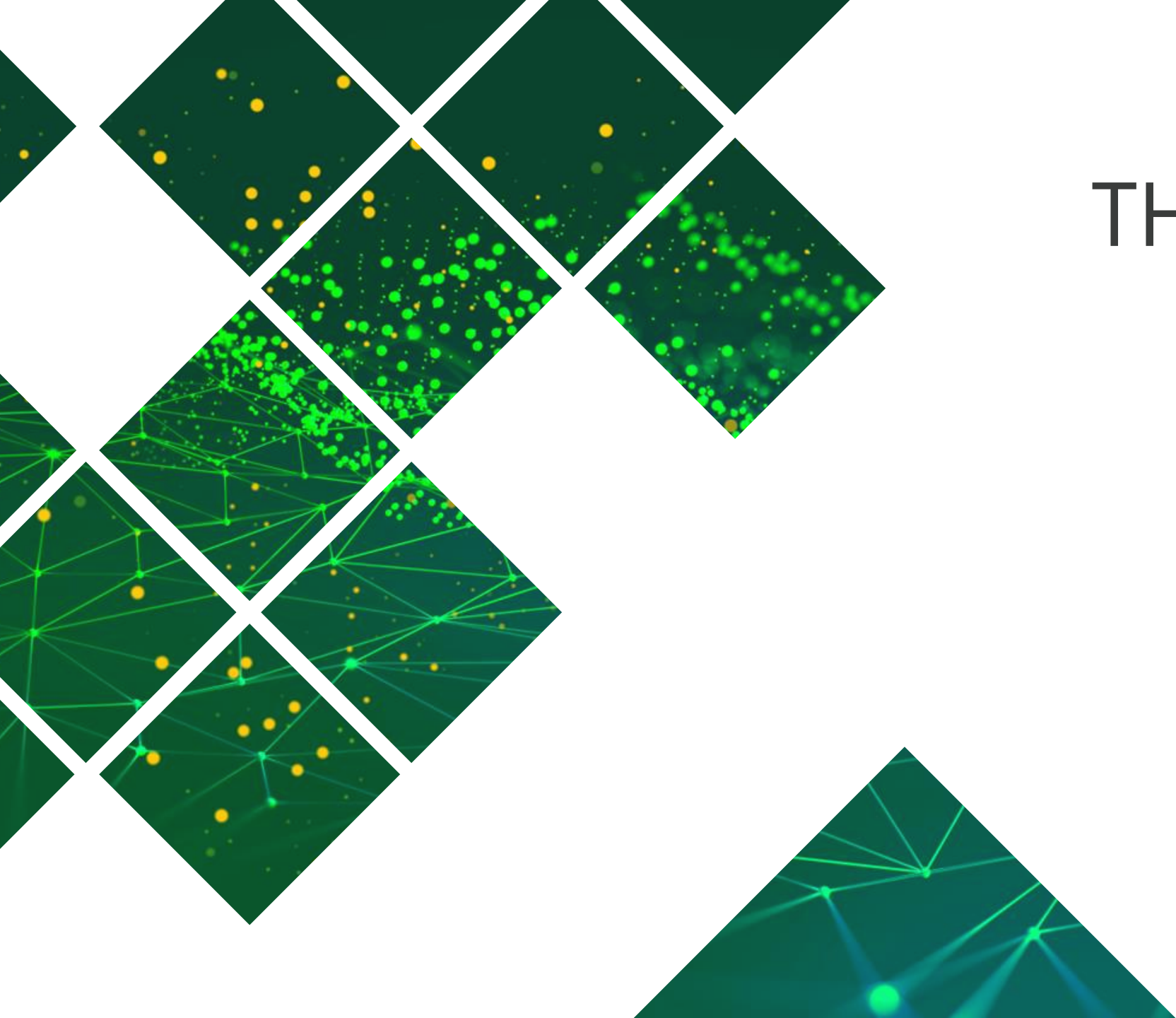
Does the Working Group agree with the Preliminary Assessment key findings?

Does the Working Group approve of the DCC's proposed conditional success / failure criteria?

Does the Working Group have any further recommendations?

Next Steps



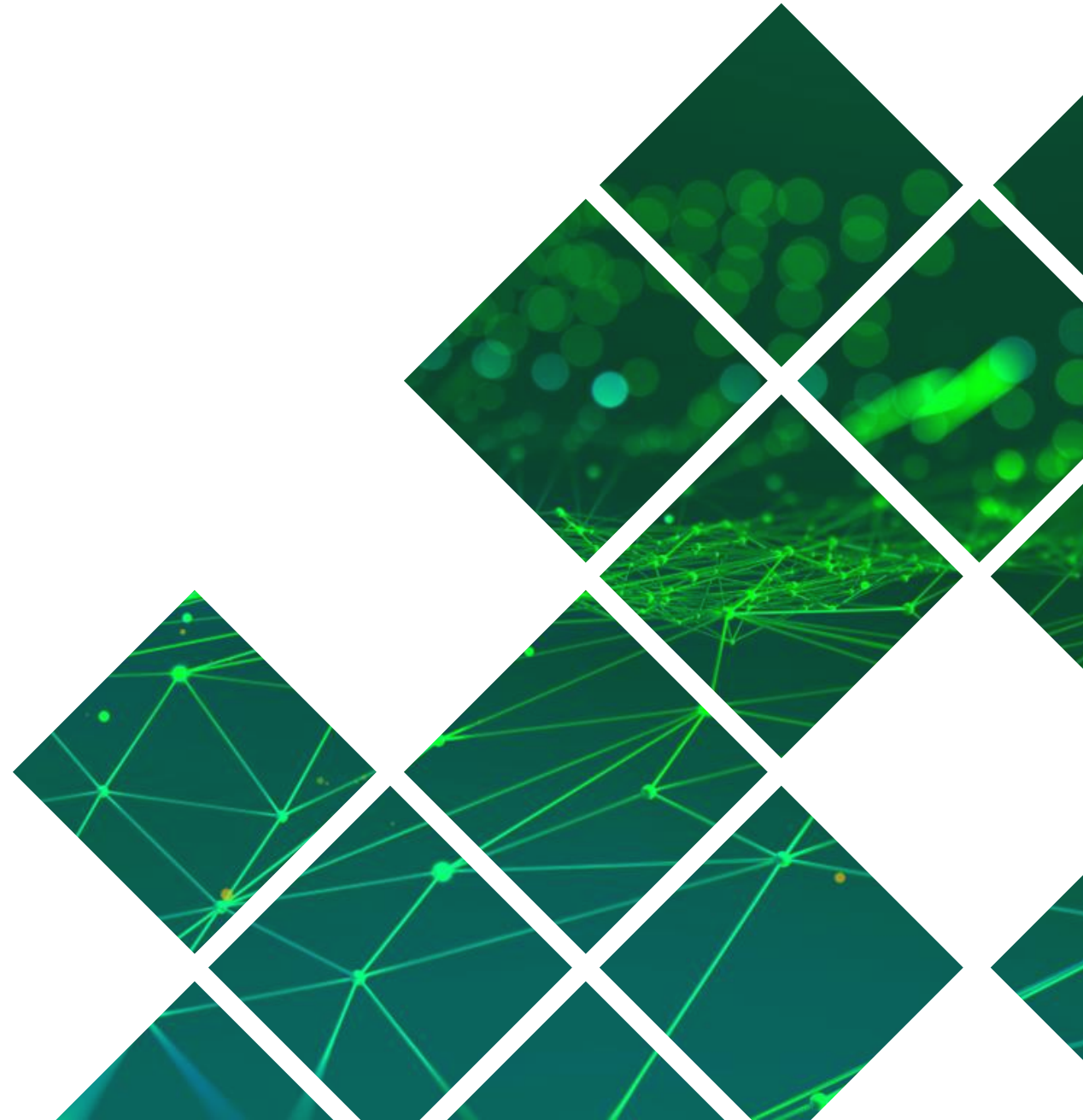


THANK YOU FOR
LISTENING

ANY FURTHER
COMMENTS?

Break

Please return in 10 minutes



■ MP224 'SEC PERFORMANCE ASSURANCE FRAMEWORK'

Raised by Emslie Law from OVO Energy

■ Objectives of the Working Group

REVIEW

The Refinement Consultation responses

AGREE

The next steps

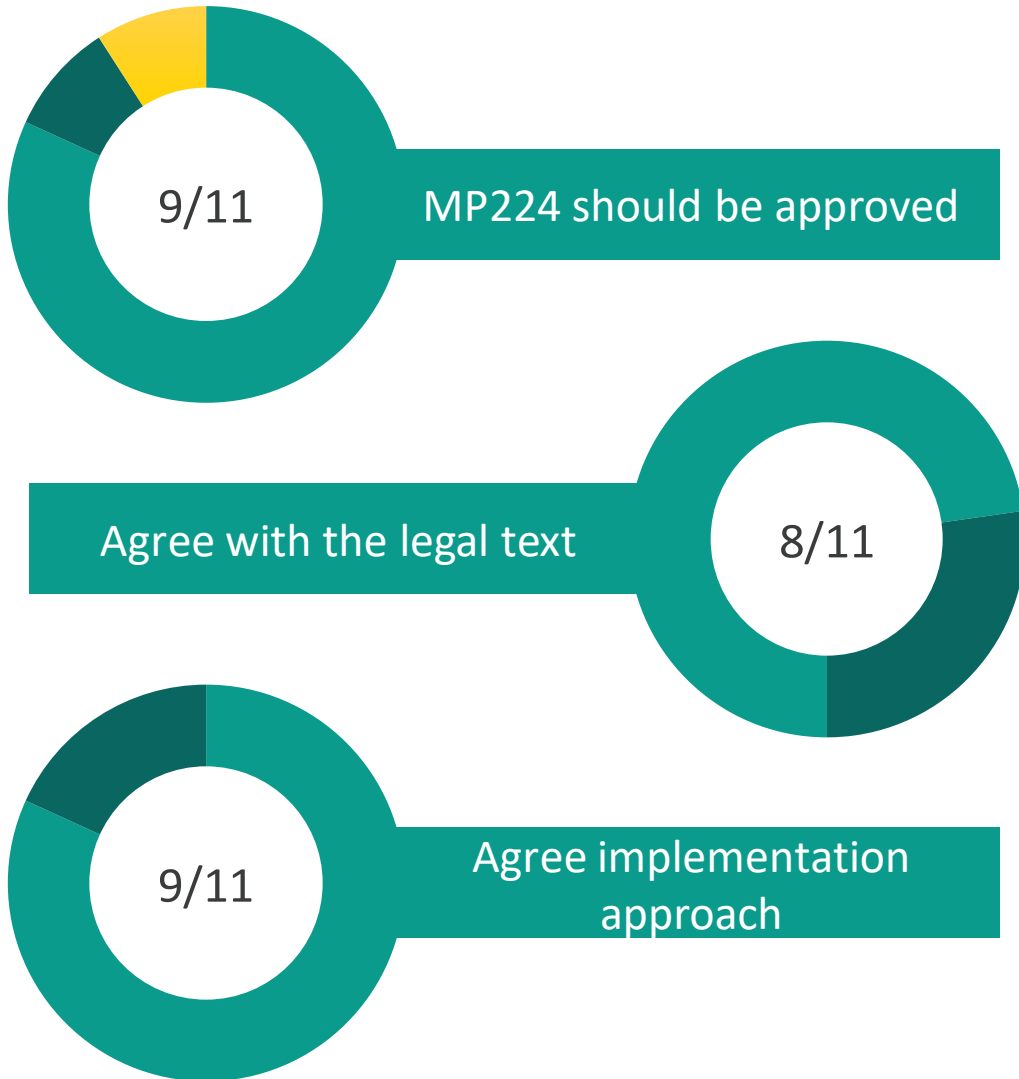
Issue

- SEC does not explicitly define a Performance Assurance Framework (PAF)
- Panel is expected to manage any performance-related matters as they arise
- Panel's scope is broad and managing matters case-by-case is challenging

2022 Panel Project

- A 2022 project concluded that a risk-based PAF would give Parties confidence obligations were being met
- This was supported by the recent RFI
- Project and RFI both identified issues and instances that may have fallen under scope of a PAF
- Project defined a potential solution – this will need to be further refined and the scope of any PAF defined as part of this modification

Refinement Consultation summary



Consumer impact

Range between “No benefits” and “Trickle down benefits” from improvements that could be driven



Specific Questions

*Mixed response on Financial Penalties
Mixed response on defining scope within legal text
See next slides*



Refinement Consultation key points

Implementation costs

Resource to provide input
Multiple Parties noted answers heavily caveated until PAF detail has been provided.



Large Suppliers
£100k-£250k

Small Suppliers
-

Network Parties
<£100k

Other SEC Parties
-

(a)

Facilitate the efficient provision, installation, operation and interoperability of smart metering systems at energy consumers' premises within Great Britain.

(g)

Facilitate the efficient and transparent administration and implementation of this Code



Lead times

No lead time – 6 months
Timescales from detail being confirmed

Large Suppliers
0-6 months

Small Suppliers
-

Network Parties
-

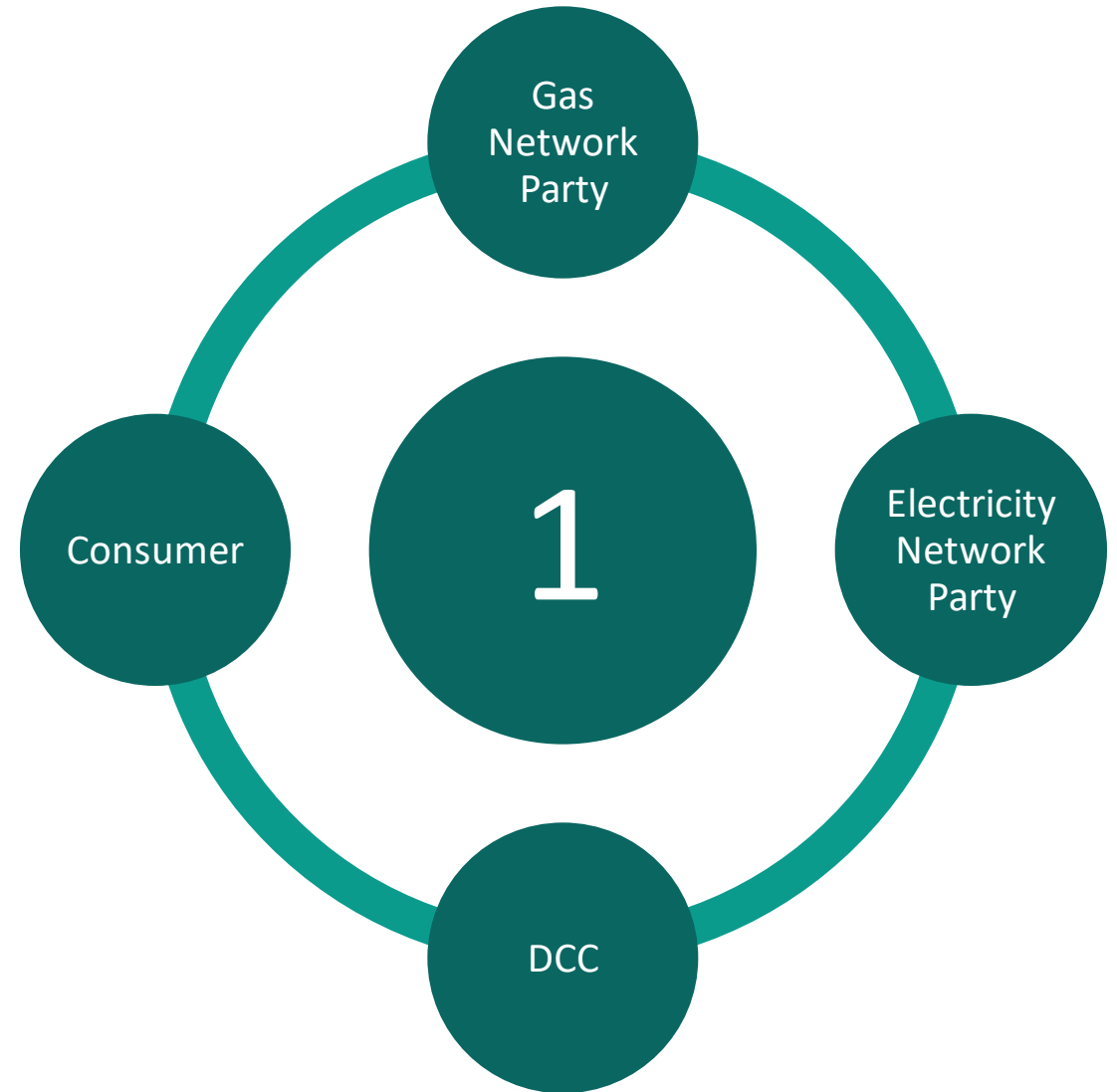
Other SEC Parties
-

Financial Penalties

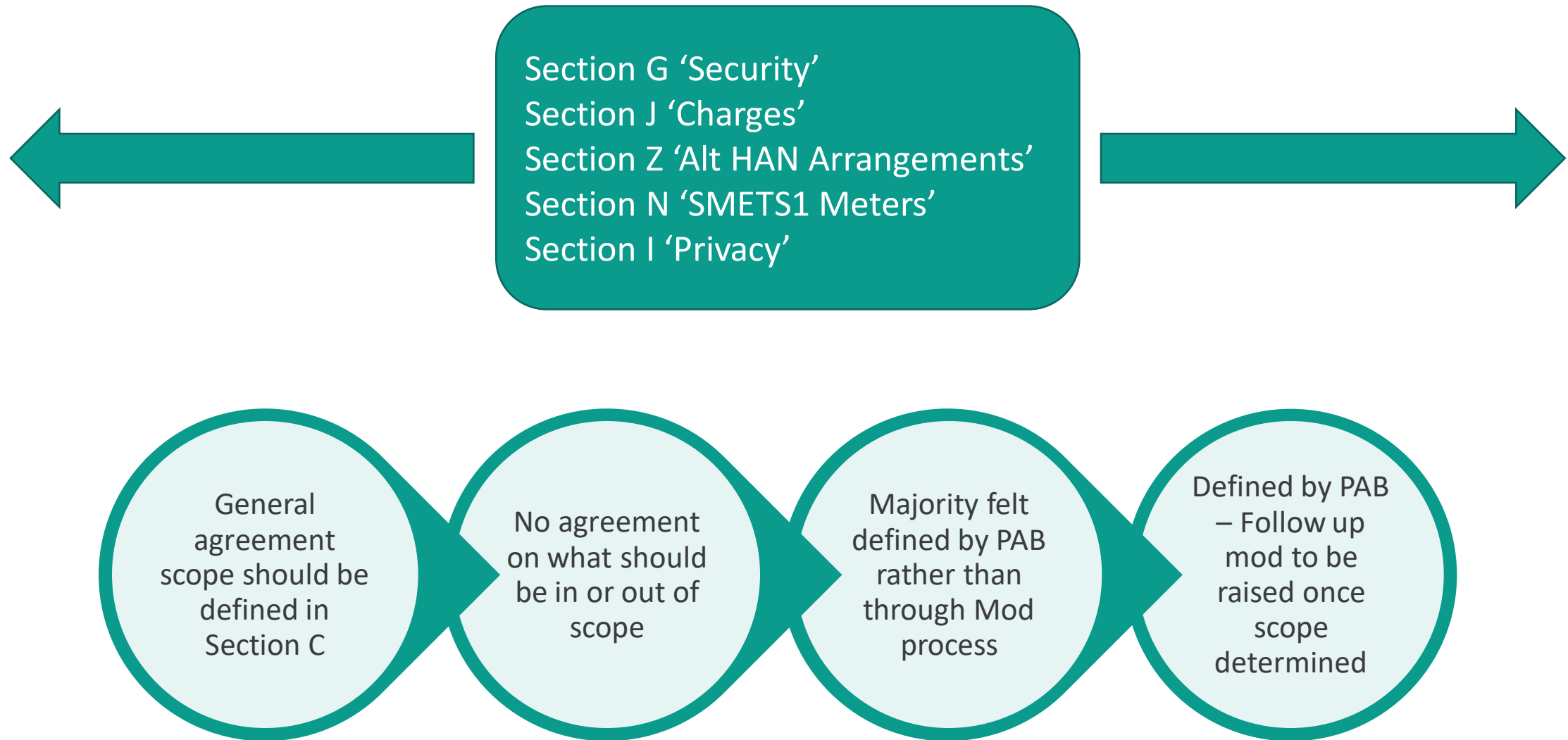
7 out of 11 against
Concerns raised about “double jeopardy” (duplicative fines)
Fines ultimately being paid by consumers
4 Parties supported if used appropriately



■ Composition of the PAB



Scope



■ Key themes

Respondent comment

Reporting

- *Reporting requirements on Users unclear*
- *Any DCC Reporting needs to be costed*
- *PMR reports on 80 measures to OPSG*
- *Should be streamlined where possible*

Change Process

- *No formal Change Process set out.*
- *Discretion left to PAB*

SECAS response

- *Should a full reporting suite such as the REC be developed? How would that work?*
- *Legal text could include some restrictions on frequency/quantity of reports?*

Any items specified in Section C or new Appendix subject to Modification.

- *Legal text amended to include industry consultation against all artefacts listed*
- *Should PAB ToR require consultation?*



■ Key themes - 2

Respondent comment

Lack of detail

- *Concern that list of PAB artefacts could produce something overly complex*
- *Concern that PAB have discretion (albeit with consultation) to produce artefacts that industry do not support*

Various

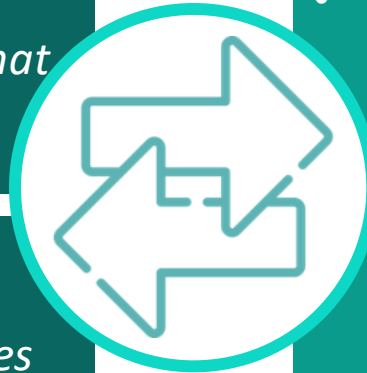
- *Does the Negotiations, Appeals & Disputes processes already cover the benefits?*
- *Do the Authority support?*
- *What are the referral processes?*

SECAS response

- *Should a 'Shadow PAB' be put in place to develop artefacts prior to decision?*
- *Is it more efficient to have the PAB in place to do this post modification?*

Negotiations, Appeals & Disputes covers interactions between Parties. Not necessarily proactive management of risks & issues

- *Authority support performance assurance as a concept*
- *Determinations referred to the Panel, then the Authority*



QUESTIONS FOR THE WORKING GROUP

Should artefacts be delivered by the PAB, following the implementation of the modification?



Are there any other challenges to the legal text or detail?



Should data provision be more detailed for all Parties?

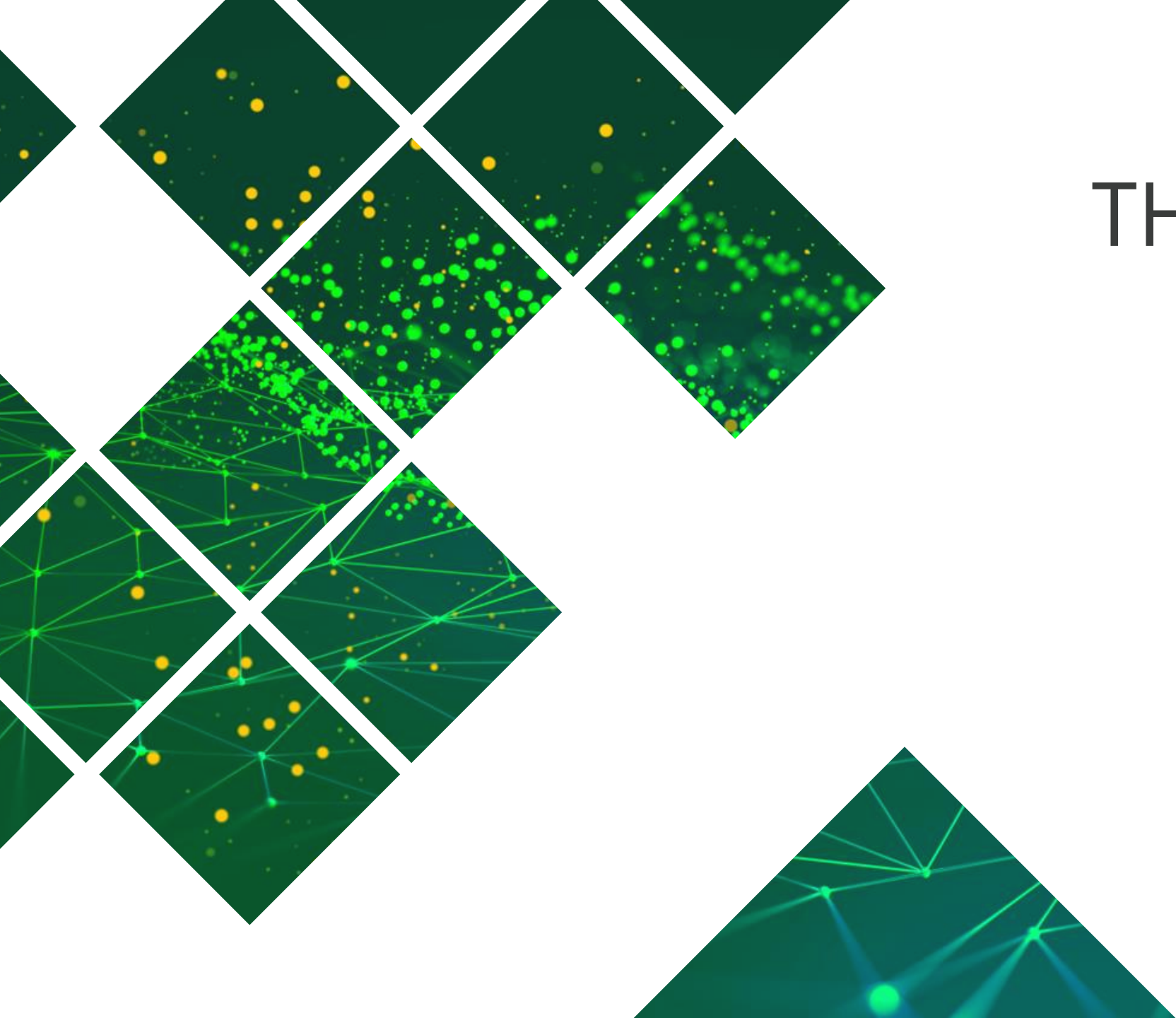


Is the modification ready for Modification Report Consultation?



■ NEXT STEPS





THANK YOU FOR LISTENING

ANY FURTHER COMMENTS?

■ Any other business

Kev Duddy

YOUR FEEDBACK MATTERS

GET IN TOUCH WITH YOUR THOUGHTS AND COMMENTS

SEC.Change@gemserv.com

Want know more about SEC Change and Modifications?
Why not listen to our Modcasts?!

Available for download on our [website](#) or listen on [LinkedIn](#)

Thank you for listening

The next meeting will be on
Wednesday 1 November 2023