MP116 ‘Service Request Forecasting’

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July 2020 Working Group – meeting summary

Attendees

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| Attendee | Organisation |
| Ali Beard | SECAS |
| Bradley Baker | SECAS |
| Eessa Mansoor | SECAS |
| David Walsh | DCC |
| Chun Chen | DCC |
| Mari Toda | DCC |
| Remi Oluwabamise | DCC |
| Graeme Liggett | DCC |
| Gary Bailey | DCC |
| Paul Saker | EDF |
| Elias Hanna | Landis + Gyr |
| Mahfuzar Rahman | Scottish Power |
| Emslie Law | SSE |
| Daniel Davis | Utiligroup |
| Gemma Slaney | WPD |
| Lynn Hargreaves  | Calvin Capital |
| Megan Sparks | Good Energy |
| Joao Afonso Almeida | Critical Software |
| Nina Lintott | Gilmond |

Overview

SECAS provided an overview of the current requirements, the issue identified by MP116, the Proposed Solution and further detail was added by the DCC.

Issue:

* DCC Users must submit an 8-month Service Request forecast every quarter.
* Each forecast takes approximately two days of effort per DCC User.
* The forecasts submitted by DCC Users lack the granularity and accuracy to enable the DCC to make meaningful traffic predictions.

Solution Discussions

The Working Group agreed that the issue was clear and should be resolved due to the inaccuracy of the current forecasts submitted. The DCC will extrapolate historic trends and patterns in traffic to help improve the level of accuracy in Service Request forecasting. The more accurate reporting is deemed as more effective and efficient than each DCC User submitting their own reports. This, in turn, will allow the DCC to make more established suggestions for improvements.

A Working Group member requested clarity on how the reporting will work as they have been involved in initial testing and have seen a disparity between the Service Requests they have sent and those recorded by the DCC. The member went on to state that the difference can be very large and has taken this to the Distributor Issues Group (DIG) for discussion. It was added that reporting on critical commands have been found to be more accurate. The DCC confirmed that the aim is to deliver forecasts with an accuracy tolerance of +/- 20%. The DCC commented further that a process will be developed to allow Service Users to feed in intelligence and foresight into the reporting for a higher level of accuracy.

SECAS provided an overview of the proposed legal text changes. The Working Group agreed that the obligation should be removed from the SEC for DCC Users to produce and submit 8-month Service Request forecasts each quarter. A Working Group member requested that an obligation should be placed in the SEC for the DCC to adhere to when producing the STLF, MTLF and LTLF. This will add transparency as to when the forecasts will be made available and where they will be discussed. It was suggested that the DCC should present the forecasts the SEC Panel at their monthly meetings.

The Working Group discussed the proposed next step of issuing the Refinement Consultation. It was agreed that as the report modelling is still undergoing further refinement, SECAS will wait until some reports have been provided which can then be included as part of the consultation.

Next Steps

The following action was recorded from the meeting:

* DCC to further refine forecasting mechanism including developing a process for DCC Users to feed in intelligence and foresight to bolster the accuracy of the reports produced.
* SECAS will amend the draft legal text to include an obligation for the DCC to produce the reports to a given level of accuracy and delivered at an agreed time.