MP116 ‘Service Request Forecasting’

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July 2021 Working Group – meeting summary

Attendees

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| **Attendee** | **Organisation** |
| Ali Beard | SECAS |
| Holly Burton | SECAS |
| Mike Fenn | SECAS |
| Bradley Baker | SECAS |
| Joe Hehir | SECAS |
| Kev Duddy | SECAS |
| Piers Garton | SECAS |
| Joey Manners | SECAS |
| Anik Abdullah | SECAS |
| Graeme Liggett | DCC |
| Remi Oluwabamise | DCC |
| David Walsh | DCC |
| Abhijit Pal | DCC |
| Sarah-Jane Russell | British Gas |
| Lynne Hargrave | Calvin Capital |
| Julie Geary | E.ON |
| Robert Williams | E.ON |
| Alex Hurcombe | EDF Energy |
| Daniel Davis | ESG Global |
| Terry Jefferson | EUA |
| Alastair Cobb | Landis + Gyr |
| Ralph Baxter | Octopus Energy |
| Andy MacFaul | Ofgem |
| Emslie Law | OVO Energy |
| Mafs Rahman | Scottish Power |
| Elias Hanna | Smart ADSL |
| Matthew Alexander | SSEN |
| Simon Wilcox | Stark |
| Julian Hughes | TABASC Chair |
| Naeem Saleem | UK Power Networks |
| Rachel Norberg | Utilita |
| Gemma Slaney | WPD |
| Kelly Kinsman | WPD |

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified, the Proposed Solution, an update to the legal text and Data Communications Company (DCC) User Guidance document, and proposed next steps.

Issue

* Every quarter each DCC User must submit an eight-month Service Request (SR) forecast stating how many SRs they anticipate they will send in the following eight months.
* Each forecast takes approximately two days to complete per DCC User.
* Experience has shown that the forecasts submitted are often inaccurate.

Proposed Solution

* The DCC will provide a report by the 15th Working Day of the months of January, April, July and October. This will set out a forecast of the number of SRs that the DCC expect will be sent in each of the six months following the end of the reported month.
* The DCC will provide a report by no later than the 10th Working Day following the end of the month that sets out the number of SRs sent during that month, a report setting out the current value for every Monthly Service Metric and a comparison of the current value against the relevant Monthly Service Threshold.
* The DCC will provide a report to the Smart Energy Code (SEC) Panel that sets out the aggregate number of SRs sent by all Users collectively during that month. Comparisons between actual numbers and the most recent forecast will be included.
* The DCC will provide commentary for any identified reasons why the expected level of accuracy has not been met.
* DCC Users will be requested to feed into the DCC forecasts and make the DCC aware of any scenarios that could result in an increased number of Service Requests being sent as per the DCC Guidance document.

Updated documents

* Draft legal text
  + Version 0.5 of the legal text has been drafted by SECAS Lawyers.
  + SECAS have worked with the DCC and SECAS Lawyers to address (where applicable) comments provided by two Working Group members following the May 2021 Working Group.
  + Forecasts are no longer referred to when setting Anomaly Detection Thresholds (ADTs).
* DCC User Guidance document
  + DCC have provided an updated document that has addressed (where applicable) the comments provided by two Working Group members.
  + The DCC asks that Users support the production of these Service Request forecasts through their insight and guidance to maintain the monthly accuracy target of +/-10%.
  + Users are asked to notify the DCC of expected future changes in their daily/monthly distribution or daily/monthly aggregate Service Request volumes, that a User judges could impact the published forecast accuracy target of +/-10%. The DCC will include guidance threshold values in the Service Request Forecast report to support Users in identifying these changes. The DCC will publish a dedicated email address to enable Users to notify the DCC.
  + Users are asked to notify the DCC of changes to their meter installation capacity of more than +/-10 % to aid forecasts of meter installations.

Working Group Discussion

SECAS provided an overview of the meeting objectives, the issue and Proposed Solution.

SECAS informed the Working Group that they had engaged with SECAS Lawyers to help address previous comments raised by the Working Group. This has resulted in a significant re-write of the legal text. SECAS Lawyers have proposed amending SEC Section G ‘Security’ to remove the reference to Service Request forecasts when setting ADTs. A Working Group member queried the impact of this proposed change. They stated that ADTs fulfil a specific purpose, and a potential risk may arise if they are not linked to predicted volumes of traffic. The Working Group commented that the impact is hard to quantify without the Proposed Solution being implemented.

SECAS notified the Working Group that the DCC has provided a new version of the DCC User Guidance Document. The document has been classified as GREEN due to it containing volumes of the top 30 most used SRVs. This is also the case for the candidate SRVs (this list consists of the following 30 most used SRVs that Users may want to factor in when feeding into the forecast as per the User guidance).

Several Working Group members stated that they had not reviewed the document as it was not included with the documents classified as WHITE. The Working Group agreed that the volumes of the SRVs can be removed to change the classification of the document.

The Working Group agreed that once the changes have been made, the Refinement Consultation can be issued. SECAS will then collate and review the consultation responses before returning to the Working Group.

Next Steps

The following actions were recorded from the meeting:

* DCC to update guidance document to list the 30 SRVs and the next 30 SRVs, without volumes, in order to make the document WHITE classification;
* SECAS to issue the MP116 Refinement Consultation; and
* SECAS to discuss the Refinement Consultation responses with the Working Group once the Refinement Consultation has concluded.