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## MP176 ‘Customer Analytics Reporting’

### November 2021 Working Group – meeting summary

#### Attendees

| Attendee           | Organisation      |
|--------------------|-------------------|
| Ali Beard          | SECAS             |
| Kev Duddy          | SECAS             |
| Mike Fenn          | SECAS             |
| Joey Manners       | SECAS             |
| Chris Barlow       | DCC               |
| Easton Brown       | DCC               |
| Jordan Cooper      | DCC               |
| Robbie MacIntosh   | DCC               |
| Tom Rothery        | DCC               |
| David Walsh        | DCC               |
| Sarah-Jane Russell | British Gas       |
| Julie Geary        | E.ON              |
| Daniel Davies      | ESG Global        |
| Terry Jefferson    | EUA               |
| Alastair Cobb      | Landis + Gyr      |
| James Doyle        | Outfox the Market |
| Emslie Law         | OVO Energy        |
| Mafs Rahman        | Scottish Power    |
| Eric Taylor        | SMETS Design Ltd  |
| Matthew Alexander  | SSEN              |
| Robert Johnstone   | Utilita           |
| Kelly Kinsman      | WPD               |
| Gemma Slaney       | WPD               |

#### Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified and asked for comments.

## Issue

- The current Smart Energy Code (SEC) reporting regime provides SEC Parties with an industry-wide level of reporting.
- The Data Communications Company (DCC) has identified significant disparities in performance levels between DCC Users across several key business processes.
- There is no way for individual DCC Users to view Party-specific performance within key metrics. This reduces the ability of Users to drive improvement, and the ability of the DCC to assist them in doing so.
- MP176 seeks to mandate a baseline for performance reporting across all DCC Users and provide them with this same level of Party-specific insight.

## Business Requirements

1. For the User Roles: Import Supplier, Export Supplier, Gas Supplier, Electricity Distributor and Other User, the DCC will provide inventory reporting identifying the User's Metering Estate.
2. The DCC shall provide reporting to its Users on the business processes defined in the Customer Analytics Reporting, which will include a view of the Users' performance against anonymised performance data for all Parties in the same User Role.
3. The DCC shall provide reporting on DCC and Device Alerts received by an Import Supplier, Export Supplier or Gas Supplier, which will consist of a total of all Alerts and individual reporting for each Alert, to the relevant Users.

## Proposed Solution

- The DCC have developed the Customer Analytics Reporting suite, showing Party-specific performance data measured against anonymised industry data. This consists of Inventory, Business process, and Alerts reporting.
- The SEC will be amended to mandate the monthly delivery of the Customer Analytics Reporting as a 'benchmark'.
- The reporting will be static initially, with plans to develop dynamic functionality.

## Working Group Discussion

SECAS (MF) provided an overview of the meeting objectives, the issue, the business requirements, the proposed solution and the draft legal text.

A Working Group member (GS) asked if it might be best to delay implementation of this modification until [MP122B 'Operational Metrics – Part 2'](#) has been implemented, in case there are any additional reporting metrics which arise that DCC Users want added to the Customer Analytics Reporting suite. The Proposer (EB) clarified that any reporting metrics included in the scope of MP122B can be added to the Customer Analytics Reporting suite with no additional charge.

The Working Group had no other comments.

## Next Steps

The following actions were recorded from the meeting:

- SECAS to confirm the draft legal text with SECAS lawyers.
- SECAS to request a Preliminary Assessment from the DCC.
- SECAS to present Preliminary Assessment findings to the Working Group on 5 January 2022.