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## MP176 'Customer Analytics Reporting'

### January 2022 Working Group – meeting summary

#### Attendees

Attendee	Organisation
Ali Beard	SECAS
Khaleda Hussain	SECAS
Bradley Baker	SECAS
Joe Hehir	SECAS
Kev Duddy	SECAS
Mike Fenn	SECAS
Joey Manners	SECAS
Rainer Lischetzki	SECAS
Oliver Bridges	DCC
Abhijit Pal	DCC
Ian Rutherford	DCC
Sasha Townsend	DCC
David Walsh	DCC
Emma Johnson	British Gas
Lynne Hargrave	Calvin Capital
Alex Hurcombe	EDF Energy
Julie Geary	E.ON
Daniel Davies	ESG Global
Peter Hoare	Kaifa Metering
Alastair Cobb	Landis & Gyr
Ralph Baxter	Octopus Energy
Mafs Rahman	Scottish Power
Audrey Smith-Keary	SSE - OVO
Emslie Law	SSE - OVO
Matthew Alexander	SSEN
Gemma Slaney	WPD

## Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the modification and the draft legal text, reviewed the Data Communication Company's (DCC's) Preliminary Assessment response, and proposed next steps.

### Overview

The Proposer seeks to provide a standardised set of benchmarked reporting to all DCC Users which will enable them to identify their performance for key business processes in comparison to their peers and to enable them to diagnose reasons for poor performance so that they can take steps to address it. The DCC's workshops with DCC Users provided a unanimous view that this should be implemented via a SEC Modification as it would mandate receipt of this information by all Parties and therefore offer equal benefit to them.

The Proposer believes that if this is provided as an elective service the Parties with the worst performance will have the lowest uptake, resulting in continued poor performance, and poor data quality, which can affect any other DCC Users those Parties interact with. The inability to identify broad areas of concern can lead to delays in industry processes and have financial and reputational costs across all Parties.

### Proposed Solutions

The DCC's Preliminary Assessment has been carried out on a specific set of reporting metrics which were identified through workshops and consultations with DCC Users following the implementation of [MP122A 'Operational Metrics'](#) and subsequent changes to the Performance Measurement Report. The DCC's Preliminary Assessment found that the current requirements can be met by existing data held by the DCC's Technical Operations Centre (TOC), so no System changes should be required, however additional resource would be required to deliver the reports.

The DCC also propose developing a secure User portal where its customers can access a dynamic view of the full reporting suite, rather than rely on the static and bulky monthly reports. SECAS sought the views of the Working Group on adding this as a Requirement for a 'Part B' to this modification and having the costs for this investigated as part of the DCC's Full Impact Assessment.

## Working Group Discussion

### Legal Text

SECAS (MF) presented the draft legal text. A Working Group member (JM) noted that the term 'Customer Analytics Reporting' was capitalised, meaning it should be a defined term in the Smart Energy Code (SEC), and that the 'Customer Analytics Reporting framework' needs to be a formalised document that the Working Group should have a view of prior to Refinement Consultation. Another member (GS) agreed, stating that the document should include reporting methodology.

SECAS (MF) and the DCC (OB & IR) advised that most, if not all, of the required information is present in the business requirements document and agreed to discuss formalising this as a standalone document with the Proposer, and to consult with the Working Group on the specific requirements for the documentation.

### **Preliminary Assessment**

A Working Group member (MR) asked why there is a predicted cost of £130,000 to implement this modification when the data required for the reporting should be available from [MP122A 'Operational Metrics'](#). The DCC (OB & IR) advised that there is a significant amount of data in the Customer Analytics Reporting suite which is additional to MP122A, and that there are infrastructure considerations, including the resourcing and training required to safely develop and embed the new reporting process, and the need to ensure robustness of the process with regards to data sharing.

### **Solution Options**

The Working Group's view is that there is no need to introduce the development of a customer interface as a 'Part B' to MP176. One member (GS) expressed concerns around the number of different reporting systems each User needed to access information. She also expressed the view that the development of any tools for customer access should be looked at in the context of the wider DCC service, and that there was no reason to tie such a requirement to the development of the reporting suite. Another member (EL) agreed. The DCC (DW) also agreed, stating that there would be no cost benefit to making customer portal access a 'Part B' to the modification.

### **Next Steps**

The following actions were recorded from the meeting:

- SECAS and the DCC will create a formalised Customer Analytics Reporting framework document and present to the Working Group.
- SECAS will amend the legal text drafting to include 'Customer Analytics Reporting' as a defined term.
- SECAS will investigate a wider reporting portal.