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MP116 'Service Request Forecasting' Conclusions Report – version 0.1

About this document

This document summarises the responses received to the Modification Report Consultation.

Summary of conclusions

Modification Report Consultation

SECAS received six responses to the Modification Report Consultation. Five respondents believed that the modification should be approved. They considered the modification better facilitated SEC Objectives (a) and (b). The other respondent chose to abstain.

Modification Report Consultation responses

Summary of responses

Five respondents felt that the modification better facilitated SEC Objectives (a)[1] and (b)[2]. This was due to the updated forecasting process delivering an enhanced level of accuracy of forecasted Service Request volumes, compared to User-submitted forecasts. This aids the efficient provision, installation, operation, and interoperability of smart metering systems at energy consumers' premises and allows the DCC to comply with the objectives of the DCC licence while optimising DCC System capacity.

Supporting the business case of the modification, one respondent stated that the implementation of the Faster Switching Programme in 2022 would have the potential to increase spontaneous Supplier switching by consumers. This could further limit Suppliers' ability to predict traffic.

One respondent requested that a minor change was made to the DCC User Guidance document to match what is stated within the MP116 legal text. This change has been implemented and approved by the Proposer.

One respondent chose to abstain. This is because they believe that the DCC will encounter the same issues Users have experienced in attempting to accurately forecast volumes. Furthermore, due to the forecast reports being issued with consolidated figures, it will become increasingly difficult for Users to determine whether the aggregated forecast is accurately representative of individual Users predicted volumes. The respondent feels that due to this, the DCC will likely receive less input into forecast predictions, and consequently encounter the same accuracy issues that have been experienced by Users.

The respondent added that the DCC should be moving towards maximising capacity and removing dependency of forecasts to predict required capacity. This would ensure that unforeseen circumstances would not result in any consumer detriment, such as an inability to top up, due to basing capacity requirements from incorrect forecasts.

They also commented that current contractual requirements for Service Providers to provide 110% of the forecasted capacity has potential to cause issues. To address this, they suggest that the DCC should ensure capacity is always available for Users to utilise when it is required, particularly when an increase in unforeseen traffic relates to consumers supply status. As such, they feel that a system which is procured to provide slightly above the required level of capacity stifles innovation.

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

[2] Enable the DCC to comply at all times with the objectives of the DCC licence and to discharge the other obligations imposed upon it by the DCC licence.