

This document is classified as **White** in accordance with the Panel Information Policy. Information can be shared with the public, and any members may publish the information, subject to copyright.

MP176 ‘Customer Analytics Reporting’

February 2022 Working Group – meeting summary

Attendees

Attendee	Organisation
Ali Beard	SECAS
Elizabeth Woods	SECAS
Kev Duddy	SECAS
Mike Fenn	SECAS
Joey Manners	SECAS
Tim Newton	SECAS
David Walsh	DCC
Easton Brown	DCC
Emma Johnson	British Gas
Lynne Hargrave	Calvin Capital
Alex Hurcombe	EDF Energy
Daniel Davies	ESG Global
Carrie Coles	Good Energy
Peter Hoare	Kaifa Metering
Ralph Baxter	Octopus Energy
Michael Walls	Ofgem
Audrey Smith-Keary	OVO Energy
Emslie Law	OVO Energy
Mafs Rahman	Scottish Power
Elias Hanna	Smart ADSL
Christie Thomson	SSE
Robert Johnstone	Utilita
Kelly Kinsman	WPD

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the modification, the business requirements, the draft legal text, the draft Customer Analytics Reporting guidance document, 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 Solution

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.

Working Group Discussion

Business Requirements

A Working Group member (DD) noted that the reference to the User Role 'Other User' should be removed from Business Requirement 1 as these Users do not have a Device inventory to report against. SECAS (MF) agreed this would be amended prior to issuing for Refinement Consultation.

Legal text

SECAS (MF) noted that at the January 2022 meeting a Working Group member believed 'Customer Analytics Reporting' should be a defined term. This was added to the legal text and presented to the Working Group. Prior to the February 2022 meeting, the DCC (DW) queried whether this was necessary. SECAS (MF) expressed the view that as the Customer Analytics Reporting is a specifically mandated reporting suite, and as the legal text makes reference to the Customer Analytics Reporting guidance document which is hosted outside of the SEC, having a defined term is necessary.

The Working Group agreed, although one member (JM) noted that the draft legal text required amending to remove the reference to 'inventory' reporting with regards to the User Role 'Other User'. SECAS (MF) agreed this would be amended prior to issuing for Refinement Consultation.

Customer Analytics Reporting guidance document

SECAS (MF) gave an overview of the structure and contents of the guidance document, drafted jointly by the DCC and SECAS. SECAS noted that a Working Group member (GS) had already provided feedback on the draft document and that those points would be addressed prior to issuing for Refinement Consultation.

SECAS (MF) noted the forum for agreeing the introduction of changes to the reporting suite was not currently agreed. SECAS noted that a Working Group member (JM) had previously expressed that the SEC Operations Group would likely not wish to concern itself with DCC reporting to DCC Users. SECAS expressed the view that the change review process should be managed by the DCC and only brought to wider industry if there are costs to be approved. The Working Group agreed with this view, and SECAS (MF) advised the question would be included in the Refinement Consultation.

SECAS (MF) noted the frequency with which the DCC would review change requests was not currently agreed. The guidance document stated these would be conducted three times a year, however a Working Group member (GS) had expressed concern this would be too infrequent. The DCC (EB) expressed willingness to adopt a dynamic approach to change requests.

SECAS (MF) noted the 'Business Process Reporting' section of the document currently includes Service Reference Variants (SRVs) used by Gas Transporters, despite Gas Transporters not being included in the modification requirements as none are currently active in the DCC Systems. SECAS asked the Working Group for comment on whether this reporting should be developed now to future-proof the solution or picked up as and when necessary, as part of the 'Changes to Reporting' process. The Working Group agreed that the addition of new User Roles could be covered by the reporting framework; one member (DD) noted this also needed to be flexible enough to allow for the potential future addition of the User Roles 'Load Controller' and 'Meter Data Retriever'.

Next Steps

The following actions were recorded from the meeting:

- SECAS and the DCC to amend Customer Analytics Reporting guidance document as per Working Group discussions
- SECAS to amend the legal text and business requirements as per Working Group discussions
- SECAS to issue a Refinement Consultation (targeted for 7 February 2022)