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MP176 ‘Customer Analytics Reporting’

August 2022 Working Group – meeting summary

Attendees

| Attendee | Organisation |
|--------------------|----------------|
| Ali Beard | SECAS |
| Kev Duddy | SECAS |
| Joey Manners | SECAS |
| Mike Fenn | SECAS |
| Elizabeth Woods | SECAS |
| David Walsh | DCC |
| David Rollason | DCC |
| Robbie Macintosh | DCC |
| Julie Brown | British Gas |
| Rochelle Harrison | Centrica |
| Alex Hurcombe | EDF Energy |
| Daniel Davies | ESG Global |
| Martin Bell | EUA |
| Alastair Cobb | Landis+Gyr |
| Ralph Baxter | Octopus Energy |
| Mafs Rahman | Scottish Power |
| Lorna Clarke | SMDA |
| Aiden Way | So Energy |
| Matt Alexander | SSE Networks |
| Shuba Khatun | SSE Networks |
| Audrey Smith-Keary | OVO |
| George Macgregor | Utilita |
| Kelly Kinsman | WPD |

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified, the Proposed Solution, the Alternative Solution and the Data Communications Company (DCC) Preliminary and Full Impact Assessment responses.

Issue

Uneven reporting capabilities across DCC Users are leading to a reduction in the ability for the DCC and its Users to drive improvement. Continued poor performance and poor data quality can affect interactions between DCC Users, resulting in financial and reputational costs across the industry.

Proposed Solution

The Proposed Solution is to mandate a standardised performance report for the DCC to provide to its Users. This would provide a baseline of key metrics relating to a range of business processes, Alerts and User inventory, and an anonymised view of Users' performance in these areas against other Parties in the same User Role. This would be delivered in a static format of CSV and PDF reports.

Alternative Solution

The Alternative Solution is to deliver reporting on the same metrics but in an interactive customer portal, so that Users can configure the data sets to better compare data across different criteria and more easily gain insights that can help them drive improvements in performance.

DCC Impact Assessment (Proposed Solution)

The DCC has provided a timescale from approval to implementation of six months.

The DCC has quoted a total cost to implement the MP176 Proposed Solution of **£139,320** which comprises:

- £72,000 in Design, Test and Implement costs;
- £67,320 in Application Support costs¹.

DCC Preliminary Assessment (Alternative Solution)

The DCC has provided a timescale from approval to implementation of six months.

The DCC has quoted an approximate cost to implement the MP176 Alternative Solution up to the end of Pre-Integration Testing (PIT) of **£190,000**.

The DCC has quoted a cost of £15,000 to complete the Full Impact Assessment.

Working Group Discussion

Two Working Group members (JB & RB) expressed support for the Alternative Solution, stating that an interactive portal was much more valuable to DCC Users.

A Working Group member (JB) queried which individuals would have access to the portal. The DCC (RM) advised that existing DCC website login details would be used, and that the DCC would be requesting that Users with multiple 'identities' notify which to use. The DCC (RM) noted that any

¹ This the cost for the first year of Application Support. Following this the costs will be considered as part of Business as Usual and will be covered by annual Data Science & Analytics (DS&A) costs.

consolidation of multiple logins for the same User would have to be addressed outside of this modification.

The DCC (RM) clarified that Users would only be able to view data specific to themselves. For example, if a Change of Supplier (CoS) took place mid-month, the outgoing Supplier can only see data up to that point and the incoming Supplier cannot see historic data.

A Working Group member (AS-K) queried where the data would be held if the Proposed Solution was implemented. SECAS (MF) advised this information is contained in the Guidance Document and that it would likely be delivered to the User's SharePoint location. The DCC (RM) confirmed this to be the case.

Another Working Group member (MR) asked what scope there would be for adding other reporting metrics to the portal once the modification has been implemented. The DCC (RM) advised this would be assessed on a case-by-case basis and that the delivery and cost of extra reporting would depend on factors such as the availability of data and the complexity of any changes required. SECAS (MF) advised the solution had been future-proofed and that further information on changes to reporting is available in the guidance document. The DCC (DW) quoted the DCC's Impact Assessment as stating that the solution does include technical flexibility to add or amend metrics to the reporting suite in future.

A Working Group member (MB) queried whether SEC Parties which are not DCC Users would have access to any data. The DCC (RM & DW) advised this issue is being addressed under [MP181 'Meter Asset Provider and Device Manufacturer access to asset related data held by the DCC'](#). SECAS (MF) advised that the guidance document for MP176 details which User Roles will receive which reporting elements.

The Working Group agreed that a DCC Impact Assessment should be requested for the Alternative Solution. The DCC (DW) queried whether this modification should be returning to the Working Group to share the Impact Assessment response. SECAS (MF) agreed it would, and that this would be targeted for the Working Group meeting in December 2022.

Next Steps

The following actions were recorded from the meeting:

- SECAS to present MP176 to the Change Board to request approval for a DCC Full Impact Assessment of the Alternative Solution.
- SECAS to present the Impact Assessment of the Alternative Solution to the Working Group.