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## MP176 ‘Customer Analytics Reporting’

### November 2023 Working Group – meeting summary

#### Attendees

Attendee	Organisation
Rachel Black (RBI)	SECAS
Kev Duddy (KD)	SECAS
Alison Beard (AB)	SECAS
Elizabeth Woods (EW)	SECAS
Mo Sumro (MS)	SECAS
Simon Grimwood (SG)	SECAS
David Walsh (DW)	DCC
Robin Seaby (RS)	DCC
Chris Thompson (CT)	DCC
Christopher Taggart (CTa)	DCC
Gary Stuart (GS)	DCC
Patricia Massey (PM)	BEAMA
Emma Johnson (EJ)	British Gas
Emily Stone (ES)	Citizens Advice
Amy Cox (AC)	EDF Energy
Daniel Davies (DD)	ESG Global
Martin Bell (MB)	EUA
Stuart Blair (SB)	Northern Power Grid
Ralph Baxter (RB)	Octopus Energy
Joey Manners (JM)	Octopus Energy
Stephen McLaughlin (SM)	Scottish Power
Jeff Studholme (JS)	Smart Meter Assets
Shuba Khatun (SK)	SSEN
Nik Wills (NW)	Stark Energy
Kevin Clark (KC)	Utilita

#### Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of [MP176 ‘Customer Analytics Reporting’](#), noting the issue, Proposed Solution, Alternative Solution and feedback gained to date.

## Issue

- Uneven reporting capabilities across DCC Users leading to reduced ability to drive improvement
- Continued poor performance and poor data quality affects other DCC Users, resulting in financial and reputational costs across the industry

## Proposed and Alternative Solutions

DCC Impact Assessment summaries		
-	Proposed Solution	Alternative Solution
Mechanism	CSV/PDF files	Interactive portal + CSV/PDF files
Cost	£139,320 (inc. 1 year application support)	£446,065 (inc. Platform, Implementation and Reports)
Lead time	6 months	8 months
Targeted SEC Release	November 2024	February 2025

## Working Group Discussion

SECAS (EW) provided an overview of the modification, noting the issue, the Proposed Solution and the Alternative Solution.

The DCC (CTa) advised that smaller Working Group sessions will be set up to drive through the reporting requirements, which would have the benefit of being built for future use and not just utilise existing reports. This would be an opportunity to look at wider existing reporting, adding value and will make it more useful than its current form. The DCC (CTa) advised it would use PowerBI Platforms which are integrated into Microsoft Suite, which would be for DCC Users like arriving onto a webpage and retrieve reporting in a more dynamic format. They added that everything would be in one location, DCC Users can pull out curated data sets and filter accordingly. They noted there would be discussions about the most usable and user-friendly way to get data DCC Users need. They added that if the smaller Working Group sessions are successful, the DCC would look at how these different reports are integrated into the ecosystem.

SECAS (AB) asked the Working Group members if they understood what reporting was being offered by the DCC. The DCC (CTa) advised there is a list of over 70 reports which were noted in the Business Requirements and has a wide range of set metrics, however noted this would need to be reviewed as part of the development. A Working Group member (MB) asked for an example of a DCC Other User report. The DCC (DW) directed the Working Group member to note the full list of reports noted in the Alternative Solution DCC Impact Assessment including Service Variants performances and information received from each Supplier. The Working Group member (MB) queried that are the benefits to DCC Other Users, as there's lot of reports generated every day and currently on SharePoint. The Working Group Chair (KD) noted that SECAS will find out post meeting and advise the Working Group member, although the DCC (DW) noted that DCC Users can cross reference Certificates and Devices with expired Certificates as part of the new reporting noted on the Alternative Solution DCC Impact Assessment.

Another Working Group member (PM) wanted to better understand how SEC Objective (a) was used for this modification in terms of its interpretation of interoperability in this instance. The Working Group Chair (KD) noted that each modification needs to be noted to better facilitate a SEC Objective, and in this case for reporting itself, may not directly facilitate to better the interoperability portion of SEC Objective (a) however it will in its ability for SEC Parties to improve their processes by being able to understand where issues arise.

A Working Group member (SK) was hoping the majority of reports are part of this Alternative Solution, as they use a lot of them (e.g. reporting for incorrect Certificates). They also queried about the interactive portal being similar to PowerBI, if this means new reports can be added using the same set of data and for these reports to be updated or rearranged as required by DCC Users. The DCC (CTa) advised that the initial view of report formats would be identical for all DCC Users.

A Working Group member (MB) queried if the interactive portal will be access controlled, to which the DCC (CTa) confirmed it will. The Working Group member (MB) queried if this is taking the current reporting and displaying in a different format and different way for DCC Users to manipulate the data once they have access. The DCC (CTa) advised that can be reviewed in development, noting this is a good opportunity to think about different ways of working if this solution option is opted for. They added that some of the queries today were not listed in the Business Requirements, however they are keen to build on the new technologies and with Working Group members to provide better information. The DCC (DW) also highlighted that the Alternative Solution will also provide anonymised league tables, where you will only be able to see your own company fits into the league table but not other companies' details.

A Working Group member (DD) noted that they would have to opt for the Alternative Solution as this would fit into the DCC's current migration to the cloud-based platform, and therefore would have involved rewriting reports which currently exist anyway. The Working Group Chair (KD) asked whether the only real option on the table is the Alternative Solution. The DCC (CTa) advised that from conversations, SEC Parties were driving towards an interactive version of reporting.

A Working Group member (MB) noted that this looked like another iteration of DCC improving their reporting and questioned if it needs to be a SEC Modification. The Working Group Chair advised this a solution is only a SEC Modification if it needs legal text changes. In this case, the proposed change places a new obligation on the DCC to provide this reporting. The Working Group member (MB) queried this as it is not providing any new information, only changing the format and tool which is used to provide the same information. The DCC (CTa) noted there are some new reports and new asks as well.

The DCC (DW) noted that the Alternative Solution was separate to the DCC total system, therefore it would not need to be tied to a specific SEC Release. SECAS (EW) noted that once the DCC has a targeted date the cloud-based platform is due to complete, we can look at targeting a SEC Release 8 months from then. They added that once a date has been advised, this modification will go to the following Change Sub-Committee meeting and progress to the Report stage. The Working Group Chair (KD) agreed that this modification will go on pause until the DCC advises the cloud-based platform completion date. The Working Group agreed with this plan.

The Working Group agreed to proceed with Alternative Solution.

## Next Steps

The following actions were recorded from the meeting:

- SECAS (EW) to provide Working Group member (MB) with list of reports DCC Other Users may find useful.
- DCC to confirm cloud-based platform planned completion date as soon as it is known.
- Once confirmed, SECAS to present the modification to the Change Sub-Committee under the recommendation that it proceeds to the Report Phase.