

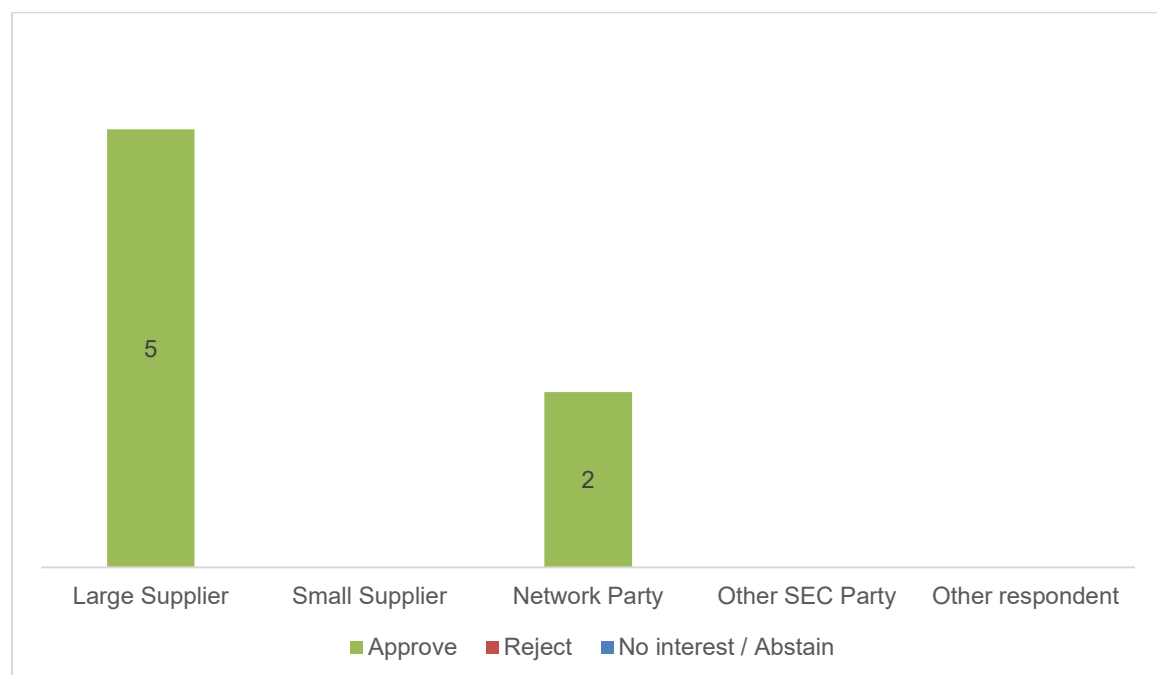
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MP176 'Customer Analytics Reporting' Modification Report Consultation responses

About this document

This document contains the full collated responses received to the MP176 Modification Report Consultation.

Summary of responses



Question 1: Do you believe that MP176 should be approved or rejected?

Question 1				
Respondent	Category	Response	Rationale	SECAS Response
OVO Energy	Large Supplier	Approve	We believe that the alternative solution will allow Suppliers to drive performance enhancements leading to an improved Smart service eventually, however, we are concerned by the length of time that we might get to this point. We understand that this is a solution to be built upon and makes sense in terms of the direction it is going in, but we feel that the crucial element to this solution is the ability to be able to manipulate the data provided in a way that we feel is useful to us, which might differ to another Supplier, otherwise this modification is mostly us paying for the reports to be displayed in the same way, just via a portal based system. It will be useful to have a view of our own performance and how we compare with other SEC Parties, but to really diagnose issues and root cause we need to be able to manipulate the data. It would be helpful to know the timeframe attached to when this might be possible and once this modification has gone through, if approved, how do we not lose sight of this requirement?	The DCC will be engaging with SEC Parties to help shape what will ultimately be in the reports, regardless of which Solution option is approved.
Electricity North West Limited	Network Party	Approve	We support this modification. Our preference is for the on-line version if it will allow real-time reporting with user-defined date/time parameters. If it is just an on-line way of	-

Question 1				
Respondent	Category	Response	Rationale	SECAS Response
			running a monthly report then DCC generated monthly report with supporting data tables is adequate.	
EDF Energy	Large Supplier	Approve	<p>We agree with the Proposer's suggestion that a set of standardised benchmarks will help enable DCC Users to diagnose reasons for poor performance so that they can take steps to address any issues highlighted. This will support the first (a) General SEC objective to enable efficient operation of smart metering systems. It will also potentially facilitate effective competition by allowing users to compare performance against others and seek to improve their performance accordingly.</p> <p>We acknowledge that there might be a concern around the protection and security of data that such reporting may bring and urge all steps possible be taken to ensure any such concerns are adequately addressed.</p>	-
Scottish and Southern Electricity Networks	Network Party	Approve	This SECMOD will deliver a more detailed level of reporting for all SEC Parties.	-
Utility Warehouse	Large Supplier	Approve	We agree that MP176 better facilitates SEC Objective (a) and that the reporting will provide the insights into a variety of business processes that will highlight where focus for improvement is required.	-

Question 1				
Respondent	Category	Response	Rationale	SECAS Response
Octopus Energy	Large Supplier	Approve	<p>We believe that SEC Mod MP176 should be approved as it supports general SEC objectives A, C, D, E.</p> <p>We welcome the opportunity for suppliers to have further data on key metrics which can highlight where improvements might be made. Whilst we accept that the reporting itself will not directly improve operational metrics, the reporting will provide a platform and opportunity for willing SEC Parties to implement changes.</p>	-
British Gas	Large Supplier	Approve	-	-

Question 2: If MP176 is approved, which solution do you believe should be implemented?

Question 2				
Respondent	Category	Response	Rationale	SECAS Response
OVO Energy	Large Supplier	Alternative Solution	-	-
Electricity North West Limited	Network Party	-	-	-
EDF Energy	Large Supplier	Proposed Solution	We agree with the proposed solution as is – data presented via PDF & CSVs would adequately cover the reporting requirements. The higher cost, potential difficulty & time of implementing the alternative solution would require for little additional benefit does not seem worthwhile.	-
Scottish and Southern Electricity Networks	Network Party	Alternative Solution	<p>We believe that the alternative solution for this modification will benefit us much more than a static PDF reporting system as this will be an interactive and dynamic reporting system that will enable us to securely login and work through reports, downloading as and when we require specific data.</p> <p>As this would also be a scalable cloud solution, this would also ensure future proofing of the reporting scene moving forward with new and additional reports being added on as and when required.</p>	-

Question 2				
Respondent	Category	Response	Rationale	SECAS Response
Utility Warehouse	Large Supplier	Alternative Solution	The interactive functionality offered by the Alternative Solution facilitates better investigation of the data, and as stated in the modification report, allows for more dynamic analysis of the data, which we believe would be both useful and valuable.	-
Octopus Energy	Large Supplier	Proposed Solution	<p>We approve this modification as we welcome greater access to data that SEC Parties can use to highlight potential areas for improvement when operating smart meters. We approve this on the basis that it's not going to be used as a performance measure, but rather to add a greater level of detail for willing SEC Parties to review.</p> <p>We would recommend that either the solution comes with a data cleanse of current reporting in SharePoint (which can be difficult to navigate with many now defunct folders still shown alongside regular data files). It also needs to be considered whether all current DCC SEC Party reports are necessary or needed with the current regularity. There are some reports that we as a Supplier rarely look at but are sent weekly (we expect at some resource cost to DCC), this cost is ultimately passed onto DCC users. We would not want the proposed reports to add to this already congested area, nor would we want any effort to be wasted on spurious reporting.</p> <p>Whilst we appreciate the extra data being proposed by the Alternative solution, we feel that the added value does</p>	<p>Changes proposed in MP176 are to extend the scope of the Performance Measurement Report (PMR) to Device and Party levels (from MP122A and MP122B), for SEC Parties to view their own performances and help to drive improvement.</p> <p>Noted feedback for the DCC to do a data cleanse of current reporting on the DCC SharePoint.</p>

Question 2				
Respondent	Category	Response	Rationale	SECAS Response
			not justify the cost associated at this point in the Smart Meter Programme. Many SEC Parties (including ourselves) will have already built their own reporting to monitor the success and failure rates, independent of DCC-provided data, hence we support the proposed solution.	
British Gas	Large Supplier	Alternative Solution	-	-

Question 3: Please provide any further comments you may have.

Question 3			
Respondent	Category	Comments	SECAS Response
OVO Energy	Large Supplier	We also question what happened to the funding that was spoken of when we were having conversations with DCC regarding ECS. A self-serve analytics capability was discussed with access to near real time data along with enhanced reporting, all delivered through ECS with funding that had been signed off. We were then advised that these requirements would be delivered through this modification, which we now must pay for and are questioning why this is now the case and what happened to the funding. Could it not now be used to fund this modification?	The DCC has advised that MP176 is not suitable for Elective Communications Services (ECS) as it is following on reporting from MP122A and MP122B, therefore needs to be available to all SEC Parties.
Electricity North West Limited	Network Party	-	-
EDF Energy	Large Supplier	N/A	-
Scottish and Southern Electricity Networks	Network Party	N/A	-
Utility Warehouse	Large Supplier	-	-
Octopus Energy	Large Supplier	We would like to highlight that the use of total success/failures to create an average can be a misleading statistic as it does not account for success per meter point. A single device may fail multiple times before	SECAS notes that success/failure reporting is still in development as part of

Question 3			
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		<p>being successful which would show a low success rate compared to a single failure which is never successful. In the first instance, the customer is left with the desired outcome but the success rate would be lowered by failed attempts. In the second instance, the customer never receives the desired outcome and only one failed attempt would be recorded. This is a useful metric but should not be used as a solo method for comparison. This is not in opposition to our support of MP176 but is worth noting and we would expect these reports to emanate the outcomes of the MP242 'Change to Operational Metrics to Measure on Success'.</p> <p>We would like to highlight the section which states "Reduced environmental impact" - This modification will have a neutral effect on this area". There are no measurements to determine how this metric is produced or measured however we would like to highlight that any new reporting or processing we would expect requires the use of Cloud/storage facilities which require energy to be maintained. This means that by default any new report or data item built will have a slight negative environmental factor. This could therefore be considered misleading and is worth noting.</p>	<p>MP242 and will incorporate this feedback accordingly.</p> <p>SECAS notes the feedback on "Reduced environmental impact" within the modification report and will look to further clarify this in future.</p>
British Gas	Large Supplier	<p>We assume that we will be able to get the data by Supplier ID level, so we can identify any reporting differences by different Supplier ID.</p> <p>We presume the number of individual access licences by supplier will be in some way proportional to the number of customers – ie as a Large Supplier we will have a greater number of access licences than a much smaller Small Supplier.</p>	<p>SECAS can feedback to the DCC regarding the request to obtain data viewed Supplier ID and number of logins per SEC Party.</p>

Question 3			
Respondent	Category	Comments	SECAS Response
		Can the solution not be called the “Customer Portal”, which might link it to the previous DCC Customer Portal (pre 2021). Can it be given a different name – maybe “Customer Reporting Interface” or something similar.	SECAS will feedback on official name of the interactive platform, dependant on which Solution is approved.