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# MP176 ‘Customer Analytics Reporting’ Conclusions Report – version 0.1

## About this document

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This document summarises the responses received to the Modification Report Consultation and the decision of the Change Board regarding approval or rejection of this modification.

## Summary of conclusions

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### Change Board

The Change Board voted to **approve** the **Alternative Solution** of MP176. It believed the modification better facilitated SEC Objective (a)<sup>1</sup>.

### Modification Report Consultation

SECAS received seven responses to the Modification Report Consultation. All respondents believed that the modification should be approved, with two respondents preferring for the Proposed Solution and five preferring the Alternative Solution. They considered the modification better facilitated SEC Objective (a)<sup>1</sup> with one respondent noting it also better facilitated SEC objectives (c)<sup>2</sup>, (d)<sup>3</sup> and (e)<sup>4</sup>.

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<sup>1</sup> facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain.

<sup>2</sup> facilitate Energy Consumers' management of their use of electricity and gas through the provision to them of appropriate information by means of Smart Metering Systems.

<sup>3</sup> facilitate effective competition between persons engaged in, or in Commercial Activities connected with, the Supply of Energy.

<sup>4</sup> ensure the protection of Data and the security of Data and Systems in the operation of this Code.

## Modification Report Consultation responses

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### Summary of responses

All seven respondents believed that the modification should be approved.

### Proposed Solution

Two respondents (Large Suppliers) preferred the Proposed Solution, noting that data presented via PDF/CSV format would adequately cover the reporting requirements. They also noted that the added value of the Alternative Solution does not justify the cost associated at this point in the Smart Meter Programme.

### Alternative Solution

Two respondents (Large Suppliers) preferred the Alternative Solution as they saw it would benefit much more than a static PDF/CSV reporting system as this will be an interactive and dynamic reporting system with a scalable cloud solution, which would also ensure future proofing of the operational reporting. They added that it would better facilitate investigation of the data.

### Legal Text amendments

During the Modification Report Consultation, the legal text was reviewed by the SEC Lawyer and SECAS has incorporated their suggestions into the new version 1.1 of the legal text. The SEC Lawyer has noted for the legal text to be reflective of what is already in the SEC and aligning it with changes made in MP122A and MP122B. They also noted there should be an inclusion of a Customer Analytics Reporting Methodology and Guidance Document produced by the DCC, which aligns with SEC changes made when implementing MP122A and MP122B.

## Change Board vote

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### Change Board vote

The Change Board voted to **approve** the **Alternative Solution** of MP176 under Self-Governance.

The vote breakdown is summarised below:

Change Board vote					
Party Category	Approve Proposed Solution	Approve Alternative Solution	Reject	Abstain	Outcome
Large Suppliers	1	4	0	0	Approve Alternative Solution
Small Suppliers	0	2	0	0	Approve Alternative Solution
Network Parties	0	1	0	1	Approve Alternative Solution
Other SEC Parties	0	1	0	1	Approve Alternative Solution
Consumer Representative	-		-	-	-
Overall outcome:					Approve Alternative Solution

The Consumer Representative was not present for the vote.

## Views against the General SEC Objectives

### Objective (a)<sup>5</sup>

The Change Board believed that MP176 will better facilitate SEC Objective (a).

## Change Board discussions

### Modification Report Consultation Responses

A Change Board member queried a historical conversation with the DCC regarding an Elective Communication Services (ECS), where they were working with the DCC to make an ECS viable, but with funding and backing from Ofgem. This plan was eventually turned into the DCC ESS (Enhanced Self Service) programme, which was eventually scrapped. The DCC representatives who were present at the meeting, were unable to provide insight into the funding, however assured the Change Board that following the DCC ESS Programme not going ahead, that no part of the DCC ESS programme (including documentation, designs, coding, applications, or funding) have been incorporated into MP176. The Change Board member noted that they are agreeable for MP176 to progress today, however, would like to discuss this historical conversation with the DCC and advised this can be done offline.

Another Change Board member queried if the Solution would take into account, that some Suppliers may have more than one Market Participant Identifier (MPID) and would need reporting views of both MPIDs on the same report. The DCC confirmed that this would be incorporated when the DCC engaged with DCC Users during the design stages of the Solution, if approved.

<sup>5</sup> facilitate the efficient provision, installation, and operation, as well as interoperability, of Smart Metering Systems at Energy Consumers' premises within Great Britain.

### **Proposed Solution vs Alternative Solution**

A question was raised around the incremental benefit to industry and if the Alternative Solution was worth the additional approximately £330,000 spend. SECAS and the DCC noted that the Working Group was supportive of MP176 as a whole with preferences towards the Alternative Solution.

A Change Board member queried the Application Support noted in the Proposed Solution, and that this was missing for the Alternative Solution, and why was it only for one year. The DCC advised that the Proposed Solution would need a Full Time Employee (FTE) to code up the interface for the solution, after which the reports would run on its own, but this was included in the costs for the Alternative Solution design.

### **Post Change Board vote governance**

Change Board members queried what governance was in place to ensure implementation if the modification was approved. They added that there needed to be a delivery mechanism to ensure the requirements are being met. The DCC noted that this sits outside the normal SEC Release governance and methodology. They added that the DCC will work with SECAS to ensure a mechanism is in place and would work effectively.

### **Alternative Solution Voting**

Change Board members sought clarification on how the Change Board vote would be undertaken, as MP176 has two Solutions. The Change Board Chair explained and noted it was also within the SEC. The Change Board agreed there should be clarification on Modifications with an Alternative Solution, which the Change Board Chair noted would be incorporated as part of the Modifications Improvement Project.