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Paper Reference:	TABASC_36_1511_09
Action:	For Decision

TABASC Effectiveness Review - Summary of Responses and Next Steps

1. Purpose

This paper summarises the responses received to the second run of the Effectiveness Review questionnaire that was issued in September 2018. The issuing of the questionnaire for a second time was to obtain further feedback from service users about specific aspects of live operations as part of TABASC's duty to review the effectiveness of the Technical Architecture, Business Architecture and the HAN requirements. The questionnaire findings will help inform whether further investigation is required.

2. The Respondents

While only a small number of responses were received, they included both a large supplier and a distributor as well as the DCC. While the TABASC should exercise caution in building action plans on such a low response level, there was a level of consistency around the main issues affecting effectiveness, and a high degree of overlap with the issues raised in the recent data quality Request for Information (RfI). These are documented in Panel Paper SECP_62_0911_05 'Data Quality Request for Information'.

3. Issues Raised

The issues raised in the Effectiveness Survey responses are summarised below and fall into five areas. It is worth noting that almost without exception that the issues raised before through other mechanisms. Further details on the issues are set out in the Confidential Appendix A.

3.1 DCC Process Issues

A significant number of issues concerned the ability of DCC to respond to issues raised by Parties, through a combination of insufficiently trained staff and ineffective processes. Particular concerns were raised around the Pre-hypercare process for firmware upgrades.

3.2 Systems Issues

Issues were raised concerning the Smart Metering Inventory (SMI), Smart Metering Key Interface (SMKI), and the Self-Service Interface (SSI). The concerns were typically around the speed of updating them with other issues covering multiple devices on one MPAN and limited visibility of changes.

3.3 Installation Issues

Issues during installations are particularly problematic for suppliers as they impact directly on the customer experience. High levels of alerts have triggered calls to the customer while the installation is in progress, which gives a very negative impression.

3.4 Communications Issues

Concerns were raised with the stability of communications between the DCC and devices. In addition, problems with communicating with devices during installation and commissioning have been raised.

3.5 Meter Issues

While a number of the other areas are within the remit of a single organisation to address (typically DCC), these operational issues likely to require cross-industry projects to identify root causes and identify remedies. These include read messages not reaching supplier systems and technical issues with voltages dropping across the Intimate Communications Hub.

4. Recommendations

The TABASC is requested to:

- **NOTE** the contents of this paper;
- **NOTE** the DCC's intention to improve response rates early next year; and
- **CONSIDER** whether it should steer or take ownership of any of the issues raised in the Effectiveness Survey.

Alan Bateman

SECAS Team

8 November 2018

Attachments:

Appendix A – Collated detailed responses to the Effectiveness Review questionnaire (**RED**)