
Balancing and Settlement Code

BSC PROCEDURE

PARMS Techniques

BSCP534

Version 2.0

Date: 27 March 2001

BSC Procedure BSCP534 Version 2.0**Relating to****PARMS Techniques**

1. Reference is made to the Balancing and Settlement Code for the Electricity Industry in England and Wales and in particular, to the definitions of “BSC Procedure”.
2. This is a copy of BSC Procedure BSCP534, Version 2.0 relating to PARMS Techniques.
3. This BSC Procedure is to be effective from 27 March 2001.
4. This BSC Procedure has been approved by the Panel.

For and on behalf of the Panel.

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AMENDMENT RECORD

VERSION	DATE	DESCRIPTION OF CHANGES	CRs INCLUDED	MODS PANEL REF
1.1	25/06/00	New BSC Procedure	n/a	n/a
1.2	28/09/00	Incorporating comments from TS2 review	TS2/030/783	n/a
2.0	27 March 2001	Approved by the Panel 22 February 2001	NCR313	P/13/008

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1. Introduction

1. Introduction

1.1. Purpose and Scope of the Procedure

This BSC Procedure covers the following techniques that are associated with the PARMS Service:

- Monitoring and Reporting.
- Peer Comparison.
- Removal of Accreditation.

This procedure covers the Removal of Accreditation technique to the point of identification of poor performance and notification to relevant parties. BSCP531 covers the Removal of Accreditation process beyond this point.

The Peer Comparison technique will be applied to Stage 2 activities only. Monitoring and Reporting and Removal of Accreditation will be applied to both Stage 1 and Stage 2 activity.

1.2. Main Users of the Procedure and their Responsibilities

This procedure will be used primarily by the Performance Assurance Administrator in the administration of the above techniques. The procedure also provides an interface to data providers and to the BSC Panel and Performance Assurance Board (which will receive reports via this procedure).

1.3. Key Milestones

The key milestones within this procedure are:

- Monitoring/analysis of market data.
- Provision of regular Management Information reports to the BSC Panel and Performance Assurance Board.
- Production of Peer Comparison tables and graphs.
- Identification of under-performance for the Removal of Accreditation.

1.4. Balancing and Settlement Code Provision

This BSC Procedure has been produced in accordance with the provisions of the Balancing and Settlement Code (BSC). In the event of an inconsistency between the provisions of this BSC Procedure and the BSC, the provisions of the BSC shall prevail.

1.5. Associated BSC Procedures

This procedure interfaces with the following BSC procedures:

BSCP533	PARMS Data Provision
BSCP531	Accreditation

1.6. Acronyms and Definitions

1.6.1 List of Acronyms

The following is a list of acronyms used in BSCP534:

AA	Accreditation Administrator
AA	Annualised Advance
BSC	Balancing and Settlement Code
BSC Co	Balancing and Settlement Code Company
BSCP	Balancing and Settlement Code Procedure
EAC(s)	Estimated Annual Consumption(s)
GSP	Grid Supply Point
GSPG	Grid Supply Point Group
HH	Half Hourly
MIRT	Monitoring Implementation Requirements Table
NHH	Non Half Hourly
PAA	Performance Assurance Administrator
PAB	Performance Assurance Board
PARMS	Performance Assurance Reporting and Monitoring Service
HHDA	Half Hourly Data Aggregator
HHDC	Half Hourly Data Collector
HHMOA	Half Hourly Meter Operator
NHHDA	Non Half Hourly Data Aggregator
NHHDC	Non Half Hourly Data Collector
NHHMO	Non Half Hourly Meter Operator
SMRA	Supplier Meter Registration Agent
SVAA	Supplier Volume Allocation Agent
TA	Technical Assurance
WD	Working Day

1.6.2 List of Definitions

Drill Down Data The data required such that:

- a) a calculation, the output of which is included within the Supplier's Routine Performance Monitoring Report, can be re-performed; and
- b) the context and variability of a measure that is included within the Supplier's Monthly Performance Report can be established.

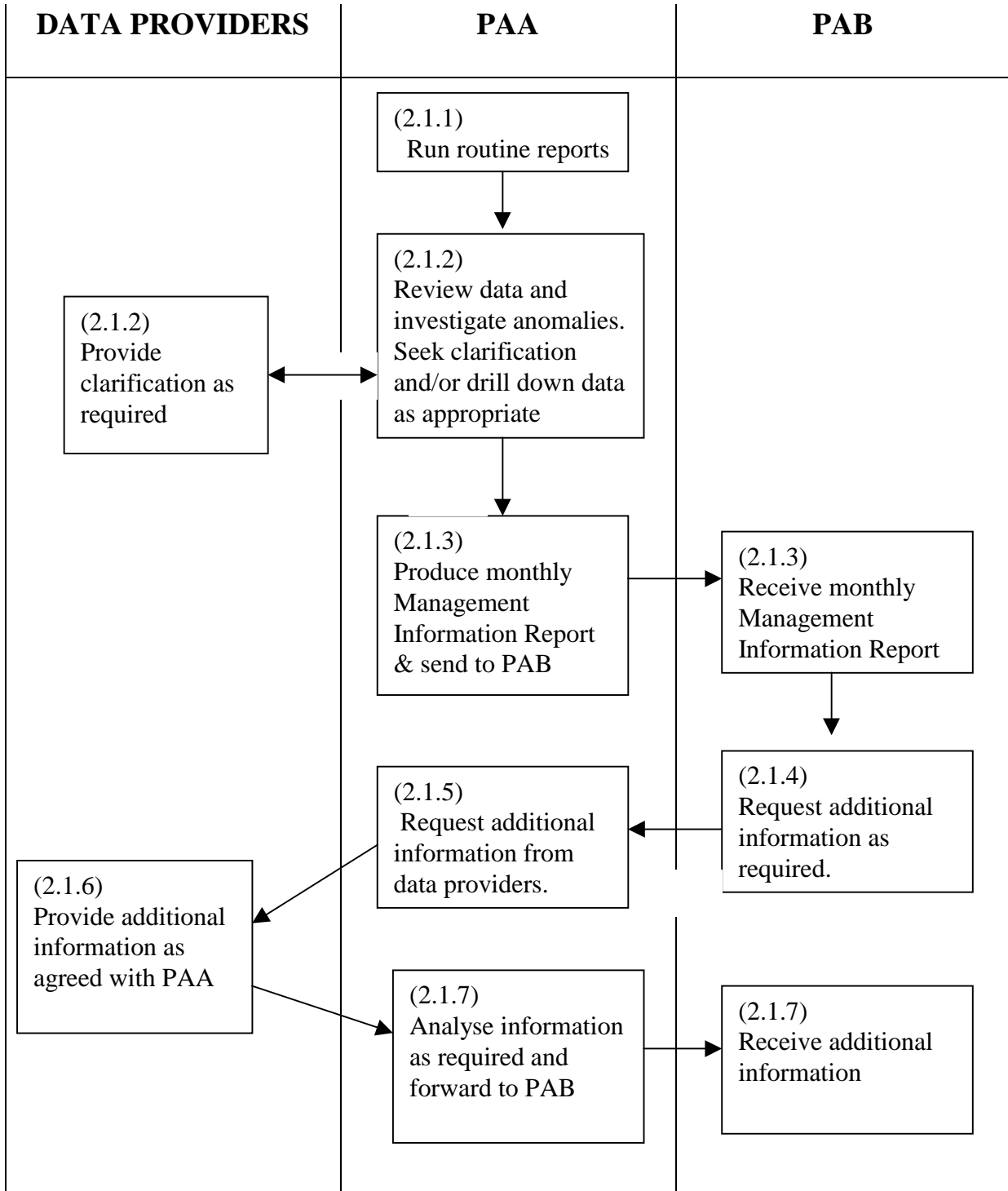
PARMS	Throughout this procedure PARMS refers to the PARMS service as opposed to the PARMS IT System, unless stated otherwise.
Service Level	The level of performance that should be achieved against each Serial and Standard as stated in the MIRT (refer to BSCP533).
Working Days	Throughout this procedure timescales are referred to in relation to the number of working days (WD), unless specifically stated otherwise.

All other terms are as defined in the Balancing and Settlement Code

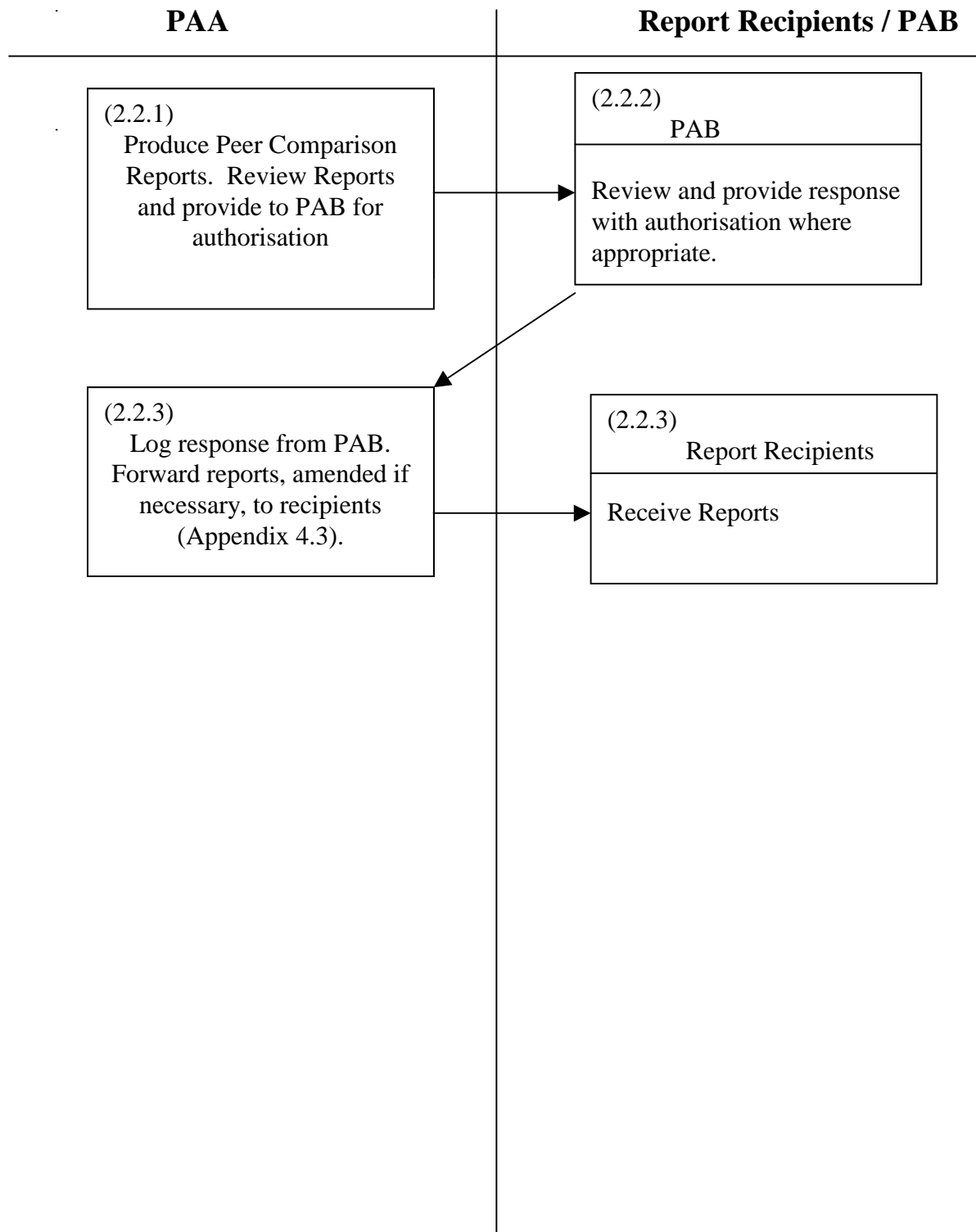
2. Workflow Diagrams

2. Workflow Diagrams

2.1 Monitoring and Reporting



2.2 Peer Comparison



2.3 Removal of Accreditation

PAA

(2.3.1)
Process data and review
Exception Report
identifying:
a) 3 month rolling
average and quarterly
failures
b) failure to achieve 80%
of agreed Service Level
against Serials



(2.3.2)
Action failures
identified in
Exception Report

3. Timetable Information

3. Interface and Timetable Information**3.1 Monitoring and Reporting**

REF	WHEN	ACTION	FROM	TO	INPUT INFORMATION REQUIRED	MEDIUM
3.1.1	27 26 WDs after the last day of the calendar month	Run routine monthly reports (ref. Appendix 4.1)	PAA	PAA	Validated data (ref. BSCP533)	Internal
3.1.2	Within 30 WDs of the last day of the calendar month	Review reports. If appropriate seek clarification of information/drill down data (the latter in accordance with BSCP533)	PAA	Data Provider	Routine monthly reports	Internal Telephone, e-mail, fax
3.1.3	In time for PAB	Produce Monthly Management report	PAA	PAB	Routine monthly reports	Paper
3.1.4	At PAB meeting	Request additional information if required	PAB	PAA	Monthly Management Information report	At meeting, via minutes or via Technical Secretary

REF	WHEN	ACTION	FROM	TO	INPUT INFORMATION REQUIRED	MEDIUM
3.1.5	1WD after PAB meeting	Request information from data Providers. Agree format and timing of data provision	PAA	Data Providers	Instructions from PAB Request for Information Form [F533/04 in BSCP533]	Telephone, e-mail, fax
3.1.6	To timescale agreed with PAA	Provide additional information	Data Provider	PAA	Request for additional information [Form F533/02 in BSCP533]	As agreed with PAA
3.1.7	Within 1 WD of 3.1.6 and then as requested	Log receipt of data and acknowledge Analyse data as appropriate and forward to PAB as requested	PAA PAA	Data Provider PAB	[Form F533/03 in BSCP533] Additional information (and supporting analysis from PAA where appropriate)	E-mail/fax Paper

3.2 Peer Comparison

REF	WHEN	ACTION	FROM	TO	INPUT INFORMATION REQUIRED	MEDIUM
3.2.1	27WD 26WD after the last calendar day of the month	Produce Peer Comparison Reports and provide to PAB for authorisation Note: reports are produced quarterly, containing information for each month within the reporting period	PAA	PAB	Performance Data for utilisation in PARMS system and reports to PAB (ref. Appendices 4.2 and 4.3)	PARMS system Reports sent by confidential post
3.2.2	At next PAB	Review reports and determine if reports can be circulated. Notify PAA	PAB	PAA	Reports From PAA. Written authorisation from PAB	Paper
3.2.3	Within 5WDs of receipt of decision	Circulate reports to authorised recipients (ref. Appendix 4.4)	PAA	Report Recipients	Peer Comparison Reports	Via post (envelopes marked confidential)

3.3 Removal of Accreditation

REF	WHEN	ACTION	FROM	TO	INPUT INFORMATION REQUIRED	MEDIUM
3.3.1	26WD after the last calendar day of the month	<p>Process data and review Exception Report (ref. Appendix 4.6) to identify:</p> <p>a) 3 month rolling average and quarterly failures.</p> <p>b) Failure to achieve 80% of agreed Service Levels against serials</p> <p>Note: this activity is undertaken on a monthly basis.</p>	PAA		Validated data (ref BSCP533), Service Levels.	Internal
3.3.2	Within 2 WD of 3.4.1	Action failures identified in Exception Report in line with AP531.	PAA		Appropriate parts of Exception Report	Internal

4. Appendices

4.1 Monitoring & Reporting

The PAA will run routine monthly reports that will support the analysis of:

- the performance of Suppliers under Stage 2 (Serials 10 & 11).
- trends in those market indicators that are stated in BSCP533.
- the performance of SMRAs.

These routine monthly reports will form the basis of a monthly Management Information Report that will be produced by the PAA for review by the PAB. The Management Information Report will include a summary and analysis of that information provided in the routine monthly report, including consideration of the trends in performance and market indicators over any reporting period that is specified by the PAB. Any unusual occurrences/anomalies/areas of concern will be highlighted to the PAB.

The PAA will maintain a log of reports despatched to other parties, and must record the despatch and receipt dates for confidential and/or commercially sensitive reports.

4.2 Peer Comparison Serials & Standards

The Peer Comparison Technique will apply to the following serials and standards (as defined within the MIRT, ref. BSCP533 Section 4.12).

SMRA: Party Service Line 160, BSC Procedure 501

1. Changes to Required Data
2. Resends
3. Refreshes: Refresh Data, Notification of Date of Full Refresh
4. Refreshes: Send Full Refresh
5. Refreshes: Send Selective Refresh

Supplier Standards: BSC, Section x.

1. Provision of Non Half Hourly Data
2. Provision of Half Hourly Data for 100kW Premises
3. Provision of Half Hourly Data for 100kW Premises
4. Provision of Half Hourly Data for 100kW Premises
5. Provision of Half Hourly Data for 100kW Premises
6. Provision of Half Hourly Data for Non-100kW Premises
7. Provision of Half Hourly Data for Non-100kW Premises
8. Metering Faults. Time taken to rectify material faults (also defined within NHHMOA and HHMOA Serial 1).
9. Installation of Half Hour Meters in 100kW Premises
10. Despatch of Routine Performance Reports

11. Despatch of Routine Performance Logs

Non Half Hour Meter Operator Agent: Party Service Line 110

1. Metering Faults: Time taken to rectify material faults (also defined as Supplier Serial 8).
3. Meter Registration: Metering equipment technical details.
5. Interface to Other Party Agents: Metering equipment technical details.

Half Hour Meter Operator Agent: Party Service Line 110

1. Metering Faults: Time taken to rectify material faults (also defined as Supplier Serial 8).
3. Meter Registration: Metering Equipment Technical Details
5. Interface to other Party Agents: Metering Equipment Technical Details
8. Proving of a Metering System (HH only). Compare collected data with expected data and send report of unsuccessful test.
9. Proving of a Metering System (HH only) Compare collected data with expected data and send report of unsuccessful test.

Half Hour Data Aggregator: Party Service Line 150, BSC Procedure 503

4. Aggregation Obligations: Aggregated Data for Initial Volume Allocation Runs.
5. Aggregation Obligations: Aggregated Data for Reconciliation Volume Allocation Runs.
6. Aggregation Obligations: Aggregated Data for Final Reconciliation Volume Allocation Runs.
7. Aggregation: Data consistency and completeness.

Non Half Hour Data Aggregator: Party Service Line 140; BSC Procedure 505

5. Aggregation Obligations: Aggregated EAC/AA for Initial Volume Allocation Runs.
6. Aggregation Obligations: Aggregated EAC/AA Data for Reconciliation Volume Allocation Runs
7. Aggregation Obligations: Aggregated EAC/AA Data for Final Reconciliation Volume Allocation Runs.

Non Half Hour Data Collector : Party Service Line 120; BSC Procedure 504

3. Meter Data Collection Data Retrieval: Reading Frequency
7. Data Processing: Presentation of EAC/AA Data

Half Hour Data Collector : Party Service Line 130; BSC Procedure 502

1. Meter Data Collection: Data Retrieval Reading Frequency for above-100kW Premises.
 2. Meter Data Collection: Data Retrieval Reading Frequency for Below 100kW Premises.
- Metering System Checks: Send Failure Report of collected data

Note: HHDC/HHDA 1 and 2 cannot currently be provided.

4.3 Content of Peer Comparison Reports

The content of the report(s) for Suppliers, SMRAs and the SVAA follow.

Reports are generated on a quarterly basis for each market participant type (NHHMOA, NHHDA, NHHDC, HHMOA, HHDA, HHDC, SMRA and Supplier), by Standard and GSP Group.

The name of each market participant will be stated on the relevant graphs.

SMRA Serials

Single graph for each Serial showing level of performance of each SMRA. The agreed Service Level will be illustrated on the graph.

Supplier Serials 1, 2, 3, 4, 5, 6 & 7

Graph for each Settlement Run type for each GSP Group showing Supplier Performance in the quarter against the Standard for each run type. The graph will display performance in order, best performers to the left, worst performers to the right, equal performance ranked in alphabetical order.

A table will also be produced listing Suppliers in alphabetical order showing performance against each standard in the serial across the quarter.

Supplier Serial 8

Four graphs in total will be produced as follows:

Two graphs, one for HH and one for NHH showing performance against both 5 and 15WD targets for each Supplier in GSP Group for each quarter. The performance targets will be illustrated as fixed lines on the graph.

Two graphs will also be produced for Pending Data – one for HH and one for NHH - showing total number of pending events each month over a calendar year.

Supplier Serial 9

The Total Number of Events over the quarter will be displayed for each Supplier in each GSP Group.

Supplier Serials 10 & 11

A graph will be produced illustrating the total number of missing or incomplete reports/logs each quarter for each Supplier on a national basis.

NHHMOA Serial 1

A graph will be produced for each GSP Group of percentage performance across the quarter against each performance target.

NHHMOA Serials 3 & 5

A graph and table will be produced showing performance by Party Agent per GSP Group over each quarter.

HHMOA Serials 3,5,8 and 9

A graph will be produced as per NHHMOA Serial 1.

HHDA Serials 4, 5 & 6

A graph will be produced showing the performance of each Party Agent in a GSP Group over the quarter.

HHDA Serial 7

A graph will be produced showing the performance of each Party Agent in a GSP Group over the quarter.

NHHDA Serials 5,6 & 7

Graphs will be produced as per SHHDAHHDA Serials 4, 5 and 6.

NHHDC Serial 3

A graph will be produced showing the performance of each Party Agent across all GSP Groups, one graph for each Standard (ie one for monthly meter reads and one for less frequently read meters).

NHHDC Serial 7

A graph will be produced showing each Party Agent across all GSP groups against the 4WD standard.

HHDC Serial 2

A single graph will be produced showing the performance against all 3 standards for all Party Agents in a GSP Group.

HHDC Serial 6

A graph will be produced as per NHHMOA Serial 1.

4.4 Peer Comparison Report Distribution

The PAA will distribute Peer Comparison Reports as follows:

Recipient	Content
Panel	All reports
PAB	All reports
Suppliers	All reports
Suppliers' Agents/ SMRAs	Respective sector report

4.5 Conditions warranting investigation, leading to placing Party Agents within the Panel Escalation procedure

Failure by Party Agents to fulfil obligations in the following areas will provide a prompt for further investigation into that Party Agents. This investigation will determine whether:

- This issue is resolved – no further action necessary.
- The issue is escalated within Elexon
- The issue is escalated to the Panel

The investigation could end in escalation to the Panel and subsequently the removal of a Party Agents's accreditation (See Section 4.7 for process).

4.5.1 Stage 2 Removal of Accreditation Exception Report

The PAA will produce an Exception Report on a monthly basis from the PARMS system that will identify where performance is below the agreed Service Level for each serial listed below.

The name of each Party Agent and the type of Party Agent will be clearly identified on the report.

The report will encompass the following failure reports:

- a) Failure to achieve 80% of the agreed Service Level against each serial and standard.
- b) Three Month Rolling average and Quarterly failures.

c) A failure against each serial and standard within each month.

Party Type	Serials
HHMOA	3, 5, 8, 9
HHDA	7
HHDC	6
HHDA	4, 5, 6 (quarterly)
NHHDA	5, 6, 7 (quarterly)
NHHDC	3, 7 (quarterly)

Those Party Agents highlighted on the Report fulfil the conditions necessary for further investigation.

It should also be noted that failure to attain the standards of the other PARMS serials and where the PAA considers there is a significant risk to settlement, could also warrant investigation.

Drill-down data may be requested for any of the PARMS serials to aid investigation in line with BSCP533.

4.5.2 Stage 2 Category 1 Non-Compliance

Category 1 non-compliances can be identified by the BSC Auditor or Technical Assurance. If these are not rectified and the Panel considers the non-compliance to be a significant risk to Settlement, the Party Agent will risk further investigation.

4.5.3 Stage 2 Results of investigation into Parties

This is where under-performance over a period of 3 months by a Party, following investigation, is revealed to be due to Party Agent performance.

4.5.4 A complaint of under-performance or non-competence presented by an appointing Party.

Parties may prompt investigation into a Party Agent where they have specific concerns regarding under-performance or non-competence.

4.5.5 Stage 2 Failure to continue to comply with Accreditation requirements

Failure to maintain requirements fulfilled for obtaining Accreditation can be identified by the BSC Auditor or Technical Assurance. If these are not rectified the Party Agent will risk further investigation.

4.6 Error and Failure Resolution Technique

The day-to-day implementation of this technique is carried out by the BSC Co, utilising Market Indicator data as a primary detection device. Once a performance issue is identified and initial investigation undertaken, the PAA may wish to refer this matter to the PAB. The procedure for this referral and PAB's subsequent escalation is given below.

4.7 4.7—The PAB Escalation Cycle

The PAB operates an Escalation Cycle to aid participant under-performance resolution. When an issue is identified a Severity Level of between 1 (lowest severity) to 7 (highest severity) will be assigned. A list of examples that might typically fall within each level is given in the Severity Levels table, and the Severity grading should take account of the following:-

- a. Impact on Settlement calculations, and subsequent impact on the Audit;
- b. If the issue is a material non-compliance (in accordance with Section H of the Code);
- c. If the issue relates to a failure to perform to an agreed industry standard;
- d. Impact on business processes that support Settlement;
- e. Length of time that the issue has existed and will exist until resolved;
- f. The cumulative effect of multiple issues; and
- g. Actions being taken by the participant to address the issue, including openness with BSC Co and evidence of senior management commitment.

The Severity Level is agreed by the PAB following an initial BSC Co assessment. Factors that would lead PAB to re-grade the Severity Level might include a disagreement with the original grading, or to maintain consistency with previous gradings. PAB may also acknowledge any lack of participation in the Problem Control process by increasing the Severity Level.

The level of severity can either go up or down depending on participant action.

Escalation to PAB should be viewed as a discrete event: a Party is either escalated, or it is not, in a particular month. This maintains the gravity of PAB escalation, and prevents participants being "trapped" at a level of escalation that may become inappropriate.

PAB exercises great flexibility in the actions that it can take with regard to Escalation. However it is expected that some activities are more typically linked with certain Severity Levels than others. Likely activity choices are indicated in the right hand column of the Severity Levels table. This list is not intended to be exhaustive, and the PAB has the right to choose other activities at any time in the future at its discretion, without amending this document.

All Participants will have to nominate a suitably senior manager to act as a contact point during Escalation. Technical contacts act as liaison for the Problem Control Process, but a manager of reasonable seniority is needed for

Escalation. This would improve internal communications for the Participant, and reinforce the importance of the situation.

The following matrix identifies the manner in which non-compliance will be reported as a result of the above assessment:

Non-Compliance Matrix

<u>Significant</u>	<ul style="list-style-type: none"> — PAB will notify those Suppliers that are in breach of the Balancing and Settlement Code /non-compliant with BSC Procedures. — PAB will provide detailed explanation of the reasons for non-compliance to the BSC Panel. — PAB may notify other impacted Suppliers within the relevant GSP Groups 	
<u>Not significant</u>	<ul style="list-style-type: none"> — Number of occurrences will be reported to BSC Panel 	<ul style="list-style-type: none"> — PAB will notify those Suppliers that are in breach of Balancing and Settlement Code/non-compliant with BSC Procedures — Number of occurrences will be reported to BSC Panel
	<u>Unlikely to recur</u>	<u>Likely to recur</u>

Points to Note:

An issue can enter the Escalation Cycle at any level.
The only exception is Level 5, unless that Party Agent already resides within the Escalation Cycle or is failing to achieve 80% of the agreed Service Level.

~~Between meetings of the PAB the issue returns to the BSC Co internal Problem Control Process for monitoring. If progress is satisfactory, an update will be given via the Management Information Report at the next meeting of the PAB. Otherwise, escalation to higher level is likely to be recommended.~~

This process seeks to provide assurance to the PAB that the performance of the Settlement System is satisfactory. It does not seek to replace the obligations upon Parties that are defined within the Balancing and Settlement Code –the Party remains responsible for the performance of its Party Agents. However, it is recommended that the PAB should correspond directly with the Party Agents in order to reduce the number of reporting channels (which could otherwise impede the prompt resolution of issues).

The process provides a degree of discretion with regard to the determination of the severity of issues and the time within which each step is undertaken. It is, therefore, important that a ‘precedents register’ is maintained by the PAA in order to ensure that PAB decisions are consistent and that decisions are seen to be equitable. The reporting format within the **Market Operations Report Management Information Report** will allow a check to be done against relevant precedents to facilitate consistency in decision making.

In addition to information provided within the **Management Summary Report** **Market Operations Report**, the PAB will also consider:

- Self-declarations of non-compliance with BSC Procedures and the Balancing and Settlement Code that are notified by Parties or Party Agents.
- Requests from the BSC Panel to examine the performance of a particular Party or.
- **Requests from within the BSC Co to examine the performance of a particular Party or Party Agent.**

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SEVERITY LEVELS TABLE

Severity Levels are initially awarded by BSC Co, but all gradings of 4 and above will be confirmed by the PAB and will be in accordance with any previous precedents on grading. An issue can enter Escalation at any Level. The activities in the right hand column are not intended to be an exhaustive listing, but represent BSC Co or PAB activities that are typically associated with a particular severity.

The odd-numbered gradings are intended to reflect the severity of the performance issue, while the even-numbered gradings are reached by ineffectually addressing a performance issue at the corresponding lower grading.

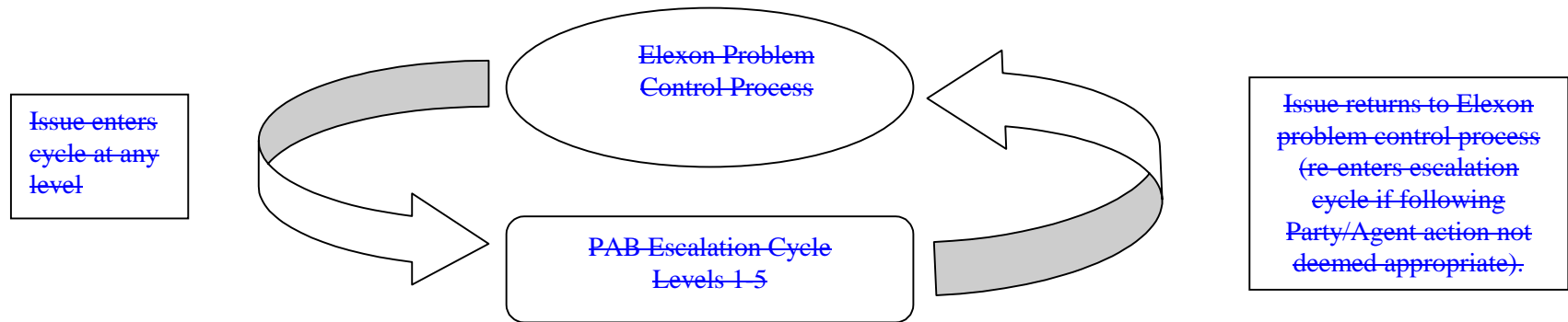
-  Visibility within the BSC Co Problem Control Process
-  PAB Involved
-  Panel Visibility/Involvement

Severity Level	Meaning	Example Issues	Example Activities
1	The problem is not major and it is under control within the Problem Control Process. BSC Co monitoring should be sufficient to ensure that the problem is resolved within a reasonable timescale. Other participants are not obviously disadvantaged.	Minor audit issue or non-compliance.	Baselining of pro-formas. Participant liaison by the Operational Support Analyst (OSA) or other relevant analyst.
2	There is concern that without a change of approach or commitment, a severity 1 problem will not be resolved, or not be resolved within a reasonable timescale.	Slippage against pro formas without mitigating action being taken. Failure to produce pro-formas within an acceptable timescale. Failure to produce acceptable pro-formas.	All activities for lower Severity Levels, <i>plus</i> Participant liaison by BSC Co management (up to head of department)

3	<p>There is a performance issue that has affected the participant's ability to meet a performance standard, or a combination of issues with an equivalent effect.</p> <p>Accuracy of settlement is impacted, although quantification may not be possible.</p>	<p>Energy settled on actual data.</p> <p>The participant has notified BSC Co of expected failure as part of its rectification action.</p>	<p>All activities for lower Severity Levels, <i>plus</i></p> <p>Feature in the Market Operations Report to PAB.</p> <p>Participant liaison by the Operational Support Analyst (OSA) /relevant Analyst.</p> <p>Letter to the Participant at technical level.</p>
4	<p>There is concern that without a change of approach or commitment, a severity 3 problem will not be resolved, or not be resolved within a reasonable timescale.</p>	<p>Energy settled on Actuals is unsatisfactory and the participant is not meeting pro-forma milestones to deliver improvements.</p>	<p>All activities for lower Severity Levels, <i>plus</i></p> <p>Targeted Technical Assurance visit.</p> <p>Escalate to PAB.</p> <p>Feature in the Panel assurance report.</p>
5	<p>There is an issue that has the potential to contribute to a qualified Audit Opinion and the Participant is contributing to the issue to a material degree. A significant impact on Settlement is likely and will probably be measurable.</p> <p>There are a number of issues where the cumulative impact warrants level 5 severity.</p>	<p>Erroneous large EAC/AAs</p> <p>Missing Half Hourly data</p>	<p>All activities for lower Severity Levels, <i>plus</i></p> <p>Letter to Participant at senior manager level.</p>
6	<p>There is concern that without a change of approach or commitment, a Severity 5 problem will not be resolved, or not be resolved within a reasonable timescale.</p> <p>There is a serious lack of confidence from PAB.</p>	<p>Persistent issues with Erroneous Large EAC/AAs</p>	<p>All activities for lower Severity Levels, <i>plus</i></p> <p>Agenda item at the Panel.</p>

7	<p>There is an issue that has the potential to contribute to a qualified Audit Opinion and the Participant is contributing to the issue to a significant degree.</p> <p>There has been disregard for the assurance processes or authority of the PAB, or the conditions to trigger the removal of accreditation (RoA) process have been met.</p>	<p>Refusal to undertake Entry Process testing. RoA triggers as defined in BSCP 531.</p> <p>Flagrant disregard for the Problem Control or Escalation Processes.</p>	<p>All activities for lower Severity Levels, <i>plus</i></p> <p>Notification to the participant at Director level.</p> <p>Referral to the Panel/Authority.</p> <p>Commencement of the RoA process.</p>
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PAB Escalation Cycle



Possible further PAB Actions

Ese. Level	PAB Action	Request OFGEM intervention	Note issue to Panel	Target a TA visit	Raise issue on Panel agenda	Send letter to all materially impacted Parties	Name Party/Agent within Exec. Overview of Market Ops.	Call Extraordinary meeting of Panel
1	PAB notes issue with no further action.							
2	PAB sends letter to under-performer.	✓	✓	✓				

3	Representatives from under-performer invited to Attend PAB.	✓	✓	✓				
4	Public disclosure of the issue	✓	✓	✓	✓	✓	✓	✓
5	Removal of Accreditation Process (Agents only)	✓	✓	✓	✓	✓	✓	✓