Balancing and Settlement Code

BSC Service Description for BSC Services Manager

DRAFT for Consultation

Version 1.1

Date : 18 June 2012

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BSC SERVICE DESCRIPTION FOR BSC SERVICES MANAGER

AMENDMENT RECORD

Version	Date	Description of Changes	Changes Included	Mods/ Panel/ Committee Refs
1.0	14/06/12	Initial draft for consultation	-	-
1.1	18/06/12	Initial draft for consultation. This Service Description is subject to approval of modification P284 and is also subject to Panel approval in accordance with Section E of the BSC. Updated following Panel feedback from Stuart Cotton & Barbara Vest		

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1 [redacted]

1.1 Purpose

This document is the BSC Service Description for the BSC Services Manager, appointed by the Balancing and Settlement Code Company ("BSCCo"), to act as its agent for the purpose of discharging all or a subset of its powers, functions and responsibilities of the Balancing and Settlement Code (the "Code").

The power for the BSCCo to appoint a BSC Services Manager is set out in Section E Paragraph 4 of the Balancing and Settlement Code (the "Code").

The extent and nature of the services that may be provided by the BSC Services Manager is set out in this document.

1.2 The Balancing and Settlement Code Company

The Balancing and Settlement Code Company ("BSCCo") discharges its duties and obligations under the Code by procuring, managing and operating services and systems that enable the 'Balancing Mechanism and Imbalance Settlement' processes to operate.

1.3 Structure of this Document

- Section 2 sets out the general scope and obligations of the BSC Services Manager;
- Section 3 details the service requirements;
- Section 4 refers to the service levels required of the BSC Services Manager;
- Section 5 refers to the service credits required of the BSC Services Manager; and
- Section 6 details the non-functional requirements.

2 [redacted]

2.1 BSC Requirements

This BSC Service Description is established under Section E of the Code 'BSC Agents'. The terms of this BSC Service Description for the BSC Services Manager may, from time to time, be amended by the Panel pursuant to Section E of the Code (and in accordance with Section F of the Code and BSCP40 'Change Management').

2.2 General Obligations

2.2.1 The BSC Services Manager shall undertake all or a subset of the functions and responsibilities described in the Code and in any Code Subsidiary Documents as being the functions and responsibilities:

2.2.2.1 of the BSC Services Manager; and

2.2.2.2 applicable to the BSC Agents generally.

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2.2.2 The BSC Services Manager Contract acts as the formal terms of reference for the BSC Services Manager described in Section E.

2.3 Period of Responsibility

2.3.1 The BSC Services Manager shall perform the responsibilities and obligations set out in this BSC Service Description for the duration of the BSC Services Manager Contract.

2.3.2 The BSC Services Manager shall comply with the service levels that the BSC Services Manager Contract requires to be achieved in relation to the delivery of the BSC Services Manager services.

3 [redacted]

3.1 Change Services

3.1.1 Change Assessment, Progression & Implementation

3.1.1.1 Raising Changes: BSC

Investigate the need for and propose modifications to BSC where manifest errors or operational issues are identified by BSC Services Manager or on the recommendation of an authorised Panel Committee in accordance with BSC Section F 2.1

3.1.1.2 Raising Changes: Code Subsidiary Documents

Investigate the need for and propose changes to the Code Subsidiary Documents where manifest errors or operational issues are identified by BSC Services Manager, BSC Parties, BSC Agents or a relevant Panel Committee.

3.1.1.3 Pre Change Process

Engage with Parties in a facilitating way to discuss and develop their change/modification proposals before they are submitted in the formal change process.

3.1.1.4 Administration of BSC Mods

Administer the BSC Modification Procedures as set out in BSC Section F

3.1.1.5 Administration of BSCP40 Procedures

Administer the BSCP40 Procedures as set out in BSCP40

3.1.1.6 Drafting Change Documents

Production of the required change documentation as set out in the BSC and BSCP40. This includes:

- analysis,
- initial written assessments,
- assessment reports,
- modification reports,
- impact assessments,

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- consultations documents and;
- change proposal assessment reports

Identify and draft required changes to the Code and its subsidiary documents to give effect to a change.

3.1.1.7 BSC System and Process Releases

Implement approved changes to the BSC systems and processes on the agreed implementation date in accordance with BSC Section F2.11 and in accordance with the established IS policies as identified in BSC Section F4.

3.1.1.8 Industry Joint Working Arrangements

Establish and review the joint working arrangements with other core industry document owners and the system operator-transmission owner code (STC) committee for the identification, co-ordination, making and implementation of change to core industry documents and the STC in accordance with the BSC Section F 1.6

Where required as the result of a proposed BSC change, discuss and co-ordinate changes to other core industry documents and the STC with the relevant bodies

Monitor proposed changes to other core industry documents and the STC to identify and alert BSC Parties and BSC Panel of possible BSC impacts

Comply with the principles set out in the Code Administrator's Code of Practice (CACoP) including partaking in the annual CACoP review.

3.1.2 Change Reporting

3.1.2.1 BSC Change Reporting

Maintain and publish a change register containing accurate information on all issues, modifications and change proposals (proposed, approved and rejected)

Presentation of a change report and provision of relevant analysis to BSC Panel showing the status of all changes that are in assessment or implementation and any implemented or rejected in the preceding year

Provide a monthly progress report as specified in BSC Section F to the Authority and publish on the Website (see Section 3.3.7.4 of this document) in accordance with BSC Section F1.4

Maintain and publish the BSC Baseline Statement.

Maintain and publish the operational versions of the BSC and all CSDs

3.2 Governance Services

3.2.1 Committee & Administration Support

3.2.1.1 Administration of the Panel & Panel Committees: Terms of Reference

Establish, maintain and review terms of reference for the current existing panel committees (ISG, SVG, PAB, TDC, Credit, Q8, PNE)

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3.2.1.2 Administration of the Panel & Panel Committees: Maintain & Support Membership

Provision of support to Panel and Panel Committee members across their term of office including:

- managing appointments and resignations
- managing the Panel election process
- managing letters of appointment and membership records
- maintaining a distribution list for Panel and Committee members
- providing a contact point for general queries
- managing expenses claims

providing travel arrangements for Panel and Committee members

3.2.1.3 Administration of the Panel & Panel Committees: Meeting Management

Manage the production and submission of papers for the Panel and Panel Committees.

Co-ordinate meetings of the Panel and Panel Committees as agreed with the relevant chairs, including:

- publication of a schedule of meetings the timely calling of meetings
- issuing and publication of agendas, papers and minutes (as required)
- provision of relevant analysis in support of the Panel & Panel Committees

Provision of facilities for meetings to take place, including necessary rooms, equipment and other services that may be required (see Section 3.2.3.1 of this document)

3.2.1.4 Administration of the Panel & Panel Committees: Chair & Secretarial Services

Provision of a meeting Chairman and Secretary for each Panel sub-committee to ensure the proper conduct of the meetings, adherence to the agenda and appropriate minute taking of the meetings.

3.2.1.5 Annual BSC Meeting

Administration for the annual meeting, convened by the BSC Panel Secretary in accordance with BSC Section B6.2, open to any person entitled to attend and speak at a meeting of the Panel

3.2.1.6 Standing Lists

Maintain a standing list of persons with relevant expertise who may be willing to participate in workgroups and become workgroup members in accordance with BSC Section F1.5

3.2.1.7 Workgroup Member Confirmations & Support

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Maintain records for each active workgroup member that confirms their availability and employers authorisation in accordance with BSC Section F2.2

Provision of general support to workgroup members for the length of their term including:

- maintaining a distribution list for workgroups
- providing a contact point for general queries
- providing travel arrangements and managing expense claims

3.2.1.8 Workgroup Meeting Management

Co-ordinate and manage workgroup meetings as agreed with the relevant chairs. Activities to include:

- provision of a workgroup Chairman
- publication of a schedule of meetings the timely calling of meetings
- issuing and publication of agendas, papers and minutes (as required)
- providing information, analysis and support to the members

Provision of facilities for meetings to take place (see Section 3.2.3.1 of this document)

3.2.1.9 Administration of the Panel & Panel Committees: Modification, Change & Governance Advice

Provision of guidance on the BSC modification procedures, other BSC change procedures and advice/insight into change governance best practice to the BSC Panel, Ofgem, DECC and BSC Parties

Provision of input into the code administrators working group and code governance review.

3.2.2 Defined BSC Roles

3.2.2.1 Modifications Secretary, Panel Secretary, Performance Assurance Administrator

Provide a named person in accordance with BSC Section C3.2.1 to administer the role of the Panel Secretary as set out in BSC Section B and BSC Section C

Provide a named person in accordance with BSC Section F1.2.5 to fulfil the role of Modifications Secretary as set out in BSC Section F

Provide the functions of the Performance Assurance Administrator as set out in BSC Section Z

3.2.3 Meeting, Conference & Business Centre Facilities

3.2.3.1 Meeting & Conference facilities

Provide appropriate meeting and teleconferencing facilities, sufficient to meet the “Administration of the Panel and Panel Committees” service (see Section 3.2.1.3 of this document)

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3.2.3.2 Business Centre facilities

Make available, during normal office hours, an office environment that enables remote working for up to 3 visiting BSC Parties. Working environment will include:

- Access to the UK telephone network
- Access to a secure wireless network
- Printing facilities

3.2.4 Services to BSCCo

3.2.4.1 Services to BSCCo Board: Managed Office Facilities

Provision of managed office facilities (furnished offices, telephony, IT, reception, shared meeting room, and refreshment facilities) to cover:

- private office for BSCCo Chairman
- managed office facilities for an agreed number of people
- meeting room for monthly Board meetings

3.2.4.2 Services to BSCCo Board: Professional Services

Provision of the following professional services in support of BSCCo:

- Legal (in instances where no conflict of interest arises; secretariat functions for Board meeting; ad-hoc internal legal advice and guidance)
- HR (recruitment, benefits and payroll)
- Finance services (books of account, payment processing, credit/debtor management)

3.2.4.3 Services to BSCCo Board: Contract Management Services

Provision of procurement management and contract management support for non-BSC service contract management necessary for the running of BSCCo (e.g. Lease review & re-negotiation, management of insurance policies, Director's employment contracts)

3.2.5 Reporting

3.2.5.1 Services Monitoring & Reporting: Monthly report to BSCCo Board

Production and provision of a monthly service report that enables the BSCCo Board to assess the BSC Services Manager performance against the contract e.g. Company Monitoring Report (CMR)

3.2.5.2 Conducting BSC Review

Conduct a BSC review in accordance with BSC Section C3.8, including

- making proposal to Panel for appropriate areas for consideration,
- conducting review and presenting findings to Panel, making recommendations for progression (as appropriate)

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3.2.5.3 BSCCo Strategy & Business Plan

Conduct annual strategy and business planning process in accordance with BSC Section C6 in order to establish the 3 year business strategy and plan. Approach will include the following key elements:

- Agree timetable with Panel/Board
- Prepare draft strategy and plan for Panel/Board agreement
- Conduct BSC Party consultation
- Present consultation responses and revised strategy and plan to Board/Panel for approval

3.2.5.4 Company Performance Reports

To produce, publicise and distribute the following company performance reports in accordance with the scope and timelines as set out in BSC C3.9.1 and BSC B6.1 (where applicable).

- Quarterly Reports
- 6 Monthly Update Report
- Annual Report

3.2.6 Support to Non-BSC Agencies including Ofgem & DECC

3.2.6.1 Supporting Market Evolution

Provide industry with reports on progress and BSC impacts of potential BSC impacting developments (e.g. SMART, SMART Grids, Smarter markets, Electricity Market Reforms, European Issues) within the industry, as instructed by BSCCo.

Provide support to the Authority for the provision of information in accordance with BSC Section C3.6.

During a Significant Code Review Phase, undertake a Significant Code Review (SCR) Suitability Assessment for all new Modification Proposals that are raised in accordance with BSC Section F5

3.3 Operate & Assure Services

3.3.1 BSC Service Desk, Advice & Guidance

3.3.1.1 Advice, Guidance, Information & BSC Service Desk

Provision of a 24/7/365 incident management and help desk service (BSC Service Desk) to allow Parties, non-Parties and industry stakeholders to raise helpdesk calls as well as providing a single point of contact for the reporting of all BSC related incidents.

Management and progression of incidents and calls within the BSC Service desk will progress based on the following criteria which will be agreed with the caller:

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- Severity 1 - Immediate, sustained or potential threat to ECVAA (its ability to receive and process contract notification and perform credit check) and BMRA (its ability to access and publish data) systems.
- Severity 2 - Immediate, sustained or potential threat to the settlement timetable and/or the output to or from the FAA service; and/or severe impact on the accuracy of settlement data input to and output of the settlement systems.
- Severity 3 - Data request, minor data error, missing flows and any incident that is not of severity 1, 2 or 4.
- Severity 4 - Information Request.

Provision of a 3rd line information support and guidance service to enable the BSC Service Desk to direct calls to the appropriate people within the BSC Services Manager and also to for the BSC Services Manager to deal with information requests raised directly by BSC Parties and non-BSC Parties.

3.3.2 Market Entry, Registration & Exit

3.3.2.1 Market Entry

Provision of a BSC Services Manager hosted market entry meeting, following a request from a new market entrant, in order to provide the new market entrant with an overview of activities required to enable them to enter the market in accordance with BSC section A.

Provision of on-going support to the new market entrant either directly through the BSC Services Manager market entry team or via the BSC Service Desk as appropriate to the individual new entrant circumstance.

3.3.2.2 Market Registration

Coordination of the registration activities in accordance with BSCP15, BSCP25, BSCP31 (Trading Units only) and BSCP20, relating to:

- OFTOs,
- TSBPs,
- GSPs,
- Non-Standard BM Unit Registrations,
- Interconnector Administrator & Interconnector Error Administrator Appointments

Dependant on the type of registration, approval will be provided by the appropriate Panel Committee or approval granted directly by BSC Services Manager.

3.3.2.3 Market Domain Data

Co-ordinating the processing and publication of the Market Domain Data (MDD) in accordance with BSCP509 and in line with the MDD release schedule, seeking approval from the Panel Committee.

3.3.2.4 Market Exit

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Provision of a BSC Services Manager hosted market exit meeting, following a request from a Party that they intend to exit the market, in order to provide the Party with an overview of activities required to enable them to exit the market in accordance with the BSC Section A.

Provision of on-going support to the exiting Party either directly through the BSC Services Manager market exit team or via the BSC Service Desk as appropriate to the individual Party circumstance. The BSC Services Manager market exit team will undertake a coordination role to ensure that all relevant process is followed and the necessary forms completed to enable the Party to exit the market in accordance with the BSC Section A.

3.3.3 Metering Services

3.3.3.1 Metering Dispensations

Metering dispensation advice and progression to the Panel Committee for approval or rejection in accordance with BSCP32 and BSC Section L.

3.3.3.2 Aggregation Rules

Support the verification of Aggregation Rules for use in settlements in accordance with BSCP75 and BSC Section K3.

3.3.3.3 Trading Units

Advice and progression relating to a combination of 2 or more BM Units to the Panel Committee as specified in the BSCP31 and BSC Section K.

3.3.3.4 Metering Protocols

Metering protocol & compliance testing progressed to Panel Committee for approval or rejection in accordance with BSCP601 and BSC Section L.

3.3.3.5 Technical Assurance

Conduct technical assurance of half hourly metering, comprising of investigation, progression & resolution of metering non compliances and category 1 non compliances in liaison with TAA (as appropriate) and with appropriate escalation to the Performance Assurance Board.

Provide a materiality calculation by 30 April each year, in respect of technical assurance half hourly metering non compliances, for use by BSC Auditor in the estimation of Settlement Error.

Conduct technical assurance checks on performance assurance parties in accordance with BSCP535

Provide training and issue guidance on technical assurance matters

Chair and provide administration to Technical Assurance of Metering Expert Group (TAMEG)

3.3.4 Operational Support Managers & Training Services

3.3.4.1 Operational Support Managers Service

Provision of Operational Support Manager (OSM) service delivering dedicated, high quality support and guidance on the BSC arrangements.

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OSMs will be assigned automatically for Suppliers and Supplier Agents and provided on request for Trading Party roles that typically require less support (Generators, Non Physical Traders etc.).

OSMs will facilitate regular meetings with BSC Parties or Party Agents to provide support on operational and technical issues related to the BSC and to maintain and improve relationships. During these meetings the OSMs will:

- discuss performance issues with the BSC Parties or Party Agents and monitor action completion
- providing tailored education, data and guidance on the BSC as directed by BSCCo
- gather feedback about the BSC Services Manager performance in the operation of the BSC
- keep BSC Parties or Party Agents informed of relevant BSC events and corporate developments as directed by BSCCo
- bring to BSC Parties or Party Agents attention any relevant Modifications and Change Proposals (CPs)
- understand BSC Parties or Party Agents businesses in more depth

3.3.4.2 Error & Failure Resolution

Management of the error and failure resolution (EFR) process in accordance with BSC Section Z and BSCP538.

Monitor and track closure of actions relating to issues identified through the Performance Assurance Framework (PAF) via the OSM Service, providing assurance to the industry that corrective action is robust and effective.

3.3.4.3 Training Services

Maintenance of material to ensure it remains current for the 23 training courses contained within the training catalogue.

Provision of training courses from the training catalogue to BSC Parties and non-BSC Parties on a chargeable and non-chargeable basis (in accordance with the policy currently approved by the BSCCo Board).

Provision of tailored training courses from the training catalogue to BSC Parties and non-BSC Parties on a chargeable and non-chargeable basis (in accordance with the policy currently approved by the BSCCo Board).

Provision of assistance to BSC Parties wishing to understand the BSC change processes or wishing to raise a specific issue / change.

3.3.5 Credit Management Services

3.3.5.1 ECVAA Systems Failures

Notify Parties and authorise contract resubmissions in the event of an ECVAA System Failure. This is achieved by issuing circulars, authorising and validating any contract submissions before they are manually entered in the system by the BPO Service Provider.

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3.3.5.2 Credit Assessment Load Factors (CALF)

Calculation, validation, submission and publication of CALF values for each BM Unit for each BSC season in accordance with BSC Section M and BSCP15.

Manage and operate the following CALF processes in accordance with BSC Section M and BSCP15:

- Generation of CALF values for existing BM Units
- Generation of CALF values for new BM Units
- Calculation of holiday CALF values
- Determination BM Units with a Credit Qualifying Status
- Processing CALF Appeals

Maintain a set of CALF Guidelines and publish via the Web Service (see Section 3.3.7.4 of this document) following approval by the appropriate Panel Committee

3.3.5.3 GCDC Monitoring

Validation of each BSC Party's submission of GC and DC values for each BM Unit for each BSC season.

Dynamic monitoring of each BM Unit to ensure that there are no breaches against GCDC values submitted and manage process for re-submission and any Panel instruction for review of a BSC Party's GC/DC submission.

3.3.5.4 Credit Default

Manage the credit default checking processes set out in BSC Section M3.

Provision of half hourly credit checking service 24/7/365 to determine if a trading Party has sufficient credit to cover their incurred but unpaid trading charges.

Should a Party enter credit default, the BSC Services Manager will take action to:

- monitor the situation and provide relevant analysis to help support the Panel decision,
- advise Party that a credit default has occurred,
- instruct BPO Service Provider to take appropriate actions
- initiate the Section H Default process, as appropriate (See Section H Default service Section 3.3.5.8 of this document).

Also see Material Doubt Claims service (see Section 3.3.5.6 of this document).

3.3.5.5 Compensation Claims

Manage the compensation claims processes set out in BSC Section M4, allowing a Party to claim a credit cover error compensation, should have had

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their credit cover percentage incorrectly calculated and were placed in credit default.

Calculation of a credit cover error compensation and arrangement for payment under BSCCo costs in accordance with BSC Section D.

3.3.5.6 Material Doubt Claims

Manage the material doubt process in accordance with BSC Section M3, allowing a Party to claim material doubt if they believe their credit cover percentage has been calculated incorrectly.

Support the material doubt process on a 24/7 basis, approving material doubt claims as appropriate.

Produce and publish the latest version of a material doubt guidance document, and review from time to time as determined by the Panel.

3.3.5.7 Payment Default

Manage the trading charges and BSCCo charges payment default processes in accordance with BSC Section D6, providing relevant analysis to support the Panel decision.

For trading charges defaults:

- Monitor the trading Party payments and initiate the trading charge default process when an outstanding trading Party invoice is not paid on the payment date.
- Engage with the BPO Service Provider and manage the process to seek payment from the Party for up to 2 days after the payment was due
- Escalate to the Panel and manage through the Section H Default process should the invoice remain unpaid for 3 days after the payment was due

For BSCCo charges defaults:

- Monitor the BSC Party payments and initiate the BSCCo charge default process when an outstanding BSC Party invoice is not paid on the payment date.
- Issue default notices in accordance with Section D6
- Escalate to the Panel and manage through the Section H Default process should the invoice remain unpaid for 15 days after the payment was due

3.3.5.8 Section H default

Manage the Section H default processes in accordance with BSC Section H3.

Identification of any Party which is in default of the Code and support the progression of the Section H default through the Panel in accordance with the BSC.

Gathering of information and data on the defaulting Party, escalation to the Panel and calling of appropriate Section H default meetings, through the Panel Secretary

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Presentation of papers explaining the nature of the default and actions open to the Panel

Management of the resultant action from the Section H default Panel meetings

If appropriate, manage the supplier of last resort/trade sale processes in accordance with BSC Section H3.

3.3.5.9 Enforcement Claims

Manage enforcement of claims resulting from defaulting Parties processes in accordance with BSC Section H3, pursuing unpaid charges from the non-paying Party through the courts (if appropriate)

Ensure that monies recovered are paid back to Parties through the default funding shares mechanism (see Section 3.3.6.1 of this document).

3.3.6 Settlement, Billing & Payment Processing Services

3.3.6.1 Section D

Monthly determination of BSC Party Funding Shares in accordance with BSC Section D, including:

- Main Funding Shares
- SVA (Consumption) Funding Shares
- SVA (Production) Funding Shares
- General Funding Shares
- Annual Funding Shares
- Default Funding Shares (where applicable)

Calculation of charges and monthly invoicing of BSC Parties in accordance with BSC Section D to recover BSC Costs incurred in operating the trading arrangements, including:

- SVA Specified Charges
- Net Annual SVA Costs
- Main Specified Charges
- Annual Net Main Costs
- Annual Default Costs

Publication of principles and methods behind charging calculations

3.3.6.2 Supplier Charges

Calculation of supplier charges, annual supplier charges and any caps in accordance with BSCP536 as BSC Section S Annex S-1.

Levying supplier charges and invoicing when instructed by the Performance Assurance Board (PAB) in accordance with BSC Section D4.6

3.3.6.3 Ad-Hoc Charges

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Invoicing for provision of ad-hoc services requested by BSC Parties or non-BSC Parties e.g. supply of data, P114 licences, high grade line charges for non-BSC parties, participant test service fees etc

3.3.6.4 Payment Processing

Manage payment processing function and invoice settlement function including settlement of BSC Agent and service provider contracts. The BSC Services Manager will raise charges for its own services in line with the contractual agreement and will be subject to BSCCo approval for payments associated with the BSC Services Manager contract.

3.3.6.5 Settlement Calendars

Development of the settlement calendars in accordance with BSCP301 to include timetabled activities for:

- Data Aggregators,
- Central Data Collection Agent,
- Supplier Volume Allocation Agent,
- Settlement Administration Agent and;
- Funds Administration Agent.

Approval & publication via the Portal (see Section 3.3.7.4 of this document) of the following settlement calendars in accordance with BSCP301:

- Credit Cover
- Supplier Volume Allocation
- Settlement Administration
- D095 Reporting
- Post Final Settlement Run Calendar

3.3.7 Reporting, Data & Web Services

3.3.7.1 Scheduled Reporting & Data Services

Access to current non-confidential BSC data will be maintained for all BSC Parties and non-BSC Parties.

Production of scheduled reports in accordance with BSC Section V primarily for monitoring and assurance purposes and covering the following areas:

- settlement operations reports
- credit monitoring reports
- performance assurance reports
- material error monitoring report (including energisation status, UMS & Large EAC/AA reports)
- Panel & committee reports
- settlement data flows

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- central systems reports

Publication of the reports in accordance with the BSC in appropriate format including via the Web Services (see Section 3.3.7.4 of this document)

3.3.7.2 Ad-Hoc Reporting & Data Services

Provision of ad-hoc reporting and data services (e.g. breakdown of supplier charges) on a non-chargeable and chargeable basis (in accordance with the BSC) depending on the nature of the request

This service is made available to Parties, DECC, Ofgem and other non-BSC Parties.

3.3.7.3 P30 & P114

Provision of reporting & data services to P30 & P114 licence holders in accordance with BSC Section V.

Administration of licence holders.

3.3.7.4 Web Services

Provision and maintenance of the Website, the Portal and the Assurance Portal to facilitate the delivery of Web Services.

Provision of a document publication service on the Website, allowing BSCCo to discharge a number of its BSC obligations in relation to the provision on the Website of information about the BSC services and the aspects of how the BSC operates. In particular the document publication service will cover:

- BSC baseline documentation
- meetings & papers
- change
- consultations
- data & reports
- communication updates including publication of the weekly Newscast

Provision of a central services data publication service on the Portal, allowing BSCCo to discharge a number of its BSC obligations in relation to the provision on the Website of data relating to the BSC services. The Portal will also provide and maintain links to BMRA, ECVAA Web service & the BSC Service Desk. In particular the central services data publication service will cover:

- Exchange
- FAA Dashboard
- Market Data Dashboard
- CVA Dashboard
- SVA Dashboard

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- BSC Dashboard
- Online Forms
- FAQs

Provision and maintenance of the Assurance Portal, allowing the BSC Services Manager, the relevant BSC Agent and the Party subject to the performance assurance techniques to fulfil their BSC obligations in an efficient and effective manner. The Assurance Portal provides access to the following services:

- Technical Assurance Services
- Qualification Service
- BSC Audit Service

3.3.8 Market Oversight & Monitoring Services

3.3.8.1 Profile Production

Fulfilling the role as profile administrator, ensuring the production and approval of profiles twice a year for use in settlement, in accordance with BSC Section C9.

Reviewing the data produced by the 2 profiling service providers (Data Gatherer and Sample Maintainer and Data Analyser – see Section 3.4.1.7 & Section 3.4.1.13 of this document).

Producing the twice yearly profiles and seeking approval by Panel committee.

3.3.8.2 Parameter Reviews

Review, maintain and amend (as appropriate) the following key parameters required for effective operation of the BSC settlement process. Reviews (as indicated below) occur either; annually, when a change is implemented, as determined by the Panel/Panel committee, or due to market triggers.

- CADL and DMAT : periodically as determined by Panel
- MIDS - Annually or if a new Power Exchange enters the market
- AFYC & ETLMO - Annually
- SSTPGL, SP and TP periodically as agreed with sub-committee
- CAP - Triggered by change in forward prices outside ranges determined by the Credit Committee.

3.3.8.3 Line Loss Factors

Assure that Line Loss Factors (LLFs) are fit for purpose for use in settlement (in accordance with BSCP128).

Process & validate LLF values received, conducting site visits and updating any changes to MDD. Obtain appropriate Panel committee approval.

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Conduct annual audit process for the LLFs to be used for the next BSC Year and mid year process when new LLF Classes are introduced during the BSC Year.

3.3.8.4 Guidance Notes and Information Sheets

Production, maintenance and publication of guidance notes and information sheets to help BSC Parties, non-BSC Parties and stakeholders understand the different elements of the BSC.

3.3.8.5 Material Error Monitoring

Conduct monitoring on the following areas to identify operational issues, material errors and measure participant performance against the BSC.

- Erroneous Large Estimated Annual Consumption (EAC)/Annualised Advances (AAs);
- Unmetered Supplies (UMS); and
- Incorrect energisation status.

This process monitors and estimates the:

- impact and materiality of a settlement error;
- error levels over time; and
- contribution to overall market errors made by Parties/their Agents.

3.3.8.6 Trading Operations Report & Associated Market Monitoring

Provision of monthly market monitoring and analysis service, identifying anomalies, spikes or unusual changes in trends and reporting anomalous findings to the Panel and or Committees.

Monthly production of the Trading Operations Report containing key statistics depicting the current operation of the BSC market and identifying issues, incidents and key events that may have impacted BSC Parties. The Trading Operations Report is presented each month at the BSC Panel meeting and published via the Web Services (see Section 3.3.7.4 of this document) in accordance with BSC Section C3.

3.3.8.7 Transmission Loss & GSP Group Correction Factor Monitoring

Conduct monitoring and analysis of Transmission Losses and GSP Group Correction Factors to identify where there are issues, omissions and errors in BSC settlement data and/or market participant processes/system data.

3.3.8.8 Unmetered Supplies (UMS)

Administer the UMS process in accordance with BSC Section S8 and BSCP520.

Provision of technical advice on UMS market issues and external events or technology that impact on the UMS processes, as instructed by the Panel Committee, to BSC Parties & non-BSC Parties including product manufacturers, county, borough councils that have an Unmetered Supply

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inventory, Suppliers, LDSOs, agents, DECC, Ofgem, NMO and unmetered supply user group.

Issuing, reviewing and seeking Panel committee approval of UMS charge codes and switch regimes in accordance with BSCP520 and the OID (Operational Information Document).

Manage Parties UMS interface with Central Management Systems (CMS) process, including testing of UMS systems and seeking Panel Committee approval.

3.3.8.9 Monitoring Operations

Maintaining the operational integrity of the wholesale electricity market governed by the BSC by:

- undertaking analysis as a result of internal or external queries or market monitoring
- maintaining an oversight of the electricity market operation;
- providing issues analysis and resolution services to BSC Party, BSC Party Agents, Ofgem, DECC;
- recommending actions to address issues either through the change process or other mechanisms
- implementing systems and processes to monitor the significance of operational issues; and
- assessing impact of market developments on the BSC ensuring delivery remains efficient, effective and economic e.g. SMART metering

3.3.8.10 Out Of Hours Support

Provision of an out of hours 24/7 service to support and take decisions relating to issues raised by BPO Service Provider in delivering the BSC operations service as defined by the BSC. Issues covered by the service include managing the ECVAA system failures, credit default process, BSC service outages and other system issues affecting the market.

3.3.8.11 Blackstart & Fuel Security Code Operation

Management of the BSC contingency provisions, in accordance with BSC Section G and BSCP201, that take effect when a Black Start Event is declared by National Grid or a Fuel Security Code event occurs when the Secretary of State exercises his powers under Sections 34 and 35 of the Electricity Act 1989.

3.3.8.12 Supplier Force Majeure Operation

Administration of the resultant impacts in accordance with S3.3 of the BSC, when an electricity supplier declares Force Majeure and cannot meet its supplier obligations as set out BSC S2 and 3.1.1.

3.3.8.13 Credit Qualifying Status Operation

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Administration of the credit qualifying process comprising of the following actions, in accordance with BSC Section M and BSCP15, when a Party requests a credit qualifying status:

- undertaking analysis,
- instructing the BPO Service Provider to set credit qualifying CQ flag
- on going monitoring

3.3.9 Dispute Management

3.3.8.1 Trading Disputes, Q8 Claims & Manifest Errors

Administer trading disputes process in accordance with BSCP11 and BSC Section W

Administer the Q8 process in accordance with BSC Section Q

Administer the manifest error process in accordance with BSC Section Q.

3.3.8.2 Extra Settlement Determinations

Provision of manual resolution of any trading dispute for settlement dates beyond the final disputes (DF) aggregation run

3.3.10 Audit Services

3.3.10.1 BSC Audit: Scope & Terms of Reference

Conduct a review and establish BSC terms of reference and audit scope as described in "BSC Audit Service Description" and BSC Section H

3.3.10.2 BSC Audit: Findings

Ensure reporting of BSC audit findings to Panel & Performance Assurance Board by inclusion on meeting agendas

Publish non confidential BSC audit report on the Website

Provide individual audit issue documents to relevant parties

3.3.10.3 BSC Audit: Actions

Ensure BSC audit actions are communicated to relevant parties and appropriate actions are planned by parties to resolve outstanding issues (See Error & Failure Resolution Section 3.3.4.2 of this document).

3.3.10.4 BM Audit

Coordination of the BM Audit presentation to Panel, with National Grid.

3.3.11 Qualification Services

3.3.11.1 Qualifications

Operational management of processes in accordance with BSCP537 dealing with SVA Qualification, SVA re-Qualification and removal of SVA Qualification. All approvals for these qualification processes are governed through the appropriate Panel Committee and require the BSC Services Manager to seek approval prior to actioning qualification, re-qualification or removal of qualification.

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3.3.12 Performance Assurance Framework Services

3.3.12.1 Timetable

Preparation of the annual performance assurance timetable in accordance with BSC Section Z

3.3.12.2 Risk Evaluation Methodology

Preparation, maintenance and operation of the risk evaluation methodology in accordance with BSC Section Z

3.3.12.3 Risk Evaluation Register

Preparation, maintenance and operation of the risk evaluation register in accordance with BSC Section Z

3.3.12.4 Risk Operating Plan

Preparation, maintenance and operation of the risk operating plan in accordance with BSC Section Z

3.3.12.5 Risk Management Plan

Preparation, maintenance and operation of risk management plans in accordance with BSC Section Z

3.3.12.6 Annual Performance Assurance Report

Prepare annual performance assurance report and present to PAB for approval in accordance with BSC Section Z

3.3.12.7 Performance Assurance Administrator (PAA) Services

Provide the PAA Service as described in BSC Section Z (see BSC Defines Roles Section 3.2.2 of this document) .

Conduct functions associated with the day-to-day administration of the PAB functions that are delegated to it from time to time by the Performance Assurance Board.

3.3.12.8 Performance Assurance Techniques

Deployment of all performance assurance techniques, including:

- qualification and re-qualification
- performance levels and supplier charges
- Performance Assurance Reporting and Monitoring System (PARMS) techniques
- Error and failure resolution
- Technical assurance of half hourly metering
- Technical assurance
- BSC audit

3.3.13 Warm Homes

3.3.13.1 Settlement, Billing & Payment Processing

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Provision of Warm Home discount reconciliation services in accordance with the terms of the service provision contract with DECC on behalf of electricity suppliers.

3.3.13.2 Disputes

Chair the Warm Home discount reconciliation disputes committee to resolve disputes in accordance with BSC Section B

3.3.14 Business Continuity Plan & Disaster Recovery Services

3.3.14.1 Business Continuity Planning

Continued maintenance of a corporate Business Continuity (BC) and Disaster Recovery (DR) Plan containing the high level BCP/DR process detailing how a BC/DR event will be managed.

Development & maintenance of departmental level Local Working Instructions (LWIs) describing how key obligations will be delivered following a BC/DR event.

Provision of a BC/DR organisation to implement the plan should a BC/DR event occur. This will include the provision of an alternate communication mechanism and the appointment of BC representatives to maintain, communicate and test departmental level LWIs.

3.3.14.2 Disaster Recovery Service

Provision and maintenance of an offsite Disaster Recovery service to allow the resumption of services identified in the Business Continuity Plan in the event of a BC/DR event, comprising of:

- Full system backup undertaken in accordance with the Business Continuity Plan
- Provision of secure offsite storage facility to house system backup data
- Provision of physical Disaster Recovery facility
- Development and maintenance of systems rebuild procedures
- Virtual Private Network (VPN) access to IT systems
- Periodic testing of the procedures to rebuild the systems at the Disaster Recovery facility

3.3.15 Ad hoc Services

The BSC Services Manager Contract may further require the BSC Services Manager to provide routine or ad-hoc services (necessary for or reasonably incidental to giving effect to the Code) in addition to those set out in this BSC Service Description for BSC Services Manager.

3.4 Contract Management Services

3.4.1 BSC Agent & Service Provider Contracts

Section 3.4.1 sets out the current BSC Agent and service provider contracts which the BSC Service's Manager will manage in accordance with the

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commitments under the Contract Management Services and in accordance with the terms of the BSC Agent and service provider's contracts. The list is current as 14 June 2012 and may change from time to time in accordance with the governance principles contained within Section 3.4 of this document.

3.4.1.1 BSC Services Agreement

Management of the BSC Services Provider in accordance with the terms contained within the BSC Agent's contract. BSC Service Agreement provides the BPO Host service and provides the following BSC Agent Services:-

- Settlement Administration Agent ("SAA") - performs daily Settlement Runs and produces settlement reports to Parties, the FAA and BSC Services Manager.
- Balancing Mechanism Reporting Agent ("BMRA") - collects and publishes electricity system related data on BMRS website and High Grade Service.
- Energy Contract Volume Aggregation Agent ("ECVAA") - provides an energy contract volume aggregation service and a check on Parties' credit cover.
- Central Data Collection Agent ("CDCA") - provides a central data collection service for metering systems registered with the CRA. Also carries out testing of new metering systems which are registered.
- Central Registration Agent ("CRA") - provides a registration service for Parties, Party Agents, Metering Systems etc. Also maintains information relating to credit cover.
- Funds Administration Agent ("FAA") - manages the funds transfer between ELEXON Clear and Trading Parties for Trading Charges. Also manages the credit cover arrangements.
- Supplier Volume Allocation Agent ("SVAA") – manages Supplier Volume Allocation (the aggregation of profile and actual data obtained from both Half Hourly and Non Half Hourly Metering Systems registered in the Supplier Meter Registration Service (SMRS) maintained by licensed distributors), Daily Profile Production and the Market Domain Data Service.

3.4.1.2 Teleswitch Monitoring Agent

Management of the Teleswitch Monitoring Agent in accordance with the terms contained within the BSC Agent's contract. The Teleswitch Monitoring Agent monitors messages concerning contact switching times for SVA Metering Systems equipped with a teleswitch. Reports to the SVAA any known or suspected failures in the monitoring and provision of messages

3.4.1.3 Market Index Data Providers

Management of the Market Index Data Provider in accordance with the terms contained within the service provider's contract. The Market Index Data Provider provides Market Index Data which is used in settlement to calculate

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a price (expressed in £/MWh) for each relevant period. This price is intended to indicate the average price of near-to-real time trading.

3.4.1.4 Data Transfer Service (DTS)

Management of the Data Transfer Service (DTS) provider in accordance with the terms contained within the BSC Agent's contract. The DTS supplies the Data Transfer Service.

3.4.1.5 BSC Auditor

Management of the BSC Auditor in accordance with the terms contained within the BSC Agent's contract. BSC Audit considers the CVA (including the calculations made by the MIDP and the systems, processes and procedures used by the BSC Agents). It also considers SVA, including the submission, application and processing of standing and periodic data used in settlement by Parties and Party Agents.

3.4.1.6 Technical Assurance Agent (TAA)

Management of the Technical Assurance Agent in accordance with the terms contained within the BSC Agent's contract. The Technical Assurance Agent is responsible for assuring that Half Hourly metering systems registered with the CRA are installed and operated as required and that energy consumption or generation data is accurately recorded within settlement

3.4.1.7 Profile Administration (Data Gathering & Sample Management)

Management of the Profile Administration in accordance with the terms contained within the BSC service provider's contract. The Profile Administration Data Gathering & Sample Management service provider is responsible Data Gathering and Sample Management activities of electricity load profile data from a "sample" of individual residences and business premises, which fit into certain profile classes.

3.4.1.8 Unmetered Supplies (UMS)

Management of the Unmetered Supply service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for determining accurate operational information for unmetered supplies apparatus for use in settlement. Such information will provide assurance that the existing volumes used in the settlement of unmetered supplies are valid estimates.

3.4.1.9 PARMS Application Management & Development

Management of the PARMS AM/Dev service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for the Performance Assurance Reporting & Monitoring System ("PARMS") monitors certain data provided by Parties and/or their Party Agents.

3.4.1.10 Market Monitoring Support Services

Management of the Market Monitoring Support service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for maintaining, supporting and

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developing internal applications used by BSC Services Manager to deliver key BSC obligations

3.4.1.11 Central Services Application Management & Development

Management of the Central Services AM/Dev service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for maintaining, supporting and developing applications including the BSC Agent applications.

3.4.1.12 Qualification Service Provider

Management of the Qualification service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for providing assurance that Parties and all Party Agents who wish to operate within the SVA market are capable of interfacing properly with Suppliers, other Agents and the central systems.

3.4.1.13 Profile Administration (Data Analysis)

Management of the Profiling Administrator Data Analysis service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for analysing electricity load profile data from a "sample" of individual residences and business premises, which fit into certain profile classes

3.4.1.14 Website(intranet/internet)

Management of the Website service provider in accordance with the terms contained within the service provider's contract. The service provider is responsible for providing technical / development support and hosting and for the Internet and Intranet

3.4.2 Procurement of BSC Agent & Service Provider Contracts

3.4.2.1 Governance

Manage and administer procurement activity of BSC Agents in accordance with BSC Section E2.7

Manage and administer procurement activity of all service provider contracts in accordance with the BSC Services Manager's best practice procurement policy.

Produce and maintain a procurement pipeline for BSC Agents and service provider contracts.

3.4.2.2 Delivery

In accordance with the BSC Services Manager's procurement policy:

- lead, manage and deliver procurement projects for BSC Agents and service provider contracts; and
- monitor organisation spend to ensure compliance with policies and procedures.

3.4.3 Contract Management of BSC Agent & Service Provider Contracts

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3.4.3.1 Governance

Manage and administer BSC Agent contracts to ensure compliance with BSC Section E2.1 and BSC Section E 2.2.

Draft and maintain a set of contract principles in accordance with BSC Section E2.3.

Manage and administer service provider's contracts in accordance with the BSC Services Manager's best practice contract management policy.

3.4.3.2 Management & Administration

Manage & administer BSC Agents and service provider contracts in accordance with the BSC Services Manager's contract management policy, and undertake the following activities:

- negotiate and agree contract terms and costs in relation to new or amended services;
- negotiate and agree renewals and/or extension periods;
- draft and execute contractual changes (including those required by BSC changes);
- manage and review delivery of contractual commercial obligations;
- manage and facilitate resolution of escalations and disputes;
- produce and maintain a contracts register; and
- manage and mitigate commercial risk through risk registers.

3.4.3.3 Relationship Management

Manage relationships with BSC Agents and Service Providers in accordance with the BSC Services Manager's contract management policy, to ensure:

- successful working relationships to deliver process improvements, efficiencies and cost savings;
- identification of business opportunities for BSC outside of contracted services; and

Create joint plans (Shared Account Plans) for key BSC Agents and service providers to target and monitor performance of the relationship against an agreed set of criteria

3.4.4 Service Management of BSC Agent & Service Provider Contracts

3.4.4.1 Governance

Govern the delivery of the BSC Agent and service provider contracts in accordance with best practice service management governance principles contained within the BSC Services Manager's local working instructions.

3.4.4.2 Operational Management

Manage the operational delivery of the BSC Agents and service providers, resolving issues and mitigating risks to ensure that services are delivered to agreed performance standards and that contractual obligations are met;

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Manage and track service provider inputs into the change process through the impact assessment process;

4 [redacted]

4.1.1 The requirement for the provision of BSC Services Manager levels of performance is set out in BSC Section E1.3.1(a).

4.1.2 The BSC Service Manager service levels shall be those performance metrics set or approved by BSCCo, and will be specified in full in the BSC Services Manager Contract.

5 [redacted]

5.1.1 The requirement for the provision of BSC Services Manager service credits relating to amounts recoverable or payable by the BSC Services Manager in respect to failures to achieve the required levels of performance identified in 5.1.1 above, is set out in BSC Section E1.3.1(b).

5.1.2 The BSC Service Manager service credits shall be those amounts payable or recoverable in respect of failures to achieve the required levels of performance and will be specified in full in the BSC Services Manager Contract.

6 [redacted]

6.1 Contingency Plan

6.1.1 The BSC Services Manager shall develop and maintain BSC Services Manager Contingency Plans, in accordance with BSC Section E1.3.1(c)(i). The BSC Services Manager Contingency Plans shall stipulate the designated actions to be taken and procedures to be followed by the BSC Services Manager in the event of any situation (excluding a disaster) which may or does adversely affect either the provision by the BSC Services Manager of the BSC Services Manager services or its ability to otherwise perform its obligations under the BSC Services Manager Contract. The designated actions shall be such as to ensure that the BSC Services Manager can avoid or mitigate the effects of such situation and ensure the restoration and continuity of the services provided by the BSC Services Manager and the performance of its obligations in accordance with the BSC Services Manager Contract.

6.1.2 The BSC Services Manager currently has in place a BSCCo approved contingency plan (Business Continuity and Disaster Recovery Plan V3.4 November 2011).

6.1.3 Business continuity planning services described in Section 3.3.14.1 of this document.

6.2 BSC Services Manager Disaster Recovery Service

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6.2.1 The BSC Services Manager shall develop and maintain BSC Services Manager Disaster Recovery Plans, in accordance with BSC Section E1.3.1(c)(ii).

6.2.2 The BSC Services Manager shall provide a disaster recovery service. The BSC Services Manager disaster recovery service aims to provide protection against and to minimise or avoid the effects of a disaster. The requirement for the provision of a Disaster Recovery Service is set out in BSC Section E1.3.1(c).

6.2.3 The BSC Services Manager currently has in place a BSCCo approved disaster recovery plan (Business Continuity and Disaster Recovery Plan V3.4 November 2011).

6.2.4 Disaster Recovery services described in Section 3.3.14.2 of this document.

6.3 BSC Agent Records

6.3.1 The BSC Services Manager shall prepare and maintain records and shall make these records available in accordance with the Balancing and Settlement Code and otherwise in accordance with the BSC Services Manager Contract.

6.4 Audit

6.4.1 The BSC Services Manager shall provide access to the BSC Auditor to those things required by BSC Section H5.5.2.

6.5 Help Desk

6.5.1 The BSC Services Manager shall provide a point of contact[1] who can answer queries from BSCCo in respect of matters related to the BSC Services Manager services described in this BSC Services Description.

6.5.2 Helpdesk services described in Section 3.3.1 of this document.

[1] The contact point is referred to as the Helpdesk in Section E.1.3.1(c) of the Code.

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APPENDIX A – TERMS AND DEFINITIONS

Terms	Definitions

Other abbreviations and terms in this document are defined in Section X of the Code.

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