

ELECTRICITY DATA QUALITY REPORT

MEETING NAME BSC Panel Meeting

Date of meeting 11 December 2014

Paper number 231/07

Owner/author Jon Spence

Purpose of paper Decision

Classification Public

Summary This paper presents a joint BSC-MRA report on electricity data quality and its impact on the Change of Supplier process, as requested by Ofgem in June 2014. The paper invites the Panel to approve the report for release to Ofgem.

1. Introduction

- 1.1 On 24 June 2014 Ofgem wrote an open letter to the BSC Panel and other relevant industry committees requesting a report on industry data quality and governance to the extent that it impacts the Change of Supplier (CoS) process. Ofgem requested two reports, on electricity and gas, by December 2014 and expected joint working on each report and cross-industry discussions.
- 1.2 The open letter built upon the findings of the Change of Supplier Expert Group (CoSEG). This expert group, which was attended by ELEXON and Gemserv, was established to support Ofgem with its objective of delivering a “fast, reliable and cost-effective Change of Supplier process, which will facilitate competition and build consumer confidence”. An improved consumer switching process is a key element in Ofgem’s ‘Promoting smarter energy markets’ work programme.
- 1.3 Ofgem asked for the reports to include details of:
 - data items supporting the switching process
 - an assessment of data accuracy
 - obligations and processes to maintain these items
 - monitoring and enforcement measures
 - instances where responsibility for data accuracy is unclear
 - potential improvements, including any initiatives already in progress.

2. Methodology

- 2.1 ELEXON and Gemserv agreed a joint approach to producing the report. A Data Quality Working Group (DQWG) was set up under the MRA Executive Committee (MEC). The group, which met four times between August and November, included Suppliers, Licensed Distribution System Operators (LDSOs) and Ofgem.
- 2.2 ElectraLink, the Data Transfer Service (DTS) provider presented a white paper¹ on data quality and the group also considered proposals from C&C Group, developers of the Electricity Central Online Enquiry Service (ECOES) and the Association of Meter Operators (AMO). Further input was requested from the Energy

¹ Initial Review of the Quality of the Data Processed by the Data Transfer Service (DTS) Supporting the Consumer Switching Process in the Retail Electricity Market’.

ELECTRICITY DATA QUALITY REPORT

Suppliers Forum and a questionnaire was sent to Suppliers, LDSOs, Data Collectors, Meter Operators and the Community of Meter Asset Providers in order to identify and quantify root cause issues.

- 2.3 The Chairs of the DQWG and its gas equivalent liaised throughout the process to ensure consistency across the respective reports.

3. Summary of Report

- 3.1 The Electricity Data Quality Report forms Attachment A to this paper.
- 3.2 The report focuses on two key areas - address data quality (and its relationship to Erroneous Transfers) and metering data quality, including Meter Technical Details and reading histories, (and its relationship to delayed and disputed CoS readings).
- 3.3 The report notes that the CoS process completes successfully in a significant majority of cases, but when errors occur they can often be difficult to resolve. To a large degree this is due to the complexity of the process, with high numbers of hand-offs between multiple participants, and no one participant having a full view of the complete process. It concludes that lasting improvements will require structural changes to the CoS process and notes that such changes are already being considered by industry and Ofgem, as part of the smart metering roll-out and other potential longer term changes such as centralised registration and universal Half Hourly Settlement.
- 3.4 The report includes details of the numerous improvements that have already been made under the BSC and MRA since the introduction of the competitive retail market and initiatives that are currently in train, such as Modification Proposal [P302](#) (Improve the Change of Supplier Meter read and Settlement process for smart Meters) and MRA MAP² Change Proposal CP0192 'Changes to MAP09³ to improve efficiencies when address updates are required'
- 3.5 In the shorter term, the report recommends a number of changes for further assessment. A summary of these recommendations is included as Appendix 1.

4. Next Steps

- 4.1 A similar decision paper has been prepared for the MEC and has been sent out in parallel with this paper. The MEC meeting is on 16 December 2014.
- 4.2 There is no mechanism to seek joint Panel and MEC approval to submit the report to Ofgem. We are therefore asking the Panel to comment on the report and the MEC to do the same at its meeting on 16 December. We will address any comments from the Panel and the MEC before releasing the report to Ofgem by the end of December.
- 4.3 A final meeting of the DQWG was held on 26 November, at which the group agreed the recommendations and substantive content of the report. The version of the report submitted with this paper incorporates the changes agreed at the final meeting and the group is being asked to confirm these changes in parallel with the Panel and MEC review cycles. Minor changes to the detail of the report may be necessary as part of this confirmation process. A verbal update will be provided to the Panel and MEC if any further material changes are proposed by the DQWG.
- 4.4 This paper is not seeking approval of the recommendations in the report, which are those of the DQWG. Subject to Ofgem feedback on the report, these recommendations will be progressed under the BSC or MRA change processes, as appropriate. Some of the recommendations are common between the electricity and

² MRA Agreed Procedure

³ Standard Address Format and Guidance Notes for Address Maintenance

ELECTRICITY DATA QUALITY REPORT

gas reports and will need to be further assessed and developed by a joint electricity-gas working group before being submitted to the appropriate industry change management processes.

5. Recommendations

5.1 We invite you to:

- a) **NOTE** the recommendations of the Electricity Data Quality Report; and
- b) **APPROVE** the report for release to Ofgem.

Appendices

Appendix 1 – Summary of Report Recommendations

Attachments

Attachment A – Electricity Data Quality Report

For more information, please contact:

Jon Spence, Senior Market Advisor

Jon.spence@elexon.co.uk

020 7380 4313

ELECTRICITY DATA QUALITY REPORT

Appendix 1 – Summary of Report Recommendations

No	Issue	Report Section	Recommendations	Implementation Complexity
Address Data Quality				
1	Inconsistent Address Formats	6.2	<p>Use a standardised and consistent address format across both gas and electricity markets, including a review of the mandatory and optional information which must be provided by parties.</p> <p>Adoption of the Ordnance Survey Unique Property Reference Number (UPRN) should be explored for use in the customer registration processes. This would assist to identify the gas and electricity meters and terminations relevant to each premise. The UPRN would also add a further validation check into the present triangulation process used to validate customer transfer registrations. The adoption of UPRNs would not resolve all issues, but would provide a supplementary identification method.</p> <p>Further analysis of the potential to grant switching sites and Third Party Intermediaries (TPI)s access to ECOES. This could be facilitated through the cross-industry working group suggested in previous recommendations.</p>	High
2	Address data update requests sent manually	6.3	Carry out a post-implementation review of MRA MAP CP0192 (Changes to MAP09 to improve efficiencies when address updates are required).	Low
3	Absence of a mandatory rejection	6.4	Carry out a post-implementation review of MRA MAP CP0192.	Low

ELECTRICITY DATA QUALITY REPORT

No	Issue	Report Section	Recommendations	Implementation Complexity
	response from Distribution Business to notify a Supplier that an address update request has been rejected			
Metering and Reading Data Quality				
4	Delays in the receipt or processing of Meter Technical Details	7.2	ELEXON will continue to address underperformance through the use of Performance Assurance Techniques such as PARMS, the BSC Audit and Error and Failure Resolution.	Low
5	Missed Meter Exchanges	7.3	ELEXON to raise a BSC Change Proposal to sharpen the requirement to transfer revised Meter Technical Details when a meter exchange is carried out after the old Meter Operator has transferred Meter Technical Details (MTD) to the new Meter Operator on a CoS.	Low
6	Delays in the receipt or processing of reading history from old NHHDC	7.4	ELEXON will continue to address underperformance through the use Performance Assurance Techniques such as PARMS, the BSC Audit and Error and Failure Resolution. ELEXON will monitor the outcome of Modification Proposal P302 (Improve the Change of Supplier Meter read and Settlement process for smart Meters) and, depending on the outcome, will consult with Suppliers and NHHDCs on extending the use of the 'Notification of Old Supplier' (D0311) flow, with a view to raising a Change Proposal.	Low
7	Estimated readings	7.5	ELEXON will continue to address underperformance in obtaining actual readings through	Low

ELECTRICITY DATA QUALITY REPORT

No	Issue	Report Section	Recommendations	Implementation Complexity
			the use of PARMS and Supplier Charges.	
8	Liability issues on change of Supplier	7.6	Subject to identifying a business case for change, Suppliers may progress the solution options considered under BSC Issue 45 ('Introduction of Change of Supply Agreed Read Principle to correct all errors in Settlements').	Medium
9	Retrospective corrections to Meter Technical Details	7.7	ELEXON to develop guidance for Meter Operators and Suppliers on best practices for retrospective corrections to MTD.	Low
10	Interoperability issues with advanced meters.	7.8	ELEXON to review the interoperability solutions proposed by the Issue 46 (Non Half Hourly Interoperability) group, once P272 has been implemented and if the problems persist in the Half Hourly sector. ELEXON to review with Suppliers and agents whether the interoperability issues for advanced meters in Profile Classes 1 to 4 are sufficient to justify progressing any of the options identified in the Issue 46 report.	Medium
11	Issues with crossed meters and the impact on identification of the correct metering point.	7.9	Further analysis should be undertaken in order to obtain a better understanding of the costs and benefits around mandatory labelling of the MPxN ⁴ on the termination of the electricity or gas supply. This was proposed to alleviate issues arising from addresses being allocated to the incorrect MPxN.	High

⁴ A widely used shorthand expression for a Metering Point Administration Number (MPAN) or Meter Point Reference Number (MPRN) as used in the electricity and gas arrangements respectively.