

Redlined Code Subsidiary Documents (CSDs) for P319 'Removal of the requirement to provide and annually review RMPs'

This Modification proposes changes to:

- BSCP27 Sections 1.2 and 1.19.1. We have redlined these changes against version 13.0 of this document;
- BSCP535 Sections 1.2 and 1.8. We have redlined these changes against version 10.0 of this document;
- BSCP536 Sections 1.2 and 1.7.1. We have redlined these changes against version 14.0 of this document;
- BSCP537 Sections 1.2, 1.6 and 2.1. We have redlined these changes against version 7.0 of this document; and
- BSCP538 Description, Sections 1.2, 1.4, 1.9, 2.1 and 2.2. We have redlined these changes against version 1.0 of this document.

We have included some Housekeeping changes. There is no impact on any other part of these documents for this Modification.

Amend **BSCP27** Section 1.2 as follows:

1.2 Risk Based Performance Assurance Framework

Performance Assurance Techniques (PAT) will be applied to Performance Assurance Parties (PAP) based on the net significance of the applicable Settlement Risk and an assessment of the PAP's contribution to the Settlement Risk.

Settlement Risks and their net significance are captured on the Risk Evaluation Register (RER). All the Settlement Risks identified are rated in terms of severity of impact and probability (including a weighting for the strength of controls).

The Settlement Risks are assigned PATs to mitigate those risks and these PATs are recorded in the Risk Operating Plan (ROP) against each Settlement Risk.

The RER and the ROP are produced for a Performance Assurance Operating Period in accordance with the Annual Performance Assurance Timetable and the agreed Risk Evaluation Methodology (REM), which details the processes used to identify and evaluate the Settlement Risks and assess their materiality.

~~A Risk Management Plan (RMP) is created for each PAP based on the RER and the ROP and in accordance with the REM. The RMP will detail the PATs that will be deployed to a PAP during the course of a Performance Assurance Operating Period based on the Settlement Risks that are applicable to that PAP and the extent that the Settlement Risk applies to the PAP. If a PAP disagrees with their RMP, then there are provisions within the Code for them to query or appeal against it.~~

At the end of a Performance Assurance Operating Period, the Performance Assurance Board (PAB) will prepare an Annual Performance Assurance Report for

the Panel detailing the assurance that has been provided during the course of the period, the extent to which Settlement Risks have been mitigated, and BSCCo costs of providing that assurance.

Technical Assurance is a Performance Assurance Technique and will be deployed to a PAP in relation to relevant Settlement Risks ~~in accordance with the agreed RMP~~.

*Amend **BSCP27** Section 1.19.1 as follows:*

1.19.1 List of Acronyms

BSC	Balancing and Settlement Code (The “Code”)
BSCCo	Balancing and Settlement Code Company
BSCP	BSC Procedure
CDCA	Central Data Collection Agent
CMRS	Central Meter Registration Service
CoP	Code of Practice
CSD	Code Subsidiary Document
CT	Current Transformer
CVA	Central Volume Allocation
HH	Half Hour
HHDC	Half Hourly Data Collector
HV	High Voltage
LDSO	Licensed Distribution System Operator
LV	Low Voltage
MOA	Meter Operator Agent
MRA	Master Registration Agreement
MSID	Metering System ID
MTD	Meter Technical Details
PAA	Performance Assurance Administrator
PAB	Performance Assurance Board
PAP	Performance Assurance Party (Includes Registrants and Party Agents)
REM	Risk Evaluation Methodology
RER	Risk Evaluation Register
ROP	Risk Operating Plan
RMP	Risk Management Plan
SCoP	Scottish Code of Practice (for Metering Systems registered in Scotland prior to the BETTA Effective Date)
SMRA	Supplier Meter Registration Agent

SMRS	Supplier Meter Registration Service
SVA	Supplier Volume Allocation
TAA	Technical Assurance Agent
VT	Voltage Transformer
WD	Working Day

Amend **BSCP535** Section 1.2 as follows:

1.2. Risk Based Performance Assurance Framework

PATs will be applied to a PAP based on the net significance of the applicable Settlement Risk and an assessment of the PAP's contribution to the Settlement Risk.

Settlement Risks and their net significance are captured on the Risk Evaluation Register (RER). All the Settlement Risks identified are rated in terms of severity of impact and probability (including a weighting for the strength of controls).

The Settlement Risks are assigned PATs to mitigate those risks and these PATs are recorded in the Risk Operating Plan (ROP) against each Settlement Risk.

[Housekeeping] The RER and the ROP are produced for a Performance Assurance Operating Period (P~~OA~~OP) in accordance with the Annual Performance Assurance Timetable and the agreed Risk Evaluation Methodology (REM), which details the processes used to identify and evaluate the Settlement Risks and assess their materiality.

~~An RMP is created for each PAP based on the RER and the ROP and in accordance with the REM. The RMP will detail the PATs that will be deployed to a PAP during the course of a POAP based on the Settlement Risks that are applicable to that PAP and the extent that the Settlement Risk applies to the PAP. If a PAP disagrees with their RMP, then there are provisions within the Code for them to query or appeal against it.~~

At the end of a Performance Assurance Operating Period, the PAB will prepare an Annual Performance Assurance Report for the Panel detailing the assurance that has been provided during the course of the period, the extent to which Settlement Risks have been mitigated, and BSCCo costs of providing that assurance.

Technical Assurance is a PAT and will be deployed to a PAP in relation to relevant Settlement Risks ~~in accordance with the agreed RMP.~~

Amend **BSCP535** Section 1.8 as follows:

1.8. Acronyms

The terms used in this BSC Procedure are defined as follows:

BSCCo	Balancing and Settlement Code Company
DA	Data Aggregator
DC	Data Collector
EFR	Error Failure Resolution

HHDA	Half Hourly Data Aggregator
HHDC	Half Hourly Data Collector
HHMOA	Half Hourly Meter Operator Agent
LDSO	Licensed Distribution System Operator
MA	Meter Administrator
MSID	Metering System Identifier
NHHDA	Non Half Hourly Data Aggregator
NHHDC	Non Half Hourly Data Collector
NHHMOA	Non Half Hourly Meter Operator Agent
PAA	Performance Assurance Administrator
PAB	Performance Assurance Board
PAF	Performance Assurance Framework
PAP	Performance Assurance Party
REM	Risk Evaluation Methodology
RER	Risk Evaluation Register
RMP	Risk Management Plan
ROP	Risk Operating Plan
SAD	Self Assessment Document
SMRA	Supplier Meter Registration Agent
TA	Technical Assurance
TAP	Technical Assurance of PAPs
WD	Working Day

Amend **BSCP536** Section 1.2 as follows:

1.2 Risk Based Performance Assurance Framework

Performance Assurance Techniques (PAT)s will be applied to a Performance Assurance Party (PAP) based on the net significance of the applicable Settlement Risk and an assessment of the PAP's contribution to the Settlement Risk.

Settlement Risks and their net significance are captured on the Risk Evaluation Register (RER). All the Settlement Risks identified are rated in terms of severity of impact and probability (including a weighting for the strength of controls).

The Settlement Risks are assigned Performance Assurance Techniques to mitigate those risks and these PATs are recorded in the Risk Operating Plan (ROP) against each Settlement Risk.

The Risk Evaluation Register and the ROP are produced for a Performance Assurance Operating Period in accordance with the Annual Performance Assurance Timetable and the agreed Risk Evaluation Methodology (REM), which details the processes used to identify and evaluate the Settlement Risks and assess their materiality.

~~A Risk Management Plan (RMP) is created for each PAP based on the Risk Evaluation Register and the Risk Operating Plan and in accordance with the Risk Evaluation Methodology. The Risk Management Plan will detail the Performance Assurance Techniques that will be deployed to a PAP during the course of a Performance Assurance Operating Period based on the Settlement Risks that are applicable to that PAP and the extent that the Settlement Risk applies to the PAP. If a PAP disagrees with their Risk Management Plan, then there are provisions within the Code for them to query or appeal against it.~~

~~'Supplier Charges' is a Performance Assurance Technique, and is therefore identified on the relevant PAP's Risk Management Plan.~~ The menu of Supplier Charges, including performance levels are detailed in Annex S-1 of the BSC.

Amend **BSCP536** Section 1.7.1 as follows:

1.7.1 Acronyms

The terms used in this BSC Procedure are defined as follows:

BSC	Balancing and Settlement Code (The "Code")
BSCCo	Balancing and Settlement Code Company
SCs	Supplier Charges
PAA	Performance Assurance Administrator

PAB	Performance Assurance Board
PAP	Performance Assurance Party
PAT	Performance Assurance Technique
PARMS	Performance Assurance Reporting and Monitoring System
REM	Risk Evaluation Methodology
RER	Risk Evaluation Register
RMP	Risk Management Plan
ROP	Risk Operating Plan
SVAA	Supplier Volume Allocation Agent
WD	Working Day

Amend **BSCP537** Section 1.2 as follows:

1.2 Risk Based Performance Assurance Framework

Performance Assurance Techniques (PAT) will be applied to a PAP based on the net significance of the applicable Settlement Risk and an assessment of the PAP's contribution to the Settlement Risk.

Settlement Risks and their net significance are captured on the Risk Evaluation Register. All the Settlement Risks identified are rated in terms of severity of impact and probability (including a weighting for the strength of controls).

The Settlement Risks are assigned Performance Assurance Techniques to mitigate those risks and these Performance Assurance Techniques are recorded in the Risk Operating Plan against each Settlement Risk.

The Risk Evaluation Register and the Risk Operating Plan are produced for a Performance Assurance Operating Period in accordance with the Annual Performance Assurance Timetable and the agreed Risk Evaluation Methodology, which details the processes used to identify and evaluate the Settlement Risks and assess their materiality.

~~An RMP is created for each PAP based on the Risk Evaluation Register and the Risk Operating Plan and in accordance with the Risk Evaluation Methodology. The RMP will detail the Performance Assurance Techniques that will be deployed to a PAP during the course of a Performance Assurance Operating Period based on the Settlement Risks that are applicable to that PAP and the extent that the Settlement Risk applies to the PAP. If a PAP disagrees with their RMP, then there are provisions within the Code for them to query or appeal against it.~~

At the end of a Performance Assurance Operating Period, the PAB will prepare an Annual Performance Assurance Report for the Panel detailing the assurance that has been provided during the course of the period, the extent to which Settlement Risks have been mitigated, and BSCCo costs of providing that assurance.

Qualification Techniques, including Re-Qualification and Removal of Qualification, will be deployed to a PAP in relation to relevant Settlement Risks ~~in accordance with the agreed RMP.~~

Amend **BSCP537** Section 1.6 as follows:

1.6 Acronyms and Definitions

Any capitalised term that is not defined in this BSCP shall have the same meaning given to it in the Code.

The following is a list of acronyms used in this BSCP:

BSC	Balancing and Settlement Code (the “Code”)
BSC Panel	Balancing and Settlement Code Panel
BSCCo	Balancing and Settlement Code Company
BSCP	BSC Procedure
CRA	Central Registration Agent
HHDA	Half Hourly Data Aggregator
HHDC	Half Hourly Data Collector
LDSO	Licensed Distribution System Operator
MDD	Market Domain Data
MOA	Meter Operator Agent
MRASCo	Master Registration Agreement Service Company Limited
NHHDA	Non-Half Hourly Data Aggregator
NHHDC	Non-Half Hourly Data Collector
PAA	Performance Assurance Administrator
PAB	Performance Assurance Board
SAD	Self Assessment Document
RIA	Risk and Impact Assessment
RMP	Risk Management Plan
ROP	Risk Operating Plan
RoQ	Removal of Qualification
SMRA	Supplier Meter Registration Agent
SVAA	Supplier Volume Allocation Agent
TAA	Technical Assurance Agent
UMSO	Unmetered Supplies Operator
WD	Working Day

Amend **BSCP537** Section 2.1 as follows:

2.1 Qualification Process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.1	As required	Provide information and guidance on the Qualification Process and any other entry processes applicable to the Applicant.	BSCCo	Applicant	High level overview of Qualification Process including which Qualification Documents must be completed and the location of the information pack on the BSC Website.	Phone/Written Confirmation
2.1.2	After 2.1.1	<p>Applicant submits its proposed market role details and Qualification Letter¹.</p> <p>Where the Applicant intends to be a Party to the Code it has applied to become a Party in accordance with Section A of the Code.</p> <p>Applicant sends appropriate Qualification Fee (if applicable).</p>	Applicant	BSCCo	<p>Applicant's proposed market role details and Qualification Letter² or Applicant's application to be a Party to the Code.</p> <p>BSCP65 "Registration of Parties and Exit Procedures".</p> <p>Menu of Qualification Fees.</p>	Written Confirmation
2.1.3	5WD after 2.1.2	BSCCo sends confirmation that the Applicant intends to commence the Qualification Process (and where applicable confirms receipt of any documentation or otherwise).	BSCCo	Applicant	Confirmation of Applicant's intention to commence Qualification Process.	Written Confirmation

¹ The Applicant can voluntarily withdraw their Qualification Application, or put this application on hold, at any point in the process.

² An Applicant intending to be a Party does not require a separate Qualification Letter

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.4	Prior to PAB Meeting	Applicant ensures and BSCCo confirms that any additional steps required to complete the Qualification Process have been carried out.	BSCCo Applicant		<p>Confirmation that Accession has been completed for Suppliers.</p> <p>Confirmation that the confidentiality disclosure and licence agreement have been received for NHHDA and NHHDC applications.</p> <p>For BSC Parties and CVA MOAs- Confirmation that the Applicant has completed additional qualification testing (BSCP70 “CVA Qualification Testing for Parties and Party Agents”).</p> <p>For CVA MOAs - Confirmation that the Applicant has registered for CVA MOA Sealing ID for CVA MOA applications (BSCP06 “CVA Meter Operations for Metering Systems Registered in CMRS”).</p>	Internal Process

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.5	5WD after 2.1.3 or later as agreed	<p>Meet to discuss or communicate the Qualification Process in particular the necessity for completing the SAD and/or any testing requirements and/or witness testing.</p> <p>In the case of BSC Parties liaise with MRASCo to discuss possibility of combining any meeting. The aim of such meeting to discuss application timescales for the coordination of testing/witnessing.</p>	BSCCo	<p>Applicant</p> <p>MRASCo</p>	Mutually convenient date, time and venue.	Phone/Written Confirmation
2.1.6	After 2.1.5	Applicant completes any relevant section of the SAD and submits to BSCCo for initial review ^{3 4} .	Applicant	BSCCo	Completed SAD.	Written / Electronic Confirmation
2.1.7	At any time after 2.1.5	Applicant completes internal testing of systems and processes which may be witnessed by BSCCo until such time as BSCCo confirms that witnessed testing demonstrates that requirements have been met.	Applicant BSCCo		Completion of internal testing by Applicant and witnessing, if required, by BSCCo.	Internal Process
2.1.8	Within 10WD after 2.1.6	<p>High level review of SAD by BSCCo.</p> <p>BSCCo returns reviewed SAD and provides guidance, education and clarification on sections where requirements have not been met.</p> <p>If the requirements have been met proceed to 2.1.10.</p>	BSCCo	Applicant	Reviewed SAD.	Phone/Written / Electronic Confirmation

³ The SAD may be either submitted in full or section by section, as agreed between Applicant and BSCCo.

⁴ The Applicant can go to the PAB at any time during the drafting of the SAD for advice, clarification or endorsement of its plans.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.9	After 2.1.8	Applicant further completes the SAD and submits to BSCCo for additional review.	Applicant	BSCCo	Completed SAD.	Written / Electronic Confirmation
2.1.10	Within 10WD of 2.1.9	BSCCo reviews SAD to ensure that it is prepared to the required standard. If prepared to the required standard then proceed to 2.1.11. If the requirements have not been met proceed to 2.1.6.	BSCCo			Internal Process
2.1.11	After 2.1.10	BSCCo and Applicant confirm that evidence review can commence and mutually agree timescales. ⁵	BSCCo Applicant		Details of SAD supporting evidence to be reviewed.	Written Confirmation
2.1.12	After 2.1.11 and within the agreed timescales.	BSCCo reviews supporting evidence ⁶ to determine if evidence provides the appropriate confirmation that the required standard has been met. When required standards have been met proceed to 2.1.13. Where the required standards have not been met, BSCCo will provide guidance, assistance and clarification to the Applicant as to why. In this circumstance the Applicant should proceed to 2.1.9.	BSCCo	Applicant	Supporting evidence.	

⁵ When completing the SAD the Applicant should detail what pieces of evidence can be provided in support of its response. BSCCo may request that these are provided for review, the 'evidence review'. Examples of types of evidence include documentation or evidence of testing.

⁶ This review may be at the Applicant's site, if so required.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.13	After 2.1.12	Applicant submits final version of SAD authorised by a registered director of the Applicant (the registration of the latter to be verifiable with Companies House) or by such other person accepted as the authorised signatory pursuant to Section 3.6 hereof.	Applicant	BSCCo	SAD.	Signed Off Hard copy
2.1.14	At any time between 2.1.5 and 2.1.13	BSCCo shall provide the Applicant Written Confirmation of the outcome of any review carried out by BSCCo.	BSCCo	Applicant		Written Confirmation
2.1.15	At any time between 2.1.5 and 2.1.13 but at least 12WD prior to PAB meeting	If Applicant disagrees with any aspect of the review carried out by BSCCo in relation to the Applicant's Qualification the Applicant may request that the PAB makes a Qualification determination in respect of its Application.	Applicant	PAB	Details of Applicant's appeal.	Written Confirmation
2.1.16	At least 12 WD before PAB Meeting and after 2.1.14.	BSCCo prepares and submits Qualification report to the PAB (and provides a copy of the same to the Applicant) recommending whether the Applicant should be Qualified.	BSCCo	PAB Applicant	Qualification Report.	Written Confirmation
2.1.17	At PAB Meeting	PAB decides whether the Applicant should be Qualified. If yes, then proceed to 2.1.18 ⁷ . If the application is deferred, then proceed to 2.1.21.	PAB	BSCCo	Qualification decision.	Meeting

⁷ The PAB may also approve the Applicant's Qualification and also impose certain conditions or requirements on the Qualified Person.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.18	Within 2WD of 2.1.17	Notification of PAB's decision to accept Qualification. Develop RMP for the newly qualified Party or Party Agent in accordance with Section Z 5.7 of the Code. Advise CRA to add relevant information to CRS (except in the case of SVA Party Agents).	BSCCo	All interested parties Applicant CRA	PAB Decision. RMP	Written Confirmation
2.1.19	At any point after 2.1.2	Applicant or Qualified Person may commence with MDD change request process ⁸ .	Applicant / Qualified Person	BSCCo	MDD change request form F509/01 in accordance with BSCP509	Email / Fax.
2.1.20	After PAB decision	Raise MDD Change Request to add Qualified Person information to MDD database in accordance with BSCP509.	BSCCo	SVAA	PAB decision on Qualification Approval.	As per BSCP509.
2.1.21	Within 5 WD of 2.1.17 (if Qualification deferred)	Applicant informed in writing of the rationale for the decision. BSCCo to provide guidance, assistance and clarification to the Applicant as to why its Application was deferred. Proceed to 2.1.6.	BSCCo	Applicant	Areas of the SAD that are not acceptable and/or other areas which require further testing or evidence to be provided as determined by the PAB.	Written Confirmation

⁸ A Supplier/LDSO does not have to be Qualified by the PAB before registering in MDD.

Amend **BSCP538** description as follows:

BSCP538 ~~Version 1.0~~

relating to

Error and Failure Resolution

1. Reference is made to the Balancing and Settlement Code and, in particular, to the definition of “BSC Procedure” in Section X, Annex X-1 thereof.
2. ~~[Housekeeping]~~ This BSC Procedure ~~BSCP~~538, Version 1.0 relates to Error and Failure Resolution.
3. ~~[Housekeeping]~~ This BSC Procedure ~~will be~~is effective from 26 November 2009.
4. This BSC Procedure has been approved by the BSC Panel.

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Amend **BSCP538** Section 1.2 as follows:

1.2 Error and Failure Resolution

An Error/Failure may be detected through the application of any Performance Assurance Technique (PAT) (as defined within the BSC and published on the BSC Website) or via any communication between a PAP and BSCCo. Upon detection ~~and in accordance with a PAP's Risk Management Plan (RMP),~~ the PAB shall invoke the EFR process.

The EFR process requires PAPs to keep BSCCo informed of the actions that they are undertaking to resolve identified error(s)/failure(s). BSCCo will monitor the actions being taken by PAPs, to provide comfort to the PAB (and therefore other industry participants) that PAPs understand and are working towards the resolution of Error(s)/Failure(s) in an appropriate manner and within an agreed timescale.

When an Error/Failure is identified, BSCCo will ask the PAP to set out the actions it will take to resolve the issue and the timescales in which these actions will be completed.(if appropriate using the action plan contained in this BSCP). BSCCo will review the action plan and agree that it is appropriate.

Failure of the PAP to satisfactorily meet the requirements agreed with BSCCo and to resolve the Error/Failure within the timeframes required may lead BSCCo to invoke the escalation procedure.

Amend **BSCP538** Section 1.4 as follows:

1.4 Interaction with Risk Based Performance Assurance Framework

Performance Assurance Techniques will be applied to PAPs based on the net significance of the applicable Settlement Risk and an assessment of the PAP's contribution to the Settlement Risk. EFR will be deployed at a PAP in relation to relevant Settlement Risks ~~in accordance with the agreed RMP.~~

Settlement Risks and their net significance are captured on the Risk Evaluation Register. All the Settlement Risks identified are rated in terms of severity of impact and probability (including a weighting for the strength of controls).

The Settlement Risks are assigned Performance Assurance Techniques to mitigate those risks and these Performance Assurance Techniques are recorded in the Risk Operating Plan against each Settlement Risk.

The Risk Evaluation Register (RER) and the Risk Operating Plan are produced for a Performance Assurance Operating Period in accordance with the Annual Performance Assurance Timetable and the agreed Risk Evaluation Methodology, which details the processes used to identify and evaluate the Settlement Risks and assess their materiality.

~~A Risk Management Plan (RMP) is created for each PAP based on the Risk Evaluation Register and the Risk Operating Plan and in accordance with the Risk Evaluation Methodology. The RMP will detail the Performance Assurance Techniques that will be~~

~~deployed to a PAP during the course of a Performance Assurance Operating Period based on the Settlement Risks that are applicable to that PAP and the extent that the Settlement Risk applies to the PAP. If a PAP disagrees with their RMP, then there are provisions within the Code for them to query or appeal against it.~~

At the end of a Performance Assurance Operating Period, the PAB will prepare an Annual Performance Assurance Report for the Panel detailing the assurance that has been provided during the course of the period, the extent to which Settlement Risks have been mitigated, and BSCCo costs of providing that assurance.

The following can be found on the BSC Website.

- Risk Evaluation Methodology;
- Risk Evaluation Register;
- Risk Operating Plan;
- ~~• Risk Management Plan;~~
- Annual Performance Assurance Report;
- The applicable Performance Assurance Operating Period; and
- Approved Performance Assurance Techniques.

Amend **BSCP538** Section 1.9 as follows:

1.9 Acronyms and Definitions

Any capitalised term that is not defined in this BSCP shall have the same meaning given to it as in the Code.

The acronyms used in this BSC Procedure are defined as follows:

BSC	Balancing and Settlement Code (the “Code”)
BSCCo	Balancing and Settlement Code Company
BSCP	Balancing and Settlement Code Procedure
EFR	Error and Failure Resolution
PAA	Performance Assurance Administrator
PAB	Performance Assurance Board
PAP	Performance Assurance Party
PARMS	Performance Assurance Reporting and Monitoring System
PAT	Performance Assurance Technique
RER	Risk Evaluation Register
RMP	Risk Management Plan
TAA	Technical Assurance Agent

Amend **BSCP538** Section 2.1 as follows:

2.1 Error and Failure Resolution

If any steps in this process are not completed in a timely manner or to a satisfactory quality, Escalation, in accordance with section 2.2, may be applied.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.1	Following the identification of an Error/Failure or if BSCCo requires a revised action plan to be provided under 2.1.7, in which case only (c) applies.	(a) Ascertain that the Error/Failure which has occurred requires EFR to monitor its resolution. (b) Explain what the Error/Failure is, and how it contributes to the Settlement Risk. (c) Request action plans to be provided within 20 Working Days (WD).	BSCCo	PAP	The PAP's RMP <u>Action plan</u> .	Meeting / written and/or verbal communication.
2.1.2	Within 20 WD of 2.1.1 OR Within 10 WD of 2.1.4 when an unsatisfactory action plan has been submitted or 2.1.6 when a revised action plan is to be submitted	Determine the actions to be taken and the timescales for these actions. ⁹ Submit / re-submit the action plan.	PAP	BSCCo	The PAP's RMP. Action plan (using Appendix A- if appropriate).	Meeting / written and/or verbal communication.
2.1.3	Following 2.1.2 and within 20 WD of receipt of action plan.	Review the action plan. If satisfactory, go to 2.1.5. If not, continue at 2.1.4.	BSCCo		Action plan. The PAP's RMP	Internal process.

⁹ Where a PAP is unsure of the actions that can be taken to resolve the Error/Failure, PAP can request advice and guidance from BSCCo.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.4	Following 2.1.3 if action plan submitted is not satisfactory.	Provide comments on potential changes to the action plan. Go to back to 2.1.2.	BSCCo	PAP	Action plan. The PAP's RMP	Meeting / written and/or verbal communication.
2.1.5	Following 2.1.3 if action plan submitted is satisfactory.	Confirm that the action plan submitted is appropriate to address the Error/Failure within a reasonable timescale acceptable to BSCCo.	BSCCo	PAP	Action plan. The PAP's RMP.	Meeting / written and/or verbal communication.
2.1.6	Following 2.1.5, in accordance with the timescales in the agreed action plan or on request from BSCCo.	Complete the actions in accordance with the agreed action plan. Provide regular progress reports on the resolution of Error(s)/Failure(s). Progress reports on whether or not the actions have been completed must be provided within 5 WD of scheduled milestones. If the PAP determines that revisions are required to action plans, continue process from 2.1.2. Notify when all required actions in relation to the resolution of the Error(s)/Failure(s) have been completed.	PAP	BSCCo	The PAP's RMP. Action plan. Progress updates.	Meeting / written and/or verbal communication.
2.1.7	In conjunction with 2.1.6.	Monitor the progress of the action plan and the rectification of the Error(s)/Failure(s) through updates provided by the PAP. If BSCCo requires a revised action plan to be provided at any stage, continue at 2.1.1. If BSCCo requires the matter to be escalated to PAB, go to 2.2 (Escalation Process). If BSCCo decides that the PAP is now compliant ¹⁰ in the identified area, cease the EFR process.	BSCCo	PAP	Action plan. The PAP's RMP. Evidence of the Reasons for escalation (as appropriate)	Internal process.

¹⁰ If the Error/Failure was raised as the result of an audit, then it can only be closed following another audit.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.1.8	As appropriate. (PAB Meeting)	Provide information on the progress of the rectification of Error(s)/Failure(s) to the PAB. Note: PAB may decide to escalate the Error/Failure in accordance with section 2.2.	BSCCo	PAB	Action plan. The PAP's RMP. Progress updates.	PAB Paper.

Amend **BSCP538** Section 2.2 as follows:

2.2 Escalation Process

A PAP can be placed in the Escalation Process by BSCCo at any stage of section 2.1 in the Error and Failure Resolution process. This decision is at the sole discretion of BSCCo who's consideration will include, amongst other things, the severity of the Error/Failure and the Settlement Risk to which it relates.

All PAPs must nominate a suitable senior manager to act as a contact point during escalation. Technical contacts act as liaison during the EFR process, but a senior manager is needed for escalation.

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.2.1	Following the decision to escalate.	Send notification that a PAP is failing to rectify an Error/Failure appropriately, that it is being placed in the 'escalation process' and that the Error(s)/Failure(s) will be presented and discussed at the next appropriate PAB meeting. The PAP may be requested to attend the PAB meeting and present its position. If the PAP is not requested to attend, it may ask BSCCo to attend the PAB meeting.	BSCCo	PAB PAP	Evidence of the reason for Escalation. Severity of the Settlement risk that the issue relates to. The PAP's RMP. Action plan. History of the Error/Failure and the PAP's performance. The date of the PAB meeting.	Paper, Report and/or Presentation

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.2.4	Following 2.2.3 or 2.2.7 where the Error(s)/Failure(s) have been put before the Panel.	Complete the actions required by the PAB or Panel within the timescales requested by the PAB or the Panel. Provide progress reports to BSCCo at frequencies required by the PAB or Panel or when requested by BSCCo.	PAP PAP	 BSCCo	PAB or Panel determination provided to the PAP in 2.2.3 or 2.2.6. Any action plans and progress reports provided by the PAP.	Written and/or verbal confirmation / communication. Written and/or verbal confirmation / communication.
2.2.5	In conjunction with 2.2.4.	Monitor the resolution of the Error/Failure in accordance with the timescales requested by the PAB or Panel. Send notification on the PAP's progress for discussion at the next appropriate PAB meeting. Continue at 2.2.2.	BSCCo BSCCo	 PAB PAP	Progress reports provided by the PAP in 2.2.4. Evidence of performance measures and other related information provided by BSCCo as detailed in 2.2.2.	 Paper, Report and/or presentation.
2.2.6	At next appropriate Panel Meeting	Consider and discuss the Error/Failure in the closed session of the Panel Meeting. At the discretion of the Panel chairman, BSCCo, the PAB and the PAP will have an opportunity to address the Panel. Determine any actions required by the PAP, the PAB or BSCCo to rectify the Error/Failure.	Panel		Provided to the Panel in 2.2.3:- Evidence of the reason for Escalation. Severity of Settlement Risk (from RER), and the history of the Escalation Process. The PAP's RMP Action plan. History of the Error/Failure and the PAP's performance. Provided by the PAP or BSCCo at the Panel Meeting:- Any other information requested by the PAB or the Panel.	Panel Meeting

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.2.7	Within 5 WD of Panel meeting.	<p>Send notification of the Panel's determination in respect of the Error(s)/Failure(s).</p> <p>If the Panel requires that the PAP should continue being monitored by the PAB, go to step 2.2.4.</p> <p>If the Panel requires that the PAP should continue being monitored by the Panel, go to step 2.2.8.</p> <p>If the Panel is of the view that the PAP is making sufficient efforts, cease the escalation and continue using EFR process set out in section 2.1.</p> <p>If the PAP fails to meet the requirements prescribed by the Panel satisfactorily within the agreed timescale, go to step 2.2.10. *In this situation, Ofgem will be informed.</p>	Panel	PAP BSCCo PAB Ofgem*	Details of the Panel's determination and the next required actions.	Written notification.
2.2.8	Following 2.2.7.	<p>Complete the actions required by the Panel in the timescales requested by the Panel.</p> <p>Provide regular progress reports to BSCCo.</p>	PAP PAP	 BSCCo	<p>Panel determination as provided to the PAP in 2.2.7.</p> <p>Any action plans and progress reports provided by the PAP.</p>	<p>Written and / or verbal confirmation / communication.</p> <p>Written and / or verbal confirmation / communication.</p>
2.2.9	In conjunction with 2.2.8.	<p>Monitor the resolution of the Error/Failure in accordance with the agreed method/timescales.</p> <p>Send notification on the PAP's progress for discussion at the next appropriate Panel meeting (and for information to the PAB).</p> <p>Continue at 2.2.6.</p>	BSCCo BSCCo	 PAP PAB Panel	<p>Any action plans and progress reports provided by the PAP in 2.2.7.</p> <p>Evidence of performance measures and other related information provided by BSCCo as detailed in 2.2.6.</p>	<p>Written and / or verbal confirmation / communication.</p> <p>Written and / or verbal confirmation / communication.</p>

REF	WHEN	ACTION	FROM	TO	INFORMATION REQUIRED	METHOD
2.2.10	Following 2.2.7, if the Panel decides that the PAP has not met the prescribed requirements.	As appropriate, following notification to the PAB, commence the Removal of Qualification Process for a PAP that is a Party Agent in accordance with BSCP537 “Qualification Process for SVA Parties, SVA Party Agents and CVA MOAs” and/or application of Default provisions in accordance with the BSC.	Panel PAB BSCCo		BSCP537 - Qualification Process for SVA Parties, SVA Party Agents and CVA MOAs. BSC Section H	Internal Process