

Redlined changes to draft questions

We previously published the RFI questions in draft to allow for stakeholders to comment. One stakeholder suggested that it would be helpful to provide a red-lined version showing changes between the draft and the final question. We have therefore provided this below for information.

Annex: Voluntary Request for Information

Guidance

- Please explain your answers and provide as much evidence as possible.
- Please specify any assumptions made when answering these questions.
- For questions which relate to Half-Hourly (HH) Data Collection/Data Aggregation activities, please indicate if your answer is different for HH sites using the new elective HHS processes¹ than for other HH sites.

Exceptions² at present

Scope: All existing Data Collectors/Data Aggregators.³ If you only provide Non Half-Hourly (NHH) or HH services, please answer only the corresponding part of these questions.

Additional guidance: We appreciate that the impact of impact of exceptions will differ depending on whether they are resolved before the final reconciliation run (RF), or whether they are crystallised in settlement. We welcome information about the extent to which particular exceptions are resolved quickly or at all.

1. Please outline the main sources of exceptions at present for:
 - a. Your NHH Data Collection/Data Aggregation activities
 - b. Your HH Data Collection/Data Aggregation activities
2. How important⁴ are hand-offs⁵ as a source of exceptions at present for:
 - a. Your NHH Data Collection/Data Aggregation activities?
 - b. Your HH Data Collection/Data Aggregation activities?

Exceptions in the future

Scope: All existing Data Collectors/Data Aggregators.

Additional guidance: We appreciate that the impact of impact of exceptions will differ depending on whether they are resolved before the final reconciliation run (RF), or whether they are crystallised in settlement. We welcome information about the extent to which particular exceptions are resolved quickly or at all.

3. For domestic and small non-domestic sites (those currently in profile classes 1-4), how do you expect exceptions to change over the next three to five years? Please consider at least the following aspects:

¹ The new elective HHS processes were implemented between February and June 2017. For a list of the changes, please see: https://www.ofgem.gov.uk/system/files/docs/2017/03/elective_hhs_-_tracker_for_website.pdf

² Exceptions are anomalies in the data used in settlement which could affect the accuracy of settlement.

³ We use the terms Data Collector and Data Aggregator as defined in the Balancing and Settlement Code.

⁴ This could include how common it is for hand-offs to create exceptions, as well as the materiality of exceptions which are created.

⁵ Hand-offs occur when data is exchanged from one party to another.

- a. Number of exceptions
 - b. Sources of exceptions
 - c. Materiality of exceptions
4. Would you expect any of the following developments/potential developments to affect exceptions (and if yes, how)?
- a. Smart meter roll-out
 - b. Mandatory half-hourly settlement
 - c. Centralised registration
5. Are there any other developments affecting exceptions we should be considering? If yes, please explain their potential impact.
6. Do you expect changes to the importance⁶ of hand-offs as a source of exceptions?
7. If you expect there to be any changes in relation to exceptions (in your answers to questions 3 to 6 above), please explain how this would affect the way in which you identify and resolve them.

Current HH supplier agent activities

Scope: For existing HH Data Collectors/Data Aggregators only. Please answer in relation to your existing HH Data Collection/Data Aggregation service.

8. What proportion of your existing HH Data Collection/Data Aggregation costs relate to IT systems? When answering this question, please include associated costs which are directly related to your IT system (eg staff costs or software licence payments). Please explain clearly how you have arrived at your answer.
9. Which HH Data Collection/Data Aggregation tasks do you currently perform on a manual basis, and which do you perform on an automated basis? Please explain the rationale for your approach, (especially where you consider that a task could potentially be performed on either a manual or an automated basis).

Impact of mandatory HHS

Scope: All existing Data Collectors/Data Aggregators.

10. Assume you were appointed to provide Data Collection/Data Aggregation services for a material number of domestic or small non-domestic HH customers (eg one million customers).
- a. What changes would you need to make to your existing Data Collection/Data Aggregation systems and processes to take on these customers?
 - b. How significant would these changes be?
 - c. Please estimate the incremental costs you would incur. Please provide separate estimates for upfront costs and ongoing costs. (At this stage, we recognise that any estimates will be subject to uncertainty – as part of your answer, please therefore explain any key factors which could affect your estimates).
 - d. As context, please provide the costs for your last major systems upgrade.

⁶ This could include changes to the number, proportion or materiality of exceptions caused by hand-offs.

Performance levels

Scope: All existing Data Collectors/Data Aggregators.

11. Do you aim to deliver a level of settlement performance in line with the requirements in the Balancing and Settlement Code (BSC), or do you aim for another level? Please explain the factors which influence this decision.
12. Are you aware of specific cases where your performance level was a determining factor in helping you to win a contract from a supplier? If yes, please provide evidence where possible.

Value-added services

Scope: All existing Data Collectors/Data Aggregators.

13. Please outline the value-added services you provide to suppliers (or directly to customers), in addition to the Data Collection/Data Aggregation requirements in the BSC. Please also outline any other value-added services that you envisage providing in future.
14. For each service outlined in your response to question 13 above, please indicate:
 - a. Whether there are cost savings or other synergies from providing this service alongside Data Collection/Data Aggregation. If there are, please explain how these cost savings or other synergies are derived.
 - b. Whether it would be possible to provide these services without also carrying out Data Collection/Data Aggregation, assuming that you still had access to relevant consumption data.⁷ Please explain the reasons for your answer.

Managing industry change

Scope: All existing Data Collectors/Data Aggregators.

15. How well do you think the current supplier agent set-up enables the timely delivery of code modifications and other industry changes? To what extent have Data Collectors/Data Aggregators positively or negatively affected the speed of industry changes, relative to other parties? Please provide examples to support your answer.

Other evidence

Scope: All existing Data Collectors/Data Aggregators.

16. Is there any other evidence which you would like to provide at this stage? (As noted in the cover letter, we will ensure that you will have the opportunity to provide additional information and views before we reach a conclusion).

⁷ We are working to identify options to address the data access issue which are compatible with relevant data protection regulations, include appropriate consumer safeguards, and can be practically implemented without imposing disproportionate costs or complexity on industry.