

Switching Programme - Data Working Group 06

From: Laura McHugh

Date: 25 April 2019

Time: 10:30am –
1:00PM

Location: Gemserv,
8 Fenchurch Pl, London,
EC3M4AJ

1. Present

Andrew Amato (Ofgem), Laura McHugh (PwC), Colin Bezant (PwC), Andy Boojers (DCC), Mark Riley (DCC), John Wiggins (Electralink), Sarah Mower (Gemserv), Nirav Vyas (Gemserv), Alan Bateman (Gemserv), Jonathan Hawkins (Gemserv), Martin Hewitt (UK Power Networks), Mark Agnew (Centrica), David Wells (Centrica), Tony Walters (Netcompany), Anahita Saghafi (Netcompany), Alan Matthews (Netcompany) Claire Trew (Orsted), Neil Hall (Npower)

Dial In: Elaine Carr (SP Energy Networks), Daniel Tadicicco (St Clements), Emma Lyndon (Xoserve), Christopher Preddy (SSE), Tracey Pitcher (Western Power), Michelle Whittington (edfenergy), Andy Kelly (Scottish Power), Paul Gath (Electralink) Andy Matthews (Haven Power), Derek Clark (CNG), Radhika Kalra (Eon), Sarah Tidbury (gtc), Sue Fields (gtc)

2. Actions Review

Ref	Area	Action	Owner	Due Date	Status	Comments
DWG04-A01	Related MPAN Changes - Cutover Plans	FSEG are to agree and communicate the approach which should include clarification of cutover plans and market participants' responsibilities.	FSEG	May 2019	Open	Migration approach agreed. Migration timing TBC at May FSEG meeting.
DWG04-A03	D0312 Flow Changes - Contracted Agents	Supplier attendees to engage with their contracted agents to ensure that they are aware of the change and the role they need to play as it proceeds.	Suppliers	Ongoing	Open	Will keep open until stage 0 changes go live.
DWG04-A04	Industry Engagement – Cleansing	AA to discuss with Gemserv how to effectively ensure parties collaborate including actions for those parties not accessing reporting.	Andrew Amato	May 2019	Open	Reporting / analysis received – approach being developed

DWG04 -A05	Generation/ Derivation of RELS	Program coordinator and Ofgem data lead to discuss potential with address provider and develop an assurance approach to monitoring the generation / derivation of RELS and feedback to Data Working Group in May.	Andrew Amato	TBC	Open	Awaiting appointment & mobilisation of address service provider.
DWG05 -A01	Data Working Group- Attendees	Andrew Amato to confirm Data Working Group attendees from the Systems Integrator (Netcompany).	Andrew Amato	April 19	Complete	Tony Walters, Alan and Anahita attending DWG 06
DWG05 -A02	Related MPAN Risks	Xoserve to provide update on address data profiling	Xoserve	May 19	Open	In Progress – due at May DWG
DWG05 -A03	Agent Appointment Data Reporting	Andrew Amato to investigate with Gemserv potential for reporting on accuracy of agent appointment data.	Andrew Amato	TBC	Open	In Progress – awaiting further information from raiser to take forwards
DWG05 -A04	Plot to Postal Reporting	Gemserv to add numbers of newly energised plots to the plot to postal charts.	Gemserv	April 19	Complete	Complete – see Reporting pack
DWG05 -A05	Generation/ Derivation of RELS	Andrew Amato to engage with Gemserv and Xoserve to explore plot to postal reporting data quality improvements.	Andrew Amato	May 19	In progress	Met with colleagues at Gemserv 24/04/2019. Follow up actions ongoing.
DWG05 -A06	Plot to Postal/ Related MPANs	DWG members to review reporting considerations presented by Gemserv for both plot to postal and related MPAN reports and provide feedback to Switching PMO.	Data Working Group - All	May 19	Open	No comments received to date – but feedback welcomed.
DWG05 -A07	Related MPAN Reporting	Gemserv to provide updated monthly updates on Related MPANs to the Data Working Group.	Gemserv	April 19	Complete	Complete- see reporting pack

DWG05 -A08	Data Management Principles	DWG Members to provide feedback by Friday 29 th March on the Data Management Principles.	Data Working Group - All	Complete	Complete	Limited feedback. If any DWG members want to provide feedback before DA.
DWG05 -A09	Data Mapping	Ofgem to re-issue an updated version of the Mapping spreadsheet to DWG.	Andrew Amato - Ofgem	Complete	Complete	Issued with minutes

AA informed the meeting that a new page on the Ofgem website has been developed which will contain meeting papers, minutes and future meeting dates. The page is anticipated to go live in May. **This is now available and can be accessed [here](#).**

3. Progress Report

Emma Lyndon (EL) from Xoserve provided an updated on gas activity.

3.1 Trend on plot to postal cleanse

There are low numbers plot addresses from GT registered and unregistered pots. Xoserve are pushing cleansing activity with customers through the Design Forums and also through their account management team.

3.2 IGT progress

Xoserve data on iGT sites is forthcoming. Ofgem receive reporting from the Association of Independent Gas Transporters (AIGT) the latest from January 2019 shows there are over 90,000 sites with plot addresses. Xoserve are developing reporting from UK Link to also show this data and provide a comparison going forwards.

The data also showed that there were approximately 600 new sites between March and April that are GT registered and GT unregistered. It is understood that this is a consistent level and will be tracked going forwards.

It was pointed out by a member that for electricity plot address cleansing, suppliers are also checking addresses against Council Tax registers held by local authorities and that DNOs have agreed to use this data to update addresses where appropriate. In response, an iGT member confirmed that address data they provide to UK Link is updated from both developer and local council data. It was also noted by a member that DWG reporting on cleanse progress should utilise UK Link data as it will be this that is being used for REL creation in CSS.

ACTION:- DWG06-A01 – Xoserve (EL) to confirm address validation approach beyond PAF with operational teams (e.g. use of Council Tax data).

ACTION:- DWG06-A02 – Ofgem (AA) to follow up with AIGT to get better understanding on the plot to postal cleansing data set and update at the next meeting.

On UK Link consequential changes, EL confirmed that work is moving forwards and on track. The creation of MAP ID field in UK Link will be included in the July 2019 release.

Shipper/supplier mapping and RMP status is also progressing as they are currently going through the detailed design. Engagement with industry is starting with workshops scheduled from May. The profiling of address data has started and the first portfolios will be ready for the industry in May, with progress to be reported to DWG.

AA informed the meeting that updates have been provided by Electralink on behalf of SPAA on Near Term Improvement activity. A key area is the upcoming reconciliation of meter technical details data by Xoserve which will take place shortly with the results available later in the summer which will drive further cleanse activity.

3.3 Electricity Update

Nirav Vyas (NV) from Gemserv provided an update on electricity data cleansing progress. There has been an improvement on plot to postal with currently 87,000 MPANs remaining based on the previous update. This is a reduction from 161,000 when the initial snapshot was undertaken in April last year.

The reporting indicates that there are switches taking place for MPANs with plot addresses. However, the volume of failures due to plot address cannot be determined from the data.

There have been 5800 new MPANs added to the list in the last quarter (with "plot" in the address. This does not include any newly created MPANs that have a postal address. Therefore, verification of the total new creations is needed. It was confirmed that the report only contains those MPANs that are energised.

ACTION:- DWG06-A03 – Gemserv (NV) to check if de-energised and not-traded MPANs can be included in plot to postal reporting.

3.3.1 Related MPANS

There has been a change between October 18 to March 19:

Total: Decrease of 51,674 MPANs (23%)

- 3b: Decrease of 548 MPANs (5%) - MPANs are split across suppliers
- 4a: Decrease of 4,624 MPANs (15%)
- 5b: Decrease of 40,643 MPANs (48%)
- 6a: Decrease of 4,041 MPANs (6%)
- 6b: Decrease of 1,818 MPANs (8%) - MPANs are split across suppliers

3b and 6b from the graphs will require customer interaction as they are split across suppliers. Suppliers should liaise with one another to ensure that customers are only contacted by one supplier. There was discussion around whether further guidance or rules to address cases where MPANs are split across suppliers is needed. It was noted that there had been some small increases in split supplier related MPANs particularly with some smaller suppliers and that an action had been taken at FSEG to investigate this further and consider if further guidance or support was needed.

3.3.2 Invalid Topline

The first report on invalid topline MPAN cleanse was discussed. This related to activity to correct erroneous combinations of topline data (Meter Timeswitch Code, Line Loss Factor Code or Profile Class). Volumes of invalid topline MPANs have been relatively static since January 2019 (slight increase in last month). This is due to the agreed prioritisation of MPAN cleanse activity being focussed on related MPANs ahead of the MPAS changes in June.

3.3.3 Mismatch

The first reporting of meter type mismatch was discussed. A Meter type mismatch is a meter type that is not translated correctly. In the FSEG cleansing guidance document there is a set of combinations that classify as meter mismatches and it is these that are being reported against.

Report shows instances of Meter type mismatches. The combination table can be found within the FSEG Huddle reports workspace.

- Instances have decreased in the past five months by 33,824 from 159,337 to 125,513 MPANs (21%)
- Large Suppliers contribute to 75% of all instances with Medium Suppliers at 13% and Small Suppliers at 12%
- Instances have decreased since last month by 2,908 MPANs (2%)

A member questioned if there were any targets for the data cleansing work. AA responded by confirming that work was ongoing to develop targets which will be brought back to DWG for discussion. Also, that for related MPANs the target would be to reach zero by the time of the MPAS data update in July and that for plot to postal whilst there will always be some plot addresses work to identify an appropriate base level was ongoing.

ACTION:- DWG-06-A04 – Andrew Amato to confirm suitable targets for the completion of data cleanse.

It was reported that work on electricity related consequential changes was on track. Decisions in relation to the duration of data migration into MPAS of related MPAN data will be made at the next FSEG meeting in May.

3.4 Risk

AA provided a brief summary of the key data risks. It was reported that that was a decrease in existing systems driven by the approval of BSC CP1515. The upward trending themes are related to the delay in start to DBT. This is more in relation to the proximity of the risk changing rather than severity or likelihood.

Risk ID	Risk Theme	Risk Description	Score	Summary	Owner
R107	Existing System Changes & Transitions	Related MPAN Migration - There is a risk that the related MPAN migration may be delayed due to system change delays.	Severity: Major Likelihood: Possible Score: 12	1) DWG to track progress on system changes and data cleansing with FSEG to progress further remedial actions as necessary - ongoing	FSEG

				2) FSEG agreed approach for migration - timing TBC in May.	
R109	Address Matching & REL Creation	Address Matching - There is a risk that REL creation is delayed and quality compromised by uncertainty over address standards, format and rules.	Severity: Major Likelihood: Possible Score: 12	1) Ofgem to engage with Address Service Provider once appointed to provide clarity to DWG on addressing approach - Delayed to May 2019 2) Specific Data Assurance Deep Dive planned (in Data Assurance Framework) over Address Matching (ahead of industry testing)	Andrew Amato
R116	Design (Logical & Physical)	Logical Data Model - There is a risk that the LDM does not fully support the data requirements of all sites or ESP functions. This could result in the incorrect specification of the physical design and interfaces leading to change and delay.	Severity: Major Likelihood: Possible Score: 12	1) Final review of LDM mapping completed and shared with DWG (March). 2) Change requests for data model changes approved by DA - design being updated.	Andrew Amato
R123	Existing System Changes & Transitions	MPAS Stage 0 Changes There is a risk that industry is unclear delivery/cutover approach for the range of MPAS changes which could compromise operation of MPAS post release.	Severity: Major Likelihood: Possible Score: 12	1) Conference call held (16 Apr) with DNOs to explore concerns with actions agreed and being taken forwards	FSEG/DNOs
R110	Industry Engagement & Planning	Industry Engagement - There is a risk of a lack of engagement from some industry parties in data cleanse activity. This could result in insufficient progress causing delay to subsequent programme activity.	Severity: Major Likelihood: Possible Score: 12	1) Gemserv & Xoserve to identify parties not engaging in cleanse activity and agree appropriate response with Ofgem - Ongoing 2) Licensed Party Assurance provider will review progress on data quality and data remediation activities	Andrew Amato

4. SI Update

Tony Walters (TW) from Netcompany provided a brief introduction and then the data and testing leads within the System Integrator (Anahita and Alan) provided further background.

4.1 Data Assumptions (Anahita Saghafi)

The Systems Integrator (Netcompany) is responsible for agreeing, defining and managing the Data Migration for Switching. Anahita Saghafi will be leading data activity at the Systems Integrator and will attend Data Working Group meeting. Points from the data migration assumptions and discussion are stated below:

- No data transformation will take place for the Registration data extracted from the source systems, and any other required data transformation will take place on CSS.
- The physical data transport mechanism from the source systems to the Central Switching Service is to be decided. The SI will ensure appropriate security mechanisms are in place.
- Testing of the Data Migration solution must include functional and non-functional (volume and performance) testing.
- A Data Migration rehearsal will be required for each source system i.e. for data from UK Link and for data from each of the 27 MPAS services.
- Data Migration stakeholder engagement and communications will take place through the Data Working Group.
- Single Points of Contact/ Data Owner will be identified for Electricity and Gas to facilitate the Data Migration design work.
- Visibility of Data Quality Metrics for Stage 0 Migration Activities and Data Cleansing Activities is required to feed into stage 1 activities. Stage 0 is not within the System Integrators remit, however it is an enabler for their work on stage 1 activities
- The assumptions will be clarified once visibility from the CSS perspective has been given, this will also provide clarity on the timing of activities.
- Ofgem and SI to discuss industry engagement and use of DWG as well as creation of more detailed technical groups to report progress into DWG.

4.2 Test Data (Alan Matthews)

The test data principles are already line with the Ofgem E2E Testing Plan; the Switching Systems Integrator is proposing the following principles for Test Data.

The System Integrator is responsible for the specification and maintenance of data for all of the test data phases with assistance from other parties.

The Systems integrator will be required to provide a mixture of functional test data and non-functional test data (production scale data), the current view from the end to end testing plan is that non-functional test data will be executed which could be a major challenge. If the Systems Integrator peruses the option in which non-functional data will be co-ordinated across all systems, testing activity could be difficult.

- For CSS, the SIT and UIT environments will be non-Production Scale, Pre-Production will be Production scale.
- The SI will drive Test Scenarios through the allocation of Test Data.
- Re-use of Production Data is recommended for the integrated Test Phases, both functional and non-functional.
- Anonymisation of Production Data will be achieved through changing the relationships between:
 - MPxN and Address
 - MPxN and Supplier.
- Central Data Service Providers will be expected to:
 - Assist the SI in the definition of Test Data, including nomination of Single Points of Contact / Data Owners
 - Assist the SI in provision of data extracts.
 - Have the capability to load, reload and reset data in test environments.
 - Along with the SI, manage data in line with relevant security policies.

There was discussion around testing approach, in particular production volume testing, issues around this and the anonymisation of data. It was noted that there were lessons to learn from other activities, especially Project Nexus where large scale market trials had taken place.

ACTION:- DWG06-A05 – Xoserve (EL) to engage with SI to share Nexus testing experience and appropriate contacts.

5. Draft Data Specification Product Description

AA informed that meeting that items is in relation to the Technical Specification that will support the development of the Retail Energy Code. This will contain a set of products that will define CSS and how parties fulfil their obligations for interacting with it and each other. There will be a number of components within the technical specification that will include areas such as the service definitions; other areas will cover security, testing and a data specification

A draft product description has been developed describing what the data specification will contain and how it will be developed and it is anticipated that the approach for the development technical specification will be included in the REC consultation Ofgem will be issuing in May. Views from DWG on the draft product description are requested, specifically if there are gaps in content.

ACTION:- DWG06-A06 – DWG ALL: Feedback on the Draft Data Specification Product Description to email Switching PMO by 03 May.

6. MRA Consequential Changes

Jonathan Hawkins (JH) from Gemserv, provided a summary of data related changes arising from the MRA consequential change work that has recently started. There have been workshops approved by MEC to look at MRA consequential changes following on from CSS. The first two workshops in the series will focus on the system, data and process aspects.

In summary, the main data aspects are in relation to data flows and their interactions, many of which will be decommissioned and are no longer required under the DTC or MRA.

- Registrations and aspects related to objections will be removed and the only data flows related to objections that will remain are D213 and D89 which will still be sent to suppliers in the event of a cancellation of a switch. However, this will no longer be relevant to an objection of a withdrawal.
- Principle agreed that MPAS will default all data items from previous suppliers which information is already held. New suppliers will have to notify any changes after the switch has been accepted and will be unable to make any changes if the registration has been cancelled or is inactive.
- The MPAS will still be sending the new supplier with the D217 and D260 which will be triggered at the point of the synchronisation message from the CSS informing them that the registration is pending.
- The decoupling and deregistration processes were also discussed, a number of assumptions were taken away on these aspects which will be discussed at the Design Forum 20/04/2019; pending approval the assumptions will be taken back to the second workshop.
- There was another principle also agreed that the CSS will need the right to request the resend of a file or a refresh of data from MPAS, this has been drafted for the governance, however no interfaces for this have been defined.
- The MRA will reflect certain data items and the responsibility of the supplier will become the responsibility of the CSS.
- MPAS reporting – provision of objection reporting from MPAS will no longer be required. There is a need to confirm how meter point reporting will take place when CSS is live (CSS or MPAS).
- Retrospective amendments were discussed on the basis that the CSS will be open to amendments, this will be used for amending registrations.
- There was also a discussion on MPAS service levels and liquidation payments set under the MRA. No changes were proposed but could be raised as deemed necessary through existing governance.

Dates have been set for future workshops, looking to have FSEG to review final drafting in FSEG in early June. Later workshops will look at MRA governance and other switching related procedures.

7. Forward Look

A brief summary of the anticipated forward look of DWG meetings was provided:

May

- Standing Items
 - Progress reporting

- Data Risks

- REL Refresh –overview of creation & use
- Electricity Stage 0 Readiness
- SI Update

June

- Standing Items
 - Progress reporting
 - Data Risk Deep Dive
- Introduction to CSS Provider
- Approach to REL creation & address testing
- Data migration approach

July

- Standing Items
 - Progress reporting
 - Data Risk
- Approach to physical design
- Data Assurance Plan
- Address Matching rules

8. AOB

No AOB for this meeting.

The next Data Working Group will be held at Gemserv on Wednesday 22 May at 10:30am.