

# Switching Programme: Data Working Group 07



**Gemserv – Jubilee Room** 22/05/19



- 1. Welcome and Introductions Andrew Amato, Ofgem
- 2. Actions Review Andrew Amato, Ofgem
- 3. REL Overview & Discussion Andrew Amato, Ofgem
- 4. Progress Report & Risk update Andrew Amato, Ofgem
- 5. SI Update Anahita Saghafi, Netcompany
- 6. Electricity Stage 0 Changes Update Sarah Mower, Gemserv
- **7. Forward Look –** Andrew Amato, Ofgem
- 8. Any Other Business

Date of next meeting: 10.30am Wednesday 19th June at Gemserv



#### 1. Welcome and Introductions



Andrew Amato Ofgem



#### 2. Actions Review



Andrew Amato Ofgem



Information

Action ID	Area	Description	Owner	Status
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	Complete - Migration approach agreed with timescales agreed 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 - 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.	Ofgem	Open – Reporting / analysis received approach being developed with Gemserv & Programme Coordinator
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.		Open - Awaiting mobilisation of address service provider.
DWG05-A02	Related MPAN Risks	Xoserve to provide update on address data profiling.	Xoserve	Open – Update 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	Open - Awaiting further information from raiser to take forwards.
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	Open - 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	Open - No comments received to date, however feedback welcomed.



Information

Action ID	Area	Description	Owner	Status
DWG06-A01	Address Validation Approach	Xoserve (EL) to confirm address validation approach beyond PAF with operational teams (e.g. use of council Tax data).	Xoserve	Open
DWG06-A02	Plot to Postal Cleansing Data	Ofgem (AA) to follow ups from AIGT to get better understanding on the plot to postal cleansing data set and update at the next meeting.	Ofgem	Open
DWG06-A03	Plot to Postal Reporting	Gemserv (NV) to check if plot to postal can include de-energised and not-traded MPANs in reporting.	Gemserv	Open
DWG06-A04	Data Cleanse Targets	Andrew Amato to confirm suitable targets for the completion of data cleanse.	Ofgem	Open – anticipate discussion of proposals at June / July mtgs
DWG06-A05	Testing Experience	Xoserve (EL) to engage with SI to share Nexus testing experience and appropriate contacts.	Xoserve	Open
DWG06-A06	Draft Data Specification Feedback	Feedback on the Draft Data Specification Product Description to email Switching PMO by 03 May.	DWG	Open – limited feedback received to date but feedback still welcomed



#### 3. Progress Reporting & Risk Update



Andrew Amato Ofgem



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Data Cleansing			
Plot to Postal Address	Baseline	Current	Commontoni
	Apr-18	May-19	Commentary
GT Registered Sites	15,591	14,139	Existing monthly BAU plot to postal process whereby Shippers provide a 'better PAF registered address'. Proactively working with Shipper organisations via the Consequential workgroup to prioritise this cleanse activity. This will be an ongoing cleanse activity, pre and post this Programme.
GT Unregistered Sites	8.718	8,414	Working alongside GT's to agree the cleanse activity for this pot. Figures will fluctuate due to new meter points being created and not confirmed into a Shippers portfolio
IGT Sites	84,929*	90,097*	IGT organisations have a plot to postal process whereby developers and Utility Infrastructure Providers provide a 'better PAF registered address' where able. A change request is currently in flight where IGT's will have the ability to update 'plot addresses' held on UK Link in bulk in addition to the current process of individual updates.
MTD Cleanse			Commentary
		TBC	Commentally

Gas MTD Cleansing and tracking of progress will follow once the first reconciliation from CP17/411 is completed in April 2019 - See SPAA Update

\*iGT data from AiGT as at Jan 19

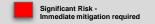






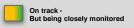
	Consequential Changes		\G	Completion Date		Commenter
			MAY	Baseline	Forecast	Commentary
	Creation of MAP ID Field in UK Link	G	G	Jul-19	Jul-19	The change is currently proposed for Xoserve's July 19 release, however, approval for release is currently within the DSG Governance process
MAP ID	Initial population of MAP ID detail within UK Link	G	G	Nov-19	Nov-19	Some MAP data has been provided to Xoserve, we are working with MAP organisations via CMAP to acquire as much MAP data as possible. Timeline of November 19 has been provided to CMAP as target date for data population.
	Ongoing population of MAP ID from MAPs	G	G	Jul-19	Jul-19	With the introduction of MAP ID to UK Link there will be the provision of ongoing updates via RGMA flows from Shipper Organisation. MAP's will be provisioned with a flow to also provide MAP ID updates on an enduring basis to UK Link. Architectural design solutions are currently being analysed.
Shipper/	Cleansing activity for Shipper/Supplier mapping	G	G	Dec-19	Dec-19	This is an ongoing process with multiple Organisations to ensure the validity of Stakeholder associations. This activity will be ongoing until the migration of the process to Xoserve from SPAA. Progress on cleanse activity will be brought to future DWG meetings.
Supplier Mapping	Transfer of ownership of stakeholder data from SPAA to Xoserve	G	G	Feb-20	Feb-20	The transfer of ownership of Stakeholder data from SPAA to Xoserve is on track for a February 2020 delivery
RMP Status	Recognition & mapping of existing meter point status to new RMP values	AG	AG	Nov-20	Nov-20	Detailed design will confirm how the RMP status will be maintained within UK Link for provision to the new CSS Provider. Milestone of August 19 indicates the end of Xoserve's detailed design phase.
	LEN indicator creation in UK Link	N/A	N/A	TBC	TBC	Detailed requirements to be defined for the enduring process and then to be scheduled into a change release
LEN Indicator	LEN indicator data transformation/ update / operational processes	N/A	N/A	TBC	TBC	Detailed requirements to be defined for the enduring process in order define datasets to be held
	LEN site investigation	N/A	N/A	TBC	TBC	Need further information to understand this requirement

Address Classics		.G	Completion Date		Commenter	
Address Cleansing	APR	MAY	Baseline	Forecast		
Profiling of address data held within UK Link	G	С	Jul-19	Jul-19	High level profiling has completed. Scope of profiling includes: - invalid/dummy postcodes - Addresses without a delivery point alias, building name or number - Missing street names and Post Towns of Unknown or Blank This output is being analysed and will be included in this report	
Creation of portfolio reporting for cleansing activity	G	G	Nov-19	Nov-19	First portfolio reporting is due to be issued in May 19. These reports will provide individual Shipper Organisations the site detail to enable them to begin to cleanse the meter points within their individual Portfolios.	











On track





**Discuss** 

Near Term Improvements /	F	RAG	Completion Date		Commentant				
Consequential Changes		MAY	Baseline Forecast						
Gas - MTD CP17/411 (Updates to Schedule 22 with specific reference to Section 7- Suppliers Reporting Obligations)	G	G	Jul-19	Jul-19	<ul> <li>Asset portfolio reconciliation underway, with all MAMs required to submit data to Xoserve by 24 April 2019, in line with SPAA Schedule 22</li> <li>Schedule 22 also requires that Supplier have assurance procedures in place to monitor the rates of data flow rejections in relation to MAM appointment/de-appointment, to enable action to be taken if required</li> </ul>				
Gas MTD - First Reconciliation	G	G	Jul/Aug-19	Jul/Aug-19	<ul> <li>Asset portfolio reconciliation underway, with all MAMs required to submit data to Xoserve by 24 April 2019, in line with SPAA Schedule 22</li> <li>Xoserve will perform a comparison of the MAM-submitted data and data held in the Supply Point Register and report back to the SPAA Secretariat within 60 working days following 24 April 2019</li> <li>Xoserve has provided a prescribed format for the data and delineated this via the MAMCoP Board meeting, SPAA Expert Group (SEG) meeting and directly with Suppliers and MAMs</li> <li>Xoserve has chosen Huddle as the platform by which MAMs will share the data and have communicated details of this to MAMs</li> <li>Xoserve has advised that Ofgem have requested to see the output of the reconciliation activity and have asked Supplier Parties (via SEG) to provide any objections or comments on this</li> </ul>				
Reconciliation of MAP and UK-Link held data -  -SCP 467 - Market Participant MDD Migration to UNC Governance -UNC Modification 0682 - Market Participant MDD Migration to UNC Governance from the SPAA -UNC Modification 0684 - Amendment of the Data Permission Matrix to add Meter Asset Provider as a new User type -DSC Change XRN 4851	G	G	Feb-20	Feb-20	<ul> <li>SCP 467 approved 14/05/2019</li> <li>ElectraLink continuing to work closely with Xoserve, Gemserv, Joint Office and EoN to ensure the associated changes are implemented in alignment (February 2020)</li> <li>Each change will require Authority Consent</li> <li>Xoserve has stated that it is intended MAPs are included within UK Link as part of the work to migrate the Market Participant MDD.</li> </ul>				



# XXXServe

# Gas Supply Meter Point Address Profiling

May 2019

#### **Supply Meter Point Address Data**

- Meter Point Location data held in UK Link has been profiled against the following criteria:
  - Invalid Post Codes
  - Missing Post Towns
  - Missing Building Name, Building Number and Delivery Point Alias
  - Missing Building Name and Building Number

### **Address Profiling Results**

Address Profiling Area	Current Total Volumes
Incorrect / Dummy Post Codes	180,340
Missing Post Town	63
Missing Building Name, Building Number and Delivery Point Alias	40,738
Missing Building Name and Building Number	172,701

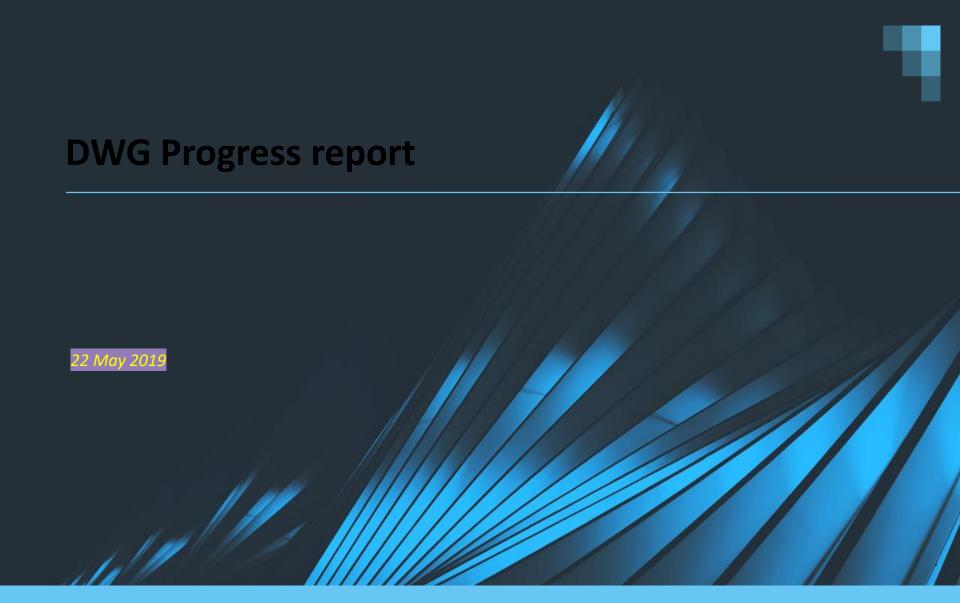
Volumes correct as at 16/05/2019



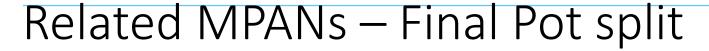


Near Term Improvements / Consequential	R.A	\G	Completion Date						
Changes		MAY	Baseline Forecast		Commentary				
CP17/406 implementation - introduction of an explicit requirement on Suppliers, Agents and Gas Transporters to monitor flow rejections and either resend the information or follow the exception process set out in the relevant sections of the RGMA baseline document	С	С		going toring	<ul> <li>Volumes of rejections for SPAA-related flows have dropped significantly since Q4 2018 - with a full one month period where no rejections occurred. ElectraLink continues to provide ad-hoc support parties in dealing with flow rejections</li> <li>Industry participants have commented that the support arrangements have worked well and have assisted parties in identifying reasons for rejections.</li> <li>The most common reasons for rejections continue to be related to incorrect date formats (e.g. DDMMYYYY instead of YYYYMMDD) and, with support from ElectraLink, all have been resolved with the root causes found to be either human error or issues with Supplier internal processes</li> </ul>				
Supplier/MAM validation of meter details – CP17/411 & assurance reporting (ONJOB/ONUPD/K08 volumes)	С	С	Ongoing l	Monitoring	<ul> <li>Improvement options continue to be worked through with the SPAA Parties and the SPAA Executive Committee.</li> <li>Following CP 17/411 implementation ElectraLink has agreed a contract with Xoserve for the provision of a monthly report details the levels of MAM appointment/de-appointment flows, and number of rejected flows, by Supplier</li> <li>The 'Schedule 22 Report' will highlight where Suppliers are either not providing MAM information or where this information is beir rejected in central systems, to enable Suppliers to monitor their performance in relation to the new obligation and discuss a potential issues with Shippers</li> <li>The SPAA Experts Group (SEG) are reviewing an anonymised version of the report at their monthly closed session meeting</li> <li>The SPAA Executive Committee have agreed to the report being provided directly to Suppliers, to enable them to monit performance directly within their respective organisations</li> <li>ElectraLink are currently working on a proposal for an improvement procedure, to operate where the report highlights the individual Suppliers may be non-compliant</li> </ul>				
Meter Model Table – SPAA Review Meter Product Table	G	G	Jun-19	Jun19	<ul> <li>SPAA has now reviewed the Meter Product Table in relation to any blank or inconsistent values and discussed these with Xoserve and industry parties</li> <li>SCP 468 (Removal of Blank Values) was raised at the April 2019 SPAA Change Board and is undergoing a 30 WD impact assessment ahead of proposed implementation on 28 June.</li> <li>Xoserve has indicated that some of the value proposed for removal may be in use in central systems and have been asked to provide detailed comments in their impact assessment response</li> <li>Further review may be required in response to other cross-code changes, e.g. SEC Modification 0006 which standardises the number of register digits to be displayed on SMETS 2 devices</li> <li>ElectraLink continue to work closely with Xoserve to identify and remedy any inconsistent values within the Meter Product Table</li> </ul>				
Meter Model Table –Xoserve review of UK Link domains & meter data formats	TBC	TBC	TBC	ТВС	<ul> <li>Xoserve has advised they are progressing their review of domains and logical formats used within central systems with a view to expanding and/or aligning these with the richer domains/formats used within SPAA data flows and other industry flows</li> <li>An initial update was provided by Xoserve to the SPAA Experts Group (SEG) and Xoserve have stated they will bring forward further information/proposals for review by SEG, once they completed an internal review of domains/formats</li> </ul>				
Significant Risk - Immediate mitigation required			ased Risk - nt mitigation requir	red	At Risk - Manageable with mitigation  On track - But being closely monitored  On track  Complete				

Source: Ofgem/ SPAA





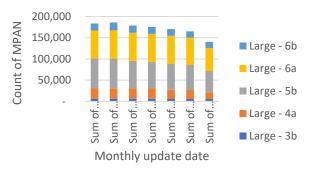


#### Change between March 19 to April 19

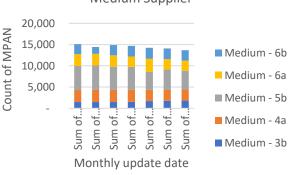
Total: Decrease of 26,449 MPANs (13%)

- 3b: Decrease of 19 MPANs (0.2%)
- 4a: Decrease of 5,046 MPANs (19%)
- 5b: Decrease of 10,883 MPANs (15%)
- 6a: Decrease of 9,817 MPANs (14%)
- 6b: Decrease of 684 MPANs (3%)

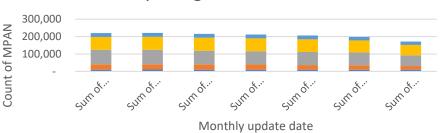
Monthly change in Related MPANs for Large Supplier



Monthly change in Related MPANs for Medium Supplier

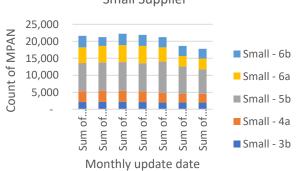


Monthly change of all "Final Pots"



■ 3b ■ 4a ■ 5b ■ 6a ■ 6b

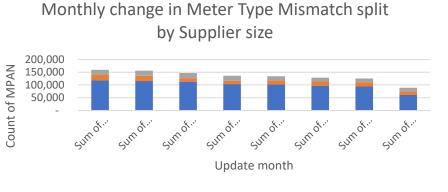
Monthly change in Related MPANs for Small Supplier





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

- Large Suppliers contribute to 68% of all instances with Medium Suppliers at 16% and Small Suppliers at 16%
- Instances have decreased in the past six months from 159,337 to 89,180 MPANs (44%)
- There has been an decrease of 36,333 MPANs since last month. Due to
  - Large Suppliers decreasing by 32,958
  - Medium Suppliers decreasing by 2,639
  - Small Suppliers decreasing by 736

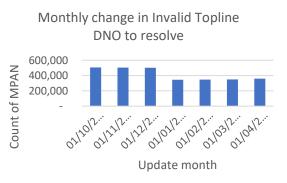


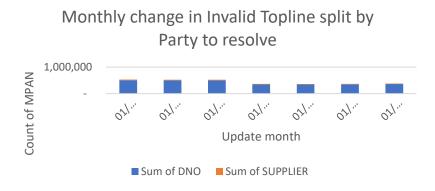
■ Large ■ Medium ■ Small

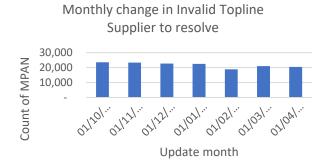
## Invalid Topline

Report shows invalid combination of Topline details. The combination table can be found within the FSEG Huddle reports workspace

- Supplier to resolve instances contribute to 5% of all instances with DNO to fix at 95%
- Instances have decreased in the past five months by 149,353 from 530,026 to 380,673 MPANs (28%)
- Instances have increased since last month by 10,381 MPANs (3%). Due to
  - DNOs increasing by 10,955
  - Suppliers decreasing by 574



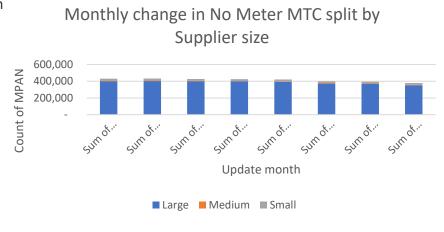






Report shows instances of No Meter MTC. The logic instances can be found within the FSEG Huddle reports workspace

- Large Suppliers contribute to 93% of all instances with Medium Suppliers at 2% and Small Suppliers at 5%
- Instances have decreased in the past six months from 430,027 to 378,108 MPANs (12%)
- There has been an decrease of 15,609 MPANs since last month. Due to
  - Large Suppliers decreasing by 14,945
  - Medium Suppliers decreasing by 273
  - Small Suppliers decreasing by 391





**Discus** 

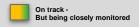
	Consequential Changes		\G	Completion Date		Community
		APR	MAY		Forecast	Commentary
Im	Implementation / testing of data flow changes	AG	G	Jun-19	Jun-19	The latest set of DTC Release items have been made available on the MRASCo website, required parties will need to pick up the latest version of DTC D0312 and D0304 data flows to start preparations to load into their systems ready for go-live on 28 June 2019. Similarly new data flow D0386 will need to be managed for DTC Go live.
Update of Meter Details to MPAS (DTC CP 3554)	Implementation / testing of updated business processes for operations	AG	G	May-19	May-19	A Comms Framework with FAQ's and Migration Support elements was reviewed with parties at the 15 May 2019 FSEG meeting. There is a further call with DNO/IDNO's scheduled for 16 May 2019 to allow for further bespoke discussions. Gemserv have also distributed a comms acknowledgement paper, this document will allow for early sight of MPAS's processing plans – and where needed for further information/ support to be provided where and as necessary.
	Execution of initial data migration	G	G	Jun-19	Jun-19	Functional and Non-functional testing has now been completed by four DNO's, a further DNO has been contacted to participate, this would mean the largest MPAS's have undergone testing providing further assurances as the date of the dress rehearsal approaches. MPAS release made available on 19 April 2019 following approval. MPAS release now available for DNO/IDNOs. 6 weeks for DNO/IDNOs to upgrade their systems for the dress rehearsal weekend on 14 June 2019. Data Migration will take place 28-30 June 2019.

Data Item Creation		IV.		Completion Date			
			APR	MAY	Baseline	Forecast	Commentary
		Related MPAN Data Item creation - MRA CP0256	G	G	Jun-19	Jun-19	Following the approval of MRA CP0256, Industry will need to prepare their data for the new indicator for Related Metering Associations for the CSS. The new indicator will need to define the 'Primary' MPAN. Options to discuss the update approach is scheduled for the 15 May 2019 FSEG meeting - Cleansing ongoing
		Related MPAN Data Flow creation & amendments DTC CP 3550	G	G	Jun-19	Jun-19	The latest set of DTC Release items have been made available on the MRASCo website, required parties will need to pick up the latest versions of impacted DTC data flows to start preparations to load into their systems ready for go-live on 28 June 2019.
		Related MPAN transformation/ update/operational processes	AG	AG	Jun-19	Jun-19	Industry Parties are currently progressing their internal data cleanse activities to confirm association of a related MPAN. Gemserv are providing monthly updates through FSEG on suppliers progression and will continue to work with parties where exceptions or business rules need to be applied in given circumstances. Similarly, where requested the anonymised reports can be updated with MPID to allow for cross participant resolution. A Migration approach has been agreed with FSEG, a further paper to agree the interim timeframe to update and migrate MPAN's with the related indicator was agreed at the 15 May 2019 FSEG meeting.











On track







#### Electricity - MRA (2)

Data Item Creation		R.A	AG .	Completion Date		Commenter	
		APR	MAY		Forecast	Commentary	
LEN Indicator	LEN indicator creation – CP TBC	AG	AG	TBC	TBC	No CP to raise through FSEG. Has been passed to IREG for progression at their meeting on 10 April 2019. Reflected in CR-E30 (withdrawn). IREG discussions indicate that a MIF is to be raised. Currently awaiting action from IREG.	
Import/ Export Indicator	Raising & consideration of programme Change Request	G	С	Apr-19	Apr-19	CR-E37 raised and currently within change process – approved per Design Authority 10 May 2019	
Export Indicator	Import / Export indicator creation CP	G	G	Feb-20	Feb-20	CP 3567 raised. Draft Change report to be presented to MDB on 30 May 2019 for decision.	
Domestic/ Non - Domestic Indicator	Domestic/Non Domestic indicator creation - DTC CP 3556	G	G	Jun-19	Jun-19	CP accepted on 29 November 2018. Awaiting Implementation on 27 June 2019. The latest set of DTC Release items have been made available on the MRASCo website, required parties will need to pick up the latest versions of impacted DTC data flows to start preparations to load into their systems ready for go-live on 28 June. An agenda item to discuss post-migration activity has been scheduled for FSEG meeting on 16 July 2019 where further discussion will take place.	
	Domestic/Non Domestic indicator data transformation	TBC	TBC	TBC	ТВС	This will be a brand new indicator. Licenced parties will need to assure their systems are able to identify Domestic/ Non Domestic premises under their portfolio and set indicators accurately from the go-live date within the DTC. The indicator will be added to MPAS for June 2019 but will not be populated and used until go live for the CSS in 2021.	
RMP Status Indicator	RMP Status Data Item creation - DTC CP 3555	G	G	Jun-19	Jun-19	CP accepted on 29 November 2018. Awaiting Implementation on 27 June 2019. The latest set of DTC Release items have been made available on the MRASCo website, required parties will need to pick up the latest versions of impacted DTC data flows to start preparations to load into their systems ready for go-live on 28 June. An agenda item to discuss post-migration activity has been scheduled for FSEG meeting on 16 July 2019 where further discussion will take place.	
	RMP Status transformation	TBC	TBC	TBC	ТВС	This will be a brand new indicator. The indicator will be added to MPAS for June 2019 but will not be populated and used until go live for the CSS in 2021.	
Metered Status Indicator	Metered Indicator Item Creation - DTC CP3557	G	G	Jun-19	Jun-19	CP accepted on 29 November 2018. Awaiting Implementation on 27 June 2019. The latest set of DTC Release items have been made available on the MRASCo website, required parties will need to pick up the latest versions of impacted DTC data flows to start preparations to load into their systems ready for go-live on 28 June. An agenda item to discuss post-migration activity has been scheduled for FSEG meeting on 16 July 2019 where further discussion will take place.	
	Metered Indicator transformation	ТВС	ТВС	TBC	ТВС	This will be a brand new indicator. The indicator will be added to MPAS for June 2019 but will not be populated and used until go live for the CSS in 2021.	

Significant Risk -Immediate mitigation required

Increased Risk -Urgent mitigation required



At Risk -Manageable with mitigation



On track -But being closely monitored



On track

Complete





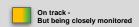
Other		RAG		Completion Date		Commonton
		APR	MAY		Forecast	Commentary
Meter Point Address Data	Review of Meter Point Address Data	TBC	TBC	TBC	TBC	Mapping of the end to end process and impact assessment of quality of addresses to be discussed at the 15 May 2019 FSEG meeting, with consideration of further discussion to baseline requirements.
Address Data	Identification of incomplete addresses	ТВС	ТВС	TBC	TBC	Mapping of the end to end process and impact assessment of quality of addresses to be discussed at the 15 May 2019 FSEG meeting, with consideration of further discussion to baseline requirements.

ECOES DBT Activity		RAG		Completion Date		Commenter
		APR	MAY	Baseline	Forecast	Commentary
Erroneous Switch Indicator	Erroneous Switch indicator Data Item creation - CP TBC	TBC	TBC	TBC	TBC	Ofgem policy decision to be made which will determine if erroneous switch indicator is required.
REL Process	Creation, testing & implementation of new processes to hold a location address	ТВС	ТВС	TBC	ТВС	CSSP / Address Service Provider to be procured and recommendations to be made. Until the physical design has been baselined there is a working at risk approach which has been adopted. Designs are being managed under the logical design requirements. A full GAP analysis will need to be completed at regular intervals to ensure the overall business requirements are accurate for the given stage within the programme.  An agenda item to discuss post-migration activity has been scheduled for FSEG meeting on 16 July 2019 where further discussion will take place.















# Report Appendix



- Current reporting provides progress made by industry parties on data cleansing activities for areas with data quality problems to reduce poor consumer switching experiences
- Priority reporting areas are:
  - Inaccurate addresses
  - Inaccurate Related MPAN associations
  - Inaccurate MTDs

 Reports provide information to the DWG on a monthly basis (and FSEG at its next available meeting following DWG) at an anonymised and aggregated level

### Plot to Postal

- When a new site is created, DNOs provide a plot address as the site address due to the lack of an actual address being registered by the Post Office at the time. Once the site is energised, the current Supplier should update the address with the most accurate details.
- However, many sites exist that still contain plot addresses rather than actual addresses
- Examples of some issues that could occur as a result of a plot address in industry data:
  - Customer attempts to switch (possibly through PCW), but cannot find property and aborts switch
  - Customer requests switch (either through PCW or Supplier website), but selects wrong address and another consumer is Erroneously Transferred
  - Customer requests switch (either through PCW or Supplier website), but switch attempt delayed as address validation process difficult
  - Customer requests switch (either through PCW or Supplier website), but Suppliers fail to process switch because cannot validate customer's address

# Plot to Postal - Reporting

- Plot to Postal report provides information on MPANs that still maintain a plot address rather than an actual address following Energisation within ECOES
- Plot to Postal report contains instances where the word 'plot' is present in the first 3 lines of the address field. Report also shows:
  - Supplier and Distributor associated with MPAN
  - Energisation year
  - Progress/Movement from previous report
- Reporting frequency is currently every two months



- Many Suppliers currently supply Metering Systems where there is one or more associated MPAN. For example, metering systems that require two Standard Settlement Configuration (SSCs) to describe their consumption in settlements such as Economy 9, Warmwise, Heatwise etc.
- As there can only be one SSC per MPAN at any given time, two MPANs are required for each of these Metering Systems. Each MPAN has an SSC allocated to it. The SSCs each consist of one or more Time Pattern Regimes (TPRs).
- Both the MPANs relate to the same physical meter, and hence should always be supplied by one Supplier

# Related MPANs - Reporting

Related Meter reports provide information on possible combinations of related meter scenarios that cause issues

- Report 3b contains instances of Related MPANs with more than one related MTC MPAN at an address that is split between Suppliers
- Report 4a contains instances of Related MPANs with only a single related MTC MPAN at an address that is disconnected
- Report 5b contains instances of Related MPANs with only a single related MTC MPAN at an address that has no disconnection with no other MPAN at the address (disconnected or not)
- Report 6a contains instances of Related MPANs with only a single related MTC MPAN at an address that has other unrelated MTCs MPANs at the address (including other MPANs) and the Supplier is the same for all MPANs
- Report 6b contains instances of Related MPANs with only a single related MTC MPAN at an address that has other unrelated MTCs MPANs at the address (including other MPANs) and the Supplier is split for MPANs

# Invalid Topline - Reporting

- An MPAN Topline shows characteristics of the Supply that include:
  - Profile Class (PC), Meter Time Switch Class (MTC), Line Loss Factor Class (LLFC)
- Using the associated reference tables, a correct combination of Topline characteristics can be obtained
- This report shows instances of invalid Topline combinations based on the MDD Entity ID 63; Valid MTC, LLFC, SSC, PC combination from ELEXON
- The Supplier is responsible to fix if the invalid combination is due to MTC, SSC or PC being incorrect
- The DNO is responsible to fix if the LLFC is the only data item incorrect

The full invalid Topline combination table can be found within the FSEG Huddle reports workspace



Both Meter Type and MTC should have the same value

#### For the report:

- MSNs Meter Type is translated into either 'Credit' or 'PP' (Pre-Payment)
- MPANs MTC is translated into either 'Credit' or 'PP' (Pre-Payment)
- Report shows where Meter Type value does not equal MTC value
  - i.e. MSN Meter Type is "Credit" and MPAN MTC is "PP"
    - Therefore resulting in a mismatch



- MTC 800 classification equates to Temporary No Meter
  - Any MTC 800 should not have a MSN present
- Non MTC 800 equates to classifications with a meter present
  - MSN should be present for all Non MTC 800 classifications

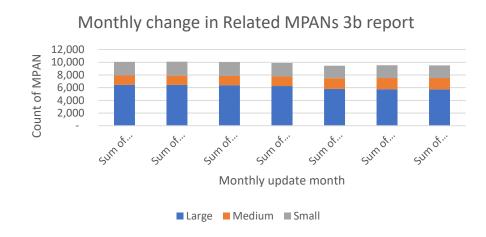
- Report contains instances which satisfy the below logic:
  - 1. MPANs with a MTC of 800 AND where an MSN is present
  - 2. MSN is not present AND where MTC is not 800



## Related MPANs – Report 3b

Report 3b contains instances of Related MPANs with more than one related MTC MPAN at an address that is split between Suppliers

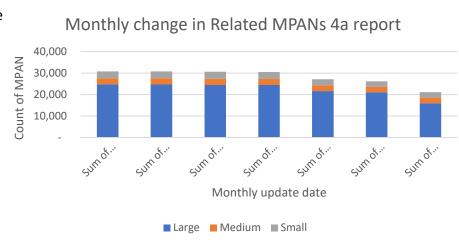
- Large Suppliers contribute to 60% of all instances of report 3b MPANs with Medium Suppliers at 19% and Small Suppliers at 21%
- Instances have decreased in the past six months from 10,074 to 9,507 MPANs (6%)
- There has been an decrease of 19 MPANs since last month. Due to
  - Large Suppliers decreasing by 32
  - Medium Suppliers increasing by 48
  - Small Suppliers decreasing by 35





Report 4a contains instances of Related MPANs with only a single related MTC MPAN at an address that is disconnected

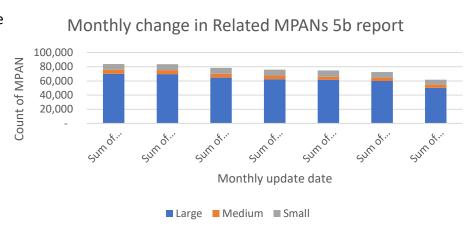
- Large Suppliers contribute to 76% of all instances of report 4a MPANs with Medium Suppliers at 12% and Small Suppliers at 12%
- Instances have decreased in the past six months from 30,805 to 21,135 MPANs (31%)
- There has been an decrease of 5,046 MPANs since last month. Due to
  - Large Suppliers decreasing by 5,057
  - Medium Suppliers increasing by 30
  - Small Suppliers decreasing by 19





Report 5b contains instances of Related MPANs with only a single related MTC MPAN at an address that has no disconnection with no other MPAN at the address (disconnected or not)

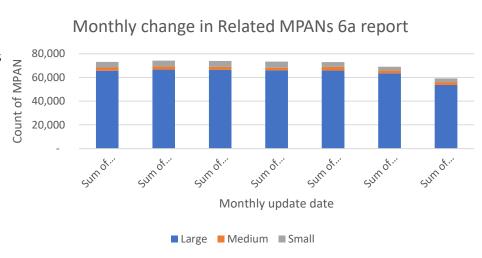
- Large Suppliers contribute to 81% of all instances of report 5b MPANs with Medium Suppliers at 7% and Small Suppliers at 12%
- Instances have decreased in the past six months from 83,936 to 71,744 MPANs (26%)
- There has been an decrease of 10,886 MPANs since last month. Due to
  - Large Suppliers decreasing by 746
  - Medium Suppliers decreasing by 317
  - Small Suppliers decreasing by 9,823





Report 6a contains instances of Related MPANs with only a single related MTC MPAN at an address that has other unrelated MTCs MPANs at the address (including other MPANs) and the Supplier is the same for all MPANs

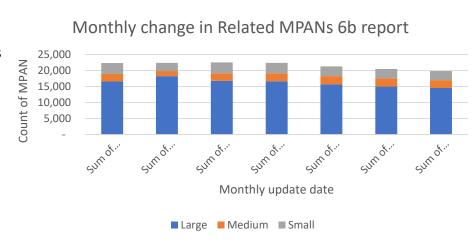
- Large Suppliers contribute to 91% of all instances of report 6a MPANs with Medium Suppliers at 4% and Small Suppliers at 5%
- Instances have decreased in the past six months from 73,032 to 59,174 MPANs (6%)
- There has been an decrease of 13,858 MPANs since last month. Due to
  - Large Suppliers decreasing by 9,770
  - Medium Suppliers decreasing by 106
  - Small Suppliers decreasing by 59





Report 6b contains instances of Related MPANs with only a single related MTC MPAN at an address that has other unrelated MTCs MPANs at the address (including other MPANs) and the Supplier is split for MPANs

- Large Suppliers contribute to 73% of all instances of report 6b MPANs with Medium Suppliers at 12% and Small Suppliers at 15%
- Instances have decreased in the past six months from 22,341 to 19,839 MPANs (11%)
- There has been an decrease of 684 MPANs since last month. Due to
  - Large Suppliers decreasing by 485
  - Medium Suppliers decreasing by 76
  - Small Suppliers decreasing by 123





Risk Theme	Theme Description	Theme Rating	Risk Trend	Summary Progress Update
Industry Engagement & Planning	Risks in relation to industry engagement with data related activity including cleansing as well as clarity/achievability on planning	Low	IJ.	* Data Working Group stood up early in advance of DBT phase with good representation from across industry.  * Progress reporting in development for DWG which will be shared with Implementation Group.  * Ofgem / Programme Coordinator to work with ESPs to identify and address industry parties where greater engagement / activity is required.  * RIsk over over MOP uncertainty with new arrangements re ECOES migration closed which has improved trend.  * Industry and Ofgem planning is progressing, with further detail to come when DBT plan is baselined.
Existing System Changes & Transitions	Risks in relation to implemention of changes to existing systems (MPAS/ECOES/UK LINK) ahead of transition stage 1. Includes creation of new data items/indicators and data migration.	Low	Û	* Work ongoing across existing industry systems to progress Stage 0 changes. Concerns raised by DNOs on Phase O MPAS changes addressed and detailed comms plan developed - this has improved trend.  * Major MPRS release scheduled for June - system changes on track for delivery with migration approach / timing for related MPANs now agreed.  * MAP ID field to be included in UK Link in July with transfer to Xoserve of mastery of Supplier/Shipper mapping on track for February 20.
CSS Transition & Migration	Risks in relation to data migration and transition activity to CSS. This includes management of in-flight switches, delta loads and any temporary interfaces.	Low	①	* Data Assurance Framework in development which will seek to address many risks in this theme.  * Risks to be reviewed further with completion of physical design.  * SI mobilisation in progress ahead of further development of data migration/transition approach and plans.  * increase in trend due to update of proximity of some risks, no change to likelihood/severity scores
Data Quality & Cleansing	Risks in relation to cleansing of industry data ahead of transition stage 1 and all aspects of data quality.	Low	$\Leftrightarrow$	* Data Working Group to commence monitoring of progress on data cleansing activity, with escalation to Implementation Group as necessary.  * Electricity MAP ID data quality issues identified ahead of ECOES-MPAS migration, cleansing approach developed by C&C and awaiting approval by FSEG.  * LDM Spreadsheet with existing industry data mapping developed and shared at April DWG with further cleanse prioritisation to follow.
Address Matching & REL Creation	Risks in relation to the address matching and REL creation and update process. Includes rules, formats, standards and address testing.	Medium	$\iff$	* Delay to DBT start increases proximity and hence trend, overall DBT planning mitigations will address.* Plot to Postal address cleansing in progress across both electricity and gas systems.  * Profiling of addresses in UK Link completed to identify address quality issues with shipper portfolio reporting to commence to assist cleanse. Similar activity to be required in electricity.  * Early engagement with Address Service provider planned to support address match/REL creation approach.
Design (Logical & Physical)	Risks is relation to data impacts of design both logical and physical. Includes management of change, adaptability, interface design as well as capability.	Medium	Û	* Delay to DBT start increases proximity and hence trend, overall DBT planning mitigations will address.  *Change Requests to update Logical Data Model (ABACUS) have been approved & design being updated which will address issues previously identified. Improvement in trend due to increased confidence from this.  * Data Management Principles baselined by DA (10/05) which provide further clarity on design approach, roles & responsibilities, cleansing and quality.
GDPR & Security	Risks in relation to industry data in the context of GDPR and broader information security.	Very Low		Programme Privacy Impact Assessment (PIA) & Information Risk Assessment (IRA) currently in review with recommendations to follow. Programme Security Advisory Group has now met. Testing working group held first meeting during May - plan close working in relation to test data.



Risk ID	₹ Risk Theme	Risk Description (Including potential consequences)	Risk Proximity	Controls in Place	Severity	Severity Score	Likelihood Score	▲ Risk Score	Summary Progress Update for Period	Risk Owner	Date Risk was
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.	Short Term (1-3 months)	* Gemserv & SCS PM of migration project	Major	4 Unlike	l <b>y</b> 2	8	DWG to track progress on system changes and data cleansing with FSEG to progress further remedial actions as necessary - ongoing 2) Comms plan developed - no indications of delay to be discussed at May DWG	FSEG	21/02/2019
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.	Short Term (1-3 months)	* Planned Data Assurance activity to be undertaken	Major	4 Possib	<b>le</b> 3	12	1) Ofgem to engage with Address Service Provider once mobilised to provide clarity to DWG on addresing approach - Delayed to June 2019 2) Specific Data Assurance Deep Dive planned (in Data Assurance Framework) over Address Matching (ahead of industry testing)	Andrew Amato	21/02/2019
R110	Industry Engagement & Planning	Industry Engagment - 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.	Medium Term (4-6 months)	* Early formation of DWG to drive engagement * Programme Cooordinator Industry Coordination function	Major	4 Possib	le 3		<ol> <li>Gemserv &amp; Xoserve to identify parties not engaging in cleanse activity and agree appropriate response with Ofgem - Ongoing</li> <li>Licensed Party Assurance provider will review progress on data quality and data remediation activities</li> </ol>	Andrew Amato	21/02/2019
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.	Short Term (1-3 months)	* DWG / FSEG and industry reviews of LDM	Major	4 Unlike	ly 2	8	Final review of LDM mapping completed and shared with DWG (March).     Change requests for data model changes approved by DA - design being updated.	Andrew Amato	21/02/2019
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.	Short Term (1-3 months)	* Conference call with DNOs to be arranged to explore risk further * Comms / cutover plan to be developed by Gemserv	Moderate	3 Unlike	ly 2	6	Conference call held (16 Apr) with DNOs to explore concerns with actions agreed and being taken forwards 2) Comms plan now developed and shared with industry	FSEG/DNOs	09/04/2019

• A risk deep dive is planned for the June DWG meeting with the data risk log being shared and discussed.



#### 4. SI Update



Anahita Saghafi Netcompany

#### netcompany





## SI Data Working Group netcompany

netcompany

Core Systems Integrator

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What is SI Data Working Group?

What

A technical group mainly focusing on facilitating the timely provision of the test data!

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#### **SI Data Working Group**

The purpose of SI Data Working Group?

#### Purpose

To facilitate the understanding of the data for meeting the CSSP solution!

To establish what, when, where, how, who and the frequency for the provision of the test data!

To facilitate how the data is to be provided for testing of the solution!

To facilitate the understanding of the data quality metrics for CSS and to follow up resolution of data defects!

To escalate matters that need a final decision from the Ofgem Data Working Group!

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#### **SI Data Working Group**

**Participants of the SI Data Working Group?** 



- Data reps from CSSP
- Data reps from ESPs
- DCC Technical Solution Lead
- Ofgem
- SI Test Lead, SI Migration Lead

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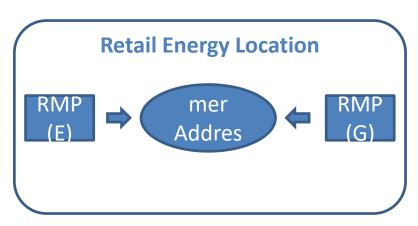
#### 5. REL Overview & Discussion



Andrew Amato Ofgem



- The Retail Energy Location (REL) concept emerged from the programme E2E design work as a means of tackling problems around the matching of meter points and addresses, thereby improving switching reliability.
- The REL is a composite of two elements;
  - a Registerable Metering Point (RMP) which represents the MPxN; and
  - the address where the energy supply is being measured (consumer's address or premised served)





- RELs will be constructed & maintained by CSS using a procured Address Service together with data from (i)Gas Transporters and (i)Distribution Network Operators
- The Address Service will provide a GB standardised address and a matching capability.
- Following the CSS procurement, Landmark Information Group will provide the Address Service using OS AddressBase Premium as a data source.
- Proposed to augment RELs with Smart Metering comms hub pairings data.
- RELs will be created during Transition Stage 1 (due to complete Jan 2021).



- RELs will be created by passing the Meter Point Location (MPL) address to the Address Service & searching for a GB standard address that most closely matches the MPL. This will be returned together with a quality indicator\*.
- Whilst a REL will be created there are likely to be differences in "quality" depending on whether or not it is matched to the GB Address Source.
- When CSS is live and the new arrangements take effect the REL may be updated (as necessary)
  - Regular address source updates
  - Manually Entered addresses

<sup>\*</sup> NB - the rules / standards around the REL quality indicator are TBC



The process below and further illustrated on the next slides provides an illustrative example of the matching process

Load Electricity
MPL Records

Match Electricity MPL with GB Address Source

Load Gas MPL Records Match Gas MPL records with GB Address Source and Electricity Records

Check with DSP for pairing between gas and electricity

Check with supplier MPxN pairs?

The exact process is to be determined by the CSS Provider



- During live operations there will be occasions where the REL address may be updated.
- Address source updates:
  - The GB address source will be updated regularly, this may lead to changes in addresses e.g. postcode re-allocation etc.
- Manually Entered address:
  - Scenario where the REL = MPL (no address source match) **and** the REL does not match the consumer's address.
  - Manual REL update requested by MPL data master or supplier via service management request (process TBC).





- The REL or MPL address will not be used to initiate a switch request.
- As now address, will be used to help ensure correct MPxN is switched.
- The REL will be available (with a quality indicator) via ECOES / DES to support this in new arrangements.
- Portfolio REL addresses available to (i)DNOs / (i)GTs (following CR-E12), subject to appropriate licencing being in place.



#### **Illustration of REL Creation - Key**

## NB - the following slides are illustrative and do not describe actual Source softion architecture RELS



Meter Point Location (Electricity)
Address



Meter Point Location (Gas) Address



**GB Address Source Address** 



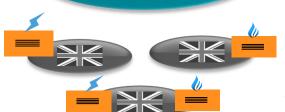
REL - Gas MPL & Match to GB Address Source



REL - Electricity MPL & Match to GB Address Source



REL - Gas & Electricity
MPL & Match to GB
Address Source

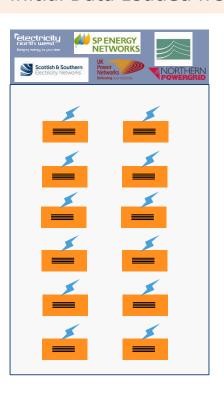


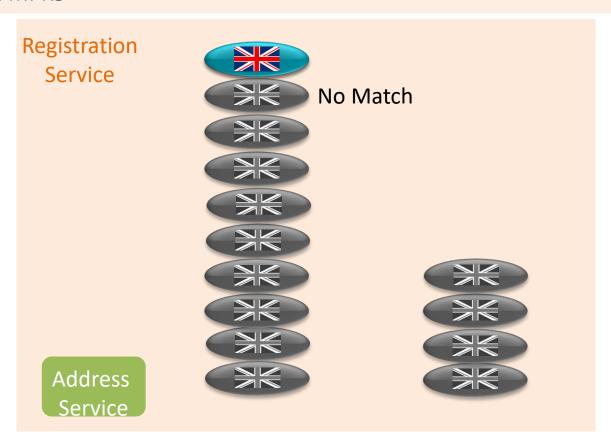
RELs - Gas and / or Electricity MPL & NO Match to GB Address Source





#### Initial Data Loaded from MPRS



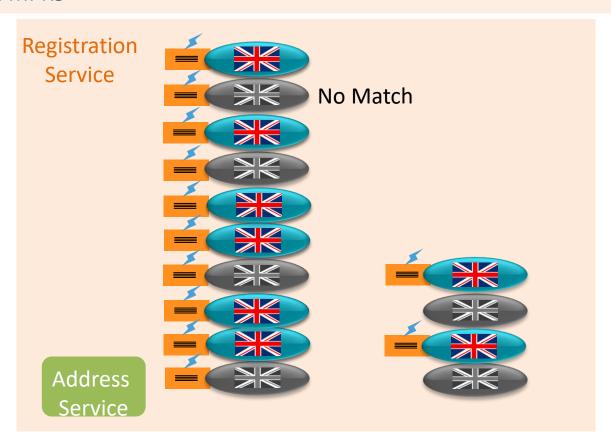






#### Initial Data Loaded from MPRS

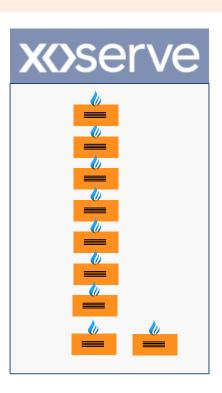


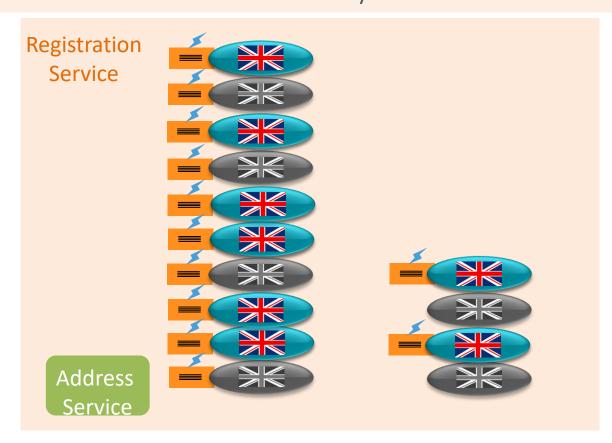






#### Initial Data Loaded from UK Link and matched with Electricity and GB Address Source

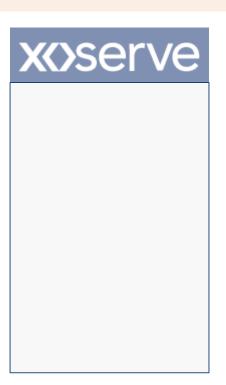


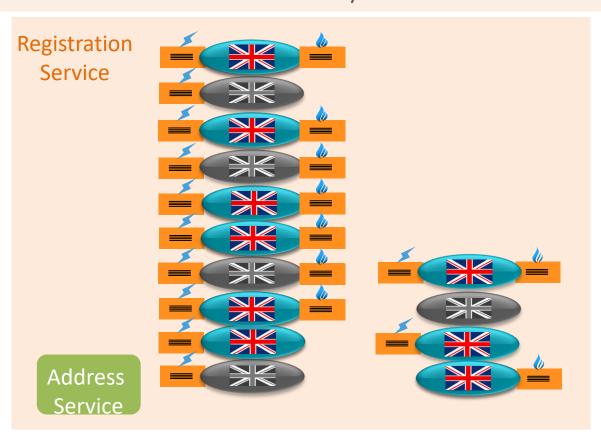






#### Initial Data Loaded from UK Link and matched with Electricity and GB Address Source

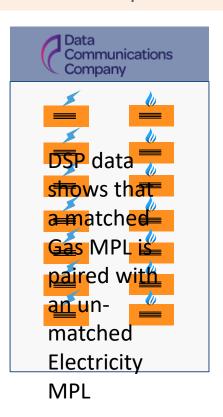


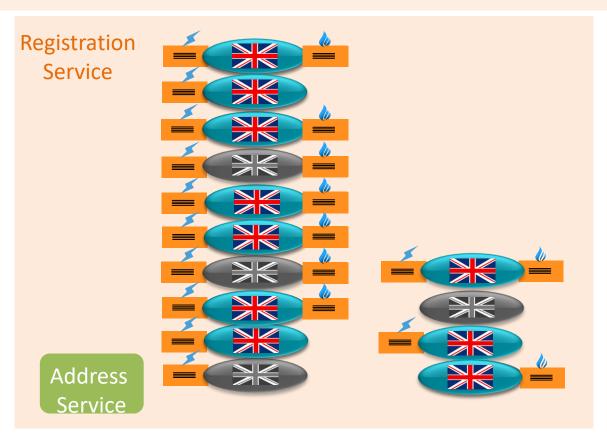






#### Further comparison with DSP data









- 1. How do we create high quality RELs from MPLs?
  - what further actions are required to improve matches?
- 2. Do you have any concerns around REL creation from the MPL address?
  - If so, how can these be overcome?
- 3. What concerns do you have if you cannot match a REL or get a "gold standard"\* one?
- 4. Can MPxN matched pairs be made available from suppliers to support the match process?

<sup>\* &</sup>quot;Gold Standard" in this case means a REL that has all fuels at the location where the MPL(s) match the GB Address Source



- Research into address management practice (DNOs, GTs & Xoserve)
- DCC to develop address quality benchmarking methodology
- Definition of common reasons for address mismatch so that these can be worked
- Testing of MPL address quality and address matching algorithms is planned later in 2019.



#### **6. Electricity Stage 0 Changes Update**



Sarah Mower Gemserv



## Stage Zero Update for Data Working Group

16 May 2019



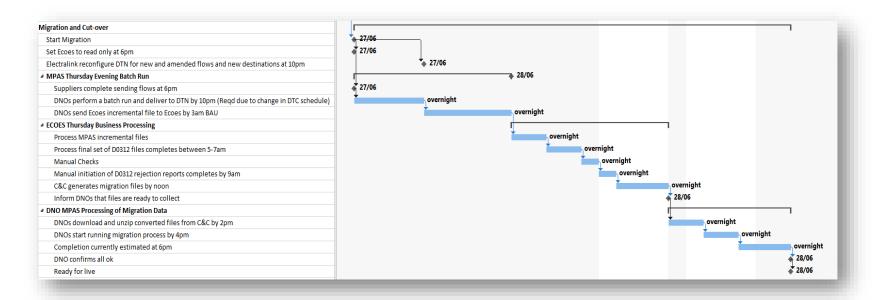


- Migration of Meter Details from ECOES to each MPAS
- This activity involves extracts of the data in ECOES being provided to each DNO to update to their instances of MPRS.
- The timing of this needs to be aligned with the June release of changed data flows for MOPs and MAPs to update MPAS directly with metering changes (D0312 & D0304)
- Also part of June's release are new and changed dataflows for creating and amending Related MPAN associations. (D0386)
- The migration will take place over the weekend following the release, so that industry can use the new flows.
- The use of the new and changed Related Meter Flows will be slowly phased in with a specific group of suppliers to avoid excessive flow processing.



Due	Task	Responsibility	Status	Notes
19/04/19	MPAS Releasable System Delivery	St Clements	Complete 19/04/19	
08/05/19	ECOES System Changes into UAT	C&C	Complete 08/05/19	API, Portal and Reporting released for
				UAT
16/05/19	ECOES System UAT complete	Gemserv	On Schedule	
31/05/19	Industry Data Cleanse Pre-Live	Industry	In progress	Slide 65
07/06/19	MPAS Final Release – DNO system	St Clements	On schedule	
	upgrades			
14/06/19 to	Dress Rehearsal weekend for	St Clements,	On schedule	
16/06/19	Migration	DNOs		
27/06/19 to	Migration & Cutover weekend.	St Clements,	On schedule	
30/06/19		DNOs		
TBC	Populate Related Metering Point	Suppliers	TBC	Phased use of the Related Meter flows.
	Attribute			FSEG Agenda item 15/5/19
TBC	Post Migration housekeeping	All	TBC	Slide 66
	activities			

## Migration Weekend



- Impact to Suppliers: Read only version of ECOES
- Reporting of each completed stage is recorded by the Migration Co-ordinator and will be posted on the MRA website so people are aware of the progress

### Migration Communications

Migrations communications pack consists of three elements.

- guide for suppliers and (i)DNOs including roles and responsibilities, methods of communication; FAQs and; detailed timing of the events starting from the 'Dress Rehearsal' through to the completion of migration.
- technical instructions for DNO's to complete their migrations, which include; system pre-requisites to
  ensure their databases will be able to handle the new files, file naming conventions and the required
  file formats.
- a communications acknowledgement form which draws out some of the key elements the DNOs will need to deliver for the migration. Its intention is to understand the level of readiness from each company and provides them with an opportunity to highlight any areas where they may require more support.

The migration communications have been sent to the following groups:

The user group for (i)DNOs (SMG), FSEG members, MRA Contract Managers and Interested parties Comms will be available for anyone who contacts us who is not on these circulation lists.

# Data cleanse required for Migration

The data cleanse required for June 2019 is only for Related Meters, all other data cleanse will be progressed throughout the Switching Programme timescales.

The top priority are related meters where the meters are split over more than one supplier MPID (this report is known as 3b).

Other Related Metering reports are

- 4a Disconnected MPAN(s) at the same address as a live related MPAN
- 5b MPANs indicating they are Related, but there are no other MPANs at this address
- 6a MPANs at the same address, but both don't have a Related MTC
- 6b as 6a, but MPANs are split over more than one supplier.



An agenda item for FSEG has been scheduled for June 4<sup>th</sup> 2019. The intention is to capture any 'housekeeping' or 'parked' tasks. Items include

- full refreshes of databases to be scheduled
- a plan to populate data items to MPAS that are a prerequisite to Stage One of the Switching Programme but were not deemed critical to this Migration.
- Monitoring of new post-migration processes
- Review of the priority order of the remaining data cleanse activities.



#### 7. Forward Look



Andrew Amato Ofgem



#### June

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

#### July

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

#### August

- Standing Items
  - Data risks
  - Progress reporting
- Physical design overview
- Address Quality Benchmarking
- Electricity Stage 0
   Lessons Learned

**Next Meeting:-**

10.30am Wed 19 June 2019, Gemserv **8. AOB** 





Our core purpose is to ensure that all consumers can get good value and service from the energy market. In support of this we favour market solutions where pratical, incentive regulation for monopolies and an approach that seeks to enable innovation and beneficial change whilst protecting consumers.

We will ensure that Ofgem will operate as an efficient organisation, driven by skilled and empowered staff, that will act quickly, predictably and effectively in the consumer interest, based on independent and transparent insight into consumers' experiences and the operation of energy systems and markets.