

Discussion Request 1221			Contingency Process For Failure in SPAYG Technology Chain		
Status	Approved	Priority	High	Status Date	13/04/2022

Date	Version	Reason for Change	Version Status
02/03/2022	1.0	Initial Draft Separating from Original DR1219	Final
04/04/2022	1.1	Updates following MP feedback	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST	
Requesting Organisation(s)	RMDS
Request Originator Name	Lindsay Sharpe
Date Raised	02/03/2022

Classification of Request	
Change Type	Schema Impacting

Detail of Request	
Reason for Request	

**Background**

In CRU's Information Paper "Smart Meter Upgrade Phase 2 Scope" (CRU/21/074) it states that Smart PAYG functionality is planned to be available for customers who have had smart meters installed from the end of Phase 2.

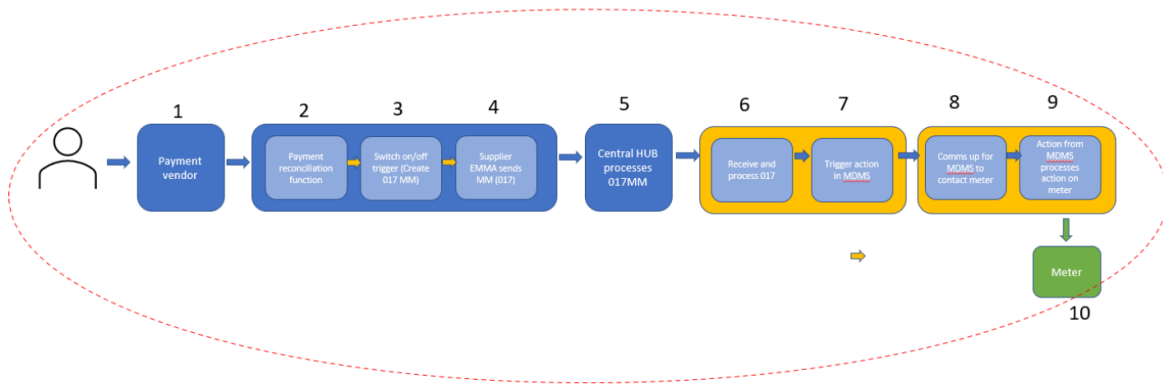
The complexity and volume of technical interfaces that exist in the end-to-end operation of thin Smart PAYG, poses an increased potential for failure when compared to a thick prepayment meter. CRU has also stipulated (CRU21109) a total backstop time of 1 hour and 15 minutes for reconnecting Smart PAYG customers. Consequently, Contingency Management capability is required for timely resolution of remote re-energisations when they fail, both at individual MPRN level and in the event of mass technical failure. CRU has acknowledged the complexity of the new thin Smart PAYG technical framework and the need to consider contingency process and procedure.

DR1216 V1.0 (Smart Metering Remote Operations) details the changes required to the Retail Market Design to enable the utilisation of the Remote Switch functionality of the Smart Meter. DR1219 was raised to accompany DR1216 and outlines additional system and process changes required to deliver Smart PAYG. Initially DR1219 V1.0 included a need to look at Contingency Management, however a consensus outcome was agreed at the Technical Working Group (09/02/22), whereby Contingency capability be removed from the existing DR1219, and instead be included as a new and separate DR.

This DR derives from DR1219 V1.0 and the pre-existing DR1216 V1.0 document, and specifically deals with the Contingency Process for failure in the technology chain for Smart PAYG.

**Proposed Solution**

As detailed in the diagram below (extract from OHC submission to CRU in call for evidence), up to 10 technical interfaces exist in the operation of the proposed thin Smart PAYG solution. This is in comparison to 3 to 4 in the current lifestyle PAYG and or hardship ESN PAYG solution.



A variety of issues could arise, examples include:

	Process	System	Party	Outage and disconnections process
1	Payment Vendor	External	External	Pause account threshold monitoring/ Disconnections
2	Payment Files	Automatic / Supplier system	Supplier	Pause account threshold monitoring/ Disconnections
3	Payment reconciliation function	Supplier system	Supplier	Pause account threshold monitoring/ Disconnections
4	Switch on/off trigger 017	Supplier system	Supplier	Use webforms to send 017
5	SAP PO	Supplier system	Supplier	Use webforms to send 017
6	Supplier resend 017	EMMA	Supplier	Phone Networks
7	Central Messaging HUB	EMMA	ESBN	Phone Networks
8	Receive and Process 017	Supplier system	ESBN	TBC
9	Trigger MDMS action		ESBN	TBC
10	Comms to MDMS	MDM	ESBN	TBC
11	Action MDMS process on meter	MDM	ESBN	TBC

12	Meter	MDM	ESBN	TBC
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A detailed overview of the technical interfaces within the AMI (steps 7 onwards above) will be provided by ESBN as part of the workshops.

Although the volume of issues cannot be foreseen, it is accepted that issues will inevitably arise due to the number of technical interfaces and different stakeholders (payment vendors, customers, suppliers, DSO).

It is necessary to model a process for failure at:

- each interface and how service must be managed at each failure point
- how resolution and “back fixing” the issue in relevant systems must be undertaken.

Issues can fall into two different categories:

- Day to day individual MPRN issues and
- Mass technical failures at an interface.

For example, if a HUB outage prevents issue of 017 reconnection or disconnection messages, how must:

- the issue be resolved immediately for the consumer
- the issue be corrected throughout all systems to ensure no knock on impacts up/down chain of systems.

**Output from the DR**

The outcome is likely to be a working practice for the industry with guidelines, but it may also involve technical changes, which may be schema impacting.

Areas to be considered in the scope of the Contingency Process include:

- Full end-to-end Contingency planning, including out of hours coverage (a process where ESB Networks is available on call 24/7 may be needed to adequately support the smart PAYG service).
- Query process between stakeholders to support issues in end-to-end SPAYG service
- Query process for day-to-day issues with individual events.
- Working models agreed between ESBN and Suppliers, and subsequently incorporated into the Service Operation for SPAYG.

**Next steps**

ESB Networks is currently progressing its work in Contingency Management which requires engagement with multiple stakeholders and service providers. Arrangements are, in part, dependent on the final scope of the v14 Schema and the to-be-approved Supplier Handbook.

ESBN is to revert to the CRU, in the first instance, with regard to work relating to Contingency Planning. The outcome of this engagement between ESBN and the CRU will be shared with the Suppliers once it is available. Following this, a detailed Contingency Management model capable of supporting issues affecting both re-energisation/de-energisation end-to-end service and day-to-day issues with individual events, will be developed in collaboration with Market Participants.

Workshops will then be run under the Technical Working Group to look at the full scope of the Contingency Process, the working practice and any associated technical changes. Contingency management, exception management, escalation procedures and performance monitoring will fall within the remit of the collaborative workshops and will form part of the Contingency Management working practice.

This DR/MCR will be updated and reversioned, if required, for any technical changes introduced as the full scope is developed. The Working Practice and any associated technical changes will be delivered as part of the V14.00.00 scope.

**Scope of Change**

Design Documentation	Business Process	DSO Backend System Change	MP Backend System Change	Tibco	Supplier EMMA	Schema	Webforms	Webservice	Extranet Market Website
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Market Messages**

Message No.	Message Name	ROI
<b>No Impact</b>	No Impact	No Impact

**Data Definitions**

<i>No Impact</i>
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**Data Codes**

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**Market Message Implementation Guides**

Message Guide	Yes/No
No Impact	No Impact

**Market Process Diagrams – MPDs**

Market Process Number	Market Procedure	Affected
No Impact		Yes

Guidance Documentation		
Document	Version	Affected
No impact		No Impact

Briefing Document		
Briefing Document		Affected
No Impact		Yes

User and Technical Documents			
Reference	Name	Version	Affected
No impact			No Impact

Comments

Part 2 - Performance and Data Changes	
Market Messages volume, processing etc.	
Data	
Details of Data changes e.g. cleansing	

Approved by	CRU