

Market Change Request 1221			Contingency Process For Failure in SPAYG Technology Chain		
Status	Issued to Market	Priority	High	Status Date	25/04/2024

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
24/03/2023	2.0	ESBN Proposed changes following TWGs	Final
25/04/2024	3.0	Updated with new Working Practice	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	Non-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

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).

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

- Contingency Planning for Planned and Unplanned Power System Events
- Contingency Planning for Planned E2E AMI System Events
- Contingency Planning for Unplanned E2E AMI System Events
- Service for Individual Failed De-En Events
- Service for Individual Failed Re-En Events

### **Output from the DR**

The outcome is likely to be a working practice for the industry with guidelines, with no changes to the schema.

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

- Contingency Planning for 5 scenarios identified in which failed remote de-en/re-en may occur (Out of Hours service for failed re-energisations will be from 9am to 8pm)
- Query process between stakeholders to support issues in end-to-end SPAYG service
- Query process for day-to-day issues with individual events.
- Working Practice agreed between ESNB and Suppliers, and subsequently incorporated into the Service Operation for SPAYG
- A reporting mechanism to inform suppliers of failed remote re-en/de-en as part of our current reporting mechanism to CRU and suppliers

### **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.

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 MCR will be updated and reversioned, if required, as the full scope is developed. The Working Practice 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 checked="" type="checkbox"/>	<input checked="" 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
No Impact	No Impact	No Impact

**Data Definitions**

<i>No Impact</i>
------------------

**Data Codes**

--

**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
WP0035 - Contingency Process for Smart PAYG	1.0	Y

Briefing Document		
Briefing Document		Affected
No Impact		Yes

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

Comments
<p>The Working Practice developed for this MCR can be found on the Supplier SharePoint site</p> <p><a href="#">WP0035 - Contingency Process for SMART PAYG</a></p>

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

Approved by	CRU