

JANUARY 24 - GEMSERV

RFI FEEDBACK TO UNC0851R WORKGROUP- PC3 & PC4 METER READING SUBMISSIONS

25TH JANUARY 2024

PERFORMANCE ASSURANCE FRAMEWORK ADMINISTRATOR (PAFA)



Gemserv

MAKING THINGS THAT MATTER WORK BETTER

RESPONSE ANALYSIS



Product Class 4

Issues Identified	Total # of Responses	Weighted Scores
Customer	34	123
Industry Processes	37	116
SMART	19	73
Internal	21	72
Third Party	17	59
New Supply	9	23
AMR	8	22

Product Class 3

Issues Identified	Total # of Responses	Weighted Scores
Industry Processes	9	35
SMART	5	18
AMR	4	14
Internal	3	10
New Supply	3	7
Third Party	1	3

- All the responses that were received from the Industry were collated and grouped within specific areas identified that were causing issues, this was done for both PC4 and PC3.
- Each response was given a score based on the rank (1 – 5) on which the party had placed that particular issue and these were calculated to give an overall weighted score as highlighted within the above tables .
- Within each Product Class the top 3 groups of issues have been highlighted, with two groups prevalent in both Product Classes, and the main themes from within these have then been identified.

RESPONSE ANALYSIS

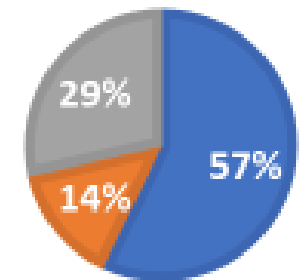
Same Top 3 Ranked Issue Comparison for Product Class



Sub-Categories.	Examples	Ideas.
Rejections	<ul style="list-style-type: none"> * Tolerances * Quality of Data * Volume of Reads * MRE00457 - New Meter Readings is less than previous Meter Readings. 	<ul style="list-style-type: none"> * XRN5651 Updates to Class 3 and 4 Inner Tolerance Ranges used in Meter Read Validation Process - Raised by Centrica - Implementation Date - 22nd September 2023. * Training Materials/Support. * "'Volume of Reads' parameter needs to be reconsidered" * Considered the number of valid reads which have been provided but rejected for the 'Volume of Reads' issue. * The individual attention that meter point asset data and readings might require after long intervals of no reads.
Read Submission Timescales.	<ul style="list-style-type: none"> * 25 day submission rule. 	<ul style="list-style-type: none"> * Modification 0851R Extending the Annually Read PC4 Supply Meter Point (SMP) Read Submission Window raised and will explore this issue. * PAC are represented at this Review Group and the RFI findings can be shared with this group.
Class Change.	<ul style="list-style-type: none"> * Non-performing Class 3 to 4. * 5WD Window. * 2 Month Class Change Window. * Estimated .MBR Reads. 	<ul style="list-style-type: none"> * "'We would like to suggest that the definition of Operational Smart, as described under XRN4941, is applied against the definition in TPD Section M to negate this and is assured by washing sites against DCC non-comms data." * 5 Working Day – amend parameter. * 2 Month Window to be considered.

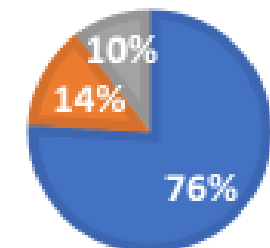
PC3 - INDUSTRY PROCESSES - 1ST RANKED

- Rejections
- Read Submission Timescales
- Class Change



PC4 - INDUSTRY PROCESSES - 2ND RANKED

- Rejections
- Read Submission Timescales
- Class Change



RESPONSE ANALYSIS



Same Top 3 Ranked Issue Comparison for Product Class

Sub-Categories.	Examples	Ideas.
Incorrect DCC Flag.	<ul style="list-style-type: none">* Meter not communicating, DCC flag is active.* DCC flag set to not active but read cycle is monthly.	<ul style="list-style-type: none">* The DCC Active flag appears to indicate that the meter is capable of being communicated with rather than being capable of returning readings. Therefore, the flag in UKLink could be providing false expectations of the meter.* Explore definitions and explore further.* Feed into SEC Issues Resolution Group.
Non-Comms.		<ul style="list-style-type: none">* Issue is around resolutions for non-comms meters and reasons for non-comms e.g Faraday cages* Intermittent reads also identified as an issue.
Firmware Upgrade.	<ul style="list-style-type: none">* Trilliant upgrade needed - no date/large costs.	<ul style="list-style-type: none">* Identified as commercial issue impacting multiple parties* Is remedy being actively explored?
Tariff Changes.	<ul style="list-style-type: none">* PC3 Issue.	

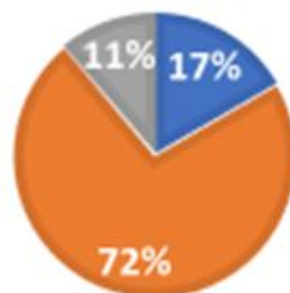
PC3 - SMART ISSUES - 2ND RANKED

■ Non-Comms ■ Tariff Changes



PC4 - SMART ISSUES - 3RD RANKED

■ Incorrect DCC Flag ■ Non-Comms
■ Firmware Upgrade



RESPONSE ANALYSIS

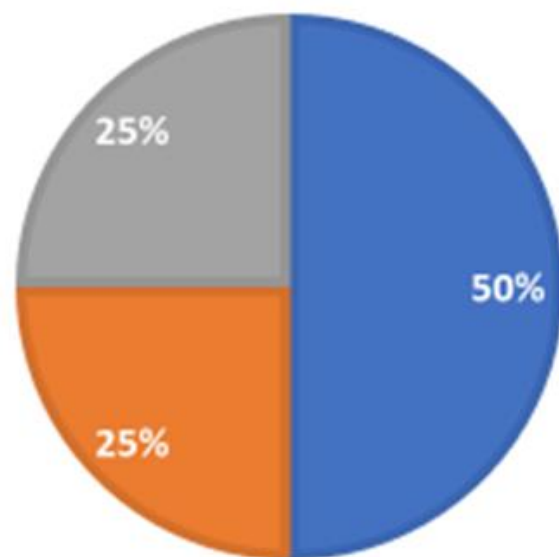


Unique Issue in top 3 for Product Class 3

Sub-Categories.	Examples	Ideas.
Faulty Device.	<ul style="list-style-type: none">* Mechanical Failure - manual reads.* Resolution Time.* Awaiting 3rd Party Visit.	<ul style="list-style-type: none">* Discussed robustness of equipment.* Two failure points – (i) the meter pulse and (ii) the equipment.
Reliability.	<ul style="list-style-type: none">* No Comms.	<ul style="list-style-type: none">* Failures often lead to replacement battery or unit.* Should PAC comment on expectation of replacement?
Incorrect Reads.	<ul style="list-style-type: none">* Actual read from customer/MRA out of line with daily AMR read.* If the daily AMR read & month end read is lower than creating negative consumption.	<ul style="list-style-type: none">* No understanding of drift and the need for a check read and reconciliation* Drift is likely to lead to under recording consumption.

PC3 - AMR ISSUES - 3RD RANKING

■ Faulty Device ■ Reliability Issues ■ Incorrect Reads



RESPONSE ANALYSIS

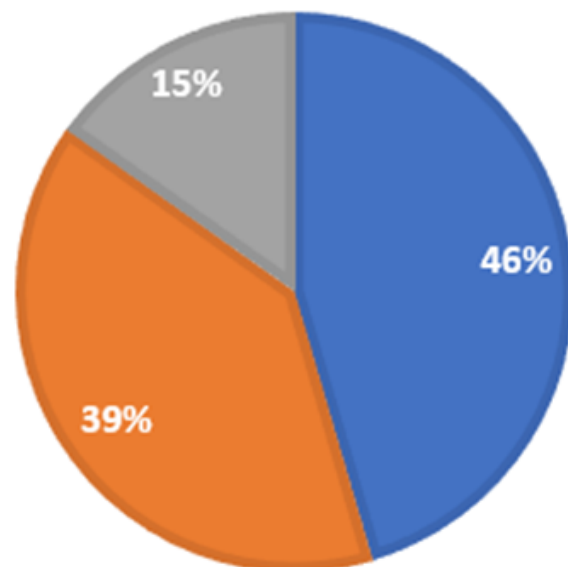


Unique Issue in top 3 for Product Class 4

Sub-Categories.	Examples	Ideas.
Access Issues.	<ul style="list-style-type: none">* No Access - unmanned* Blocked meters.* Refused access.	
Reads not received.	<ul style="list-style-type: none">* Customer Engagement.	<ul style="list-style-type: none">* Reluctance of some customers to allow use of Smart functionality
Vacant Sites.		<ul style="list-style-type: none">* Modification UNC 0819 raised to address issues.

PC4 - CUSTOMER ISSUES - 1ST RANKED

■ Access Issues ■ Reads Not Received ■ Vacant Sites





ANY QUESTIONS PLEASE SEND TO
PAFA@GEMSERV.COM

INVESTORS IN PEOPLE®
We invest in people Gold

