Gemserv Annual Performance Report

By Rachel Clarke

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Gemserv

Contents

SUMMARY

This report details Gemserv's activities and performance that took place under the Master Registration Agreement (MRA) from April 2018 to March 2019, pursuant to its agreement with MRASCo for the provision of services in respect of retail electricity governance (the "Services Agreement"). The report also sets out other key performance indicators relating to additional activities undertaken by Gemserv. The headlines include:

- There was a total of 17 parties which acceded to the MRA between April 2018 and March 2019. These were a mixture of both Supplier and Distributors.

- A total of 76 Change Proposals (CPs) including 74 which were accepted and 2 which was rejected passed through the MRA Change Process.

- A total of 30 MRA Issues Forms (MIFs) were considered by IREG.

- The Code Administrator attended over 40 external meetings including meetings of the Balancing and Settlement Code (BSC), Distribution Connection and Use of System Agreement (DCUSA), Green Deal Arrangements Agreement (GDAA), Data Transfer Service Agreement (DTSA), Uniform Network Code (UNC) and Code Administration Code of Practice (CACoP).

- MRASCo has continued to be deeply embedded within the Ofgem Faster Switching and Central Switching Service, providing technical expert advice throughout the numerous workstreams.

- MRASCo worked in collaboration with The Supply Point Administration Agreement (SPAA) to drive forward the Erroneous Transfers Working Group (ETWG) which is pursuing a reduction in both volume and impact of Erroneous Transfers.

- MRASCo worked in collaboration with Xoserve to develop the dual fuel Application Programme Interface (API) to access Electricity Central Online Enquiry Service (ECOES) and Data Enquiry Service (DES) for use by both Price Comparison Websites (PCWs) and Suppliers through the Joint MIS Development Group.

- MRASCo worked in collaboration with C&C to develop and implement ECOES2. In December 2018 ECOES 1 was finally switched off with all industry participants successfully migrated onto ECOES2.

- Gemserv successfully delivered the migration of the MRASCo website to a new hosting platform, giving the website a redesign and adding functionality.

Meeting Management

GEMSERV SUPPORTED MEETINGS

Schedule 1 of the Services Agreement requires Gemserv to provide meeting support for up to 100 meetings throughout the year. Key Performance Indicators (KPIs) for each of the meetings can differ and are defined within the associated Terms of Reference. KPIs include the timely provision of an agenda, and the distribution of meeting papers and meeting minutes.

During March 2019, Gemserv facilitated the following meetings on behalf of MRASCo:

Date	Meeting	KPI Status
01/03/2019	FSEG Workshop (LENS)	
08/03/2019	MRA Engagement Day	
07/03/2019	MRASCo Security Committee	
12/03/2019	Faster Switching Expert Group	
28/03/2019	MRA Development Board	
13/03/2019	Issue Resolution Expert Group	
26/03/2019	MRA Executive Committee/MRASCo Board	

Table 1 – Gemserv Supported Meetings, March 2019

Figure 1 (below) captures the volume and type of MRA meetings supported by Gemserv as the MRA Code Manager over the past year, noting a steady trend in the number of meetings held month on month:
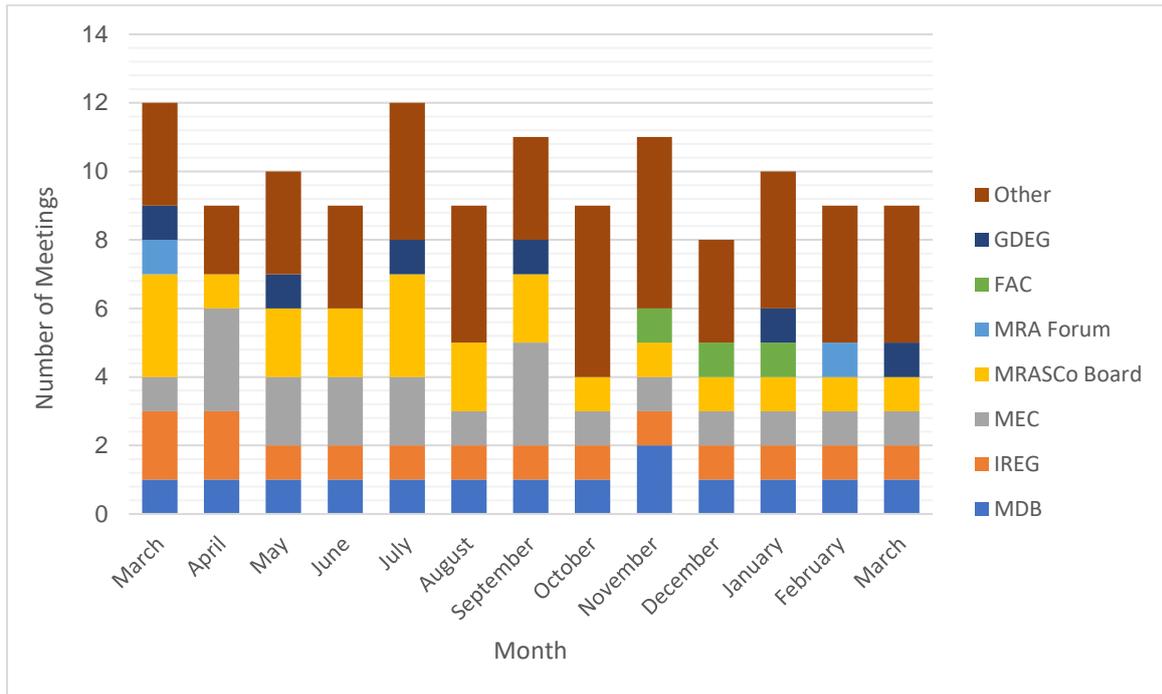
Figure 1 – MRASCo Supported Meetings, Rolling Twelve Months

Figure 2 (below) provides a year-on-year comparison of the volume of meetings supported by Gemserv. The volumes for 2018-19 are for the period from 1st April 2018 to 29th March 2019 and displays a four-year high in the number of MRASCo supported meetings (108).
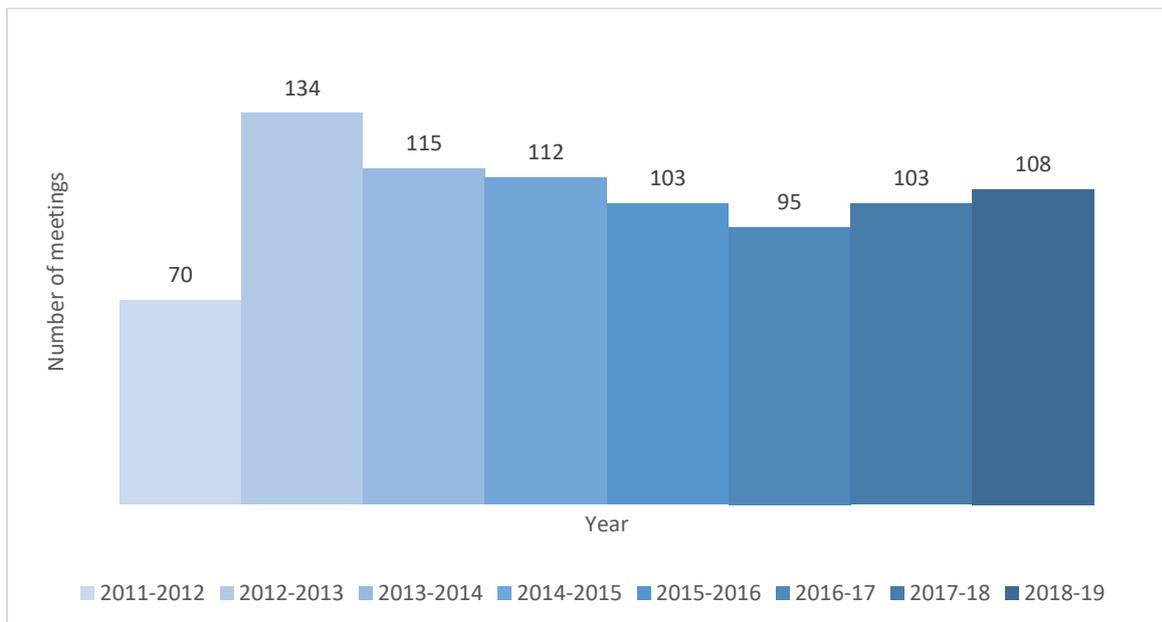

Figure 2 – MRASCo Supported Meetings, Year-on-Year Comparison

ADDITIONAL MEETINGS

Gemserv regularly attends other industry meetings on behalf of MRASCo. Attendance can be in a representative role, on invitation to provide code expertise, or to ensure that MRA parties are kept abreast of developments in other areas of the industry. Additional meetings attended on behalf of Gemserv during March 2019 are listed below (does not include meetings attended by Gemserv as part of the Faster Switching Support activity):

Date	Meeting
19/03/2019	Code Administrators Code of Practice
20/03/2019	DCUSA Panel

Table 2 – Additional Attended Meetings, March 2019

In the last year, Gemserv has represented MRASCo at industry meetings hosted by a number of parties. These meetings have been listed below.

Party	Meeting
DCUSA	DCUSA Panel Meeting
BSC	Supplier Volume Allocation Group (SVG)
GDAA	Green Deal Arrangement Agreement
Other	CACOP, DTSA and UNC

Table 3 – Additional Attended Meetings throughout 2018-19

Change Management

Under the Services Agreement, Gemserv is responsible for the administration of the Change Management process for the MRA and the MRA Products. This responsibility extends to the provision of critical friend support to parties in the drafting of Change Proposals, analysis and impact assessment of Change Proposals, and ensuring the effective and timely release of changes to the code.

Figure 3 (below) details the volume of new Change Proposals presented at MDB - raised by parties and supported by Gemserv - into the MRA change process over the past twelve months.
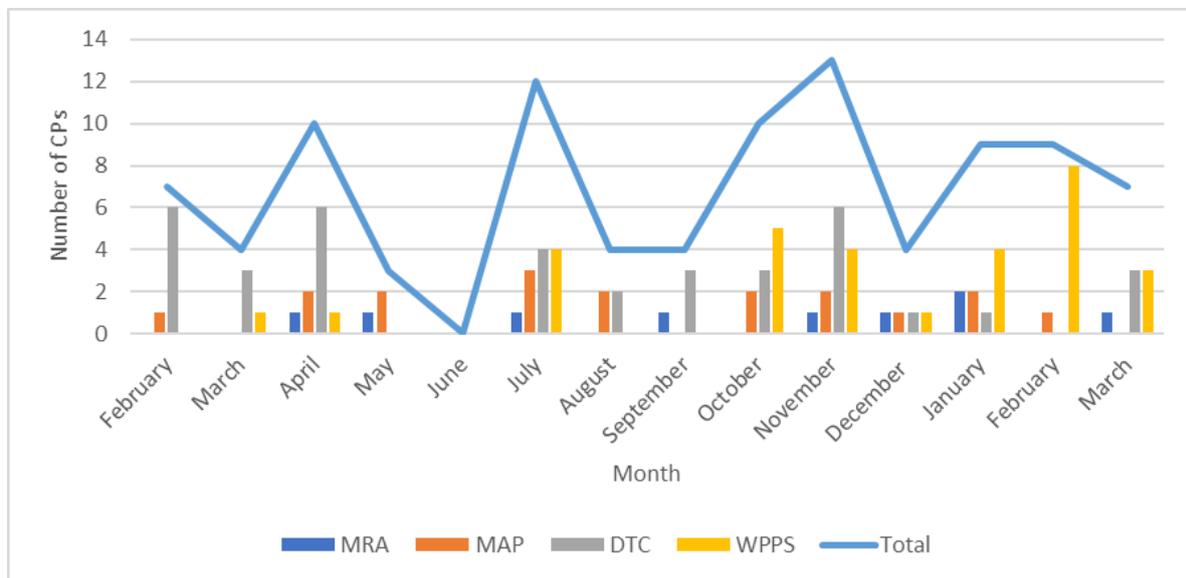

Figure 3 – Change Proposals Raised into MRA Change Process, Month-on-Month Volumes by Product Type

The total number of CPs presented to MDB was 76. Figure 4 (below) details the breakdown of the outcome of these CPs.
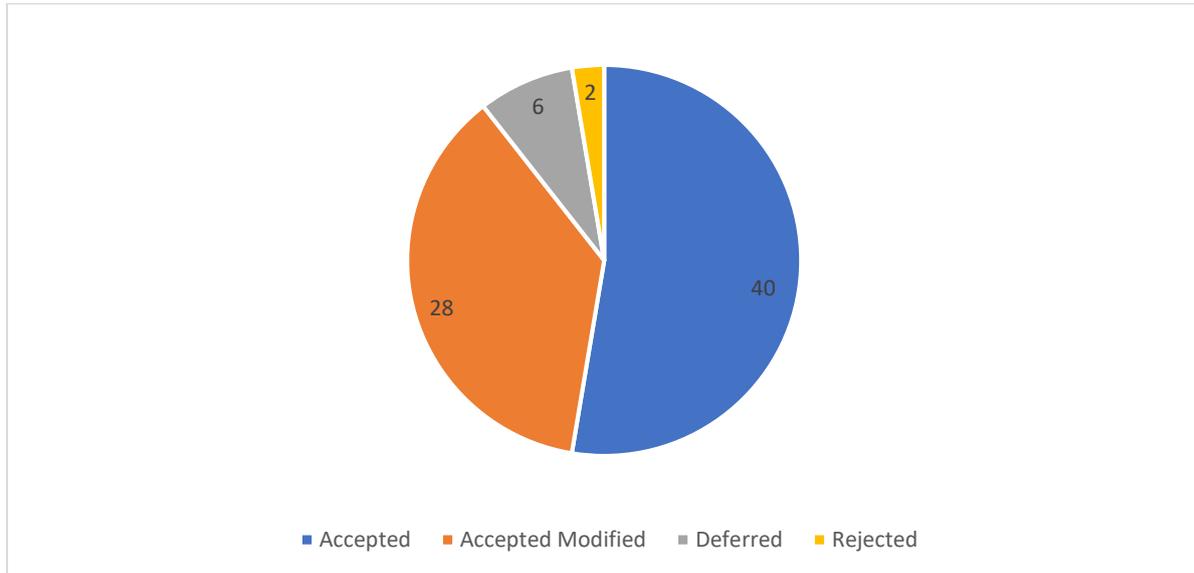

Figure 4 – Breakdown of the MDB outcome of Change Proposals

Figure 5 shows the outcomes of Change Proposals that have reached determination at meetings of the MRA Development Board (MDB) during the same period.
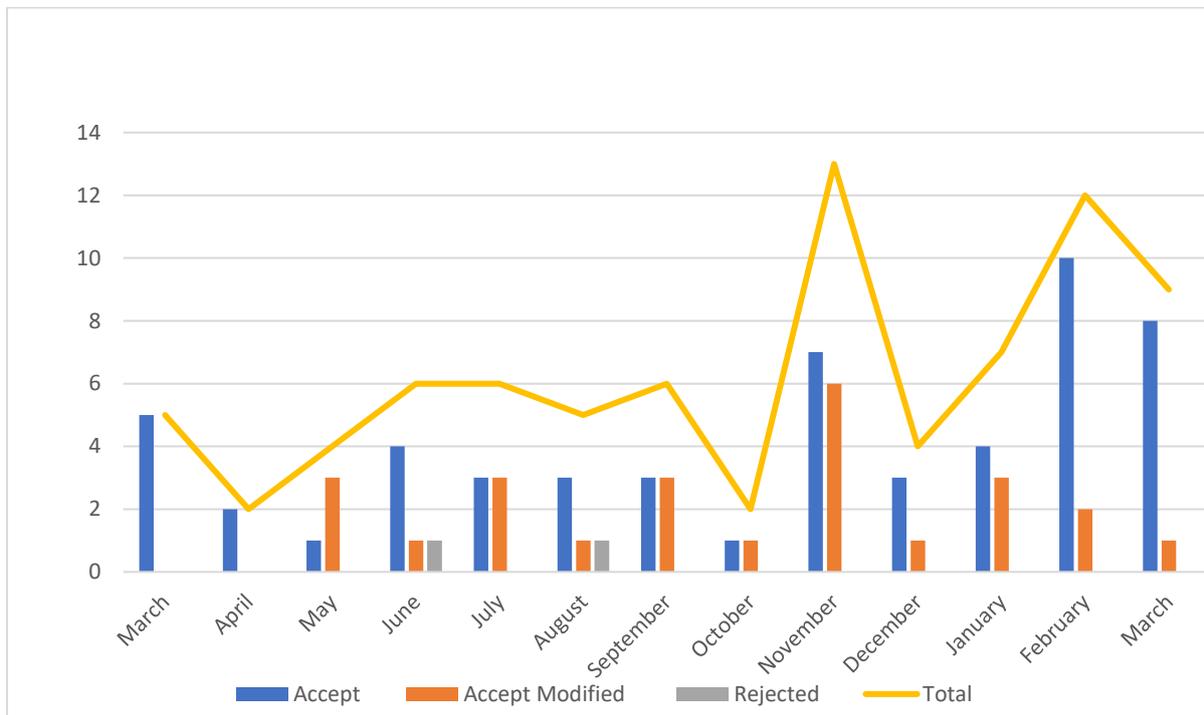

Figure 5 – Outcome of Change Proposals Reaching MDB Determination, Month-on-Month Volumes

RELEASE MANAGEMENT

Gemserv is responsible for maintaining current versions of all MRASCo Products, which includes ensuring the effective and timely release of the Products three times a year (and additional releases outside of this schedule as required by industry). Each new issue is based on the previous version and incorporates any Change Proposals agreed by MDB that are due for implementation. Gemserv is responsible for the production and circulation of a release note detailing the amendments made. The table below details the volume of changes incorporated into each release over the past year and into the remained of 2019.

Release Date	MRA CPs	MAP CPs	DTC CPs	WPPS CPs
15/06/2018	1	0	0	0
28/06/2018	0	2	4	10
01/11/2018	1	3	13	0
28/02/2019	0	8	5	7
27/06/2019	1	2	13	4
07/11/2019	0	0	1	0

Table 4 – Change Proposals to be incorporated into MRA Releases in the next 12 Months

ISSUE MANAGEMENT

The Issue Resolution Expert Group (IREG) meets to conduct technical reviews of issues and industry developments which impact on MRA Products, and to propose solutions for progression through the MRA Change Process or other relevant means. IREG meets once per month as standard. The Green Deal Expert Group (GDEG) meets to discuss equivalent matters where Suppliers obligations under the Green Deal are impacted. GDEG meets once every other month as standard. The Faster Switching Expert Group (FSEG) has been established to resolve issues specifically arising from the Ofgem Faster Switching Programme.

The following MRA Issue Forms (MIFs) were progressed during March 2019:

MIF	Date Raised	Update
MIF219 – Full Review of Working Practice Product Set® (WPPS)	01/02/2017	IREG noted the further analysis carried out on the remaining Working Practices (WPs) and agreed to continue the review. It noted that there were still WPs that could be removed from the WPPS due to redundancy or being included within the Data Transfer Catalogue. As such, it agreed that three (3) WPs could be removed and progress to MDB as Change Proposals (CPs).
MIF281 – Crossed Meters	07/11/2018	IREG were presented with the updated draft MAP for the resolution of Crossed Meters. IREG discussed the changes made along with how a Crossed Meter enquiry would be received from Customers. IREG agreed that Customer information would need to be captured and shared between parties involved in the process. IREG discussed the ECOES element of the solution further and agreed that a technical solution for communication between parties would need to be agreed, it was suggested that this could be ECOES or the outcome of the (Secure Communications Work Group). IREG agreed that the next steps would be for the MAP drafting to be updated and to discuss at the next meeting.
MIF284 - Potential Improvements to MRA Agreed Procedure 21 (Disconnections)	14/01/2019	IREG were advised that the MIF had been raised because at the Faster Switching Expert Group (FSEG) where discussions had taken place in respect of the specific changes required for Stage 0 of the switching programme in June 2019, further improvements of the process had been identified but had been viewed as not needed for June 2019. The areas covered: a) clarifying the expectations around logical disconnections, to minimise the occurrence of rejected logical disconnection requests; b) shortening the timescales for Distribution Network Operators to action such requests c) Introducing a distinction between "business-as-usual" and bulk requests, in terms of the timescales for DNOs to action. IREG noted that the "logical disconnections" there was a significant number of rejections that the DNO's issue back to Suppliers because the meters appear to be on site. IREG discussed how an amended process could work for "logical disconnections" but agreed that where the MPAN/s

are associated to Unmetered Supplies these would be out of scope since it is managed by the Unmetered Supplies System Operator (UMSO). IREG agreed that drafting on MAP21 could be carried out based on the discussions taken place using the version out for Impact Assessment and vote at March 2019 MDB.

Table 5 – MIFs Progressed under IREG/GDEG/FSEG in March 2019

Safeguarding Customer Working Group

IREG received a verbal update from the previous Safe Guarding Customer Working Group (SGCWG). IREG noted the planned release date for the work conducted is April 2020 and that any changes to DTC Data Flows or Priority Service codes would need to be in place for February 2020 ahead of the go live date. IREG noted that a new MIF could be brought to the next meeting highlighting the changes proposed to the PSR codes including aligning the descriptions to fit with the three utilities involved. IREG highlighted that potentially, alongside the MIF due to the timescales involved, that if any drafting of the Change Proposal could be brought along that may assist in meeting the timescales. IREG noted that there were several considerations that need to be agreed including; what the Governance arrangements are and how to manage Consent and amendments to the DTSA to allow water companies to use the Data Transfer Catalogue and send the D0225 Data Flow.

MIF	Date Raised
MIF286 – There is no suitable flow for the Data Collector to send following No Meter site visit.	29/01/2019

Table 6 – MIFs closed post February 2019 IREG meeting

Throughout the past financial year IREG have discussed 30 MRA Issue Forms (MIFs). IREG have discussed seven (7) MIFs to change ECOES. 13 MIFs have been discussed for making changes to the DTC and nine (9) MIFs have passed through IREG and become CPs in the past financial year. 13 MIFs remain open that were submitted in the previous financial year. IREG have continued the work reviewing the Working Practice Product Set (WPPS) which has decreased the amount of Working Practices (WPs) in the WPPS significantly. There is currently a body of work being undertaken to draft a new MAP for the Resolution of Crossed Meters.

Helpdesk Management

Gemserv provides telephone support for three distinct helpdesks: a primary MRASCo helpline, the ECOES Central Administration Service (CAS), and the GDCC CAS. Helpdesks are to be supported during normal working hours (09:00 – 17:00) on all standard business days in England and Wales.
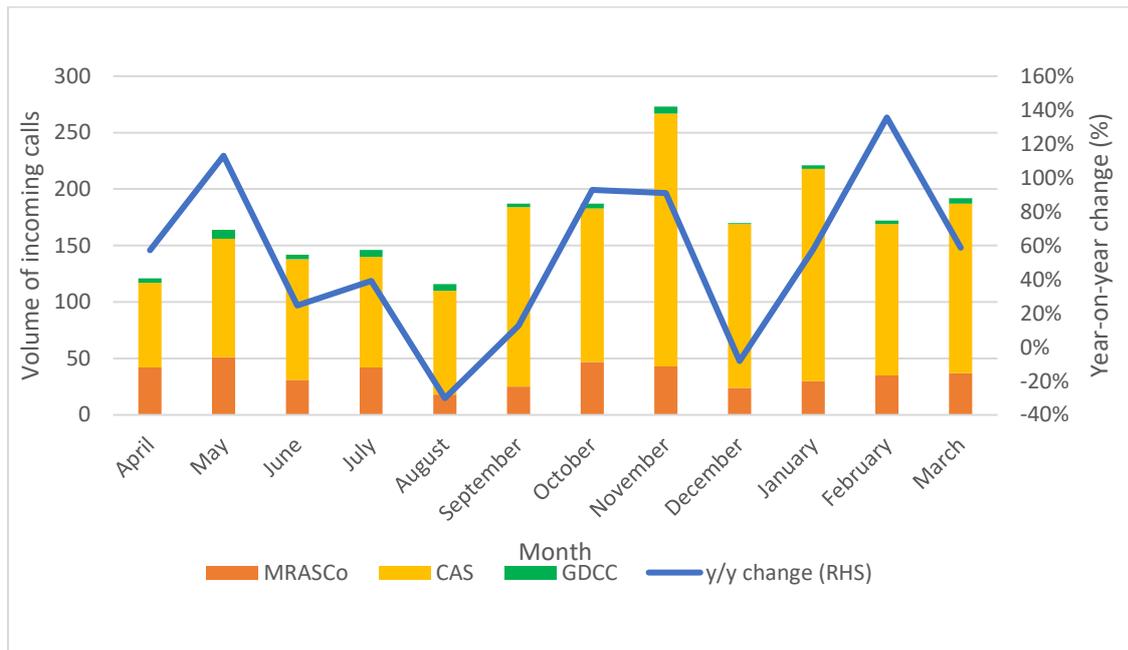

Figure 5 – Volumes of Calls into MRA Helpdesks, Month-on-Month for the Year to March 2019

The figure above illustrates the total volume of incoming calls to the MRA helpdesk. In March 2019, CAS calls continued to account for much of the total incoming calls. The exact figures of incoming calls to the MRA helpdesk are listed below;

MRASCo	CAS	GDCC
37	150	5

Table 7 – Reflects the exact number of incoming calls in March 2019 reflected in Figure 5

The table below provides a further breakdown of where the incoming calls to the various helpdesks throughout the financial year.

Month	MRASCo	CAS	GDCC	Total
April	42	75	4	121
May	51	105	8	164
June	31	107	4	142
July	42	98	6	146
August	18	92	6	116
September	25	159	3	187
October	47	136	4	187
November	43	224	6	273
December	24	145	1	170
January	30	188	3	221
February	35	134	3	172
March	37	150	5	192

Table 8 – Provides a month-by-month breakdown on incoming calls into the various Helpdesks throughout the financial year.

Website and Communications

WEBSITE

Gemserv hosts and supports a central MRASCo Website, an online and accessible hub of information with respect to the MRA. Figure 6 provides an overview of the volumes of page views on the MRASCo Website (www.mrasco.com) on a month-by-month basis since 2015-16.

Figure 6 below details page views on a month-to-month basis throughout the financial year.
Investigation into the pages most commonly visited suggests that the increase was not due to interest in any one area of activity, as the proportion of page visits has not changed beyond expected parameters. Instead, increases in activity can be seen across the board.
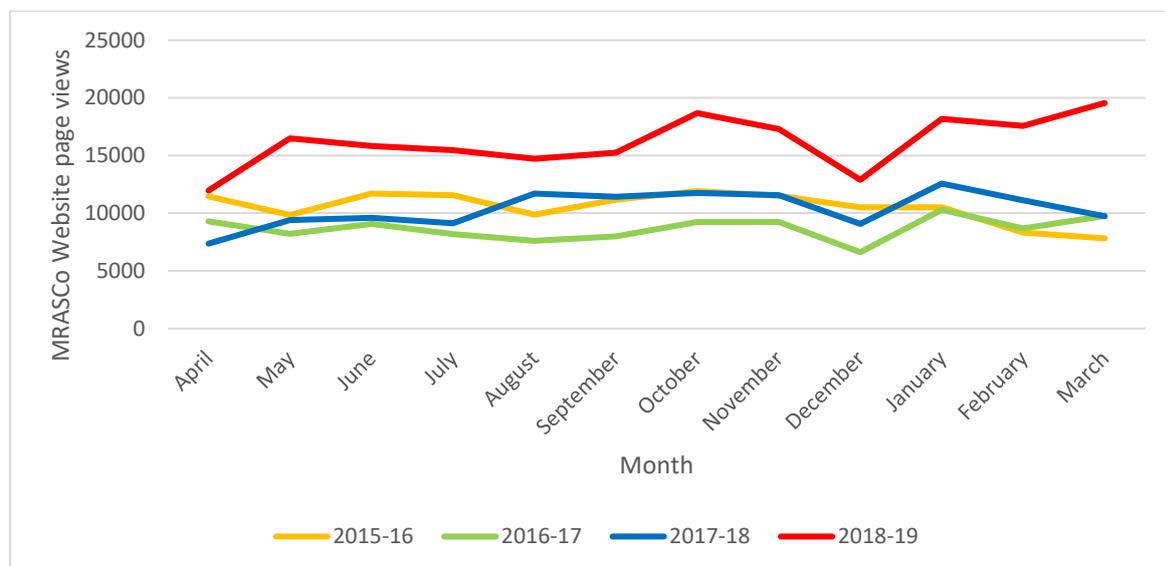

Figure 6 – MRASCo Website Page View Totals, Month-on-Month

NEWS BULLETINS

There were two news articles were published on the MRASCo Website during March 2019.

- MDB update March 2019
- IREG update March 2019

Over the past 12 months there was 40 News Bulletins posted on the MRASCo Website. A further breakdown is provided below.
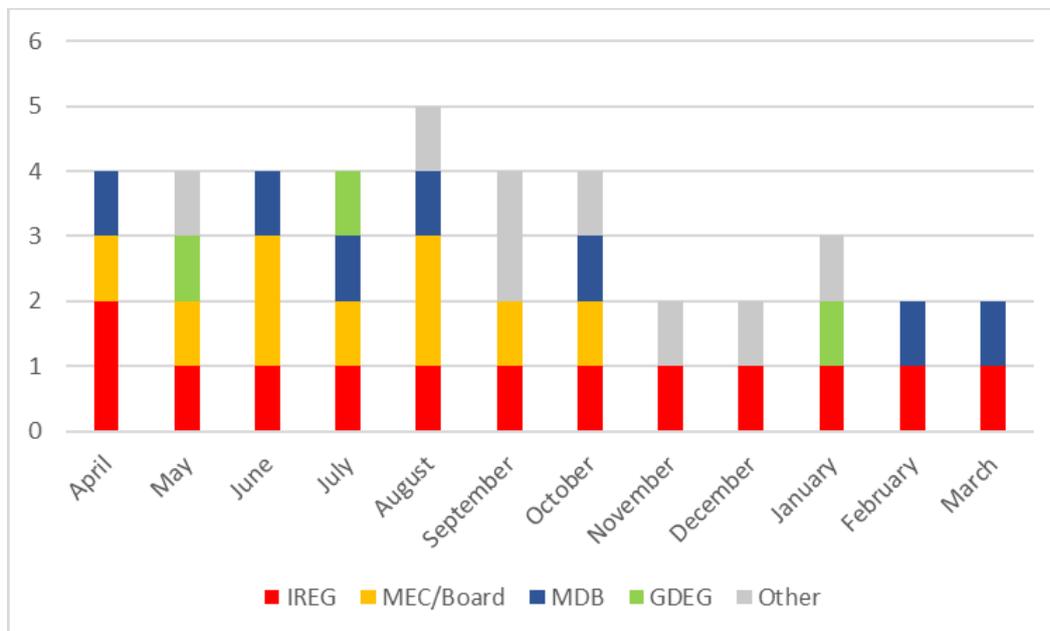

Figure 7 – News Bulletins published on the MRASCo Website

NEWSLETTER

The latest MRASCo Newsletter was circulated in March 2019 and was sent out to an audience of over 300 parties. The March Newsletter recorded 150 interactions, meaning a conversion rate of 49%, benchmarked against the industry standard of 30.9% for the Energy and Environment sector this shows a significant difference in engagement with our audience.

The new MRASCo Newsletter was introduced in September 2018 in line with the new communications strategy agreed by the MRASCo Board. Gemserv have circulated this on a bi-monthly basis, receiving positive comments and increasing interactions. Gemserv will continue to adapt its communication style including a proposed redesign of the Newsletter in the coming year.

The 'Introduction to the MRA Seminar' was held three times this financial year, the 22nd of June 2018, 12th October 2018 and 8th March 2019. The combined number of attendees during the three Engagement day events this held this financial year was 48. Some highlights from the feedback forms have been listed below.

"Enjoyed the background knowledge which answered a lot of questions I had"

"Nothing could have been done better, very good overall"

"Good presentation style! Very relaxed which is great for learning"

ECOES Management

USAGE

The chart below details the number of enquiries made on ECOES on a month-to-month basis.
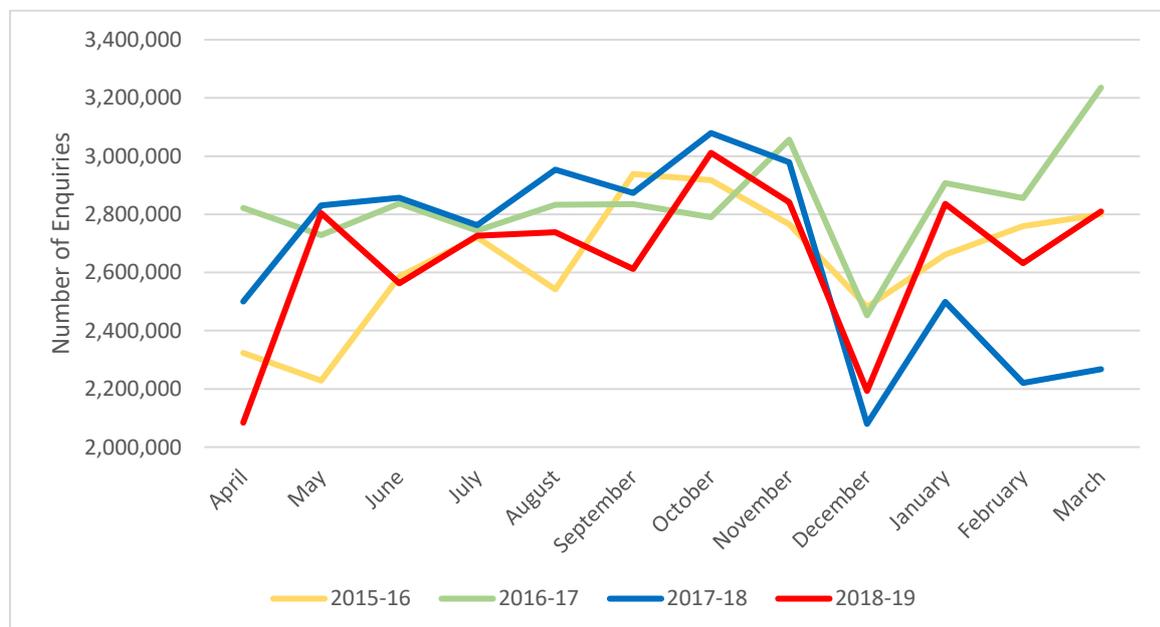

Figure 8 – Number of ECOES Enquiries, Month-on-Month

The total number of queries in March 2019 were 2,809,767 bringing the grand total number of queries for the financial year to 31,853,769.

ECOES API

March saw 327,158 transactions using the API service. We are satisfied that current usage levels of the ECOES API service does not affect or interfere with the overall usage capacity of ECOES.

AVAILABILITY

ECOES was available at all times during March 2019. There were no unplanned or planned interruptions to availability. All Service Levels were successfully met. Over the past 12 months, ECOES has been consistently available, with no unscheduled outage, even though the transition period when ECOES 1 was switched off and all users were migrated to ECOES2.

USER STATISTICS

MAP15 (ECOES) allows MEC to grant access to users upon request. Figure 10 shows the total number of ECOES User companies by organisation demographic, from 1st April 2018 to 1st March 2019.
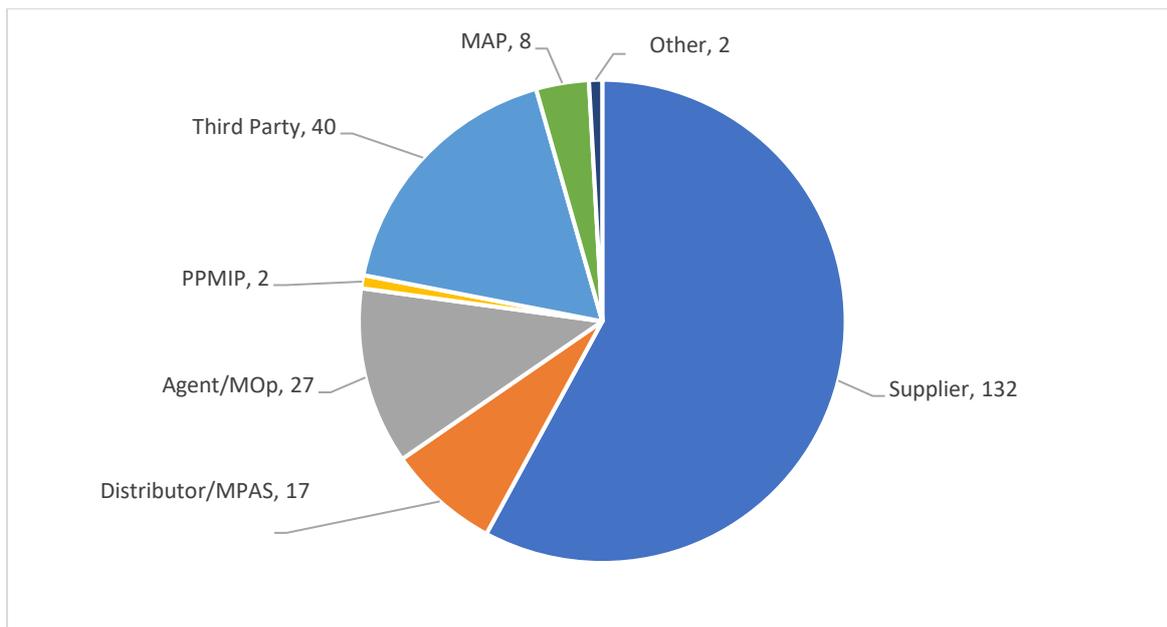

Figure 8 – ECOES User Information, from 1st April 2018 to 1st March 2019

GDCC Management

USAGE

Figure 9 illustrates the number of Data Flows processed by the Green Deal Central Charge® database (GDCC) on a monthly basis for the past twelve months. The GDCC database processed between 2500 and 3000 data flows between April and October 2018. There has since been a drop in the data flows processed, the lowest number of data flows were processed in February 2019 at 2177, however March 2019 saw a spike in the number of processed data flows,
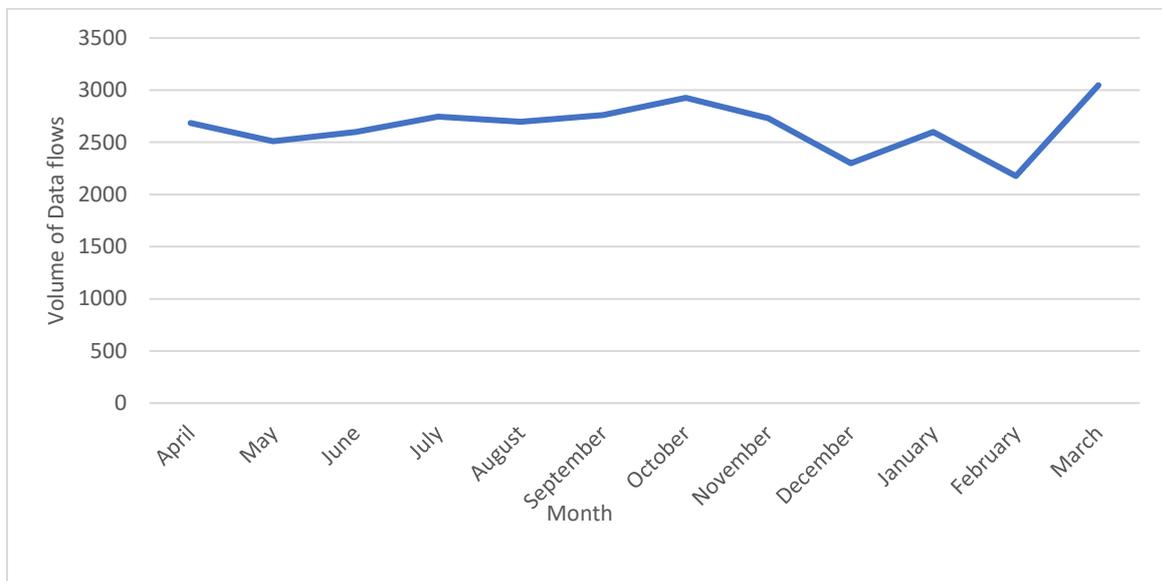

Figure 9 – Volume of Data Flows Processed by the GDCC, Month-on-Month

Figure 10 illustrates the volume of searches carried out on the GDCC portal on a month-on-month basis. The number of monthly searches has fluctuated throughout the past 12 months. The lowest number of searches was at the beginning of the year (April) when only 400 searches went through the portal. Searches through the GDCC portal peaked in December 2018 when a total of 1555 searches were processed.
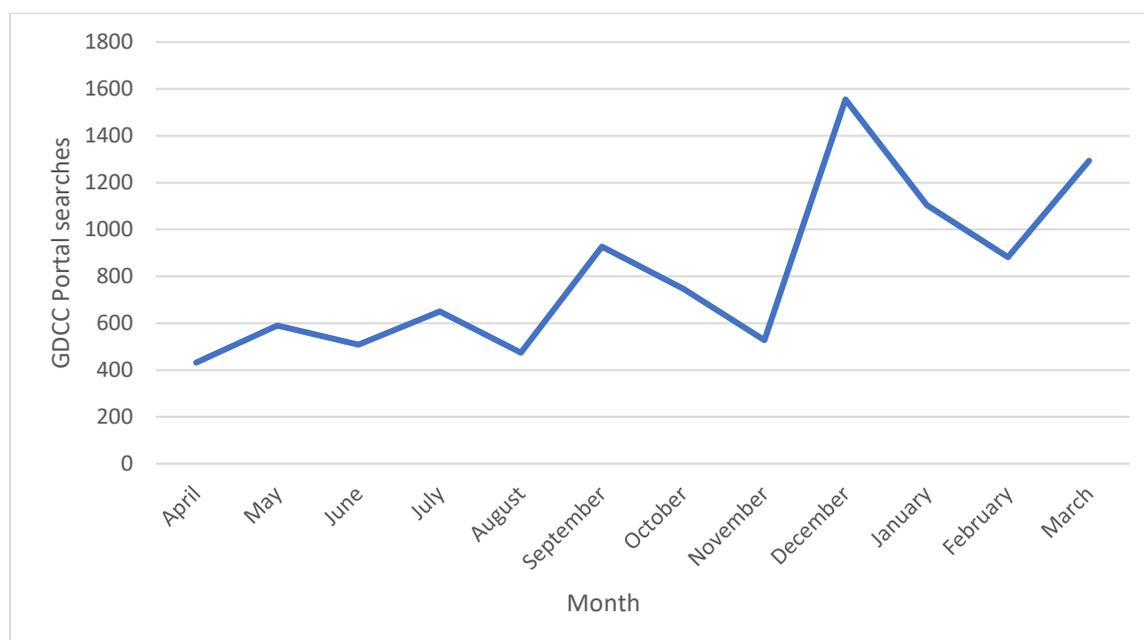

Figure 10 – Volume of Searches on the GDCC Portal, Month-on-Month

AVAILABILITY

Throughout the financial year, the GDCC database was available throughout without issue, processing data flows in a timely manner.

ACCESSIONS AND WITHDRAWALS

Gemserv supported no new applications for access to the MRA in March 2019. There were no withdrawals from the MRA during March 2019. Throughout 2018/19, Gemserv assisted in the accession of 17 different Supplier and Distributers to the MRA.

MARKET ENTRY SERVICES

Services carried out by Gemserv in support of market entry and market assurance are detailed in the monthly MRA Assurance Report paper to MEC.

INTERESTED INDUSTRY PARTICIPANTS

Gemserv processed no new applications for Interested Industry Participants (IIPs) or Green Deal Interested Participants (GDIPs) throughout this financial year.

To find out more please contact:

Rachel Clarke

MRAHelpdesk@gemserv.com

London Office:

8 Fenchurch Place

London

EC3M 4AJ

Company Reg. No: 4419878

Gemserv