

Gemserv Monthly Summary Including Annual Performance Report

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ANNUAL SUMMARY

This report details Gemserv's activities and performance that took place under the Master Registration Agreement (MRA) from April 2019 to March 2020, 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 eight Parties which acceded to the MRA between April 2018 and March 2019. These were a mixture of both Supplier and Distributors.
- A total of 52 Change Proposals (CPs) including 49 which were accepted and three which were deferred passed through the MRA Change Process.
- A total of 31 MRA Issues Forms (MIFs) were considered by IREG.
- The Code Administrator attended over 50 external meetings including meetings of the Distribution Connection and Use of System Agreement (DCUSA), 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 Programme and work to develop the new 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 objectives of the Erroneous Transfer Performance Assurance Board (ETPAB)
- MRASCo worked in collaboration with the SPAA to develop the Secure Data Exchange Portal (SDEP) which is a secure mechanism for industry Parties to transfer customer personal data between Parties to satisfy their obligations in the MRA and SPAA.
- MRASCo worked in collaboration with C&C Group to implement changes to the Green Deal Central Charge Database (GDCC) and functionality changes to ECOES.
- Gemserv implemented new software to allow for enhanced issue management and reporting on queries raised into its helpdesk mailboxes, which has resulted in greatly improved performance through the helpdesks.

Summary: March 2020

8 Meetings

Facilitated by Gemserv

ECOES availability:

100%

GDCC availability:

100%

Month-on-month ECOES queries:

-13%

Month-on-month GDCC searches:

+1%

631 queries

Received into the support mailboxes

94%

Resolved within five working days

98%

Success rate of calls into helpdesks

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 2020, Gemserv facilitated the following meetings on behalf of MRASCo:

Date	Meeting	KPI Status
3 rd March 2020	Erroneous Transfer Performance Assurance Board	
5 th March 2020	MRASCo Security Committee	
10 th March 2020	MRASCo Board	
11 th March 2020	Issue Resolution Expert Group	
12 th March 2020	Green Deal Expert Group	
24 th March 2020	MRA Executive Committee/MRASCo Board	
26 th March 2020	MRA Development Board	

Table 1 – Gemserv Supported Meetings, March 2020

Figure 1 (below) captures the volume and type of MRA meetings supported by Gemserv as the MRA Code Manager on a rolling twelve-month basis:

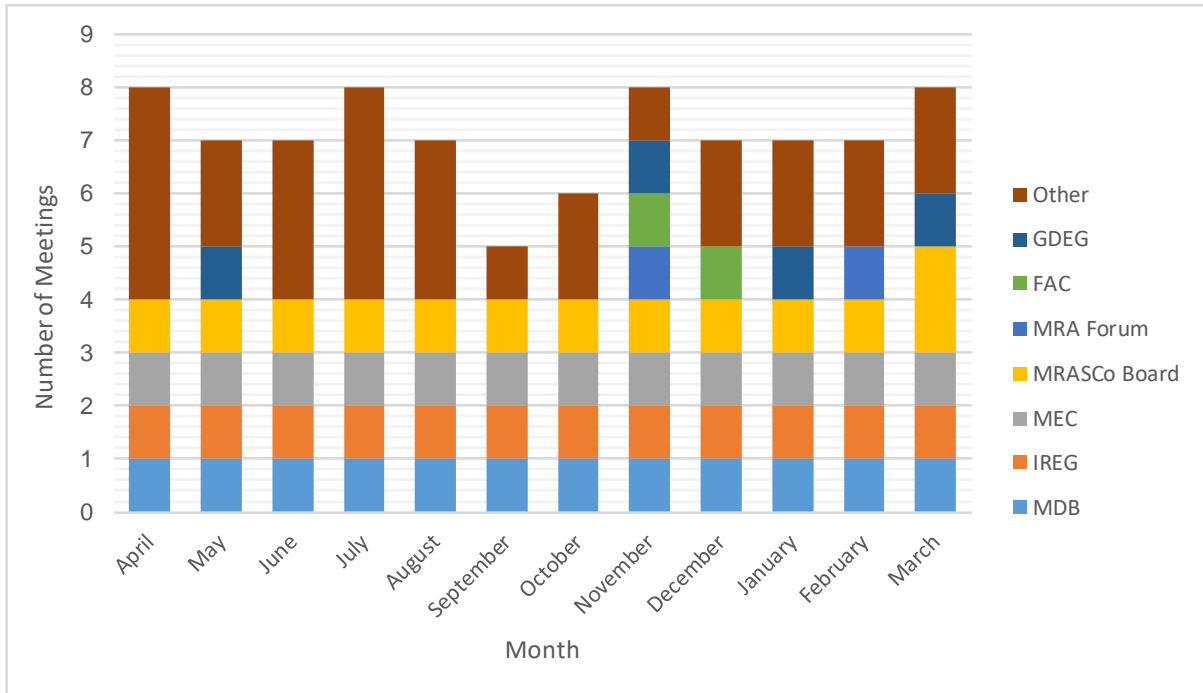


Figure 1 – MRASCo Supported Meetings, Rolling Twelve Months

Figure 2 (below) provides a year-on-year comparison of the volume of meetings supported by Gemserv. The volumes for 2019-20 will capture meetings between April 2019 to March 2020.

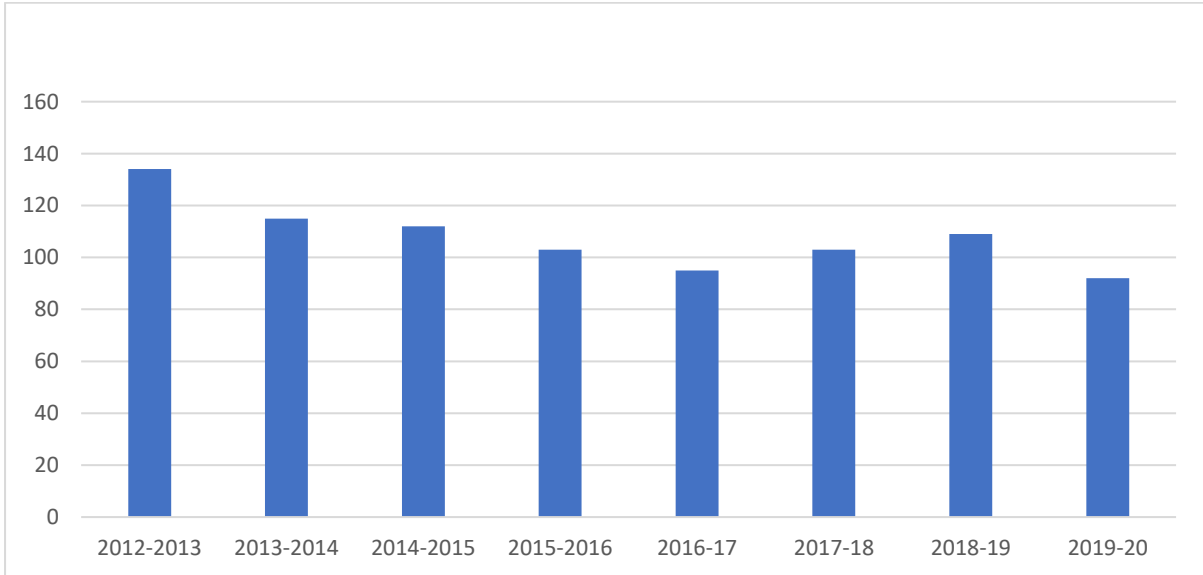


Figure 2 – MRASCo Supported Meetings, Year-on-Year Comparison

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 2020 are listed below.

Date	Meeting
3 rd March 2020	SI Technical Data WG
3 rd March 2020	SI weekly testing review
3 rd March 2020	SP Delivery Group
4 th March 2020	SI Environment Readiness weekly call
4 th March 2020	SI ECOES DMT Environment call
5 th March 2020	SI Testing Group
5 th March 2020	SI Design WG
5 th March 2020	SI weekly SPOC call
5 th March 2020	SP REL Data Deep Dive
6 th March 2020	SP Design Authority
6 th March 2020	SI Transition WG
9 th March 2020	SP Design Forum
10 th March 2020	SI Technical Data Group
10 th March 2020	SI Weekly Testing Review
11 th March 2020	SI Switching Service Management Stakeholder Meeting
11 th March 2020	SP Pre-Implementation Group Webex
12 th March 2020	Environment Readiness Weekly Update
12 th March 2020	SI Testing Group
12 th March 2020	SI Weekly SPOC call
12 th March 2020	SI Error Codes Resolution Path meeting

13 th March 2020	SP Testing Working Group
13 th March 2020	DCC UIT Sub-group Meeting
13 th March 2020	SI Design Working Group
17 th March 2020	SP Implementation Group
17 th March 2020	SI Technical Data Group
18 th March 2020	SP Data Working Group
18 th March 2020	SP Cutover Working Group
19 th March 2020	SI Synchronisation Patterns meeting
19 th March 2020	SI Weekly SPOC call
19 th March 2020	SI Testing Group
20 th March 2020	SP Design Authority
20 th March 2020	Extraordinary SI TDWG
23 rd March 2020	SP Design Forum
24 th March 2020	DCC Switching Summit
24 th March 2020	SI CRD-005 / 18 Review Session
24 th March 2020	SI Technical Data Group
24 th March 2020	SI Weekly Testing Review
25 th March 2020	SI Environment Readiness weekly update
25 th March 2020	SP Pre Delivery Group
26 th March 2020	SI Testing Group
26 th March 2020	SI Design Working Group
26 th March 2020	SI UEPT Scope and Approach Initial Discussion
26 th March 2020	SI weekly SPOC call
27 th March 2020	SI Release Management Process workshop
31 st March 2020	SP Delivery Group
31 st March 2020	SI Technical Data Group

Table 2 – Additional Attended Meetings, March 2020

Helpdesk Report

Gemserv provides, hosts, manages, and reports on several email and telephone helpdesks, established to support client facing processes and issue management under the umbrella of the MRA. This report provides metric information for the helpdesk services, including volumes of helpdesk traffic and the timeliness of issue closure, and captures any popular themes of enquiry for the month that may differ from an expected norm.

TELEPHONE HELPDESKS

OVERVIEW

Gemserv provides three unique telephone numbers to parties for the raising of queries and issues. The Central Administration Service (CAS) helpdesk receives queries with respect to the management of ECOES, including access requests, reports, and technical issues. The GDCC helpdesk receives queries with respect to the management of the GDCC. The MRA Helpdesk provides a more general enquiry service to parties; queries can be diverse, ranging from those seeking interpretation of MRA documentation, through change of key contact information, to questions from members of the public on industry process. The telephone helpdesks are supported during normal working hours (09:00 – 17:00) on all standard business days in England and Wales.

Figure 4 below measures the volume of calls received into each helpdesk on a month-by-month basis, where those calls are made in working hours, and where the caller did not abandon the call after waiting for less than ten seconds in the queue.

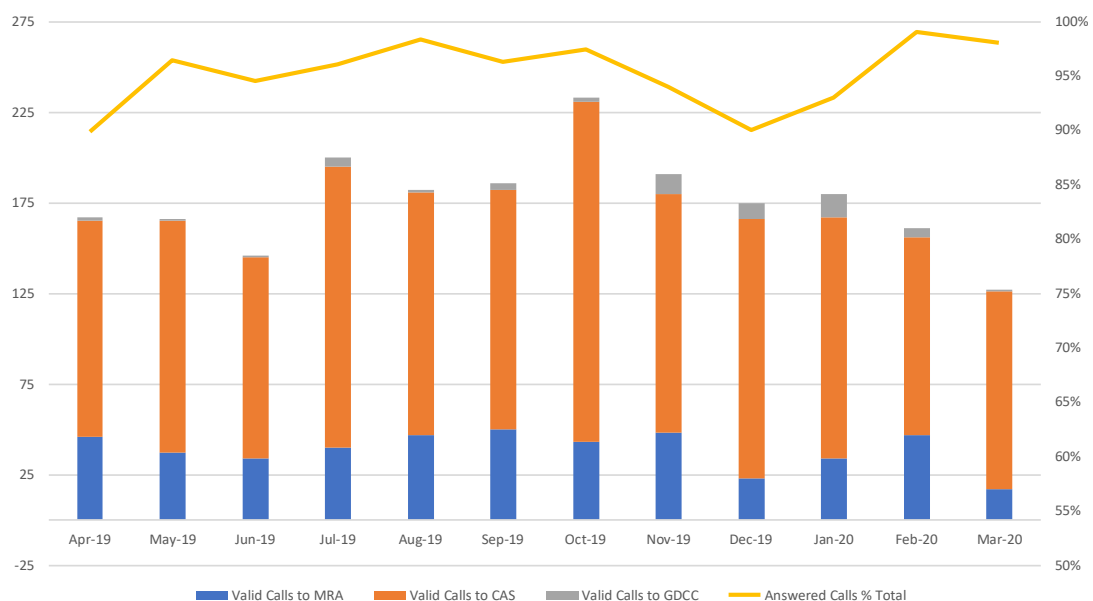


Figure 4 – Month-by-month reporting of call volumes by helpdesk and total call success

Figure 5 below illustrates on a month-by-month basis both the average queue time for the average answered call into the helpdesks, and the average time that the caller spent in conversation with a helpdesk operative.

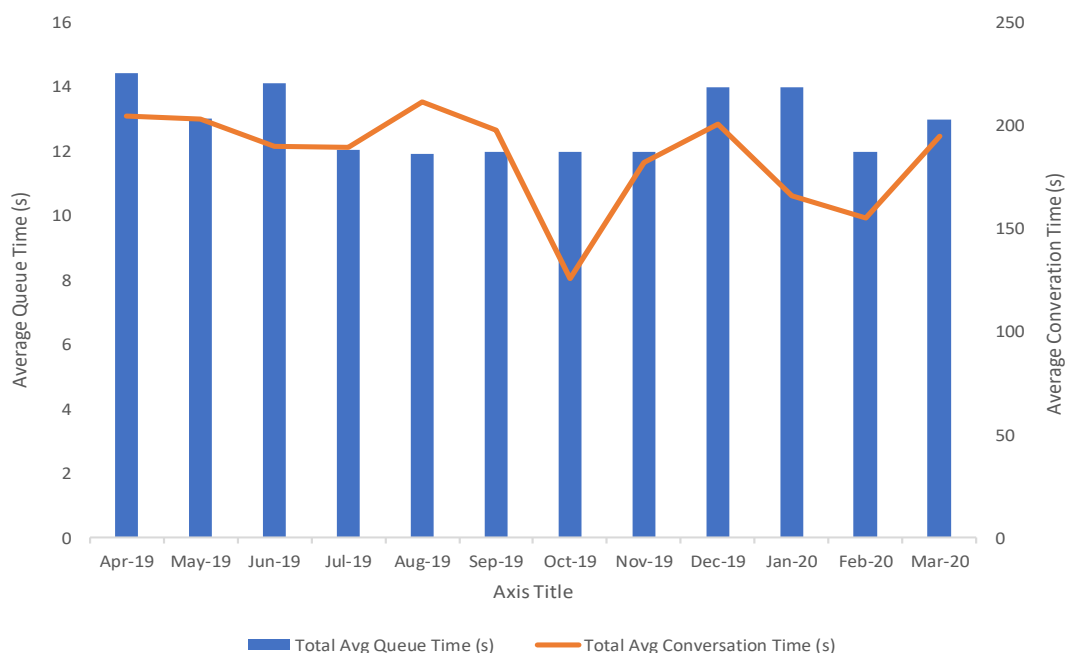


Figure 5 – Month-by-month reporting of average queue times and conversation duration

Figure 6 records the volume of calls received into the MRA helpdesks out of hours (i.e. at weekends, on public holidays, or before 09:00 and after 17:00 on working days).

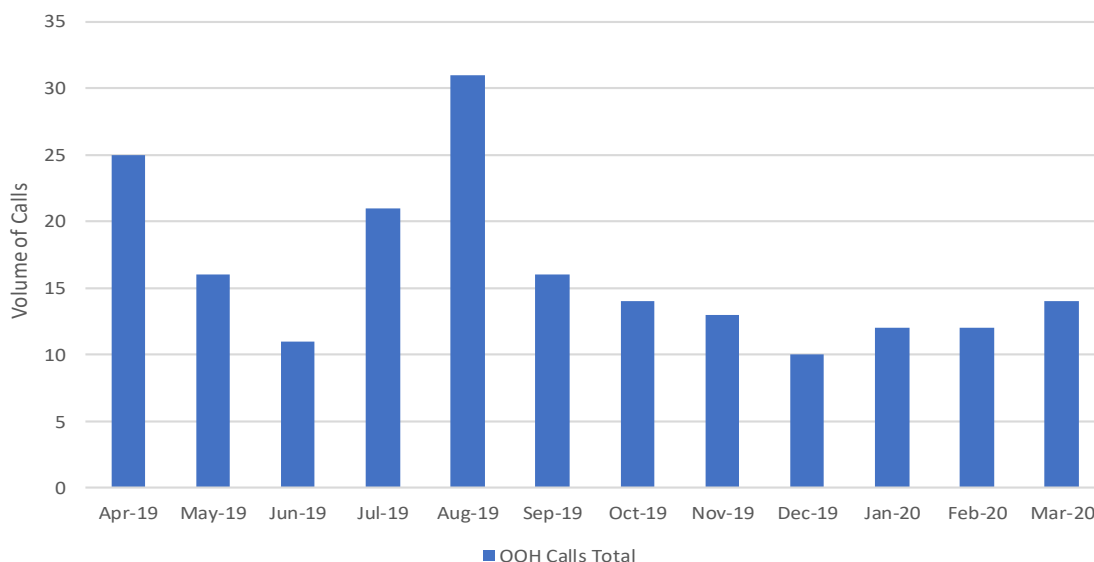


Figure 6 – Month-by-month reporting of volumes of out of hours calls into the MRA helpdesks

MONTHLY PERFORMANCE

Measure	Support MRA	Support ECOES	Support GDCC	Total
Valid Calls	17	109	1	127
Out of Hours Calls	2	12	0	14
Valid Calls Answered	100%	94%	100%	98%
Average Queue Time	10 secs	13 secs	16 secs	13 secs
Average Conversation Time	178 secs	212 secs	194 secs	195 secs

Table 7 – Monthly statistical reporting of incoming calls to MRA telephone helpdesks

EMAIL HELPDESKS

OVERVIEW

Gemserv provides several distinct email helpdesks for parties to raise queries and issues, or respond to requests, in various areas of MRA business. From April 2019, Gemserv implemented new software to allow for enhanced issue management and reporting on queries raised into its mailboxes. The reporting encompasses the following services: Support.MRA@gemserv.com, Support.ECOES@gemserv.com, Support.GDCC@gemserv.com, Support.DTC@gemserv.com. The following support mailbox has since been created Support.SDEP@gemserv.com and reporting will start from March 2020. Reporting refers to 'Requests', which are the first correspondence on an individual issue; follow up emails on a single issue do not contribute towards volumetric reporting.

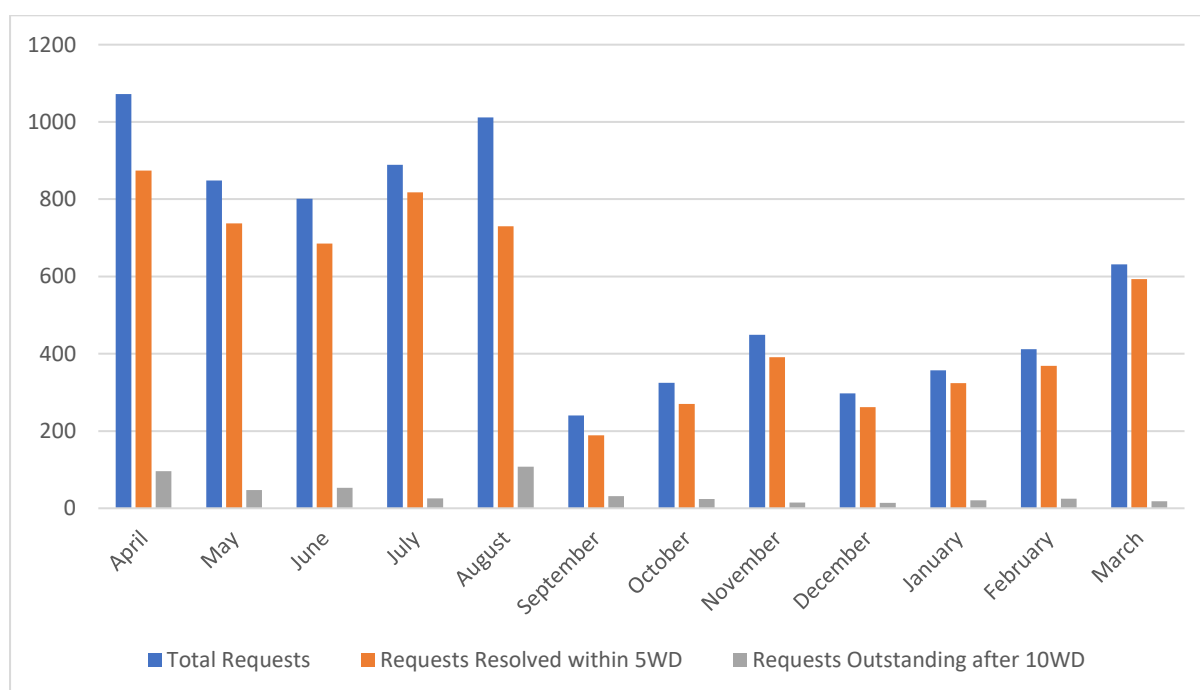


Figure 7 – Requests and Resolution Times

The months from September 2019 show a decrease in volumes of requests received into the MRA mailboxes; this is because the report now focuses only on the MRA support mailboxes which is line with the mailbox changes in August 2019. The mailboxes covered are Support.MRA@gemserv.com, Support.ECOES@gemserv.com, Support.GDCC@gemserv.com, Support.DTC@gemserv.com. An additional support mailbox has been included Support.SDEP@Gemserv.com.

MONTHLY PERFORMANCE

Service	Total Requests	Requests Resolved Within 5 WDs	Requests Outstanding After 10 WDs
Support.MRA@gemserv.com	37	84%	11%
Support.DTC.gemserv.com	3	33%	33%
Support.GDCC@gemserv.com	184	99%	0%
Support.ECOES@gemserv.com	254	93%	4%
Support.SDEP@Gemserv.com	153	92%	2%
Overall	631	94%	3%

Table 8 – Incoming Email Requests to the Mailboxes

AGE PROFILE OF REQUESTS

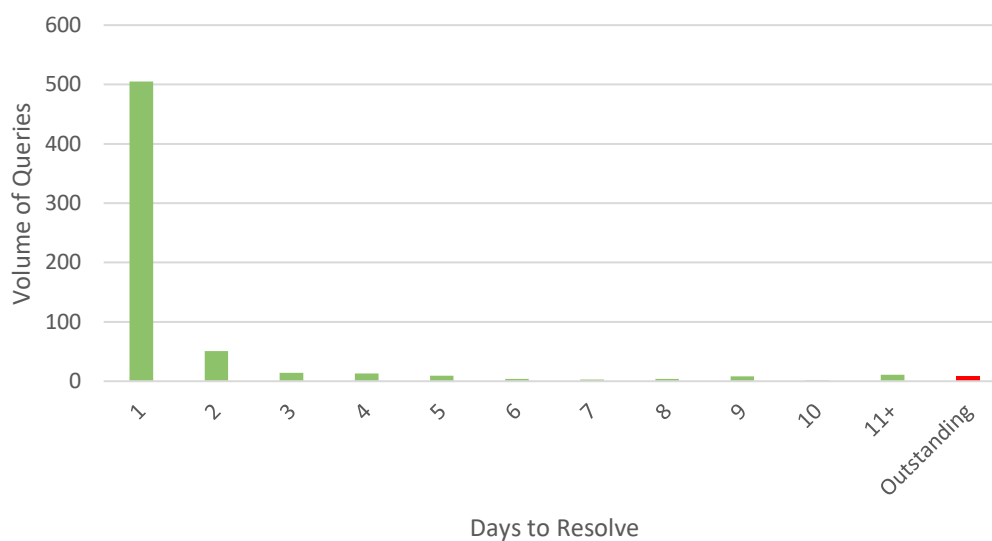


Figure 8 – Illustration of time taken to resolve helpdesk queries

Queries that have taken in excess of ten days to resolve include ongoing correspondence with an innovator seeking access to industry data, and ongoing work with one party to agree a submission of a new Change Proposal. The longest duration between raising a query and completion was 28 working days.

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 9 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.

The present volume of page views to the MRASCo Website between 1st March 2020 and 31st March 2020 was 11,350.

The volume of page views to the MRASCo Website between July 2019 and September 2019 shows a downward trend due to the new cookie agreement. This month shows a continuous upward trend from October 2019 as a result of capturing data, using Flywheel.

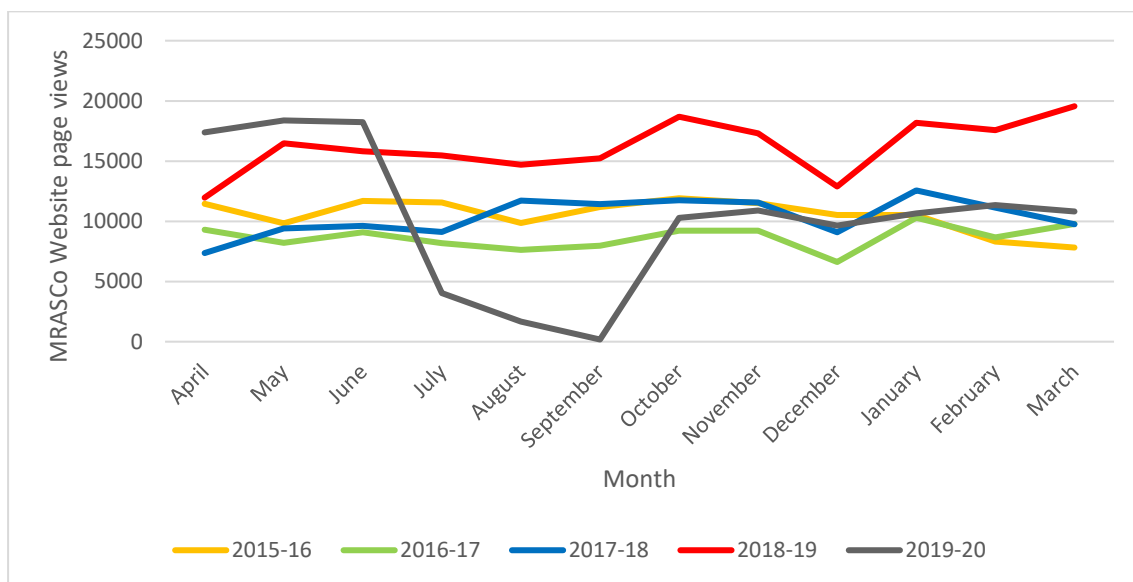


Figure 9 – MRASCo Website Page View Totals, Month-on-Month

NEWS BULLETINS

There were three news articles published on the MRASCo Website during March 2020:

- IREG Update
- Gemserv and Coronavirus (COVID-19)
- MRASCo Newsletter – March 2020

ECOES Management

USAGE

The chart below details the number of enquiries made on ECOES on a month-to-month basis. In March 2020, the number of ECOES queries reached a total of 2,548,770.

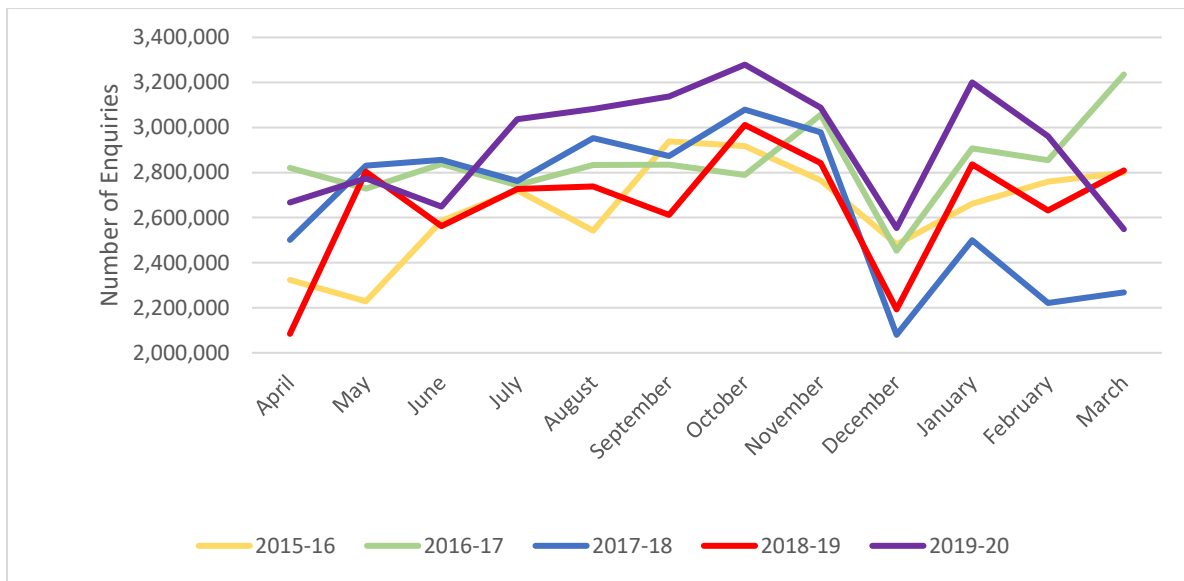


Figure 10 – Number of ECOES Enquiries, Month-on-Month

ECOES API

In March 2020, there was a total of 735,444 ECOES API transactions completed throughout the month. The ECOES API statistics since recording began can be found in Figure 11 below.

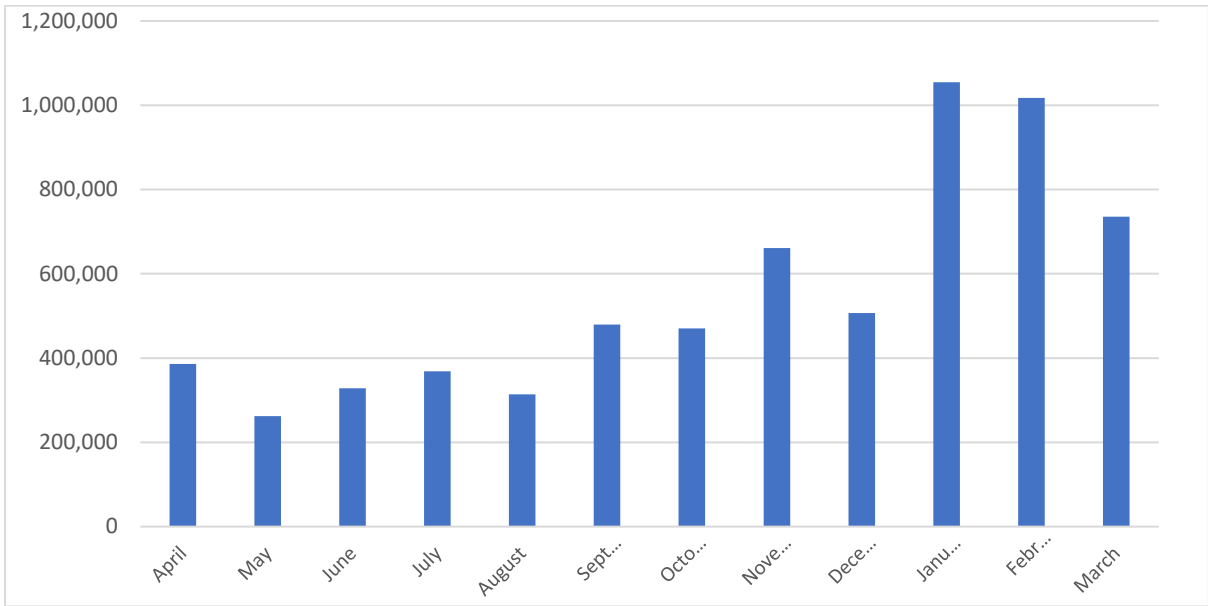


Figure 11 - Number of ECOES API transactions recorded on a monthly basis

AVAILABILITY

ECOES was available at all times during March 2020. There were no unplanned or planned interruptions to availability. All Service Levels were successfully met.

USER STATISTICS

MAP15 (ECOES) allows MEC to grant access to users upon request. Figure 12 shows the total number of ECOES User companies by organisation demographic, as of 31st March 2020.

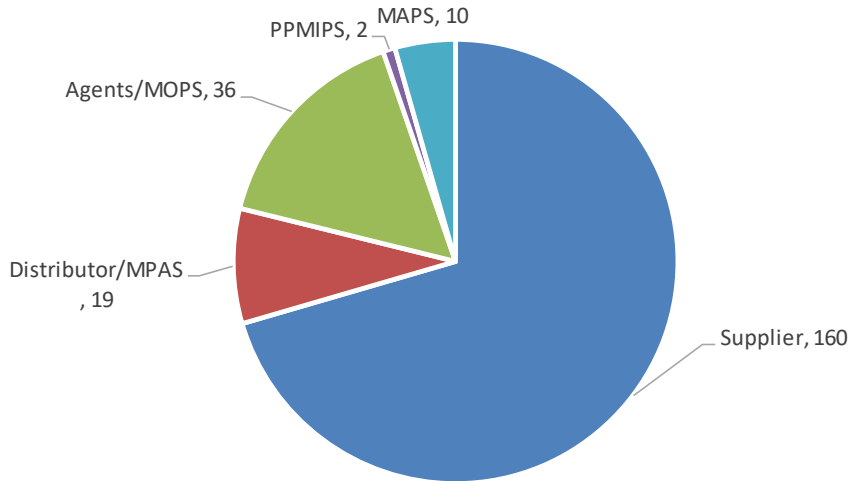


Figure 12 – ECOES User Information, as of 31st March 2020

GDCC Management

USAGE

Figure 13 illustrates the number of Data Flows processed by the Green Deal Central Charge® database (GDCC) on a monthly basis for the past twelve months. Figure 14 illustrates the volume of searches carried out on the GDCC portal on a month-on-month basis.

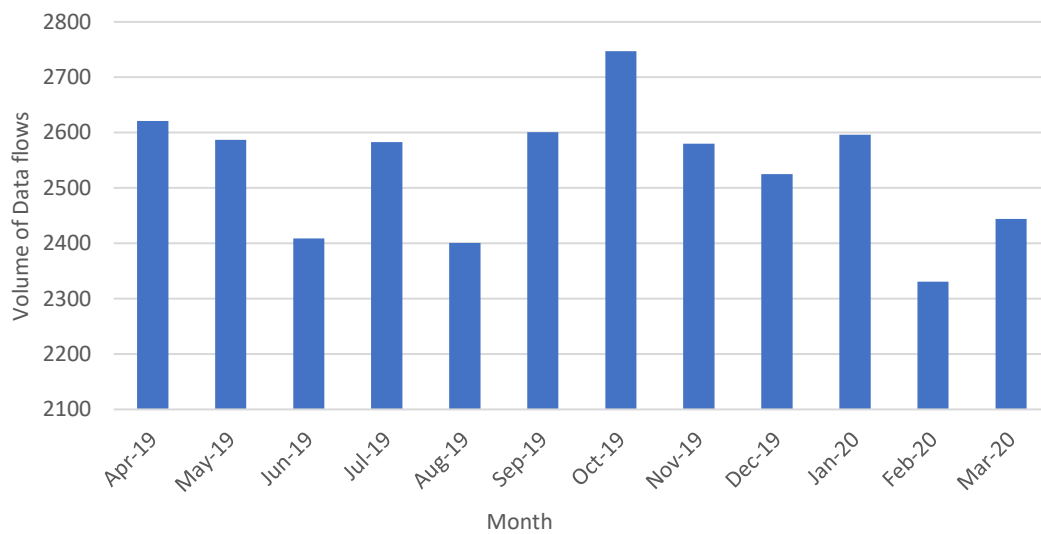


Figure 13 – Volume of Data Flows Processed by the GDCC, Month-on-Month

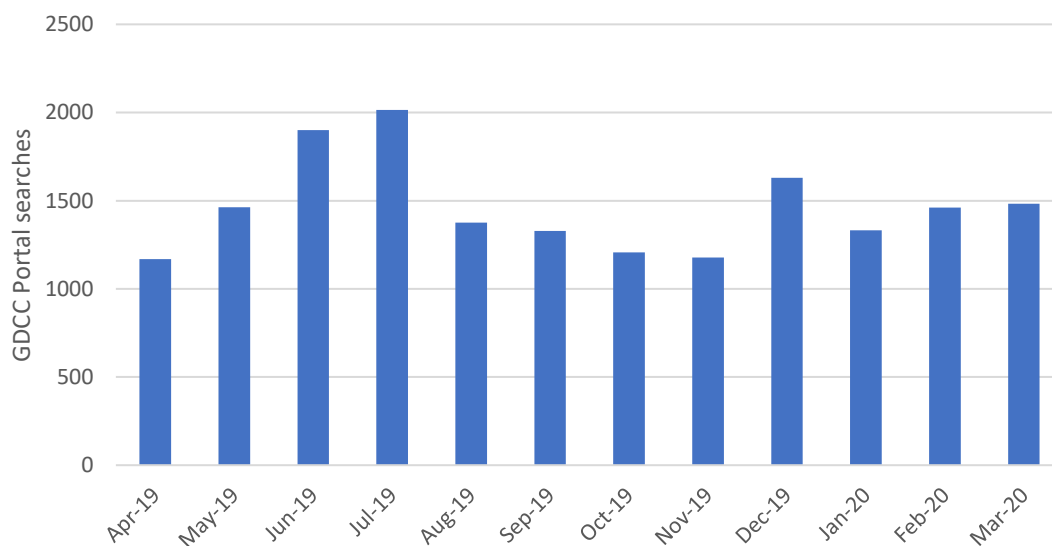


Figure 14 – Volume of Searches on the GDCC Portal, Month-on-Month

NEWSLETTER

The MRASCo Newsletter was circulated on 31st March 2020.

AVAILABILITY

The GDCC was available at all times during March 2020. There were no unplanned or planned interruptions to availability. All Service Levels were successfully met.

ACCESSIONS AND WITHDRAWALS

Gemserv processed no new applications for access to the MRA. There were no withdrawals from the MRA during March 2020.

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) in March 2020.

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