

This document is classified as **Green** in accordance with the MEC Classification and Labelling Meeting Documents Process. Information can be shared with other MRA parties

# Gemserv Monthly Summary Including Annual Performance Report

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# Contents

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Contents .....	2
Annual Summary .....	4
Summary: March 2021 .....	5
Meeting Management .....	6
Gemserv Supported Meetings .....	6
Additional Meetings .....	8
Helpdesk Report .....	10
Telephone Helpdesks .....	10
Overview .....	10
Monthly Performance .....	13
Email Helpdesks .....	13
Overview .....	13
Monthly Performance .....	14
Age Profile of Requests .....	14
Website and Communications.....	15
Website .....	15
News Bulletins.....	15
ECOES Management .....	16
Usage .....	16
ECOES API.....	16
Availability.....	17
User Statistics.....	17
GDCC Management .....	18
Usage .....	18
Newsletter.....	19
Availability.....	19

Accessions and Withdrawals..... 19

Market Entry Services ..... 19

Interested Industry Participants ..... 19

# ANNUAL SUMMARY

This report details Gemserv's activities and performance that took place under the Master Registration Agreement (MRA) from April 2020 to March 2021, 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 15 Supplier parties and zero Distribution Business parties which acceded to the MRA between April 2020 and March 2021.
- A total of 34 Change Proposals (CPs) progressed through the MRA Change Process. Of these, including 24 Change Proposals which were accepted, seven which were deferred, and three rejected.
- A total of 35 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 with parties to effectively implement changes to drive efficiencies within 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.
- MRASCo worked closely with RECCo to ensure a successful transition from the MRA to RECCo is achieved on 1<sup>st</sup> September 2021.

## Summary: March 2021

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6 Meetings

Facilitated by Gemserv

ECOES availability:

100%

GDCC availability:

100%

Month-on-month ECOES queries:

+18%

Month-on-month GDCC searches:

+37%

665 queries

Received into the support mailboxes

95%

Resolved within five working days

92%

Success rate of calls into helpdesks

# Meeting Management

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## 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 2021, Gemserv facilitated the following meetings on behalf of MRASCo:

Date	Meeting	KPI Status
10 <sup>th</sup> March 2021	Issue Resolution Expert Group	
10 <sup>th</sup> March 2021	Green Deal Expert Group	
11 <sup>th</sup> March 2021	Erroneous Transfer Performance Assurance Board	
23 <sup>rd</sup> March 2021	MRA Executive Committee/MRASCo Board	
25 <sup>th</sup> March 2021	MRA Development Board	

**Table 1 – Gemserv Supported Meetings, March 2021**

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:

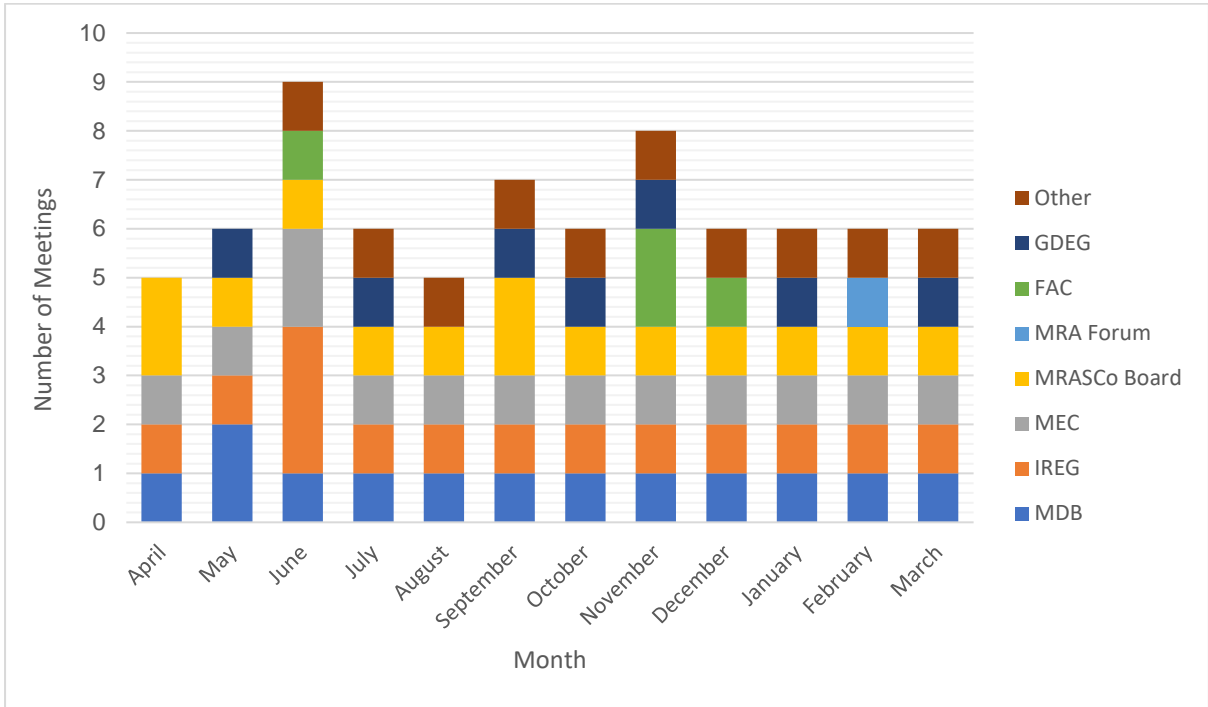


Figure 1 – MRASCo Supported Meetings, Rolling Twelve Months

Figure 2 (below) provides a year-on-year comparison of the volume of meetings supported by Gemserv. The volumes for 2020-21 will capture meetings between April 2020 to March 2021.

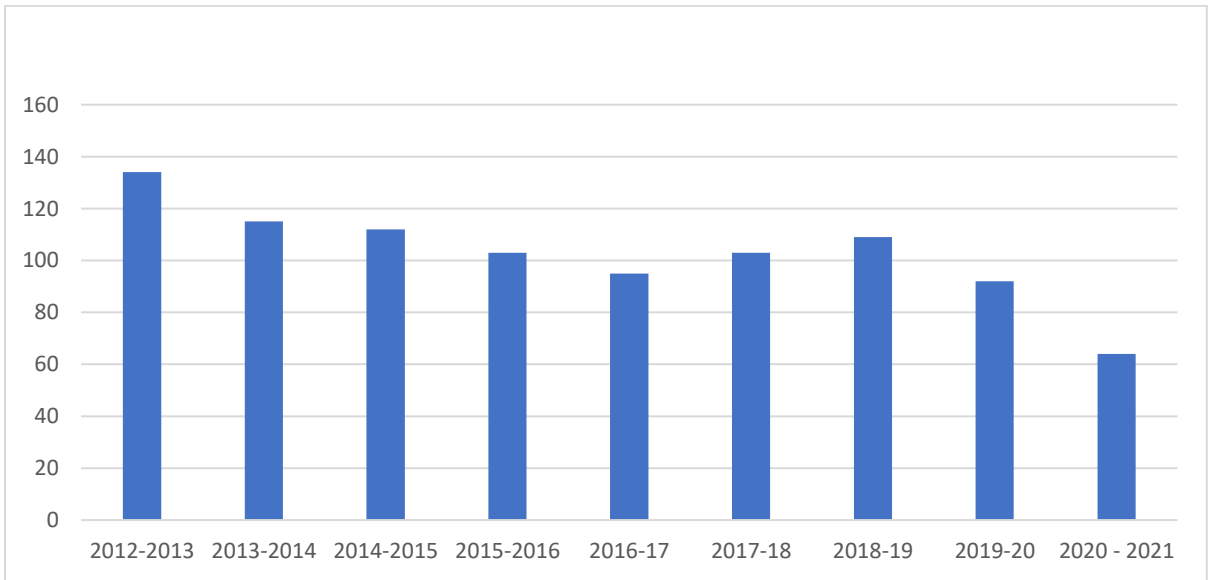


Figure 2 – MRASCo Supported Meetings, Year-on-Year Comparison

## 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 2021 are listed below.

Date	Meeting
2 <sup>nd</sup> March 2021	SI Technical Data WG
2 <sup>nd</sup> March 2021	CSA Focus Area 6 interview
2 <sup>nd</sup> March 2021	SI Transition WG
3 <sup>rd</sup> March 2021	SI UIT Sub-group
3 <sup>rd</sup> March 2021	SP March Pre-Implementation Group
3 <sup>rd</sup> March 2021	SP Cutover WG
4 <sup>th</sup> March 2021	SP Ad Hoc Delivery Group
4 <sup>th</sup> March 2021	SI Testing Group
4 <sup>th</sup> March 2021	SI UIT Environment Follow-Up
4 <sup>th</sup> March 2021	SI Design WG
4 <sup>th</sup> March 2021	SI weekly SPOC meeting
4 <sup>th</sup> March 2021	SI Transition Drop-in Clinic
8 <sup>th</sup> March 2021	SP Design Forum
9 <sup>th</sup> March 2021	SI Technical Data WG
9 <sup>th</sup> March 2021	SP Implementation Group
11 <sup>th</sup> March 2021	SI Design Group
11 <sup>th</sup> March 2021	SP Ad Hoc Testing WG (part meeting)
11 <sup>th</sup> March 2021	SI weekly SPOC meeting
11 <sup>th</sup> March 2021	SI UIT Environment Follow-Up
12 <sup>th</sup> March 2021	SP Ad Hoc Data WG and Optional Cutover WG
16 <sup>th</sup> March 2021	SI Transition WG
16 <sup>th</sup> March 2021	SI Technical Data WG
16 <sup>th</sup> March 2021	SP Ad Hoc Implementation Group
17 <sup>th</sup> March 2021	SP Data WG
17 <sup>th</sup> March 2021	SI Transition Test Scenarios Workshop



17 <sup>th</sup> March 2021	SP Pre-Delivery Group
17 <sup>th</sup> March 2021	SI UIT Sub-Group
18 <sup>th</sup> March 2021	SI Testing Group
18 <sup>th</sup> March 2021	SI Design Group
18 <sup>th</sup> March 2021	SI weekly SPOC meeting
19 <sup>th</sup> March 2021	SI OT Test Stream 1 Test Script and Data Review workshop
19 <sup>th</sup> March 2021	SI LR Test Scenario and Data Requirements Drop-in
22 <sup>nd</sup> March 2021	SP Design Forum
23 <sup>rd</sup> March 2021	SI Technical Data WG
23 <sup>rd</sup> March 2021	SP Delivery Group
24 <sup>th</sup> March 2021	SI PUI Monthly Programme Board
24 <sup>th</sup> March 2021	SI OT Streams 3 & 4 Test Script & Data Review Workshop
25 <sup>th</sup> March 2021	SI weekly SPOC meeting
25 <sup>th</sup> March 2021	SI 'REL Outstanding Issues and Clarity' workshop
26 <sup>th</sup> March 2021	DCC SP E2E PUI Plan Review
30 <sup>th</sup> March 2021	SI Technical Data WG
31 <sup>st</sup> March 2021	SI UIT sub-group
March 2021	Daily Test Execution Meetings (Integration Sequence Testing) x20
	Daily Defect Management Meeting (SIT) x20
	R11.0 Regression Testing Daily Stand-ups x9
	Defect Management Triage and Review workshops x23

**Table 2 – Additional Attended Meetings, March 2021**

# Helpdesk Report

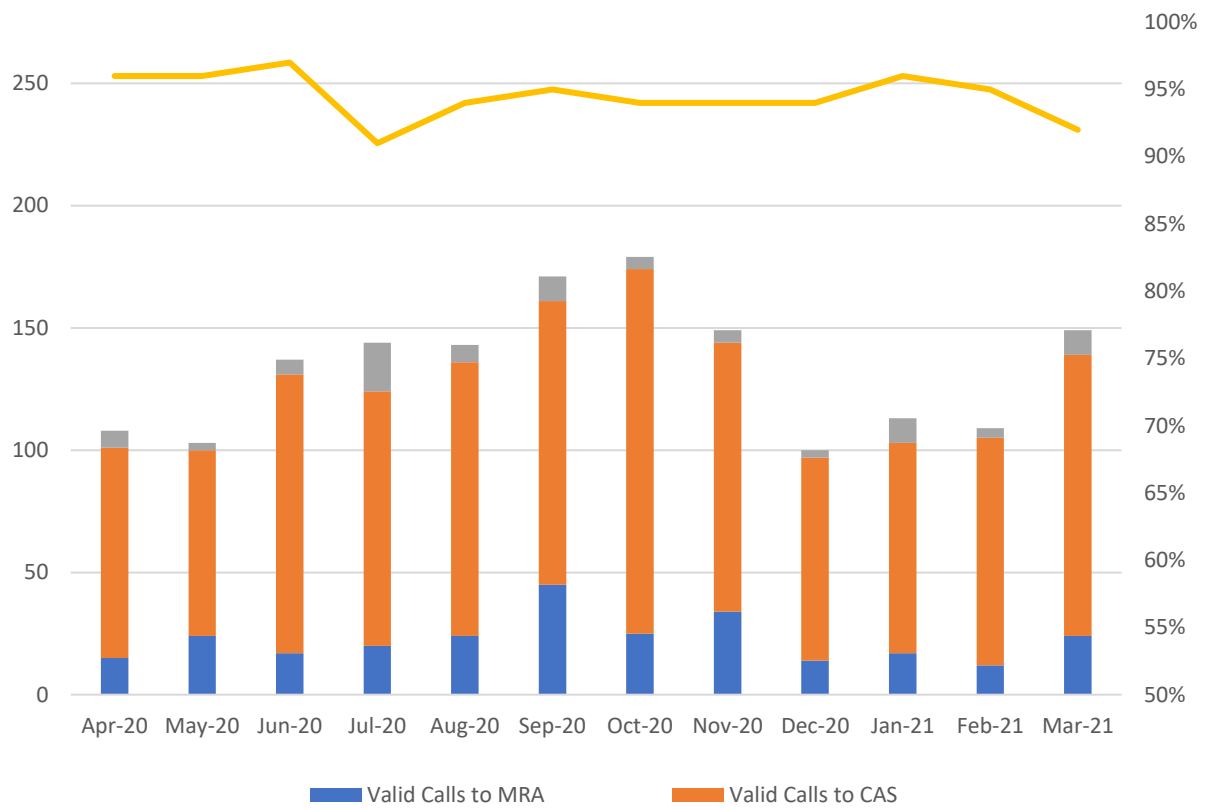
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Gemserv provides, hosts, manages, and reports on several email and telephone helpdesks, established to support client facing processes and issue management under the umbrella of the MRA. This report provides metric information for the helpdesk services, 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

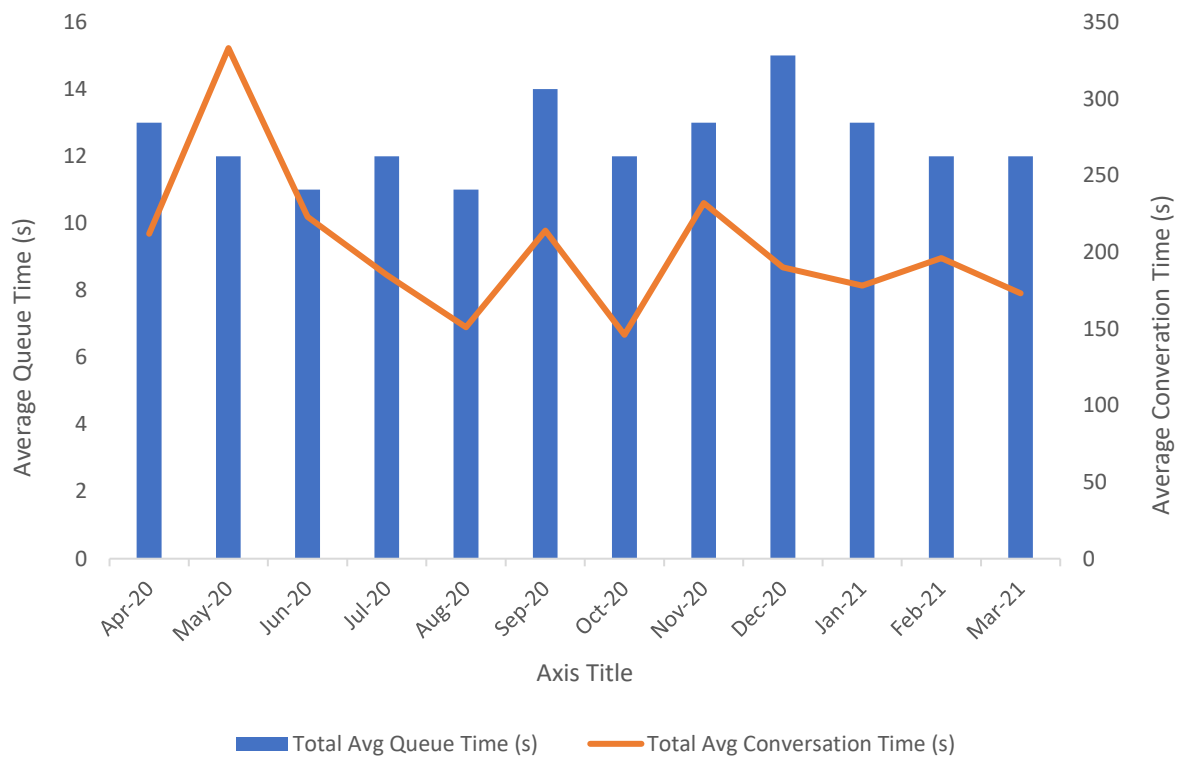
### OVERVIEW

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.



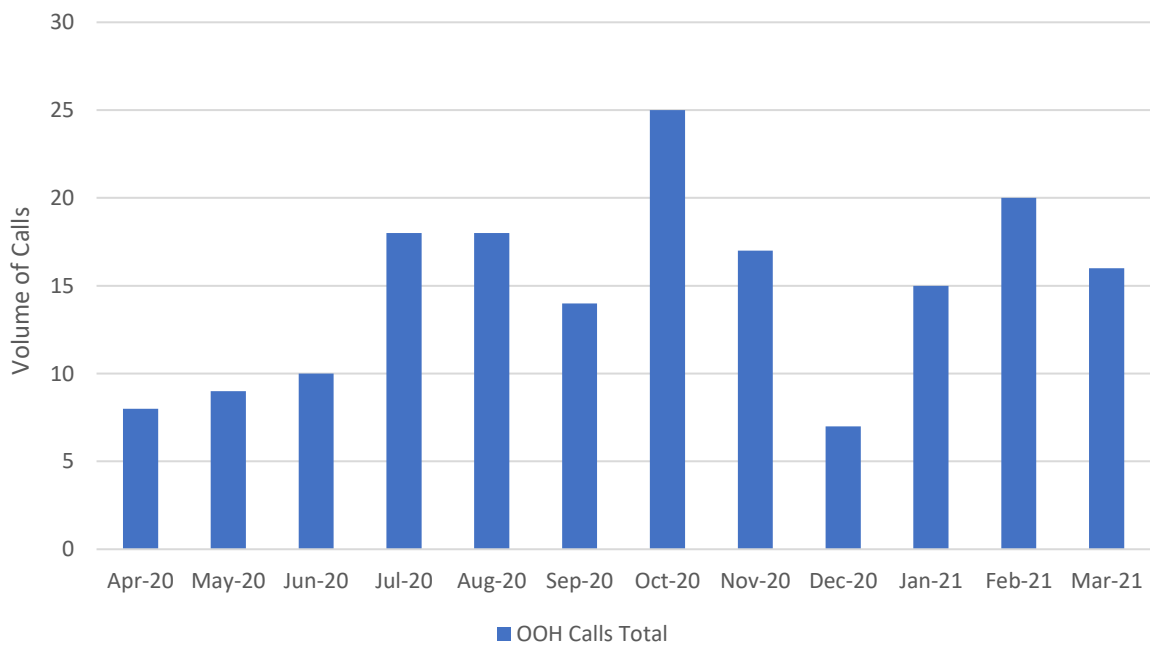
**Figure 4 – Month-by-month reporting of call volumes by helpdesk and total call success**

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

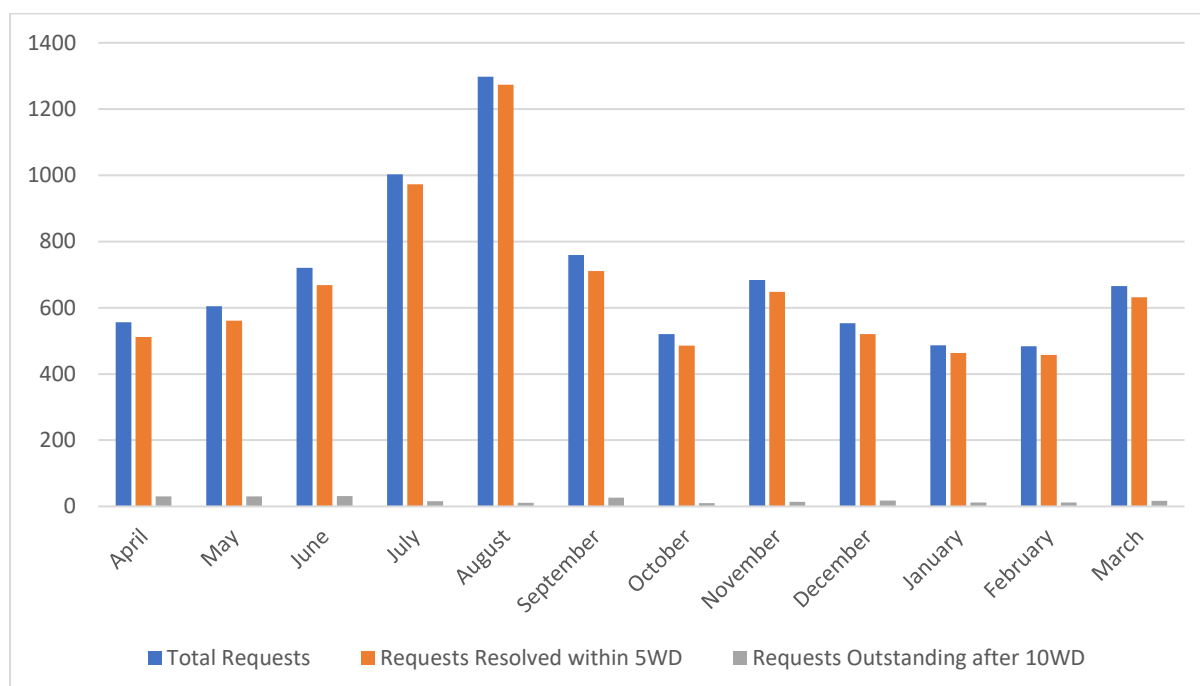
Measure	Support MRA	Support ECOES	Support GDCC	Total
Valid Calls	24	115	10	149
Out of Hours Calls	1	14	1	16
Valid Calls Answered	88%	94%	80%	92%
Average Queue Time	12 secs	11 secs	11secs	12 secs
Average Conversation Time	166 secs	211 secs	140 secs	173 secs

**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](mailto:Support.MRA@gemserv.com), [Support.ECOES@gemserv.com](mailto:Support.ECOES@gemserv.com), [Support.GDCC@gemserv.com](mailto:Support.GDCC@gemserv.com), [Support.DTC@gemserv.com](mailto:Support.DTC@gemserv.com). The following support mailbox has since been created [Support.SDEP@gemserv.com](mailto:Support.SDEP@gemserv.com) and reporting started 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 mailboxes covered are [Support.MRA@gemserv.com](mailto:Support.MRA@gemserv.com), [Support.ECOES@gemserv.com](mailto:Support.ECOES@gemserv.com), [Support.GDCC@gemserv.com](mailto:Support.GDCC@gemserv.com), [Support.DTC@gemserv.com](mailto:Support.DTC@gemserv.com), [Support.SDEP@gemserv.com](mailto:Support.SDEP@gemserv.com).

## MONTHLY PERFORMANCE

Service	Total Requests	Requests Resolved Within 5 WDs	Requests Outstanding After 10 WDs
Support.MRA@gemserv.com	83	89%	7%
Support.DTC@gemserv.com	0	0%	0%
Support.GDCC@gemserv.com	273	99%	0%
Support.ECOES@gemserv.com	288	96%	1%
Support.SDEP@gemserv.com	21	62%	33%
<b>Overall</b>	<b>665</b>	<b>95%</b>	<b>3%</b>

Table 8 – Incoming Email Requests to the Mailboxes

## AGE PROFILE OF REQUESTS

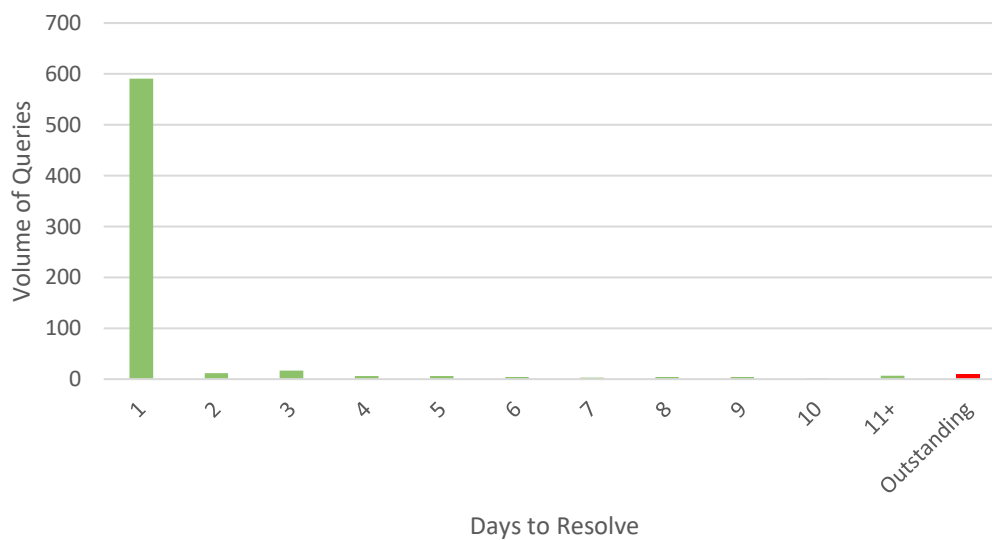


Figure 8 – Illustration of time taken to resolve helpdesk queries

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](http://www.mrasco.com)) on a month-by-month basis since 2015-16.

The present volume of page views to the MRASCo Website between 1<sup>st</sup> March 2021 and 31<sup>st</sup> March 2021 was 9,333.

The volume of page views to the MRASCo Website between August 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.

The volume of page views to the MRASCo Website in March 2021 was captured using Google Analytics, the tracking function recently started working after a cycle of quarterly Wordpress updates. This is being attributed to either there may have been a conflict with another plugin, and the update eliminated that or Google Analytics found a way around the 'do not track' function of the browsers.

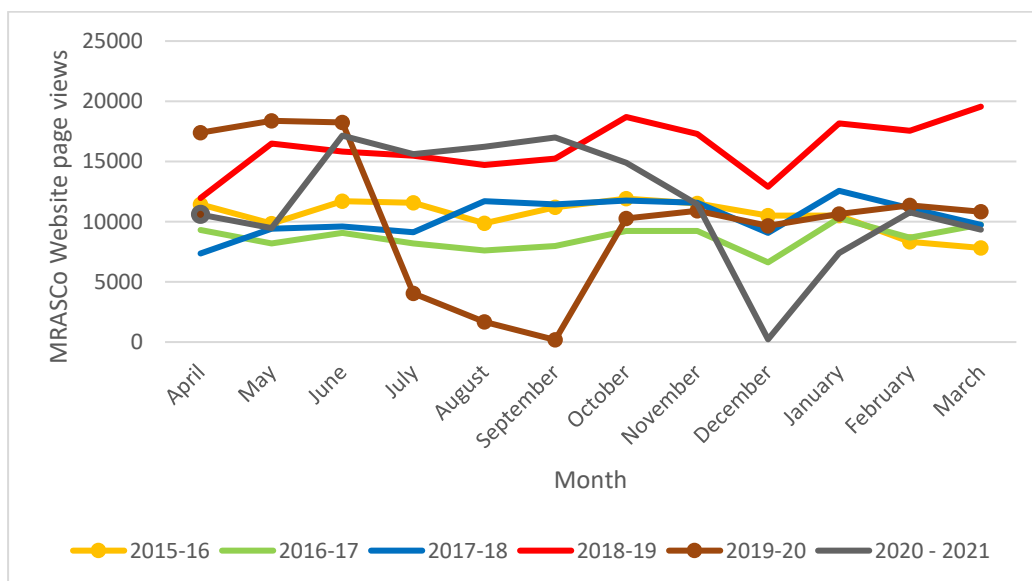


Figure 9 – MRASCo Website Page View Totals, Month-on-Month

## NEWS BULLETINS

There were two news articles published on the MRASCo Website during March 2021:

- MRASCo Newsletter – March 2021
- IREG Update March 2021

# ECOES Management

## USAGE

The chart below details the number of enquiries made on ECOES on a month-to-month basis. In March 2021, the number of ECOES queries reached a total of 2,776,759.

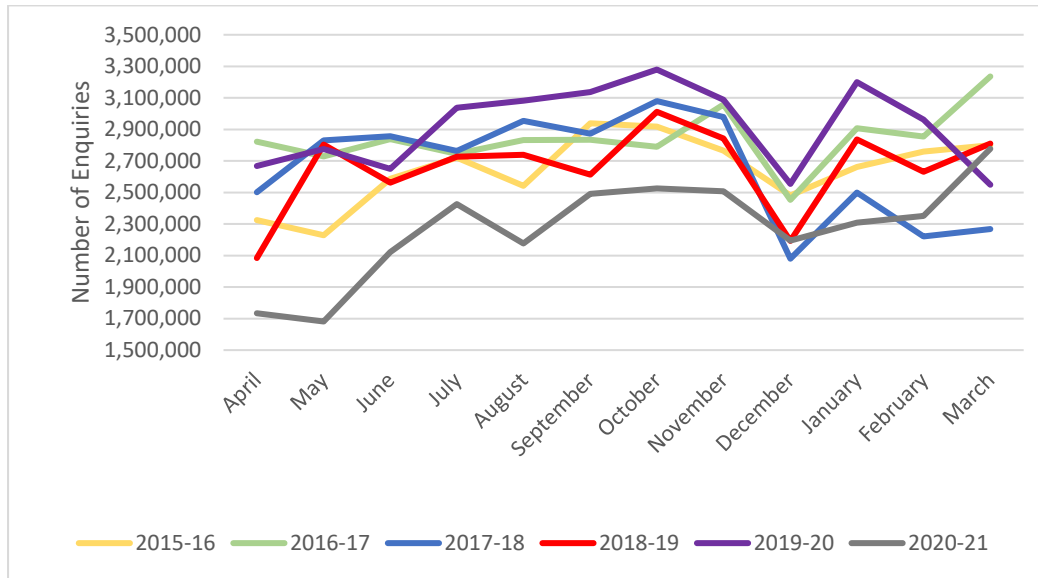


Figure 10 – Number of ECOES Enquiries, Month-on-Month

## ECOES API

In March 2021, there was a total of 3,325,417 ECOES API transactions completed throughout the month. The ECOES API statistics since recording began can be found in Figure 11 below.

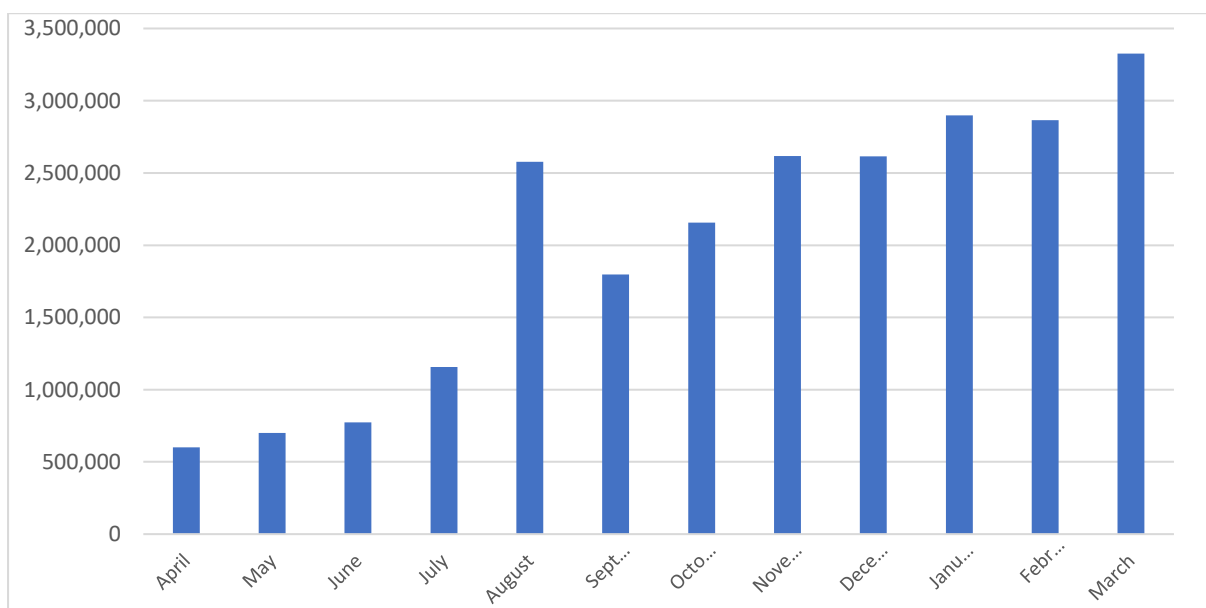


Figure 11 - Number of ECOES API transactions recorded on a monthly basis



## AVAILABILITY

ECOES was available at all times during March 2021. 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 31<sup>st</sup> March 2021.

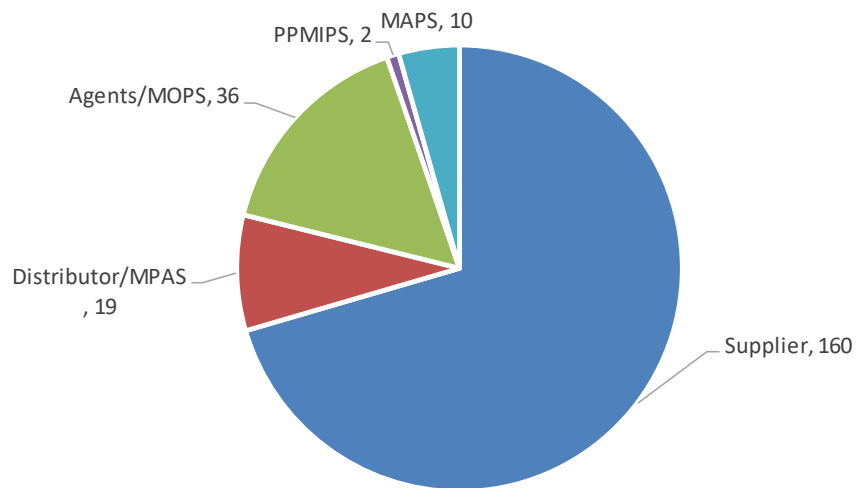


Figure 12 – ECOES User Information, as of 31<sup>st</sup> March 2021

# 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.

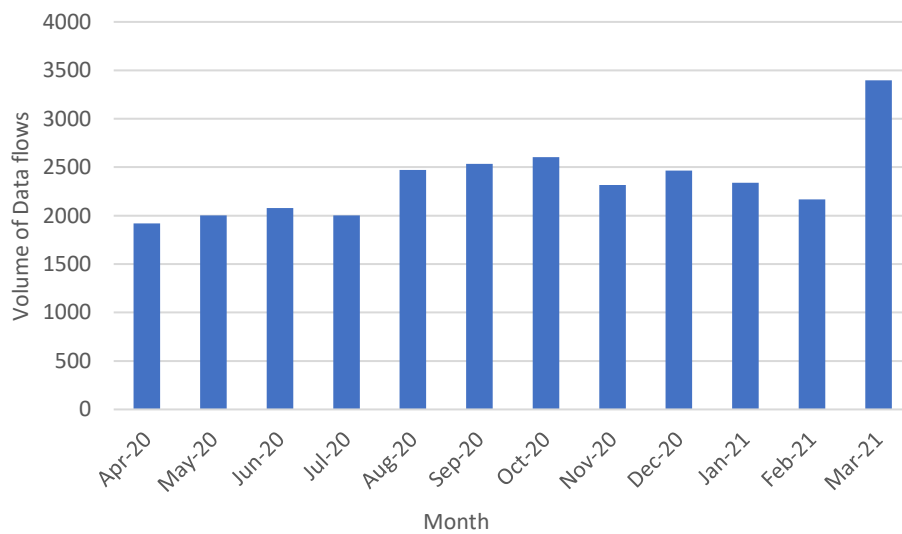


Figure 13 – Volume of Data Flows Processed by the GDCC, Month-on-Month

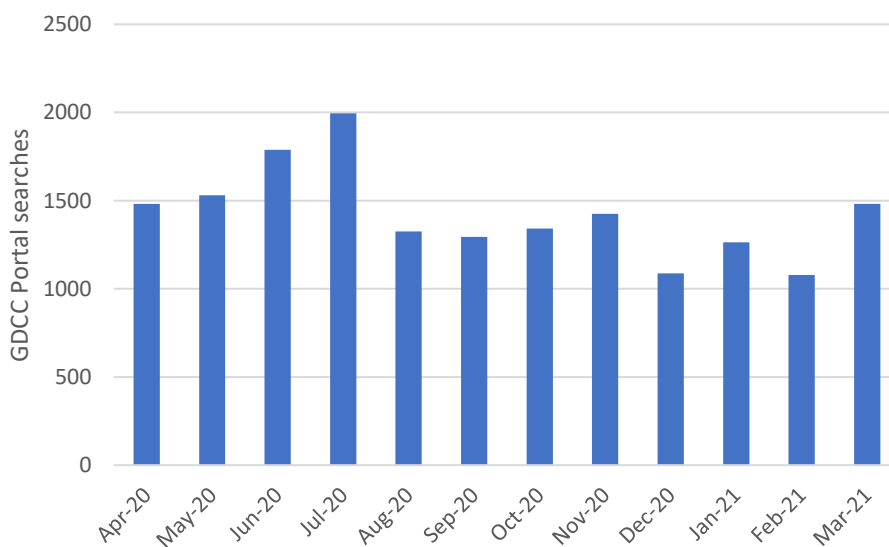


Figure 14 – Volume of Searches on the GDCC Portal, Month-on-Month

## **NEWSLETTER**

The MRASCo Newsletter was circulated on 31<sup>st</sup> March 2021.

## **AVAILABILITY**

The GDCC was available at all times during March 2021. 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 2021.

## **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 2021.

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