

**SVAA SERVICE LINE SSL310
FOR
THE SVA AGENT –
DAILY PROFILE PRODUCTION**

**SVAA Service Line SSL310 – Daily Profile Production
Version 4.1**

AMENDMENT RECORD

Date	Version	Changes	Paper Reference
05/07/99	5.1	SIR R606 (CR R1618) embodied.	S2F/09/96
22/05/00	5.2	ISR Agent Batch - SIR R707 (CR R2428), SIR R1049 (CR R1819), SIR R2127 (CR R2338), CR R2426, CR R2435 and CR R2510 embodied.	TS2/19/561, TS2/21/610, TS2/201/611

Date	Version	Changes	Paper Reference
Code Effective Date	D.01	Re-Badged	
Code Effective Date	D.02	Incorporated version D.01 review comments	
Code Effective Date	D.03	Comments embodied following CMC 1273	
Code Effective Date	2.0	Approved for use by the Panel	
Code Effective Date	3.0	Incorporates changes for Modification P30	AR1185
03/02/03	4.0	SVA Documentation Batch Release (CPs 699, 718)	SVG/22/275
<u>01/06/04</u>	<u>4.1</u>	<u>Updated for SVAO Re-procurement</u>	

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SVAA Service Line SSL310 - Daily Profile Production

This SVAA Service Line forms part of the BSC Service Description for the SVAA.

The responsibilities, duties and obligations of the Supplier Volume Allocation Agent (SVAA) contained in this SVAA Service Line are limited to only the aspects of SVAA directly relating to Daily Profile Production.

A SERVICE SCHEDULE

1. Service Provided

For each Settlement Day, the SVA System produces the Settlement Period Profile Data and Time Regime Data required to run the Supplier Volume Allocation (SVA) part of the SVA System, the Daily Profile Totals to pass to the Non Half Hourly Data Collectors and the Profiling Reports to pass to the Suppliers and Non Half Hourly Data Collectors. In providing this service the SVAA shall carry out the following duties and actions in accordance with the Service Levels set out in sections 3 and 4 this SVAA Service Line. The SVAA shall:

1.1 Regression Equations

- 1.1.1 Load the regression equations provided by the Client or its nominated agent from the Market Domain Data system into the SVA system.
- 1.1.2 Validate the regression equations and report to the Client or its nominated agent any validation failures.
- 1.1.3 Inform the Client or its nominated agent immediately when regression equations have not been received one month prior to the end date of any current profile data and actively seek to obtain this data from the Client or its nominated agent.
- 1.1.4 In the event of the SVAA being without valid regression equations for one or more profiles seek substitute data from the Client or its nominated agent and use this data.

1.2 Data Input by the SVAA

- 1.2.1 Load Noon Temperature Data ~~obtained and the Time of Sunset Data obtained~~ from authorised providers named in the Contract for the locations within each GSP Group defined by the Client or its nominated agent

~~1.2.1~~

- 1.2.2 Load Time of Sunset Data obtained from authorised providers named in the Contract for the locations specified by the client or its nominated agent.

1.2.2.1.2.3 Enter those items of data normally required to make the SVA System function correctly including those changes submitted for manual entry by authorised agents as defined in BSC Procedure BSCP508 and provide a daily report of all items of data manually entered to any relevant valid Supplier and the Client or its nominated agent, together with any relevant validation messages.

1.2.3.1.2.4 Provide previous data provided under clause 1.2.2 to Suppliers at their request.

1.2.4.1.2.5 Enter and disseminate Calendar/Clock Parameter Data and manually entered data details in accordance with BSC Procedure BSCP508.

1.2.5.1.2.6 If the Temperature Provider does not provide Noon Temperature Data, if available input alternative data provided by the Temperature Provider (listed below in order of preference) and inform the Client or its nominated agent and Suppliers in accordance with BSC Procedure BSCP508:

1.2.5.1.2.6.1 Data for 13:00 hours for the weather station at the GSP Group location on the same Settlement Day or;

1.2.5.2.1.2.6.2 Data for 11:00 hours for the weather station at the GSP Group location on the same Settlement Day or;

1.2.5.3 Data for 12:00 from an alternative weather station within the same GSP Group on the same Settlement Day.

1.2.6.1.2.7 If the Temperature Provider does not provide Noon Temperature Data or alternative data, input the previous Settlement Day's data; and inform the Client or its nominated agent and Suppliers in accordance with BSC Procedure BSCP508.

1.3 Other Data Entry

1.3.1 In addition to the parameters normally input by the SVAA indicated above, report without unreasonable delay to the Client or its nominated agent every other occasion where the facility to enter data manually was used, such report to set out complete details of the entries made, the source of authorisation for the data and the time of receipt. This clause refers to the SVAA's ability to enter time pattern regimes, settlement configurations, clock intervals, the assignment of configurations to profile classes and the Average Fraction of Yearly Consumption.

1.4 Teleswitch Data

Clauses 1.4.1 to 1.4.5 apply from the date decided by the Panel for the implementation of these Teleswitch arrangements.

1.4.1 Record the receipt of the Teleswitch Contact Interval Data files from the Teleswitch Agent noting those that arrive after the due time defined in the BSC Procedure BSCP508 and requesting any overdue Teleswitch Contact Interval Data files.

1.4.2 Record valid Teleswitch Contact Interval Data combinations for which no switching data has been received by the due time each day.

1.4.3 If no data is received as recorded pursuant to 1.4.2,

- 1.4.3.1 where possible substitute the data from the most recent Settlement Day of the same Day Type.
- 1.4.3.2 where the SVA System is unable to load the substitute data, use the previous Settlement Day's data as the default.
- 1.4.4 Report on each occasion to Suppliers, Non Half Hourly Data Collectors and the Client or its nominated agent, the occasions when the default settings are used.
- 1.4.5 Provide to all Suppliers the report detailing the Teleswitch Contact Intervals that were used during the Daily Profile Production run, in accordance with BSC Procedure BSCP508.

Clauses 1.4.6 to 1.4.9 apply until PEC decides the above Teleswitch arrangements are operational.
- 1.4.6 Load the initial Teleswitch data received from valid Suppliers or their nominated agent into the SVAA software ensuring that there is a complete set of data.
- 1.4.7 Using the manual entry facilities update SVAA's software with any additional data provided by Suppliers or their nominated agent in time for each Daily Profile Production run.
- 1.4.8 Maintain an audit trail of Teleswitch data and the input data used to define it.
- 1.4.9 Provide to all Suppliers the relevant Teleswitch data that was loaded for each run of Daily Profile Production, in accordance with BSC Procedure BSCP508.
- 1.5 Invoking the SVA System**
- 1.5.1 Use the version of the SVA System software specified to it by the Client or its nominated agent.
- 1.5.2 Run Daily Profile Production in accordance with the SVAA Calendar for the specific GSP Groups and Settlement Days for which the SVAA is contracted and record both the occasions and the input parameters, which it shall provide monthly and on demand to the Client or its nominated agent.
- 1.5.3 Run the Daily Profile Production in accordance with instructions received from the Client or its nominated agent in addition to the requirements of the SVAA Calendar
- 1.5.4 Before running the Daily Profile Production, actively seek to obtain any files SVAA knows to be missing by making contact with the originator.
- 1.5.5 Maintain a ~~record log~~ of input files that arrive after the due date and time specified in the SVAA Calendar and the action taken by the SVAA to obtain them. This ~~information log~~ shall be available to the Client or its nominated agent on request.
- 1.5.6 Investigate, record and report immediately to the National Help Desk the occasions and reasons for any run failures.

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- 1.5.7 Perform any validations or checks provided within the SVAA application software.
- 1.5.8 If data fails validation, use reasonable endeavours to resolve any problems with the data with the provider of the data and log the event with the National Help Desk.
- 1.5.9 If resolution pursuant to 1.5.8 is not available, and to wait further might have a reasonable likelihood of preventing the SVAA from fulfilling its obligations under this or any other BSC Agent or Party Agent Service Lines in accordance with the SVAA Calendar, the SVAA shall substitute data for input into the SVA System in accordance with the BSC Procedure BSCP508.
- 1.5.10 Report those instances where data which was manifestly in error or suspected to be unreasonable by the SVAA to the Client or its nominated agent immediately unless instructed otherwise by the Client or its nominated agent.

1.6 Market Domain Data

- 1.6.1 On request from a Supplier the SVAA shall provide the Market Domain Data version number used on any Volume Allocation Run.
- 1.6.2 Using the SVA System, validate the Market Domain data file, within the time period from receipt of the data specified in BSC Procedure BSCP508.
- 1.6.3 Inform the BSCCo of any errors which occurred in validating the Market Domain Data, within the time period from receipt of the data specified in BSC Procedure BSCP508.
- 1.6.4 Use the data file with the latest version of the Market Domain Data which has passed validation.
- 1.6.5 Compile and maintain the SVAA Market Domain Data Log.
- 1.6.6 Provide information to all Suppliers on versions of the Market Domain Data used in each settlement run in accordance with BSC Procedure BSCP508.

1.7 Provision of Output

- 1.7.1 Produce and distribute the reports output from the SVA System in accordance with BSC Procedure BSCP508.
- 1.7.2 Provide these output reports in accordance with the timescales specified in BSC Procedure BSCP508 and maintain a record log of all files despatched with the date stamps and the due time/date of despatch.

~~1.7.3 Provide this information to the Client or its nominated agent on request. Agree the format of this log with the Client or its nominated agent and provide it to the Client monthly in electronic form together with the management reports set out in Appendix 2.~~

~~1.7.4.1.7.3~~ The SVAA shall only re-send output reports, to the recipient requesting the re-send, in accordance with SVAA Service Line SSL370.

~~1.7.51.7.4~~ Despatch reports by one of the media available defined in the BSC Procedure BSCP508 and chosen by the recipient or not despatch individual reports to recipients who have elected not to receive them.

~~1.7.61.7.5~~ Provide on request to any authorised recipient and the Client or its nominated agent information on the files despatched through the National Help Desk Service.

~~1.7.7~~ Once every year, construct a summary of all the Daily Profile Data Reports issued over the preceding year. This information shall be provided to BSC and non BSC parties on an ad hoc basis at the direction of the Client or its nominated agent and in accordance with the methods defined in BSC Procedure BSCP508.

1.8 Miscellaneous

- 1.8.1 Immediately report any significant known or suspected failures of the hardware or software to the Client or its nominated agent via the National Help Desk, and confirm it in writing to the Client or its nominated agent.
- 1.8.2 Seek and follow the advice of the Client or its nominated agent where the SVAA is uncertain about the correct course of action in cases of exceptional circumstances or ambiguity in the documentation but ensure that seeking advice does not delay passing output to recipients beyond the timescales detailed in the SVAA Calendar.
- 1.8.3 Synchronise the SVA System's time to within one second of the Rugby Radio Clock.
- 1.8.4 Ensure the confidentiality and integrity of all information that the SVAA receives, processes and maintains.
- 1.8.5 Store file creation timestamps attached to incoming files to ensure that the files are loaded in the correct order.
- 1.8.6 Attach and store file processed timestamps (the time at which the file was processed) to incoming files for audit purposes.

2. Charges

2.1 Charges for Services

2.1.1. Charges for the services in this SVAA Service Line are set out in Schedule 7 (Charges) of the SVAA Agreement.

B Service Level Agreement

3. Service Availability

- 3.1. The Services described in Section 1 of this SVAA Service Line shall be carried out for each Settlement Day according to the SVAA Calendar, and be available throughout the Working Day.
- 3.2. The system shall be capable of being operational for 24 hours per day, less the time reasonably required for planned daily back-up.
- 3.3. The SVAA shall, as required by the Client or its nominated agent, provide the Service for additional DPP Runs other than those required to meet the SVAA Calendar on a timescale to be agreed with the Client or its nominated agent. The service credits shall not be applied to the SVAA's obligations under this paragraph.
- 3.4. Where required by the Client or its nominated agent and given five Working Days notice ~~to~~ the SVAA shall provide the Service 24 hours per day, less the time reasonably required for planned daily back-up.

4. Service Levels

- 4.1.1 The criterion against which the successful provision of the services described in Section 1 of this SVAA Service Line shall be measured, is the successful despatch by the SVAA to all appropriate parties of the reports specified in BSC Procedure BSCP508.
- 4.1.2 For the purpose of paragraph 4.1.1, “successful despatch” means the despatch of a complete and correct set of files within the time-scales defined by BSC Procedure BSCP508 using input data that has been collected in accordance with the requirements set out in this SVAA Service Line and BSC Procedure BSCP508.
- 4.1.3 The SVAA shall record the number of successful and unsuccessful despatches of files against the performance monitoring categories described in Appendix 2. They shall be measured on a monthly basis, with a weekly decomposition of performance provided. These routine reports shall be despatched to the Client or its nominated agent, within five Working Days (5WD) of the end of the month.
- 4.1.4 The SVAA shall deduct from its successful despatches those occasions where disputes on the completeness or correctness of the output are upheld by the Client or its nominated agent.
- 4.1.5 The incentives to meeting these measures are referred to in Section 2 of this SVAA Service Line (Charges) and stated in Schedule 3.

5. Appendices

5.1 Appendix 1 - Reporting of Failure To Despatch Files By Defined Deadlines

The SVAA shall agree with the Client the format of a management report which shall contain the occasions where complete and accurate reports were not provide by the deadlines set out in BSC Procedure BSCP508.

~~For each file type in Appendix 2 the report shall list the Settlement Day, file name, the recipient, the due time and date and the difference from the deadline.~~

~~The report shall sum by Settlement Day and file type listed in Appendix 2 the occasions on which the SVAA has failed to provide a complete and accurate set of reports.~~

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5.2 Appendix 2 - SVAA Monthly Service Report

Measure	Process	Sub-process / Dataflow	Recipient	Performance standard	Performance Measure / Service Level
1	Daily Profile Production	Deliver initial set of daily profile reports	NHHDC and Suppliers	Complete Accurate Within timescales	100% to Section 4 of SSL310
2		Deliver final set of daily profile reports	NHHDC and Suppliers	Complete Accurate Within timescales	100% to Section 4 of SSL310
3		Deliver daily profile total extract reports (on request)	NHHDC	Complete Accurate Within timescales	100% to Section 4 of SSL310
4		Deliver set of reports on input data to DPP	Suppliers	Complete Accurate Within timescales	100% to Section 4 of SSL310
5		Daily Profile Production Log information	The Client or its nominated agent	Complete Accurate Within timescales	100% of updates within 5 WD of end of each month
6	SVAA Management	Routine Performance Monitoring Reports	The Client or its nominated agent	Complete and accurate within timescales	100% within 5 WD of end of month

The routine Performance Monitoring Reports shall measure the success rates against the criteria in the preceding table in a format and medium to be agreed with the Client or its nominated agent.