

**Balancing and Settlement Code**

**BSC Service Description for SVA Technical Assurance**

**Version 6.0**

**Effective Date : 25 June 2009**

## SERVICE DESCRIPTION FOR SVA TECHNICAL ASSURANCE

### AMENDMENT RECORD

| VERSION | DATE                 | DESCRIPTION OF CHANGES                  | Mods/CPs INCLUDED | MODS PANEL REF |
|---------|----------------------|---|-------------------|----------------|
| 1.0     | 01/02/04             | Approved for use by Panel               | N/A               | 17/018         |
| 2.0     | 30/06/04             | CVA Programme June 2004 Release         | CP998             | SVG/40/004     |
| 3.0     | BETTA Effective Date | BETTA 6.3 and SVA February 2005 Release | BETTA 6.3, CP1091 | SVG/48/004     |
| 4.0     | 02/04/2008           | June 2008 Release                       | CP1223            | SVG/84/02      |
| 5.0     | 26/11/2008           | P207 Release                            | P207              | SVG/91/06      |
| 6.0     | 25/06/2009           | June 2009 Release                       | CP1265            | SVG/97/01      |

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## **1 INTRODUCTION**

### **1.1 Purpose**

1.1.1 This document is the BSC Service Description for the Supplier Volume Allocation (SVA) Technical Assurance Agent (TAA) appointed by the Balancing and Settlement Code Company (BSCCo), responsible for the Technical Assurance of Half Hourly Metering Systems registered in a Supplier Meter Registration Service (SMRS). The services of the SVA TAA are defined in accordance with the provisions of the Balancing and Settlement Code (the Code), Balancing and Settlement Code Procedures (BSCPs) and the relevant Codes of Practice (CoPs).

### **1.2 Structure of this Document**

1.2.1 This document is structured as follows:

- Section 2 sets out the general scope and obligations of the SVA TAA service;
- Section 3 details the service requirements;
- Section 4 details the non-functional requirements; and
- Section 5 details the service levels required of the SVA TAA.

### **1.3 The Balancing and Settlement Code Company**

1.3.1 The BSC Panel is supported in the discharge of its duties and obligations under the Code by the BSCCo, which procures, manages and operates services and systems that enable the Balancing Mechanism and Imbalance Settlement process to operate.

## **2 SERVICE SCHEDULE**

### **2.1 General Obligations**

2.1.1 The SVA TAA shall provide a service for the Technical Assurance of SVA Half Hourly Metering Systems in accordance with BSCP27, Technical Assurance of Half Hourly Metering Systems for Settlement Purposes and the Risk Operating Plan. The SVA TAA will be required to conduct Inspection Visits and carry out checks to ensure compliance with Section L of the Code ('Metering'), the relevant metering Codes of Practice (CoPs) and BSCP27 and the ROP. Inspections will include main sample Inspection Visits; specific sample Inspection Visits; targeted Inspection Visits, identified by BSCCo where non-compliance is suspected; and re-Inspection Visits, where non-compliance has previously been identified by the SVA TAA and rectified by the Supplier or Meter Operator Agent (MOA) and a further visit may be initiated.

2.1.2 This BSC Service Description is established under Section E of the Code ('BSC Agents') and may be amended as necessary subject to the BSC TAA Contract and the provisions of BSCP40, Change Management. The Codes of Practice relevant to the SVA TAA service are as follows:

|                    |   |
|--------------------|---|
| Code of Practice 1 | Code of Practice for the Metering of Circuits with a Rated Capacity Exceeding 100 MVA for Settlement Purposes |
|--------------------|---|

|                    |   |
|--------------------|---|
| Code of Practice 2 | Code of Practice for the Metering of Circuits with a Rated Capacity Not Exceeding 100 MVA for Settlement Purposes                 |
| Code of Practice 3 | Code of Practice for the Metering of Circuits with a Rated Capacity Not Exceeding 10 MVA for Settlement Purposes                  |
| Code of Practice 4 | Code of Practice for the Calibration Testing and Commissioning Requirements of Metering Equipment for Settlement Purposes         |
| Code of Practice 5 | Code of Practice for the Metering of Energy Transfers with a Maximum Demand of up to (and including) 1 MW for Settlement Purposes |

2.1.3 The SVA TAA shall determine that a Metering System is non-compliant if it fails to meet the requirements detailed in the Code, Code Subsidiary Documents and in the relevant issue of the applicable CoP. If Metering Equipment was installed and commissioned prior to 1 May 1993, Codes of Practice A-K2 as defined under the terms of the Pooling and Settlement Agreement will be valid. If Metering Systems were installed in Scotland prior to the BETTA Effective Date, the Scottish Codes of Practice S1-S5 will be valid. These Scottish Codes of Practice are as follows:

|                              |  |
|------------------------------|--|
| Metering Code of Practice S1 | Code for the Metering of Circuits with a Rated Capacity Exceeding 100 MVA for Allocation Purposes              |
| Metering Code of Practice S2 | Code for the Metering of Circuits with a Rated Capacity Not Exceeding 100 MVA for Allocation Purposes          |
| Metering Code of Practice S3 | Code for the Metering of Circuits with a Rated Capacity Not Exceeding 10 MVA for Allocation Purposes           |
| Metering Code of Practice S4 | Code for the Calibration, Testing and Commissioning Requirements of Metering Equipment for Allocation Purposes |
| Metering Code of Practice S5 | Code for the Metering of Metering of Circuits with a Rated Capacity Not Exceeding 1 MW for Allocation Purposes |

## 2.2 Period of Responsibility

2.2.1 The SVA TAA shall perform the responsibilities and obligations set out in this BSC Service Description for the period defined in the contract.

2.2.2 The SVA TAA shall meet the performance standards that are required to be achieved in the delivery of this service as defined in the contract.

### **3 SERVICE REQUIREMENTS**

#### **3.1 Overview**

3.1.1 The SVA TAA shall provide the Technical Assurance service in accordance with the requirements established within the Code, Code Subsidiary Documents, this BSC Service Description and the BSC TAA Contract.

3.1.2 This BSC Service Description describes the key activities of the SVA TAA and its interaction with BSCCo, BSC Parties and Party Agents.

3.1.3 The SVA TAA shall undertake four types of Technical Assurance Inspection Visit:

1. main sample Inspection Visits;
2. specific sample Inspection Visits;
3. targeted Inspection Visits; and
4. re-Inspection Visits.

The total number of Metering Systems to be inspected each year shall be determined by BSCCo, a proportion of which may consist of targeted and re-Inspection Visits.

3.1.4 The SVA TAA will provide an online management tool that allows for all Performance Assurance Parties, the TAA and BSCCo to access and amend information. This tool shall provide reporting and allow for the provision of evidence and information as required of an Inspection Visit as set out in BSCP27. As a minimum (i.e. this list is not exhaustive) this tool should provide;

- Confidentiality;
- Data retention of all records including results from the Inspection Visit;
- Audit capability;
- Reporting;
- Reminder notification to Parties;
- Details of non-compliances; and
- Rectification Plan details.

#### **3.2 Main Sample Selection**

3.2.1 The selection of Metering Systems for inclusion within the Main Sample shall be performed by the SVA TAA in accordance with the requirements detailed in the BSC Section L7 and BSCP27.

3.2.1 Once the Main Sample Inspection Visits have been selected and the SVA TAA has ensured there is no bias in the selection, the SVA TAA shall notify the relevant Suppliers and Meter Operator Agents of the inspections in accordance with BSCP27.

#### **3.3 Targeted Inspection Selection**

3.3.1 On an ad-hoc basis BSCCo shall notify the SVA TAA of any requirement for a targeted Inspection Visit.

3.3.2 The SVA TAA shall perform targeted Inspection Visits in accordance with BSCP27.

### **3.4 Urgent Targeted Inspection Selection**

3.4.1 On an ad-hoc basis BSCCo shall notify the SVA TAA of any requirement for an urgent targeted Inspection Visit.

3.4.2 The SVA TAA shall seek acceptance from the relevant Supplier and MOA in order to ensure that where possible urgent targeted Inspection Visits are completed within 2 Working Days of the date of notification from BSCCo, or by a date otherwise agreed with BSCCo.

3.4.3 The SVA TAA shall provide BSCCo with a report of the results of an urgent targeted Inspection Visit within 1 Working Day of the visit.

3.4.4 The SVA TAA shall not be required to carry out more than 25 urgent targeted Inspection Visits per year.

### **3.5 Re-Inspection Selection**

3.5.1 On a quarterly basis, the SVA TAA shall identify those Metering Systems that were found to be non-compliant and have since been reported as rectified by the Supplier or MOA in the preceding quarter. The SVA TAA shall select a random percentage for inspection. The SVA TAA shall submit the proposed schedule of re-Inspection Visits to BSCCo for final approval.

3.5.2 BSCCo shall notify the SVA TAA of any additional re-Inspection Visits that are required.

### **3.6 Inspection Visits**

3.6.1 The SVA TAA shall be responsible for the scheduling and organisation of all types of Inspection Visit.

3.6.2 The SVA TAA shall perform all Inspection Visits in line with the requirements detailed in BSCP27.

3.6.3 The SVA TAA shall provide the MOA attending an Inspection Visit with a quality assurance questionnaire at the start of the inspection.

### **3.7 Non-Compliance**

3.7.1 The SVA TAA shall determine a Metering System to be non-compliant in accordance with the BSC Section L.

3.7.2 The category of non-compliance will be determined by the SVA TAA in line with the requirements detailed in BSCP27.

3.7.3 In its determination of compliance the SVA TAA shall take into account any agreed Metering Dispensations identified by the Supplier and applicable to the Metering System.

### **3.8 Reporting**

3.8.1 The SVA TAA shall complete all the documentation specified in BSCP27 as required for each Inspection Visit.

- 3.8.2 On completion of an Inspection Visit the SVA TAA shall issue notices of compliance or non-compliance to the relevant Supplier, MOA and Licensed Distribution System Operator (LDSO) where appropriate within the timescales detailed in and using the forms specified in BSCP27 and the online management tool.
- 3.8.3 In the case of targeted Inspection Visits, the SVA TAA shall issue notices of non-compliance to BSCCo in addition to Suppliers and MOAs using the online management tool.
- 3.8.4 The SVA TAA may be required by BSCCo to attend a monthly meeting of the Performance Assurance Board (PAB) to provide supporting information for appeal hearings and compliance disputes.
- 3.8.5 The SVA TAA shall attend a monthly meeting with BSCCo to discuss the service.
- 3.8.6 Each month the SVA TAA shall provide BSCCo with an operational report pack. The reports contained in this pack shall be determined by BSCCo and agreed with the SVA TAA and in compliance with the BSC TAA Contract.

### **3.9 Reminder Notification**

- 3.9.1 Where a non-compliance has been notified and no rectification plan or details are received from the Supplier or MOA within the timescales specified in BSCP27, the SVA TAA shall issue reminder notices to the Supplier or MOA, requesting a rectification plan or details of the rectification action taken.

### **3.10 Accuracy of Test Equipment**

- 3.10.1 Any equipment used by the SVA TAA during the performance of an Inspection Visit will be calibrated every six months with a clear and demonstrable audit trail against an appropriate standard, as agreed with BSCCo.

### **3.11 Ad-Hoc Services**

- 3.11.1 The SVA TAA shall, on occasions and as required by BSCCo, provide guidance as to the validity of any Metering Dispensation claims submitted by Parties in accordance with BSCP32 (Metering Dispensations).
- 3.11.2 The SVA TAA shall provide any ad-hoc services required by BSCCo in connection with the Technical Assurance service, subject to terms and conditions being agreed with the SVA TAA and in compliance with the procedures in the BSC TAA Contract.



## **4 NON-FUNCTIONAL REQUIREMENTS**

### **4.1 Data Retention**

4.1.1 The SVA TAA shall maintain a record of all Inspection Visits and their outcome, including details of any non-compliance.

4.1.2 The SVA TAA shall keep a record of all contact with participants. This shall include the date of contact, contact method (e.g. email or telephone), the SVA TAA and participant representatives involved, and the nature of the contact.

### **4.2 Documentation**

4.2.1 The SVA TAA shall develop procedures for:

- Service procedures for the Technical Assurance Service;
- All aspects of the Inspection Visit;
- SVA TAA inspection checklists for all Codes of Practice; and
- All letters, notifications and confirmations necessary for each Inspection Visit.

4.2.2 The SVA TAA shall not make changes to the Inspection Visit checklists without the prior agreement of BSCCo. After service acceptance such changes will be governed by any change control process BSCCo has in operation at the time.

4.2.3 Documents detailed at 4.2.1 shall be deliverables of the Technical Assurance service and shall be delivered for review and approval by BSCCo during the service acceptance process and at a frequency thereafter specified by the BSC TAA Contract.

4.2.4 All Intellectual Property Rights of any reports, service and on-site procedures and Codes of Practice checklists shall be the property of BSCCo.

### **4.3 Participant Contact Point**

4.3.1 The SVA TAA shall provide a single point of contact for:

- (a) receipt and dispatch of documentation;
- (b) operational support and problem resolution; and
- (c) management of change.

4.3.2 The contact point shall be made available from 08.30 hours until 17.00 hours during each Working Day.

### **4.4 Audit Requirements**

4.4.1 The SVA TAA shall provide BSCCo with audit access to all information and records relating to the provision of the Technical Assurance service. The SVA TAA shall accept and provide access to any organisation specified as an auditor by BSCCo.

4.4.2 The SVA TAA shall, for the purposes of audit, provide BSCCo with full visibility of any and all documentation or software maintained by the SVA TAA for the purposes of providing the Technical Assurance service.

## 4.5 Certificates of Competence

4.5.1 The SVA TAA shall provide experienced and competent personnel to perform the Technical Assurance service. Those personnel performing the Inspection Visits, the Metering Inspectors, shall hold a current and valid Certificate of Competence issued by the LDSO for which that Metering Inspector is required to work, as well as any additional authorisations and permissions that may be required in order for the Inspection Visit to be completed.

## 4.6 Disaster Recovery Service

4.6.1 The SVA TAA shall provide a disaster recovery service and data security service that ensures a copy set of data collected or produced for the Technical Assurance service is held in addition to the working set, to provide a back-up in the event of a disaster.

4.6.2 The SVA TAA shall develop, deliver and maintain a disaster recovery plan agreed with BSCCo, in accordance with which the disaster recovery service and data security service shall be provided.

4.6.3 The disaster recovery plan shall include:

- (a) the criteria and procedure for declaration of a disaster;
- (b) responsibilities and authorities to be in operation during a disaster;
- (c) a schedule to return to the primary Technical Assurance service, including the disaster recovery service, within 5 days of a disaster;
- (d) descriptions of manual as well as other automated IT systems and procedures;
- (e) provision of a stand-by environment such that following a disaster the Technical Assurance service and associated service levels are maintained subject to a delay of up to 48 hours for output scheduled for the Working Day on which the disaster was declared;
- (f) transfer of all other services to the stand-by site (as appropriate) as soon as possible after the disaster declaration and no later than 24 hours after the disaster declaration;
- (g) a description of how restoration of production at the primary site will be managed in order to ensure business continuity; and
- (h) a detailed description of the data security service, specifying responsibilities and authorities.

4.6.4 The SVA TAA shall test the disaster recovery plan annually on at a time agreed with the BSCCo. The test shall be performed against scenarios agreed with BSCCo and all results obtained by the SVA TAA during the running of the disaster recovery plan test shall be communicated to BSCCo within 5 Working Days of the test being concluded.

4.6.5 BSCCo shall reserve the right to witness the testing of the disaster recovery plan. The SVA TAA shall give no less than 5 Working Days notice to BSCCo prior to the commencement of such testing.

- 4.6.6 Following a disaster, the disaster recovery service and data security service shall be capable of providing the full normal service to BSCCo until the full, primary operational environment can be restored and the transfer of all services to that environment can be planned and executed within the timescales as set out in the disaster recovery plan.
- 4.6.7 The SVA TAA shall provide physical and logical security in accordance with its security guidelines.

## **5 SERVICE LEVELS**

### **5.1 Service Availability**

5.1.1 The SVA TAA shall provide a participant contact point from 08.30 hours to 17.00 hours during each Working Day.

5.1.2 The SVA TAA shall respond to any query raised by a participant within five Working Days of the enquiry being raised by the participant.

### **5.2 Service Levels**

5.2.1 The SVA TAA shall produce an operational report pack as described in the BSC TAA Contract for delivery to BSCCo by the start of each month. The format and detail of this report will be agreed between the TAA and BSCCo.

5.2.2 The minimum levels of performance required of each type of Inspection Visit shall be specified in the BSC TAA Contract and as a minimum should relate to the following:

1. main sample Inspection Visits completed during each month;
2. specific sample Inspection Visits completed during each month;
3. targeted Inspection Visits completed during each month;
4. re-Inspection Visits completed during each quarter;
5. no-access Inspection Visits recorded during each month; and
6. a profile of Inspection Visits for the coming month and current year.

5.2.3 A timetable of Inspection Visits for the following month (as described in section 3.6) shall be provided to the BSCCo by a nominated day of each month or the following Working Day.

5.2.4 The SVA TAA shall ensure that all quality assurance questionnaires are provided at the start of each Inspection Visit to the attending MOA.

5.2.5 A specific percentage of all Inspection Visits shall not have an appeal upheld by BSCCo in accordance with BSCP27.

## 6 ACRONYMS AND DEFINITIONS

### 6.1 List of Acronyms

6.1.1 The acronyms used in this Service Description are defined below:

|       |                                       |
|-------|---------------------------------------|
| BSC   | Balancing and Settlement Code         |
| BSCCo | Balancing and Settlement Code Company |
| BSCP  | Balancing and Settlement Procedure    |
| CoP   | Code of Practice                      |
| LDSO  | Licensed Distribution System Operator |
| MOA   | Meter Operator Agent                  |
| ROP   | Risk Operating Plan                   |
| SVA   | Supplier Volume Allocation            |
| TAA   | Technical Assurance Agent             |

### 6.2 Definitions

6.2.1 A full list of definitions is provided in the Code.

| Terms                     | Definitions   |
|---------------------------|---|
| Certificate of Competence | The certificate of competence required to be held by a Metering Inspector and issued by the relevant LDSO |
| Inspection Visit          | The Metering System inspections schedule and performed by the TAA.  |
| Metering Inspector        | Those persons employed by the TAA to perform the Inspection Visits.                                       |