

HEADLINE REPORT

MEETING NAME Participant Management User Group

Meeting number 1

Date of meeting 17 July 2018

Venue ELEXON Ltd

Classification Public

KEY DISCUSSION POINTS

1. Foundation Programme Introduction

1.1 Please see slides.

2. Participant Management Work Stream introduction

2.1 Please see slides.

3. Market Entry, Exit and BM registration customer journey

3.1 Queries raised by the User Group:

- ✓ Ofgem are reviewing industry wide Market Entry processes – is there a link with the Participant Management work stream?
- ✓ Is ELEXON proposing to move away from physical signatures on Balancing and Settlement Code procedure (BSCP) forms and towards passwords?
- ✓ Some Parties enter the overall process at different points and will need support and guidance as to where the step fits in the overall process. Will this be provided?
- ✓ Will the scenario where companies in the process of being bought and sold / Supplier of Last Resort be supported by the platform?
- ✓ Will the platform support all communications such as between ELEXON and customers? Will this take place via the platform?

4. Suggestions for the participant management solution

- ✓ Ensure that there is a guided process for market entry and registrations within the BSC and guidance on dependencies with other codes outside the BSC. Examples include:
 - users only being able to see what is applicable to them
 - expected timeframes for completion
 - the ability to skip steps that are not required for a particular market role
- ✓ Enable colleagues of authorised signatories to fill in BSCP forms on behalf of authorised signatories so that the authorised signatories only need to review and submit the forms;
- ✓ Digital signatures;
- ✓ Basic validation on forms – will tell you if something is wrong;
- ✓ Using the same email on behalf of multiple customers;

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- ✓ Tracking timescales – how long the process could take;
- ✓ Online calendar/reminders – e.g. paper day coming up for committee meetings (e.g. ISG). MDD Circular reminders;
- ✓ Rationalisation of forms;
- ✓ The ability to reserve Market Participant Identifiers (MPIDs) after you get your login (early on in the process);
- ✓ Alerts/notifications to the correct contacts throughout the process;
- ✓ Live chat;
- ✓ Uploading of the Accession agreement instead of sending via post;
- ✓ Enable use of test environment during development of the Participant Management platform product;
- ✓ Ensure the participant management platform supports re-qualification;
- ✓ Consider other inflight BSC Changes; and
- ✓ Consider how we use the participant management platform to support wider communication – a suggestion to consider for future releases.

Agreed top 3 priorities for ELEXON's consideration:

- ✓ Provide a guided process for customers that makes it clear where a user is in the process, what the expected next steps are and how it fits in with the bigger picture (i.e. overall process and other codes);
- ✓ Don't place restrictions on what we can currently do. e.g., use a single email/logon to submit on behalf of multiple companies; and
- ✓ Enable colleagues of authorised signatories to fill in BSCP forms on behalf of authorised signatories, so that the authorised signatories only need to review and submit the forms.

5. Key pain points in the Market Entry, Exit and BM registration processes

- ✓ Really difficult to track and follow the current process;
- ✓ If you choose an MPID that is already taken you don't find out until far into process and have to go back and refill in a lot of forms;
- ✓ External approval – could you upload on behalf of someone else? Category A is usually someone really high up so is not always possible for them to do it; and
- ✓ Raising BSC70 forms to BSC Service Desk – can't take password protected zipped files.

6. Demo of proof of concept & feedback

- ✓ Workflow needs to be developed (this will come with time);
- ✓ Put definitions in, maybe in the form of a [?] next to key words with links to understandable definitions (in layman's terms);
- ✓ Clear user guidelines, know what you should have done and should be doing at any given point; and

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- ✓ Continuous guidance and available help

7. Next steps

- ✓ Link to the website will be sent to User Group members in the week commencing 23 July 2018;
- ✓ ELEXON will evaluate the key success factors, pain points and queries raised by the User Group;
- ✓ ELEXON will be posting regular updates on the project progress; and
- ✓ Feedback facility will be enabled on the Participant Management work stream website.

8. Next Meeting

- 8.1 The next planned meeting of the Participant Management User Group will be held in September 2018 – the exact date to be confirmed.