

Minutes

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| Meeting Name | DCUSA SIG |
| Meeting Number | 058 |
| Date | 27 June 2014 |
| Time | 10.00am |
| Location | Web-Conference |

| Attendee | Company |
|--|-------------------------|
| Tony Savka [TS] (Chair) | ENWL |
| Alex Greetham [AG] | UK Power Networks |
| Brian Harris Ross [BHR] | EDF Energy |
| David Smith [DS] | Npower |
| Daniel Walker Nolan [DWN] (part-meeting) | Electrical Safety First |
| Ian Main [IM] (part-meeting) | Scottish Power |
| Paul Smith [PS] | MOCOPA Chair |
| Maria Hesketh [MH] | Scottish Power |
| Peter Turner [PT] | Northern Powergrid |
| Claire Hynes [CH] (Secretariat) | ElectraLink |

1 APOLOGIES

- 1.1 Apologies were received from Chris Allanson (Northern Powergrid), Glenn Sheern (E.ON), Kevin Woollard (British Gas), Matthew Hays Stimson (UKPN), Martyn Allen (Electrical Safety First), Lesley Ferrando (Ofgem), Lorna Mallon (Scottish Power), Richard Vernon (Npower) and Sue Calvert (Northern Powergrid).

2 APPOINTMENT OF THE DCUSA SIG CHAIR

- 2.1 Tony Savka agreed to act as Chair for the DCUSA SIG meeting today.
- 2.2 There were no volunteers to act as the DCUSA SIG Chair for the next 12 months.

3 ADMINISTRATION

- 3.1 The minutes of the last meeting were approved with a minor amendment.

- The date for the next MOCOPA meeting was updated from the 24 June to the 24 July.
- 3.2 The SIG reviewed all outstanding actions. The list of actions closed at this meeting and all open actions are detailed in Appendix A.
- **Action 052/06:** Brian Harris Ross agreed to contact Julia Haughey to confirm that action 052/06 on rota disconnection data is required.

4 DCUSA PANEL FEEDBACK

- 4.1 Members noted that the DCUSA Panel had approved their request to hold a face to face meeting. The DCUSA Panel clarified that if the DCUSA SIG considered there is a requirement to hold a face to face meeting they are not required to seek the approval of the DCUSA Panel.
- 4.2 Due to the short notice period for a face to face meeting provided to members, this meeting was held by web-conference.
- 4.3 Members agreed for the next DCUSA SIG meeting on the 25 July 2014 to be held in person to review the DIF 039 RFI responses.

ACTION 058/01: ELECTRALINK

5 DCUSA SIG DIF 040 THE INCLUSION OF A THEFT ASSESSMENT CALCULATOR WITH DCUSA

- 5.1 DS advised that Richard Vernon had drafted DCUSA Issue Form (DIF) 041 to seek feedback from members on the development of an assessment calculator of unrecorded energy before it is raised as a Change Proposal (CP). This issue invites members to share in the cost (with the Supply Point Administration Agreement (SPAA) code members) of procuring an independent energy body to collate energy ratings for appliances (both gas and electricity) to update the theft assessment calculator. These energy ratings will help Parties to justify in court the amount of the electricity bill charged to the consumer who has been deemed to be stealing electricity by basing the bill on an average number of units used by appliances at the premises.
- 5.2 The issue proposes to supply a simple spreadsheet tool for both electricity and gas. This spreadsheet will provide a new approach to estimating gas demand in domestic and non-domestic properties where gas theft has been identified which could also be utilised by the electricity Parties under DCUSA. It is thought that the calculator could be utilised by both network operators and Suppliers. The main benefits identified are:
- Cost saving as Dual Fuel procurement compared to independent procurements;
 - Reduction in costs for ongoing maintenance;
 - Reduced administration costs;
 - It would allow standardisation within Dual Fuel Suppliers;
 - EST noted that the current gas calculator was significantly inaccurate. This may also apply to electricity calculators used; and

- There could be consistency of approach for both fuels.
- 5.3 DS advised that the main benefit is to work out the level of energy being stolen and asked the DCUSA SIG to provide views on this issue and advise where they considered it best sits under DCUSA.
- 5.4 One member noted that electricity Distributors had developed techniques to calculate stolen energy which takes in to account regional variations and as a result this change may not be required by electricity Distributors.
- 5.5 Another member noted a concern that if persons are stealing electricity, they are unlikely to be careful in their use of electricity or gas. The heating temperature would most likely be higher than in the average household. In his personal opinion it would be impossible to ascertain the actual value of the electricity or gas used as it would be higher than the average usage provided by the theft assessment calculator. Members noted that the calculator would provide a standard amount that all Parties could apply consistently.
- 5.6 Members queried what the calculator would be based upon. DS advised that the average usage would be based on items such as the average occupancy of the premise, the type of premises (such as flat, semi-detached/ detached house), age of the premises, appliance efficiency ratings, an average fixed template amount for a house such as 10 KW per week.
- 5.7 Members noted that there is a gas calculator in existence at the moment and the Energy Savings Trust (EST) had notified SPAA members that it was significantly out of date as energy usage has changed dramatically since it was introduced.
- 5.8 IM advised that it is thought that the updates to the theft calculator will cost approximately £38,500 and that the review of its items such as the energy efficiency ratings that the calculator is based upon would occur every three years costing approximately £4,000 each time. Members considered that once this cost was split between all DCUSA Parties the cost would be negligible and it would remove the subjective element of these calculations.
- 5.9 One member noted that a discussion on the idea of a theft assessment calculator occurred at the DCP 054 Working Group but it was agreed that a separate CP would need to be raised to incorporate it in to DCUSA. As a result it was suggested that this change would best sit under DCUSA Schedule 23 Revenue Protection Code of Practice Appendix 7 Assessment of Unrecorded Units in line with the discussions of the DCP 054 Working Group.
- 5.10 The DCUSA SIG agreed that there is support for this issue to be investigated further. It was noted that electricity DNOs would be impacted by a Dual Fuel change. However, if the costs are fair and proportionate and it provided a benefit at a later stage this may not be a barrier to this issue progressing as a CP.
- 5.11 DS agreed to contact Richard Vernon in regards to raising this issue as a CP or issuing a Request For Information to DCUSA Parties under the DCUSA SIG.

ACTION 058/02: DS

6 TWO VERSIONS OF THE DRAFT PUBLIC FACING THEFT COP

- 6.1 Members considered two versions of the draft public facing Theft Code Of Practice (CoP) and agreed that version 2.0 was better laid out for the purposes of the customer. One member advised that if version 1.0 was preferred that the references to theft of gas would need to be replaced or removed.
- 6.2 Members agreed to circulate the two versions of the draft public facing Theft CoP for comment by close of business on the 04 July 2014.

ACTION 058/03: ELECTRALINK

7 DIF 039 'REMOVAL AND REPLACEMENT OF SEALS BY MOCOPA OPERATIVES' RFI

- 7.1 Members referenced a discussion at the last meeting on the possibility that Meter Operators (MoPs) may operate on the behalf of DNOs in the scenario where a meter needs to be made safe. One member advised that a clarification was required from the Health and Safety Executive (HSE) and Department Of Energy and Climate Change (DECC) on whether DNOs can use agents to disconnect on safety grounds and for confirmation of the Suppliers right to de-energise on safety grounds to the meter or customer where the Distribution Equipment is not at risk. PS advised that the Energy Networks Association (ENA) were discussing the determination issues around this proposal and that MOCOPA is awaiting a response.
- 7.2 The DCUSA SIG considered the red-lined draft DIF 039 RFI and agreed amendments to the questions. Members agreed to issue the DIF 039 RFI for a period of three weeks from the 27 June until the 18 July 2014.

ACTION 058/04: ELECTRALINK

8 REVIEW OF DIF 037 REQUEST FOR INFORMATION COLLATED RESPONSES

- 8.1 The Working Group reviewed the responses to the DIF 037 Request For Information (RFI).
- 8.2 One member was concerned that the trade associations may be reluctant for there to be costs on the electricians to undertake this work. This member was worried that there was a risk of the electricity industry subsidising a scheme which would have significant set up costs rather than having members pay for the scheme.
- 8.3 It was highlighted that one of the trade association's responses stated 'prohibitive costs'. DWN advised that the trade associations were under no allusions and just sought reasonable costs that may be socialised across the registered electricians. It was noted that 400,000 to 500,000 consumer units were changed a year with 90% of those consumers unit changes not being undertaken legally. Members noted that the information of 400,000 - 500,000 consumer unit changes per year was data taken from the competent person scheme and based on a poll of 600,000 electricians.
- 8.4 Members discussed whether access should be provided to the terminals of the meter. It was noted in a large number of cases that the meter tails would be disturbed from the work undertaken by the electrician and as a result there would need to be a call out to the meter in relation to the new cut out arrangement which may undermine the practicality of the proposed authorisation scheme. Members noted that the SSE authorisation scheme authorised the electrician to remove the fuse but not to tighten

the tails. Members recommended that once this issue is drafted as a CP and formally enters the DCUSA Change Process, the assigned Working Group should consider meter terminals access.

- 8.5 Members considered that the electrical contracting industry had been neglected and as a result had been held back. With the advent of smart metering if these issues are not addressed there may be implications on the roll out of smart meters.
- 8.6 One member advised that on undertaking a service move to an adjacent wall, he had received consent from 90% of Suppliers as there was no practical point in getting two Parties involved. This member considered that once there was the right protocol and best practices in place that a sensible approach would be undertaken to the DIF 037 issue.
- 8.7 Members discussed the funding arrangements for the scheme and agreed that a minimum registration threshold would need to be determined that would cover a list of costs such as:
- a significant audit scheme;
 - the public liability insurance (estimated at 2 million pounds);
 - electrician training in regards to knowledge of certain types of cut outs; and
 - the buying of cut out seals, sealing pliers etc.
- 8.8 Members agreed that any existing codes of practice should be reviewed to see whether they could be used as a basis. One member suggested that the onus to ensure that the electrician is adequately trained could be placed on MOCOPA.
- 8.9 The DCUSA SIG considered that under gas safe rules there was punishment for electricians who did not follow the rules and that something similar could be put in place for the proposed authorisation scheme. A section on compliance and enforcement would need to be drafted.
- 8.10 Members asked PS whether it would be possible for him to provide a MOCOPA auditing overview and the kind of costs for a similar level to the MOCOPA model. Members considered this model to be the easiest model to utilise and to extend for any insurance considerations.

ACTION 058/05: PS

- 8.11 The DCUSA SIG considered that a process needed to be put in place to ensure that the electricians who have signed up to the authorisation scheme do not share the sealing pliers with a number of the other electricians. If an individual electrician is determined to be a risk there should be a process to prevent that electrician registering. Members noted that only those electricians that are signed up to the terms of the authorisation scheme could be punished and not those electricians that the sealing pliers have been loaned to.
- 8.12 AG advised that the proposer would consider the feedback from the DIF 037 RFI and investigate further before progressing this issue to a CP.

9 ISSUES LOG

- 9.1 Members noted that an e-mail had been received from the proposer of DIF 038 'Boundary Metering Registrant Access Provisions' advising that no further progress had been made on the issue and requesting for the item to be retained on the issues log.

10 ANY OTHER BUSINESS

DIF 041 DNO Work Upon Meter Terminals, Meter Tails And Customer Tails Following Work Upon Or Change Of DNO Service Equipment

- 10.1 Members considered DIF 041 that highlighted (court case RMISSE¹) the elevated risk in relation to the DNO replacement of the service cut out where the meter terminals are disturbed despite best endeavours. It was recommended that all metering terminals are tightened on-site and that further solutions needed to be provided to enable the DNO to discharge its statutory and licence obligations to replace and maintain its systems. Members considered that the suggestion that DNOs work with MoPs to ensure that a site can be made safe may be one of the solutions to this issue.
- 10.2 The DCUSA SIG questioned what type of key was referred to in regards to the smart meter access in the DIF 041 drafting below i.e. an allen key or an electronic code to type in to a smart meter pad.

"The matter of access to the metering terminals is further complicated by 'key' secured front terminal covers on Smart Meters, keys which DNOs are currently not in possession of nor likely to be given previous clarifications that Suppliers did not support DNO work upon metering systems".

- 10.3 AG agreed to clarify the type of meter key with the proposer of DIF 041.

ACTION 058/06: AG

- 10.4 Members considered that if there were code messages 1 – 10 on the meter, code message 1 may allow the smart meter to know that it is being worked upon and error 9 might notify the meter that the power has gone off and it is potentially being tampered with and to send a message to the Supplier. The meter may then be shut down remotely. Equally an alarm may be triggered once an unauthorised person has accessed the meter which may be an electrician.

11 DATE OF NEXT MEETING

- 11.1 The DCUSA Standing Issues Group will convene on 25 July 2014.

¹ The High Court decision dated 17th September 2012 on Case Nos: HT-10-95, HT-10-210, HT-10-??, HT-10-427 and HT-11-163 in respect of "Repair, Installation, Maintenance and Inspection of Supply Side Equipment", Neutral Citation Number: [2012] EWHC 2541 (TCC)

APPENDIX A: SUMMARY OF ACTIONS**NEW AND OPEN ACTIONS**

| Action Ref. | Action | Owner | Update |
|-------------|--|---------------|---|
| 050/03 | Determine which clauses and paragraphs in the DCUSA would need to be changed to facilitate DIF 037 being raised as a Change Proposal. | MA & DWN | On-going: DIF 037 has been raised as a RFI. |
| 052/06 | Draft an e-mail on the incomplete rota disconnection data and circulate to DCUSA SIG members and the DCUSA Contract Managers | Julia Haughey | On-going: Brian Harris Ross agreed to contact Julia Haughey to confirm that this action is required. |
| 054/04 | Locate the bilateral connection agreements between the DNO and NETSO. | Alex Haffner | On-going: Alex Haffner advised that he was unable to make further progress at this time and requested for this issue to be held on the DCUSA SIG log. |
| 055/03 | Insert a question on how many electricians would be willing to sign up to a regulatory governed authorisation scheme in order to officially undertake work and if so how much would they be prepared to pay as a registration fee in a draft consultation being issued to electricians and their trade associations. | Martyn Allen | Next Meeting. The DCUSA SIG Chair agreed to contact Martyn Allen to confirm that this action has been completed. |
| 058/01 | Organise for the DCUSA SIG meeting on the 25 July 2014 to be held in person for the review of the DIF 039 RFI responses. | ElectraLink | Next Meeting |
| 058/02 | DS to contact Richard Vernon in regards to raising this issue as a CP or issuing a Request For | David Smith | Next Meeting |

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| | Information to DCUSA. | | |
| 058/03 | Circulate the two versions of the draft public facing Theft CoP for comment by close of business on the 04 July 2014 | ElectraLink | 27 June 2014 |
| 058/04 | Issue the DIF 039 RFI for a period of three weeks from the 27 June until the 18 July 2014 | ElectraLink | 27 June 2014 |
| 058/05 | Provide a MOCOPA auditing overview and the kind of costs for a similar level to the MOCOPA model. | Paul Smith | Next Meeting |
| 058/06 | Clarify the type of meter key to in DIF 041 “The matter of access to the metering terminals is further complicated by ‘key’ secured front terminal covers on Smart Meters, keys which DNOs are currently not in possession of nor likely to be given previous clarifications that Suppliers did not support DNO work upon metering systems”. | Alex Greetham | Next Meeting |

ACTIONS AGREED CLOSED AT THE MEETING

| Action Ref. | Action | Owner | Update |
|--------------------|--|----------------|---|
| 055/01 | Contact SPAA members in order to align the approach to a public version of the Revenue Protection CoP draft Change Proposal. | Richard Vernon | Completed. Two Versions of the Theft of Gas Code of Practice were provided to the DCUSA SIG for their consideration (DCUSA SIG agenda item 5) |
| 056/02 | Note in the draft DCUSA Change Proposal form | Chris Allanson | Completed: This comment was incorporated in to |

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| | 'Resolving Unregistered Customers' that this change will not be covering back billing. | | the DCP 209 Change Proposal which is now being considered by the DCP 209 Working Group. |
| 057/01 | Contact AR on the issuing of a general communication to clarify SSE's position in regards to meter seals and cut out seals to the DIF 037 RFI distribution list prior to its closing date on the 06 June 2014. Inform the Proposer of this development. | Richard Vernon and Alex Greetham | Completed: An e-mail agreed with Angus Rae of SSE was issued to Parties on the 03 June 2014 at 11.30 clarifying SSE's position in regards to meter seals and providing respondents with an extension to the response time to the 11 June 2014. |
| 057/02 | Request permission from the DCUSA Panel to host a face to face meeting on the subject of the DIF 037 Request For Information (RFI) responses. | ElectraLink | Completed: The DCUSA Panel approved the request and advised that the DCUSA SIG may hold a face to face meeting without seeking approval from the DCUSA Panel. |
| 057/03 | Set up the first DCP 209 Working Group meeting as a web-conference in order to review the DIF 028 DCUSA SIG meeting papers. | ElectraLink | Completed: The DCP 209 Working Group considered the DCUSA SIG papers at its first meeting on the 09 June 2014. |
| 057/04 | Draft additional wording in question four of the DIF 039 RFI. | Richard Vernon | Completed: The red-lined DIF 039 RFI with the amended wording was DCUSA SIG agenda item 6. |
| 057/05 | Reword question nine of the DIF 039 RFI. | Richard Vernon | Completed: The red-lined DIF 039 RFI with the amended wording was DCUSA SIG agenda item 6. |
| 057/06 | Issue an e-mail to DCUSA SIG member to self-nominate for the position of DCUSA SIG Chair before its next meeting. | Claire Hynes | Completed: An e-mail was issued to DCUSA SIG members to request for a member to volunteer as the DCUSA SIG chair on the 10 June at 16.44. Further requests to members were issued on the draft and final meeting agenda e-mails. |