

DCP 195A POST-IMPLEMENTATION REVIEW WORKING GROUP - TERMS OF REFERENCE

1 ESTABLISHMENT OF THE GROUP

- 1.1 DCUSA Working Groups are established by the DCUSA Panel in accordance with Clause 7.24 of the DCUSA.

2 SCOPE

- 2.1 The DCP 195A Post-Implementation Review Working Group is established to assist the DCUSA Panel in the evaluation of DCP 195A 'Service Level Agreement for Resolving Network Operational Issues'. The Working Group should consider the key principles of DCP 195A and report back to the DCUSA Panel on whether any changes to these principles are required.

- 2.2 The key principles incorporated into the DCP 195A legal drafting are as follows:

- New definitions for Category A, B and C situations
- Suppliers to report category A situations by telephone and category B and C situations using the D0135 flow
- DNOs to respond to a category A situation within 3 hours if received within working hours or 4 hours if received outside working hours
- DNOs to notify Supplier's meter operator if they are unable to respond to a category A situation within the prescribed timescales
- Where a DNO is unable to resolve a category A situation on the first visit ensure that any further follow up work required is carried out under the category B prescribed periods
- Suppliers to report category B situations within 5 Working Days of identifying the situation
- DNOs to make appointments with customers to attend category B situations within 10 Working Days of receipt of D0135
- If customer contact details are not provided on the D0135 and customer contact details are not on the Priority Services Register, DNO may reject the D0135
- DNOs to resolve category B situations within 40 Working Days of receipt of D1035
- Supplier to report category C situations within 10 Working Days of identifying the situation
- DNO to meet SLA for rectifying category A and B situations on 90% of occasions unless the sum of all category A and B situations reported exceeds 2% of the total forecast smart

meter installations for that particular quarter. The SLA will still apply to all category A and B situations up to 2% of forecast smart meter installations.

- Where the DNO and customer agree an appointment outside of the 40wd timescale then the SLA will have deemed to have been met
- Where the DNO agrees an appointment with the customer but the DNO is unable to obtain access on the agreed appointment date then the SLA will have been deemed to have been met
- Where the DNO has failed the SLA for any given situation then the DNO will prioritise these situations for resolution over and above new situations being reported
- Where the Supplier or agent incorrectly reports a situation category or code then the DNO will report this back to the Supplier or agent
- From 1st April 2015 where a Supplier or agent misreports a situation as a more serious category than is the case then the DNO may levy a charge in accordance with their charging statement
- Where requested by the Supplier the DNO will provide the appointment date for any individual customer who has a category B situation outstanding
- Suppliers to provide forecasts of their smart meter installation roll-out plans up to 2020 in accordance with Part 4 from 6 months after Ofgem approve this change
- Suppliers will ensure that they apply appropriate diligence and consistency to their forecasts in line with other forecasts provided to DECC and Ofgem
- DNOs to provide reporting in accordance with Part 3 from 6 months after Ofgem approve this change
- The SLAs for category A and B situations will become effective 12 months after the Suppliers start to provide smart meter installation roll-out plans

3 MEMBERSHIP

- 3.1 The Working Group shall comprise of at least five individuals who each have relevant experience and expertise in relation to the subject matter of the Change Proposal and whose backgrounds are broadly representative of the persons likely to be affected by the variation to the Agreement.

4 CHAIRMANSHIP OF MEETINGS

- 4.1 The Working Group Chair will at all times be from a company that is Party and will be appointed by majority vote of attendees at the first Working Group meeting.

4.2 The Chair's role will be to chair meetings, facilitate discussions and establish a proposed way forward. The Chair shall act in accordance with the DCUSA Working Group Chair Guidelines.

4.3 If the Chair is not present after the time for which a Working Group Meeting has been convened, the Working Group Members present may appoint one of their number to chair the meeting.

5 DUTIES OF WORKING GROUP MEMBERS

General

5.1 Working Group Members shall act in accordance with Clause 7.33 of the DCUSA and in accordance with these Terms of Reference as determined by the Panel.

5.2 Representatives should be prepared to:

- Engage and participate fully in the Working Group.
- Take actions to be completed outside of the Working Group meeting.
- Report back on views and actions taken.

Impartiality

5.3 Working Group Members shall act impartially and shall not be representative of a Party, Group of Parties or Constituency.

6 SECRETARIAT

6.1 The Working Group shall, unless determined otherwise by the DCUSA Panel, develop and adopt its own internal working procedures. The Working Group will be supported by the Secretariat who shall be responsible for:

- Booking, convening and circulating notice of meetings.
- Circulating the agenda the meeting of the Group at least 5 Working Days in advance of the meeting.
- Circulating minutes of the meeting no later than 10 Working Days following the meeting.
- Publishing all non confidential meeting papers and minutes on the DCUSA website.

- Providing a verbal report to the Panel as appropriate, giving a summary of key issues and progress being made.

7 DECISION MAKING

7.1 Decisions will be by majority consensus of those Working Group members present at the meeting where the decision is taken.

8 APPROVAL OF EXPENDITURE

8.1 The Working Group shall seek the views of the DCUSA Panel before taking on any significant amount of work.

8.2 Where the Working Group requires instruction, clarification or guidance from the DCUSA Panel, particularly in relation to its Scope of Work, the Working Group Chairman should contact the DCUSA Panel Secretary.

8.3 The Panel will be responsible for the management of the costs of Secretariat services, legal costs and ancillary charges such as teleconferencing charges.

8.4 The expenses of those serving on the DCUSA Issues Group will be managed in accordance with Clause 8.

9 TIMETABLE

9.1 The Working Group is expected to hold two meetings approximately six months apart. The first meeting should be held after DCP 195A is implemented. The second should be held after the SLAs implemented by DCP 195A become effective.

9.2 Should the Working Group believe that any additional meetings are required, approval must first be sought from a representative of the DCUSA Panel.

10 REPORTING TO THE DCUSA PANEL

10.1 The Working Group will report directly to the Panel. A verbal report will be provided to the Panel giving a summary of key issues and progress made.

10.2 Should the Working Group identify any required legal text changes, a draft Change Proposal(s) should be prepared and submitted to the DCUSA Panel for its consideration.