

Meeting Session	Interventions Working Group
Paper Reference	IWG 20180214 07
Action	For Information

Category B Situations Reported Following Successful Meter Installation / Exchange

1 Overview

- 1.1 Scottish and Southern Electricity Networks (SSEN) hold the electricity distribution licences for:
 - C Central southern England (Southern Electric Power Distribution Plc.)
 - North of Scotland (Scottish Hydro Electric Power Distribution Plc.)
- 1.2 In addition, SSEN owns and operates 'out-of-area' distribution networks in all other areas of GB.
- 1.3 As reported at recent DCUSA Interventions Working Groups the volume of Category B Situations reported to SSEN by Meter Operators (MOp) following the successful installation or exchange of a meter is following an increasing trend.
- 1.4 A Category B situation should only be reported to the Distribution Network Operator (DNO) if there is an issue with its equipment that prevents the MOp from undertaking metering installation work. This is borne out by the definition of a Category B situation in DCUSA which is:

2 Category B Situation

- 2.1 *means a situation in which the condition of the Company's Electric Lines or Electrical Plant prevents metering work from being carried out or prevents a meter from being exchanged but where the situation is not a Category A Situation*
- 2.2 This paper details the scale of Category B situations that have been incorrectly reported by MOps working for Suppliers in the second half of 2017.

3 Category B Situations Reported to SSEN

- 3.1 Information detailing the number of Category B situations reported to SSEN broken down by licence area and quarter is detailed in Appendix A below.

- 3.2 It can be observed that both the number and percentage of Category B situations reported in instances where a meter has been successfully installed is following an increasing trend.

4 Action by Suppliers

- 4.1 It is clear that the process by which Category B situations are reported by Supplier MOp agents needs to be reviewed. There needs to be improved management and control applied by each Supplier to end the widespread and growing practice of MOp agents reporting Category B situations where a meter has successfully been installed or exchanged.

5 Interim SSEN Process

- 5.1 SSEN will check if a meter has been installed or exchanged for each reported Category B situation. If a meter has been installed the job will be closed and a D0126 data flow will be issued using code D = Disputed – no defect identified that prevents meter installation.

6 Recommendations

- 6.1 The IWG is invited to:
- **NOTE** the contents of this paper

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Appendix A

Quarter 3 2017				Quarter 4 2017			
SEPD - 1st July 2017 to 30th September 2017				SEPD - 1st October 2017 to 31st December 2017			
Defect Code	Number Incorrectly Reported	Total Number reported	Percentage Incorrectly reported	Defect Code	Number Incorrectly Reported	Total Number reported	Percentage Incorrectly reported
B01	4	67	5.97%	B01	8	151	5.30%
B02	54	219	24.66%	B02	91	354	25.71%
B03	15	24	62.50%	B03	62	77	80.52%
B04	41	61	67.21%	B04	97	150	64.67%
B05	4	18	22.22%	B05	2	35	5.71%
B06	5	14	35.71%	B06	37	44	84.09%
B07	23	99	23.23%	B07	47	209	22.49%
B08	3	40	7.50%	B08	9	53	16.98%
B10	0	3	0.00%	B10	2	11	18.18%
B11	3	66	4.55%	B11	5	55	9.09%
Total	152	611	24.88%	Total	360	1139	31.61%

SHEPD - 1st July 2017 to 30th September 2017				SHEPD - 1st October 2017 to 31st December 2017			
Defect Code	Number Incorrectly Reported	Total Number reported	Percentage Incorrectly reported	Defect Code	Number Incorrectly Reported	Total Number reported	Percentage Incorrectly reported
B01	1	20	5.00%	B01	2	30	6.67%
B02	6	24	25.00%	B02	10	45	22.22%
B03	2	6	33.33%	B03	7	13	53.85%
B04	37	52	71.15%	B04	56	75	74.67%
B05	0	5	0.00%	B05	0	8	0.00%
B06	5	5	100.00%	B06	7	9	77.78%
B07	26	87	29.89%	B07	61	166	36.75%
B08	0	24	0.00%	B08	2	39	5.13%
B10	2	2	100.00%	B10	0	0	#DIV/0!
B11	0	19	0.00%	B11	0	18	0.00%
Total	79	244	32.38%	Total	145	403	35.98%