

Interventions Working Group Minutes

31 May 2017 at 10:00

ElectraLink, 2-3 Golden Square, W1F 9HR, London

| Attendee | Representing |
|------------------------------------|--------------------------------|
| IWG Member | |
| Alison Scott [AS] (teleconference) | ENWL |
| Dave Brogden [DB] | SSE |
| Dave Wright [DW] | Npower |
| Ian Dobson [ID] | EDF Energy |
| John O'Gray [JG] | SP Energy Networks |
| Kevin Woollard [KW] | British Gas |
| Martin Murphy [MM] | Northern Powergrid |
| Paul Matthews [PMa] | EON Energy |
| Paul Morris [PM] (teleconference) | UK Power Networks |
| Roger Stoney [RS] (teleconference) | Association of Meter Operators |
| Secretariat | |
| Lauren Nicholls [LN] Chair | ElectraLink |
| Dan Fittock [DF] | ElectraLink |

1. Welcomes and Apologies

- 1.1 The Chair welcomed attendees to the Interventions Working Group meeting. No apologies were received.
- 1.2 The Working Group agreed to act in accordance with the terms set out in the DCUSA "Competition Law Dos and Don'ts".

2. Minutes

- 2.1 The group approved the minutes of the last meeting, held on 24 April 2017, as an accurate record subject to a minor amendment being made to 6.4 and the associated action.

3. Outstanding Actions

- 3.1 Attendees walked through the open actions. The updates on all actions are provided within Attachment 1.

4. Operational Issues, Safety and Reporting Issues

- 4.1 The Chair asked members to share any operational, safety and or reporting issues.

Data Collectors Reporting Category A's

- 4.2 It was reported that where meter tails have been removed, these are not being plugged by a number of Meter Operatives and the DNO members confirmed that they are receiving a significant number of Category A calls from Data Collectors stemming from this issue.
- 4.3 The IWG discussed the matter and considered whether this was a training issue or not. Some members suggested that these issues should be reported back to the Meter Operator who could undertake a triage exercise to ascertain the nature of the problem on a case by basis, however other IWG members noted that Data Collectors on site may not have the skills, ability or knowledge to undertake this assessment and report to back the correct information.
- 4.4 It was agreed that as the IWG is responsible for the overseeing of SLAs, it is the responsibility of the IWG to ensure that this issue is resolved. It was suggested that some guidance be compiled to ensure that this issue is resolved and does not increase in magnitude, and the Group agreed to discuss this at the June IWG.

5. Electricity Smart Installations

- 5.1 LN provided a paper detailing monthly and cumulative smart install data, noting that the rollout is starting to level out across all GSP areas.
- 5.2 It was queried what data is used to classify a meter as Smart as part of the rollout reporting, e.g. SMETS-1, SMETS-2, Non-SMETS etc. ElectraLink agreed to take an action to confirm this internally and report back to the IWG.

ACTION: 09/01 - ElectraLink

6. DCP 244 – MOP Leaving Site for Cat A Situations

- 6.1 Ahead of the discussions on this matter, the Chair confirmed that DCP 244 will be withdrawn at the request of the proposer due to the intent of the change not matching the proposed solution. It was further confirmed that a new DCP would be submitted to the DCUSA Panel in which the intent and solution are more closely aligned.

- 6.2 Due to the fact that the proposed solution is planned to be progressed via a new CP, the IWG agreed that it would still be beneficial to review the proposed legal text. The Group made a number of observations on the proposed legal text:
- It was suggested that the wording of Category B be amended to state 'generally prevents' to ensure that all circumstances are covered;
 - A member queried whether the term 'made sage' was going to be defined, however the IWG agreed that the term is clear to anyone reading the text;
 - There was a suggestion that Category B should be defined as anything that is not Category A, however the IWG agreed that this was cyclical governance and not clear and was not considered appropriate.
- 6.3 The proposer of the change agreed that the new proposal would be submitted to the June DCUSA Panel. In the meantime it was agreed by the IWG that a temporary solution would be required ahead of the change being implemented, and that the MOCOPA Working Group would need to pick up this gap when they next meet on 22 June 2017.
- 6.4 The proposed legal text has been provided as Attachment 2.

7. DCP 297 – Network Interventions SLA Enhancement

A copy of the DCP 297 Draft Consultation Document can be found as Attachment 3.

- 7.1 As part of the ongoing development of DCP 297, the Working Group reviewed the draft consultation document provided by ElectraLink.
- 7.2 When discussing the intent of the change, the proposer was asked where the quoted consumer feedback originated from. The proposer explained that this originated from the large number of disengaged customers, however other IWG members considered this evidence as circumstantial and didn't agree with the proposer's approach to network interventions. SSE reported that in their findings, 17-20% of reported defects result in no defects being found when a site is visited, and thus they do not agree with the intent of the change at this point. It was agreed that this should continue to be consulted on and views from other industry parties would be used by the Working Group to compile a view on the matter.
- 7.3 Upon discussion of the document, a number of amendments were suggested:
- The Justification for Change section required updating to reflect the DNOs concerns and a question should be asked to Suppliers to provide the evidence for Ofgem's determinations;
 - Removing the SLA removes the compliance incentive on Suppliers, which will impact the customer as the Supplier will not be incentivised to 'get it right'. It was suggested that if there was a driver to improve the customer service to get this done first time, then this would provide

some motivation to push this change through. When querying whether there was an alternative option, the Chair pointed out that Parties responding to the consultation have the ability to suggest an alternative solution of they wish;

- As some IWG members disagree with the proposer's view on meeting the DCUSA Objectives, a question should be added regarding this to the Consultation;
- Similarly, a section on the Consumer benefits should be added to the consultation;
- A question on how inaccurate forecasting impacts the measurement of the SLA was also added, as this change could impact the SLA if the forecasting is changed;
- As this appears to be a material change, it was agreed that a question on system impacts should be included to give Parties an opportunity to explicitly call out time and budgetary impact of this proposal;
- It was noted that the SLA was recorded as monthly instead of quarterly in the CP form, and the Proposer confirmed that this was an error and should indeed be quarterly.

- 7.4 ElectraLink agreed to take an action to update the draft consultation document and circulate this to the IWG for final comment before being issued to industry.

ACTION: 09/02 - ElectraLink

8. IWG Change Work Plan

- 8.1 The IWG reviewed the IWG Change Work Plan as provided by the Secretariat and agreed to the timescales with no further comment.

9. Smart Meter Rollout Profiles

- 9.1 The IWG discussed the Smart Meter Rollout profiles, noting that BEIS requested two years' worth of data, whereas DNO parties have interest in the data past this deadline in order to ascertain resourcing requirements directly after the deadline and for the remainder of the Smart Rollout.
- 9.2 In order to plan accordingly, the DNO parties confirmed that they would require data up until the end of the rollout period in 2020 and they would require the data down to postcode level.
- 9.3 To ensure that the proposal is progressed, DB agreed to an action to provide the blank BEIS reporting templates to ElectraLink.

ACTION: 09/03 - DB

- 9.4 Subsequently, ElectraLink agreed to take an action to draft a DCP form and circulate this to the IWG for review, requesting a volunteer to sponsor the change.

ACTION: 09/04 - ElectraLink

10. Review of Issues Log

- 10.1 The Secretariat updated the Issues Log in line with the discussions and comments of the group. The updated Log is set out in Attachment 4.

11. Any other Business

Breaking Seals Proposal

- 11.1 BG propose to make a change to DCUSA in order to align with MOCOPA in light of a recent change that allows Meter Operators to break the seals on meters not belonging to them in certain circumstances. The proposed change suggests several circumstances, but it is not an explicit list to ensure that it is down to the discretion of the meter operative as to whether this action is required or not.
- 11.2 As the change was already approved by MOCOPA and the IWG were happy with the intent of the change, it was agreed that this proposal should be progressed through the DCUSA change process.
- 11.3 The proposed drafting has been provided as Attachment 5.

Auditing of MOPs

- 11.4 It was queried whether MOCOPA auditors should be auditing the work where Meter Operators can move a meter, to ensure that Meter Operators assurances are adequate and if yes, then should the MOCOPA auditors be the party to carry out this work.
- 11.5 IWG members agreed that this auditing work made sense and that Meter Operators should feel confident in that they are required to be compliant. To progress this work, ID took an action to provide an extract from the MOCOPA Board minutes for some suggested questions as part of an RFI to MOCOPA Parties regarding the introduction of audits.

ACTION: 09/05 - ID

- 11.6 There were no further items of business and the Chair closed the meeting.

12. Next Meeting: 21 June 2017

- 12.1 Members noted that the next standard meeting will be at 10am on 19 June 2017

DCUSA