

Interventions Working Group Minutes

24 April 2017 at 10:00

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

Attendee	Representing
IWG Member	
Angela Picciariello [AP]	Ofgem
Dave Brogden [DB]	SSE
David Brown [DBr]	EON Energy
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 Abreu [PA]	Energy Networks
Paul Morris [PM]	UK Power Networks
Roger Stoney [RS] via teleconference	Association of Meter Operators
Secretariat	
Lauren Nicholls [LN] Chair	ElectraLink
Arno Vanden Eynde [AVE]	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 13 February 2017, without amendment.

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.

Industry Contacts

- 4.2 DNO members re-iterated the difficulties they are facing in obtaining the relevant contacts within Suppliers' businesses in the event of emergencies and incidents. The group agreed that as the relevant industry contact details sit within different codes and practices, it would be opportune to set up a matrix which compiles contact details from both the DCUSA as well as the MOCOPA. Such a list would become increasingly important in light of smart meters being rolled-out over the coming years. Members noted that the issue has been scheduled on the Service Termination Issues Group (STIG) agenda for a more detailed discussion on the 25th April 2017; any discussions output in this area at the STIG will be relayed to the IWG.

Metal Clad Cut-Outs

- 4.3 One member raised specific concerns in regards to specific instances whereby Meter Operators abort installation visits on metal clad cut-outs. The group noted that not only did this lead to significant levels of under-reporting, it also had a significant impact on customers not having their smart meters installed. The group acknowledged the issue, and observed that the reasons behind Meter Operators aborting the visits e.g. asbestos or unhinged plates was largely due to a lack of training. Some members noted that the supporting industry guidance on how to operate in such circumstances may be too technical or complex, to which the group generally agreed that Meter Operators should be trained up to the appropriate standard. To support this, a number of members agreed to provide examples of metal clad cut-outs to training centre such that new Meter Operators can receive the appropriate training.

5. Top 3 Category A and B Misreports

- 5.1 The group previously agreed that it would be beneficial for DNOs to report on their top 3 category A and B misreporting issues, with the view to trying to identify – and take the necessary steps to address – the root causes.
- 5.2 The group noted that 75% of the misreports were due to the category A07 - Exposed live conductors (live or neutral), suggesting a clear need to enhance Meter Operators' training in this area. The recent changes made to A07 were expected to significantly reduce the number of misreports in this area. The group noted that the matter of misreports was scheduled for a more in-depth discussion at the STIG at its meeting on the 25th April 2017, the outputs of which would be fed back to the IWG.

6. MOPs Leaving Site for Category A Situations

- 6.1 DNOs raised concerns about the circumstances in which Meter Operators leave sites for category A situations before they arrive on site. The group noted that evidence suggests that in the majority of the cases Meter Operators are able to manage the installation of meters and assess the site as being safe before leaving. Concerns relate to the fact that category A situations formally require DNO presence as they are categorised as posing a danger, including danger of death or injury to persons and/or danger of damage to or destruction of property.
- 6.2 DNOs expressed a preference in redefining those situations whereby it can be clearly recorded that a site has been attended and made safe by a Meter Operators, thereby removing the immediate obligation for the DNO to attend the site within the existing SLA of 3 hours. The group noted that the purpose of doing so is to free up DNOs' resources to attend those sites requiring immediate attention i.e. which cannot be made safe and/or where no meter can be installed.
- 6.3 In discussing how this is best achieved, members considered that the creation of a separate reporting code will require significant system changes as well as a significant implementation lead time for bringing it into code. Instead, members agreed that it may potentially be more suitable and quicker to adapt the existing DCUSA definitions to reflect the proposed variations in the described scenarios above.
- 6.4 In response to whether DCP 244 'MOP Leaving Site for Cat A Situations' – previously deferred – could be revived to address the issue, members agreed that this would depend on whether the proposed solution would still meet the original intent of the DCP. The group requested that the proposer of DCP 244 (UKPN) amends the change in line of the proposed way forward. KW to forward ID some relevant wording/legal text and guidance on making sites safe, for incorporation within the DCP.

ACTION: IWG_20170424_01: ID to amend DCP 244 in line of addressing the group's proposed way forward in addressing the concerns in relation to MOPs leaving sites for category A situations.

ACTION: IWG_20170424_02: KW forward the proposer of DCP 244 some relevant wording/legal text and guidance on making sites safe, for incorporation within the DCP.

7. Supplier Rollout Forecasts - SMETS1 and 2 rollout forecasts

- 7.1 The group noted that ElectraLink had written out to DCUSA Supplier Contract Managers to request SMETS 1 and 2 roll-out forecast data by GSP Group. ElectraLink informed the group that for SMETS1 and SMETS2 meters, respectively 6 and 10 Suppliers had provided information, incl. 1 large Supplier.
- 7.2 The group recognised that it was not mandated for Suppliers to provide the data, and that a collective request from DNOS to obtain this information directly from BEIS had previously been rejected. Some members argued that within the scope of the this working group i.e. interventions it was irrelevant to

have this information broken down by meter type, and that it would be sufficient for DNOs to merely have oversight of the anticipated forecast volumes.

- 7.3 DNOs nevertheless considered that it would be useful to have this information, and requested that ElectraLink writes out to Suppliers once again to submit these figures, and where possible provide a rationale as to why they are unable to submit this information.

ACTION: IWG_20170424_03: ElectraLink to write out to Suppliers once again to submit their Supplier roll-out figures, and where possible provide a rationale as to why they are unable to submit this information.

8. DNO SLA Reporting

- 8.1 The group noted that going forward the issue has been scheduled down as a standing agenda item at the issue at the STIG meeting. The group agreed to discuss this at the STIG first before raising it at the IWG.

9. Review of Issues Log

- 9.1 The Secretariat updated the Issues Log in line with the discussions and comments of the group. The updated Log is set out in Attachment 2.
- 9.2 The group agreed to close the 'Failure to get the MOCOPA Scope Amendment' issue on the basis that the scope of the MOCOPA had been amended to allow Meter Operators to work on specific instances where they are not appointed by the Supplier.

10. Smart Meter Installations

- 10.1 Members reviewed the smart meter installation charts which ElectraLink previously agreed to provide to the group on a monthly basis. Whilst welcoming the value and benefit of the report, members noted that the report could be of even greater value and interest if it were to include also cumulative figures as well as the number of effective installations as opposed to the number of meter install attempts. ElectraLink took an action to determine whether going forward the charts could be updated to that effect.

ACTION: IWG_20170424_04: To update the smart meter rollout data at IWG meetings to include cumulative figures as well as the number of effective installations as opposed to the number of meter install attempts.

11. DCP 297 'Network Interventions SLA Enhancement'

- 11.1 KW provided the group with an overview of DCP 297' Network Interventions SLA Enhancement' as per paper IWG 20170424 11. The group noted that the purpose of the DCP was to change the mechanism whereby DNO's are released from their obligations to meet the intervention SLA to one which is solely based on the accuracy of Suppliers smart meter roll-out forecast.

- 11.2 The group observed that the proposed change was seeking to increase the SLA exemption threshold for DNOs from 2% to 10% of the aggregated smart meter roll-out forecast for a given area. Members observed that the proposed % increase was based on the actual number of interventions carried out by DNOs during the last 18 months i.e. demonstrating a 3% and 7% depending on geographic area. DNO members generally expressed concerns in regards to the proposed change, mainly for reasons of tying back the obligation to Suppliers' smart roll-out forecast figures, which are generally deemed not to be fully accurate.
- 11.3 The group agreed that the discussion in this area merits further consideration, and proposed that an ad-hoc teleconference to that effect is held at the end of May or early June 2017. The group proposed that the meeting is simultaneously used to discuss and consider the discussions in relation to DCP 244. In respect of DCP 297, the group recommended that an RFI is being drafted and circulated in advance of the next meeting mainly including questions around the exemption threshold and the levels of roll-out forecast accuracy.

ACTION: IWG_20170424_05: ElectraLink to draft and circulate an RFI in respect of DCP 297, seeking views in respect of the DCP's intent and purpose in general, and more specifically including questions around the exemption threshold and the levels of roll-out forecast accuracy.

12. Any other Business

- 12.1 The group discussed a query from JG in respect of a dual fuel installation, whereby the positioning of the gas meter made it practically impossible to safely access the electricity meter. Members advised JG to contact the gas meter's Supplier in this instance.
- 12.2 There were no further items of business and the Chair closed the meeting.

13. Next Meeting:

- 13.1 Members noted that the next standard meeting will be at 10am on 19th June 2017. An extraordinary meeting to discuss both DCPs 244 and 297 will be scheduled in; venue and exact date to be confirmed.