

Interventions Working Group Minutes

17 January 2017 at 10:00

ElectraLink, The Bloomsbury Building, 10 Bloomsbury Way, W1CA 2SL.

Attendee	Representing
IWG Members	
John Gray [JG]	SP Energy Networks
Ian Dobson [ID]	EDF Energy
Paul Morris [PM]	UK Power Networks
David Brown [DB]	EON Energy
Dave Wright [DW]	Npower
Dave Brogden [DB]	SSE
Richard Hill [RH]	British Gas
Secretariat	
Lauren Nicholls [LN] Chair	ElectraLink
Stephanie Catwell [SC]	ElectraLink

Apologies

Attendee	Representing
Rachael Williams [RW]	SP Energy Networks
Angela Picciariello [AP]	Ofgem

1. Welcomes and Apologies

- 1.1 The Chair welcomed attendees to the Interventions Working Group meeting and noted the apologies.
- 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. MOCOPA Working Group Update

- 2.1 The members noted that the MOCOPA Working Group meeting was due to convene on 24 January 2017 and as such an update could not yet be provided.

3. MOCOPA Guidance for the A07 and C15 code changes

- 3.1 Members were informed that the meeting had been scheduled to redline the A07 and C15 Service Termination Asset Condition reporting codes, the outputs of which would then be circulated to the MOCOPA Working Group for consideration.
- 3.2 The redlined documents have been provided as Attachments for reference, with the main discussions noted below.

A07 Code Discussion

- 3.3 ElectraLink provided the MOCOPA Guidance for the A07 code and invited members to comment on both the original Guidance and the proposed changes, as previously circulated by Paul Abreu (ENA).
- 3.4 One member stated that PME needs to be bonded to the customer installation, and this was useful information and should not have been removed from the document. However, following further review it was identified that the information was included under TN-C-S (PME) earthing arrangements.
- 3.5 It was questioned how much detail should be provided at the start of the document, when the sections later describe PME and the related scenarios. IWG concluded that the basic definition of what a PME is should be added.
- 3.6 One member suggested that the reference to 'terminals' should be utilised throughout the code guidance for consistency, which was agreed.
- 3.7 It was questioned as to whether there should be a reference to the A04 code when a neutral cover is missing. Members noted that the cover should be sealed, and questioned where a damaged or missing cover should be reported, as this may fall under a Category C code, rather than an A code. It was suggested that the appropriate codes A04, A08, C07 should be added, so that the issue is not reported under the A07 code.
- 3.8 It was further suggested that a new bullet point should be added:
- 'Missing combined neutral-earth covers (use code C15).'
- 3.9 In regards to the Actions section, IWG discussed the phrasing of the last sentence and agreed to amend to, 'If you choose to leave Site, make sure you tell the DB that you are leaving and inform the Customer to remain on Site until the DB arrives or until the DB gets in contact to arrange access'. It was agreed for this drafting to be reflected in the other codes.

- 3.10 Members discussed the 3-hour SLA for A07 code reports and it was thought that once the shrouding had been added, then the site is safe and the expectation for the Meter Operator (MOp) is to be able to leave the site. It was further noted that once made safe, the Network Operators have an SLA to go to the site within 40 days.
- 3.11 It was questioned how risk assessments are carried out and how this impacts the 40-day response window, as the customer may access the meter within this timeframe. It was highlighted that the last person on site is the person responsible if the customer tampers with the meter before the next operator attends. One member raised that once the MOp has made the situation safe, they leave site on the assumption that the temporary shrouding is safe for the 3-hour window until the DNO reaches the site.
- 3.12 One member observed that in November 2016, 1000 category A codes were received, which was not a manageable volume. Another member noted that in the last Quarter of 2016, they had approximately 1500 call outs for category A situations, and a 1000 of those call outs were associated with PME supplies, so the reduction on PME reports would be significant.
- 3.13 One member questioned the quality of shrouding as a temporary solution, suggesting that there should be a best practice to ensure the shrouding could last the duration of the 40 day SLA. One member highlighted that there were only two scenarios that would be left on site, either an exposed neutral or an exposed neutral-earth.
- 3.14 It was also highlighted that some organisations do not fit shrouding and so have to stay on site. One member noted that an RFI had been issued to Meter Operators to see how many times they have had to stay on site. It was thought that the outcomes of the RFI would aid the knowledge of IWG, as well as aid organisations with the expected amount of resourcing, training and materials required.
- 3.15 JG left the meeting.
- 3.16 In regards to the Photo examples, it was agreed to delete the second sentence. Furthermore, under 'Examples of non-reportable events taking account of the earthing arrangement', it was proposed that the photo should be cropped and the comment box edited to note that, 'This is not reportable'.

C15 Code Discussion

- 3.17 IWG agreed that an introductory paragraph was required, which could incorporate the section detailing what the code should be used to report. The amendment was as follows:

'This code should be used for reporting service cables which are in a serviceable condition but provided via:

- A Mineral Insulated Copper covered Cable (MICC, sometimes known as Pyro).
- Vulcanised India Rubber (VIR) conductors.
- Other instances of single insulated DB conductors, which are not mechanically protected (on a temporary basis, until a new Code is created).
- Missing combined neutral–earth covers (on a temporary basis, until a new Code is created).'

- 3.18 Under the Actions section, it was questioned whether additional information was needed for single insulated cable, and members discussed that while this could not be mandated, the free text field in the data flow system could be used to state the reason for reporting as either VIR, MICC, single insulated or missing cover.
- 3.19 IWG agreed that photo examples should be added to the document, and RH took an action to provide some photos with relevant commentary.

ACTION: IWG_20170117_01: RH took an action to provide some photos with relevant commentary for the C15 code.

ACTION: IWG_20170117_02: ElectraLink to circulate the redlined code changes with the post meeting documents and also share them with Gemserv, in order for the MOCOPA Working Group to have sight of them.

A04 Code Discussion

- 3.20 Members agreed to also consider the Guidance for the A04 code - Physical damage to cut-out/service cable requiring immediate action.
- 3.21 ElectraLink outlined that several comments had been received, which were addressed by IWG, as per the below:
- *“The document is now for reporting the presence of voltage against code A04 but in the detailed explanation further down the page it states that if voltage is detected then it should be reported under A19. This will need to be amended.”*
Within the Actions section, members agreed to amend the 3rd bullet point to reference the A04 code.
 - *“The document makes reference to “C17”. As this updated guidance relates to the existing set of codes then this too will need to be amended as this code does not feature on the list.”*
It was thought that the following sentence should be deleted, ‘Note: Where no surface voltage is recorded report the presence of the Phenolic cut-out to the DB using code C17.’
 - *“It would be really helpful if example photos could be provided of all of the scenarios listed in the code – I just think this would make it clearer, which in turn, may improve reporting accuracy. It may also be an idea to put an explanation against each photo of what the photo is showing in terms of the defect.”*
IWG agreed that photos should be sourced with commentary, in line with the other code descriptions.
- 3.22 Within the description section, it was questioned whether the bullet points were needed, as they just reiterate the opening sentence. Members agreed to delete bullet points, but incorporate the final bullet point into the second sentence, as follows: ‘Internal parts may be exposed or there may be the presence of voltage on a black plastic or phenolic cut out. (See detailed guidance below).’

3.23 Under Actions, one member raised that the last bullet point should be amended to reflect the same wording as that used in A07, 'If you choose to leave the Site, make sure you tell the DB that you are leaving and inform the Customer to remain on Site until the DB arrives or until the DB gets in contact to arrange access.' It was also agreed for a new bullet point to be added:

- 'Continue to monitor the situation, and inform DB if situation deteriorates.'

3.24 Under Actions for Phenolic cut-outs, it was agreed to amend first bullet point to remove 'installation of a meter' and reference 'cut-out', and also amend first sub-bullet point to reference the A04 code.

ACTION: IWG_20170117_03: Members to provide some photos with relevant commentary for the A04 code.

4. IWG 2017 Meeting Dates

- 4.1 One member raised that the proposed April 2017 meeting date may clash with Easter holiday and so attendance may be lower than usual.
- 4.2 One member noted that the proposed dates clashed with another Working Group, and suggested that the meetings be moved to every third Monday of the month. ElectraLink agreed to investigate alternate dates and circulate to IWG for approval.

ACTION: IWG_20170117_04: ElectraLink to see if every third Monday of the month (bi-monthly) could be booked for IWG.

5. Any other Business

- 5.1 The Chair asked for any other business, to which there were no further comments.

Next Meeting: 14 February 2017
