

Interventions Working Group Minutes

Meeting 15

14 February 2018 at 10:00

ElectraLink's Office, Northumberland House, 303-306 High Holborn, London, WC1V 7JZ.

Attendee	Representing
IWG Members	
Adam Dudzinski [AD]	BEIS
David Brogden [DB]	Scottish & Southern Electricity Networks
David Brown [Dbr]	E.ON Energy
Dave Wright [DW]	Npower
Jane Eccleston [JE]	ENWL
John Gray [JG]	SP Energy Networks
Paul Abreu [PA]	Energy Networks
Paul Morris [PM]	UK Power Networks
Kevin Woollard [KW]	British Gas
Martin Murphy [MM]	Northern Powergrid
Richard Brady [RB]	Western Power
Simon Wilson [SW]	EDF Energy
Secretariat	
Lauren Nicholls [LN] Chair	ElectraLink
Graham Hall [GH] Secretariat	ElectraLink

1. Welcomes and Apologies

- 1.1 The Chair welcomed attendees to the Interventions Working Group meeting and noted that there were no 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”.
- 1.3 SW noted that Ian Dobson has retired.

2. Minutes

- 2.1 The Group approved the minutes of the last meeting, held on 18 December 2017, as an accurate record subject to the minor amendments suggested by JG and DB being addressed.

3. Outstanding Actions

- 3.1 GH walked through the open actions. The updates on all actions are provided within Attachment 1.
- 3.2 In relation to Action 14/02, PA noted that a working draft of a Meter Operator (MOp) notification had been produced. A copy of the draft was given to the Group during the meeting. The Group noted that the final version would probably not differ greatly from the draft; however, some DNOs may wish to incorporate their own branding or corporate language.
- 3.3 In relation to Action 14/04, the Group queried if contact centres are sufficiently resourced to deal with non-appointed MOps issuing a D0135¹. The Group noted that a roll-out plan for gas installations would be preferable in this case. KW noted that British Gas have a representative at the IREG (Issue Resolution Expert Group) meeting taking place on this day with a view to addressing the points raised in this Action.
- 3.4 The Group queried if KW could give a British Gas forecast on gas first install volume estimates, to which KW confirmed.

ACTION 15/01: KW to provide forecast on gas install volume estimates from British Gas

¹ D0135 - A report to the System Fault Information Centre of a concern with the Service Termination Equipment which does not require emergency attention

4. Operational, Safety and Reporting Issues

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

Safety Issues

- 4.2 JG noted that there has been a spike in safety related incidents from MOps, with on average five issues being reported each weekend over the previous two weeks. MM noted that similar figures were reported, with loose terminals being noted as one of the main issues.
- 4.3 PA noted that BEIS are interested in MOp related safety issues, and this is on the agenda for the SMOG Safety meeting on 26 February 2018. PA noted that electricity issues are on the agenda as they are more difficult to identify than gas issues.
- 4.4 JG noted that the increase in weekend reports may be because of rushed jobs on Friday's, whereas DW noted that more people are at home at weekends and spot issues that may not be evident throughout the week.
- 4.5 JG noted that investigations will be taking place, and noted that MOps have been leaving sites in situations when they shouldn't be. JG highlighted that MOps need to be made aware of when it is safe to leave a site, with operatives who are not fully trained on these issues having their authorisation to work on the network removed. The Group agreed.
- 4.6 MM noted that Northern Powergrid's log of MOp related concerns had identified issues such as MOps not giving the correct addresses or serial numbers when reporting issues. MM noted that improving accuracy should be a priority.
- 4.7 JG noted that a reduction in such incidents had been recorded by focusing on issues at a local level, dealing with operational managers directly. However, this option is time consuming.
- 4.8 The Group agreed that a list of issues provided to the IWG monthly would be beneficial. JE noted that ENWL's list of customer confusion reports related to similar issues could be provided post-meeting.

ACTION 15/02: Operational, Safety and Reporting Issues Log to be generated and populated by members at IWG meetings

ACTION 15/03: JE to provide list of examples of customer confusion post-meeting, with members to feedback within two weeks

5. Extension to BEIS Smart Meter Forecast Deadline

- 5.1 AD informed the Group that BEIS have decided to extend the deadline for Suppliers to provide their latest smart meter rollout forecast information by one month to 28 February 2018.
- 5.2 AD noted that BEIS wanted Suppliers to be able to incorporate any changes that they wished to make considering the recent announcements concerning the SMETS1 and Advanced Meter Exemption end dates. BEIS want to obtain the best quality information possible, hence the extension.
- 5.3 DB queried what the extension means for the DCUSA Service Level Agreement (SLA) and their applicability in 12 months, as the SLA depends on forecasts at certain times. JG noted that resources are set to a 5 per cent cap rather than a 2 per cent cap, and the spirit of this cap needs to be adhered to. The Group noted that the forecasts being received can sometimes be up to 10% higher than actual installs, which would have been a significant waste of resource if DNOs had resourced to the full forecast requirements.
- 5.4 PM noted that the number of MOPs operating in a specific area is unknown. PM added that an estimate of somewhere between 800 and 1,000 may be accurate in his area, however a definite figure would be preferable. If the numbers of MOPs were provided, a better estimate could be given based on their average install rates. RP agreed, noting that DNOs would prefer to know the numbers of MOPs operating in their area.
- 5.5 DW noted that Npower only have 11% availability of their customers at present. Because of multiple issues 89% cannot be accessed, which may leave installers short of jobs despite being trained to perform them.
- 5.6 DB queried what this all meant in terms of SLAs. If a DNO's performance resulted in SLA's not being met, it would be unfair to be blamed by the Suppliers. DB noted that even by using contractors DNO's may struggle to achieve targets.
- 5.7 The Chair queried if any member wished to raise a proposal to amend how the SLA works. The Group decided that the process would be too lengthy, with bilateral agreements the best way to move forward.

6. Frequently Occurring Issues Log

- 6.1 MM noted that a collated list of members top 4 operational issues had been provided, outlining the Groups concerns. MM proposed that the items should be graded in terms of importance, with the items regarded as most important going to a BEIS workshop in Quarter 2 for further discussion and potential resolution. MM noted that working towards resolving the most important issues would reduce the amount of frontline resources currently dedicated towards dealing with incorrect reporting and incorrect jobs.

- 6.2 The list of issues were given a grade of 1, 2 or 3 by the Group. Grade 3 issues were agreed as not a priority at this stage, with Grade 2 issues noted as important and to be reviewed regularly by the Group. Grade 1 issues were those regarded as a priority to be raised at the afore-mentioned BEIS workshop.
- 6.3 The following list of issues were regarded as Grade 1 by the Group, with the collated list sent back to MM post-meeting in preparation of the proposed BEIS workshop.
- Difficulty in contacting customers for Category A and B resolutions
 - Volume of category A07s reported by a single Supplier is considerably higher than others
 - Faster feedback loop necessary for quality issues
 - How to report an issue with DNO equipment if not the appointed Meter Operative
 - Misuse of DNO emergency responders to Category A calls
 - Over reporting of category A07 incidents
 - Accuracy of reported incidents
 - Speed of change, removal of un-necessary bureaucracy
 - Agreeing methodology for operating on restricted types of cut-outs
- 6.4 The Group agreed that the Grade 1 issues would be taken forward, with other issues to be reviewed by IWG in future meetings.

7. Category B Situations Reported Following Successful Meter Installations / Exchange

- 7.1 DB introduced the paper on Category B situations reported following successful meter installations or exchanges, noting that Southern & Scottish Electricity Networks (SSEN) believe that the process by which Category B situations are reported by Supplier MOp agents needs to be reviewed. DB noted that there needs to be improved management and control applied by each Supplier to end the widespread and growing incorrect practice of MOp agents reporting Category B situations where a meter has successfully been installed or exchanged.
- 7.2 JG queried if the tables in the paper signified that 70% of Category B situations were being reported incorrectly. DB confirmed that this was the case. JG noted that SPEN had requested data from their biggest Supplier, which stated that their figure of incorrectly reported situations was between 2 and 5 per cent. DB noted that some Suppliers are better than others, however all Suppliers have been

reporting incorrectly. PM noted that the figures DB had illustrated in the tables were similar to data that UKPN had collated.

- 7.3 MM queried if one Supplier was culpable for a large amount of incorrectly reported situations. DB noted that one Supplier had reported as low as 5%, but that no Supplier stood out.
- 7.4 The Chair queried if DB would be providing a future update. DB noted that figures may be made available in future, however the reasoning for the paper was to highlight that SSEN will not be going out to such jobs anymore without first checking, with a levy or an administration charge being considered for incorrect categorisations.

8. Smart Meter Installs

- 8.1 The Chair provided an update regarding the monthly and cumulative smart meter installs for January 2018, which highlighted that 275,615 smart meters were installed in the reporting month, with the total cumulative number from January 2012 now standing at 7,005,610.
- 8.2 Members noted the figures.

9. DCP 297 Update

- 9.1 The Chair noted that DCP 297 (Network Interventions SLA Enhancement) was rejected by DCUSA members and had been forwarded to the Authority for decision.

10. DCP 302 Work Plan

- 10.1 The Group agreed that the timetable for DCP 302 should remain paused until March 2018.

11. DCP 304 Work Plan

- 11.1 The Group agreed the timetable for advancing DCP 304, noting that the proposer has received an updated version of the legal text. The Chair noted that the outcome of the legal review will be sent to the Group for consideration, prior to being progressed to the DCUSA Panel for vote.

ACTION 15/04: ElectraLink to send DCP 304 legal review outcome to IWG members post-meeting

12. Next Steps

- 12.1 The Chair confirmed the below next steps:

- GH to email consolidated list of Top 4 operational issues back to MM

- JE to email 'Anonymous examples of customer confusion' spreadsheet post-meeting.
- DCP 304 Change report, including updated legal text to be sent to the Group post-meeting for consideration.

13. Any Other Business

13.1 The Chair queried whether the members had any other business to raise.

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

14. Next Meeting Date

14.1 The next IWG meeting is provisionally scheduled for 14 March 2018. However, the Group noted that the AMO General Meeting is scheduled for that date. The Chair noted that alternative dates for a meeting or a teleconference would be looked at.

ACTION 15/05: ElectraLink to explore alternative dates for March 2018 IWG due to a clash of dates with AMO General Meeting

15. Attachments

- Attachment 1 – Outstanding Actions
- Attachment 2 – ENWL Anonymous examples of customer confusion
- Attachment 3 – DCP 304 Change Report v1.0 with updated legal text.