

DCP 195A Review Working Group Minutes

Meeting Name	DCP 195A Review Working Group
Meeting Number	04
Date	4 November 2015
Time	10:00
Venue	Web-conference

Attendee	Company
Kevin Woollard [KW] (Chair)	British Gas
Andy Jones [AJ]	EDF Energy
John Gray [JG]	Scottish Power Energy Networks
Martin Murphy [MM]	Northern Powergrid
Mike Ross [MR]	SSE
Neil Copeland [NC]	Ofgem
Peter Waymont [PW]	UKPN
Rosalind Timperley [RT] (Secretariat)	ElectraLink

Apologies	Company
Paul Morris [PM]	UKPN
Chris Thompson [CT]	Northern Powergrid
Mick Hickling [MH]	Northern Powergrid
Andy Clay [AC]	DECC
Dave Brogden [DB]	SSE Power Distribution

1 ADMINISTRATION

- 1.1 The Working Group agreed to act in accordance with the terms set out in the DCUSA "Competition Law Dos and Don'ts".
- 1.2 The Working Group walked through the open actions. Updates on all actions are provided in Appendix A.

2 REVIEW OF DCP195A KEY PRINCIPLES

- 2.1 KW walked through the key principles of DCP 195A, as defined in the DCP 195A Change Report. The Working Group had comments on the following principles.
Suppliers to report Category A Situations by telephone and Category B and C Situations using the D0135 flow
- 2.2 A DNO Working Group member flagged that they are receiving calls reporting Category A Situations on incorrect phone numbers. For example, some calls are going to the general enquiries number.
- 2.3 It was agreed that all DNOs and IDNOs should send their correct contact number to ElectraLink for circulation to DCUSA Contract Managers. ElectraLink also took an action to

contact those Distributors that are not on the call to request that they provide their contact numbers.

Action 04/01: Distributors and ElectraLink

DNOs to make appointments with customers to attend Category B Situations within 10 wds of receipt of D0135 flow

- 2.4 It was suggested that the DCP 195A legal drafting is not explicit on what constitutes reasonable endeavours when trying to arrange an appointment with a customer if there is difficulty in making contact.

- 2.5 One DNO attendee explained that the process they use is:

- On day one they phone the customer twice;
- On day two they phone once;
- A letter is then issued with a nine day response period; then
- If there is no response to the letter they phone the customer a further time.

- 2.6 It was flagged that during the progression of DCP 195A, the group had discussed defining reasonable endeavours (such as one call in hours and one out of hours, followed by a letter) but decided to not be that prescriptive in the legal text.

Where the Supplier or agent incorrectly reports a situation category or code then the DNO will report this back to the Supplier or agent

- 2.7 It was noted that this area may need improvement.

From 1st April 2015 where a Supplier or agent misreports a situation as a more serious category than is the case then the DNO may levy a charge in accordance with their charging statement

- 2.8 It was noted that some DNOs have started issuing charges for misreported situations.

DNOs to provide reporting from 6 months after Ofgem approve DCP 195A

- 2.9 It was noted that this requirement has now taken effect and the first reports were issued in October 2015. No specific issues were identified by the Working Group.

Additional Items

- 2.10 Attendees were asked if they had any additional items that they would like to raise.

- 2.11 In response, a DNO attendee flagged that based on the Supplier rollout forecasts, the total customer numbers across all Suppliers was materially higher than the actual number of customers that they believe there are. The DNO plans to continue to monitor this area as future reports are generated.

- 2.12 Another attendee highlighted that they are having difficulty getting a reference point on the number of smart meters installed. They suggested that there is a need for a centrally agreed reference document detailing the number of smart meters installed and the number expected by Distribution area. The group noted that this has been raised with Ofgem and DECC. It was highlighted that this topic is not one within the remit of the DCP 195A Review Group to resolve. It was suggested that it may be best to go through the DECC route to ensure it is resolved centrally.

- 2.13 It was flagged that Ofgem have agreed that they will permit proactive interventions. For example, if the DNO comes across cables to which they know a smart meter cannot be fitted then the DNO can proactively fix that issue.

3 PARTY QUESTIONS ON DCP 195A

- 3.1 The Working Group considered the following questions which had been raised by an IDNO party:

Question 1: “Looking at DCUSA clauses 30.5 and on it does not appear to make it clear whether the SLA’s apply if an end user or connectee reports a Cat A, B or C incident. The legal text seems to suggest that this only applies if a supplier or appropriate agent makes the call, can this be reviewed please?”

- 3.2 The Working Group noted that this type of situation should be treated as a customer driven incident. For such incidents it would be for the Distributor to determine their own internally driven SLA. This will be based on the level of customer service that the Distributor wishes to provide to its customer.

Question 2: “Similarly, although potentially not one for DCUSA, it does not make it clear if D0126 data flows are to be sent upon resolution of reports from end users/connectees and I believe this may have a bearing on DNO reporting? We think it might be a grey area that may be being hidden/overlooked and therefore not accounting which company needs to complete corrective actions etc”

- 3.3 The Working Group noted that in such circumstances there would be no need to send a data flow to the Supplier. The incident should be closed out with the customer directly.

4 UPDATE ON DCP 195A RELATED CPS

DCP 244 ‘MOP Leaving Site for Cat A Situations’

- 4.1 The DCP 244 Working Group have agreed that prior to the CP being further progressed, an industry wide standard approach for determining whether or not the MOP should stay on site where there is a Category A situation should be prepared. It has been agreed that this should be raised at the next Operational Delivery Group (ODG) interventions sub-group meeting. DCP 244 has been placed on hold until this can be progressed.

DCP 245 ‘Housekeeping re Schedule 24’

- 4.2 DCP 245 was raised by Eastern Power Networks and seeks to address a discrepancy between DCUSA Schedule 24 paragraphs 3.2 (g) and 3.3.
- 4.3 This Change Proposal was implemented on 1 October 2015.

DCP 246 ‘Correction to unintended consequence of implementation of DCP 239’

- 4.4 It was explained that DCP 246 sought to correct an unintended consequence of DCP 239 to ensure the date by which Distributors will be bound by DCP 195A Service Levels is amended to 1 April 2016 as approved by Ofgem on 12 August 2014.
- 4.5 This CP was rejected by Parties and will not be implemented.

5 REVIEW OF DCP 250 ‘SUPPLIER ROLL OUT TEMPLATE’ CHANGE REPORT

- 5.1 DCP 250 seeks to amend the template provided for smart meter roll out forecasts to provide 6 months advance forecast data at postcode out code level that was eroded as part of DCP239 supplier reporting alignment. This CP proposal is currently in the report phase, with the Change Report due to be issued to the DCUSA Panel at its November 2015 meeting.
- 5.2 The group noted that the Change Report for DCP 250 had been circulated with the meeting papers. Attendees had no comments on the DCP 250 Change Report.

6 QUERY ON DCP 195A REPORTING REQUIREMENTS

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- 6.1 The Working Group considered a query which had been raised in relation to the DCP 195A Network SLA reports. This query is detailed in Attachment 1 and relates to an ambiguity between the legal text and the reporting template included in the DCUSA.
- 6.2 It was noted that based on responses received via email, it is clear that DNOs are applying different interpretations when preparing their reports. The majority of DNOs are using the approach described in Attachment 1 as the “3b” interpretation. An attendee suggested that from a Supplier perspective, approach 3a would give the most information.
- 6.3 It was agreed that it would be useful to get views from other Suppliers. KW took an action to follow up with Suppliers that are not represented at the meeting seeking their views.

Action 04/02: KW

- 6.4 It was noted that potentially a DCUSA Change Proposal could be raised to introduce a consistent approach.

7 ANY OTHER BUSINESS

Discussion Forum for Rollout Issues

- 7.1 It was flagged that at the Operational Delivery Group (ODG) Interventions Subgroup, a point was raised on the best place to discuss rollout issues. At this group it was suggested that discussions for gas should take place under SPAA and discussions on electricity should take place under DCUSA.
- 7.2 It was noted that a number of issues raised with the DCP 195A Review Group have also been raised at the Service Termination Issues Group (STIG) and ODG thus there is duplicated effort. It was queried whether the DCUSA was the most appropriate location for these discussions as some topics are not directly related to DCUSA matters. It was noted that further discussions on the best location for these issues are required.

Supplier Reports on SMETS 1 and SMETS 2

- 7.3 It was highlighted that Suppliers are providing DECC with a report on plans for installing SMETS 1 and SMETS2 meters, which may be useful for DNOs. It was queried whether Suppliers would have any issue with an aggregated version of this report (that would not identify individual suppliers) being circulated to Distributors.
- 7.4 An action was taken for Supplier working group members to provide their view on whether they are happy for an aggregated version of the report to be shared with Distributors.

Action 04/03: Suppliers

8 NEXT MEETING

- 8.1 The next meeting is scheduled for 10am on Wednesday 3 February via webinar.

APPENDIX A: SUMMARY OF ACTIONS**NEW AND OPEN ACTIONS**

Action Ref.	Action	Owner	Update
02/04	Keep multiple occupancy issues under review	All	On going It was noted that this may be within the scope of “proactive interventions” work.
03/01	Discuss the Working Group’s views on the proposed options for changing the Supplier roll out reporting dates with DECC. And seek agreement from DECC that they would be happy to move their reporting dates to align with the proposed revised dates.	PM	On-going
03/02	Raise multiple occupancy issues with the ODG	PM	On-going
03/03	Check whether a DCUSA change should be raised to make the smart meter install field introduced by DTC CP3457 mandatory	DB	On-going
03/05	Share the outcome of the ODG discussions regarding Action 03/02 with the Working Group via email.	PM	On-going
04/01	All DNOs and IDNOs should send their Category A contact number to ElectraLink for circulation to DCUSA Contract Managers. ElectraLink also took an action to contact those Distributors that are not on the call to request that they provide their contact numbers.	DNOs, IDNOs, ElectraLink	
04/02	Contact Suppliers that were not present at the meeting to ask their view on the best way to address the ambiguity between the legal text and the DCP	KW	

	195A Network SLA reporting template included in the DCUSA.		
04/03	Provide your view on whether you are happy for an aggregated version of the DECC SMETs 1 and SMETS 2 rollout report to be shared with Distributors.	Suppliers	

ACTIONS CLOSED AT THE MEETING

Action Ref.	Action	Owner	Update
03/04	Update the DCP 239 Change Report to capture the comments raised at the meeting and then to circulate it for review	ElectraLink	Completed