

Notes from the ODG – Intervention Solutions Sub Group held at the offices of Electrical Safety First – 14th September 2015

1. Review and agree ToR format, etc

The current Terms of Reference were agreed to be suitable for the meeting, with a comment that references to DCP195a should be changed to reference the appropriate section of DCUSA (as DCP195a was a change proposal that was agreed and incorporated into the main document). Similarly reference should be made to the appropriate section of SPAA and mention of IGTs and IDNOs should be added. **Paul Smith agreed to make these changes.**

It was agreed that the responsibility for providing a Chair for the group would rotate between ENA and Energy UK. Paul asked that all attendees consider whether they or a colleague could chair the next meeting of the ISSG and to let him know asap.

It was agreed that ISSG meetings every three months would be appropriate, with this frequency kept under review. Ideally ISSG meetings will be held shortly before a corresponding ODG to enable any matters to be escalated to that group as appropriate. In the absence of a Chair, **Paul Smith agreed to determine some suitable provisional meeting dates for the ISSG on this basis.**

It was also agreed that due to the format and nature of the discussion at ISSG, formal minutes would not be kept. The action notes would however cover key topic/discussion outcomes and other important agreements made during the meeting.

2. General Discussion Topics

The description of Asset Condition Code B07 should be amended to exclude scenarios where the incoming neutral is wired directly to the meter, with no termination at the cut-out, provided there is only a single customer/meter served by that neutral.

DNOs agreed to consider at the next meeting of the STIG what remedial measures they would be comfortable for MOP's to make to resolve issues with neutrals exposed by design, ie knock out plug missing.

Richard Le Gros agreed to raise the progress of DCUSA DIF41 (DNO access to meter terminals following works on cut-out) at STIG to see whether a DNO sponsor could be found to move this issue forward.

Paul Smith advised that he is seeking a meeting with Paul Abreu (ENA) to work through the last few remaining comments on the draft next version of the MOCOPA *Guidance for Service Termination Issue Reporting* and will try to incorporate the suggestions and comments made above.

As an aside, members noted that Suppliers should consider their contractual arrangements with their metering staff/contractors when required to stay on site due to a safety issue, some

time in excess of normal working hours. It was discussed that if a Cat A issue was identified earlier in the day then staying on site was reasonable for the installer if required, but if the issue was discovered late in the day this could mean the installer staying on site long after their normal working day.

3. Gas issues

Phil Burrows agreed to bring a more detailed presentation on the National Grid Gas interventions work to the next meeting of the ISSG, which Paul Smith agreed to include on the agenda.

The GDNO Business as Usual issues list was discussed and it was agreed that a number of the issues were more relevant for discussion during future discussion on PEMS. The remainder of the points raised were now either complete or were awaiting further information/discussion

4. Electricity issues

Richard Le Gros agreed to include a discussion of what the interpretation of 'best endeavours' with respect to appointment making under DCP195a SLAs should be at the next meeting of the STIG.

Supplier representatives agreed to present on best practice when making customer appointments at the next meeting of the ISSG and **Paul Smith agreed to include this on the agenda.**

There was insufficient time available to cover the last two items on the agenda under electricity issues so Paul Smith agreed to carry over 'Implications of some Meter Operators not operating metal-clad cut-outs' and 'Defect reporting by some Meter Operators from head office, not by Meter Operator onsite' to the agenda for the next ISSG meeting.