

Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2017_0118_01_IWG Headline Report
Action	For Information

Interventions Working Group Headline Report

This paper provides an update to the DCUSA Panel on the on-going work undertaken by the Interventions Working Group (IWG).

1. Background

- 1.1 The IWG was established to assist the DCUSA Panel in the evaluation of the operation of Clause 30.5 of DCUSA as it pertains to the roll out of Smart meters. It was agreed that the Working Group would consider the key principles of Clause 30.5 and report back to the DCUSA Panel on whether any changes to these principles are required.

2. Working Group Update

- 2.1 The IWG was held on 13 December 2016, where the main discussion concerned the topics below:
 - Operational Issues, Highlights and Lowlights;
 - Supplier Rollout Forecasts;
 - MOPs leaving site for Category A Situations; and
 - Review of Issues Log.

The following sections provide further detail on each of the topics.

Operational Issues, Highlights and Lowlights

- 2.2 The MOCOPA Working Group had advised that a special Working Group should be held to discuss the MOCOPA Guidance on the A07 code and any further changes to the guidance. The output of this would be to publish the guidance on the MOCOPA and Energy Network Association (ENA) website to allow for improved accuracy for the reporting of the A07 code. It was highlighted that the next MOCOPA Working Group was scheduled on 6 February 2017.

- 2.3 Members reviewed the MOCOPA Guidance, specifically the sections which covered the A07 code, and it was highlighted that no code changes were required to update the guidance as the text was just being updated to promote accurate reporting. Therefore, a review of the code changes would not need to align with the proposed implementation date of Data Transfer Catalogue (DTC) CP 3502 – Amending J1824 – Asset Condition Code. IWG agreed that a subsequent IWG meeting would be held on 17 January 2017 to discuss the A07 and C15 code changes.

Supplier Rollout Forecasts

- 2.4 The BEIS representative summarised that updated Supplier Rollout Forecast information will be requested from Suppliers based on key performance indicators, which would include resource levels, safety aspects and forecasting. It was highlighted that BEIS had agreed these indicators based on discussions with Suppliers. IWG were informed that a dry run would take place in January 2017, alongside the existing process, in order to implement in March or April 2017.
- 2.5 It is noted that if any changes are made to the BEIS Supplier Rollout Forecast template that Suppliers would like it mirrored in the DCUSA template, at which point a CP to amend the template set out in DCUSA Schedule 24 would be required.

MOPs leaving site for Category A Situations

- 2.6 Members discussed that the three-hour SLA is not always necessary for staying on site and furthermore, prioritisation could be adopted if this SLA did not apply, i.e. if immediate action was not required by the DNO. It was thought that once the specification for the material was agreed, then the on-site reporting could be considered. In terms of providing the material, members agreed that shrouding would be the preferred option. It was suggested that the specification for the shrouding could be further discussed at the Service Terminations Issues Group (STIG), and once approved, the proposal for an alternative code could be raised. IWG discussed making a temporary A code and introducing a B code in November 2017, once the code changes are implemented.

Review of Issues Log

- 2.7 At their meeting on 18 October 2016, IWG agreed that it would be prudent to create an Issues Log. The Group discussed the following issues and updated the Issues Log, as per Attachment 1:

- **Multiple Occupancy Issues**
There may be situations where a network issue affects multiple MPANs. For example, if a block of three flats is grouped for a visit by the Supplier and a service termination issue is found that affects all the flats in the block. It is noted that there should be co-ordination between Suppliers and Distributors with regards to multiple occupancy incident
- **Meter Operators not operating metal-clad cut-outs**
Some MOPs do not have the training required to operate metal clad cut-outs. Where this is the case some MOPs are reporting to the DNO that the cut-out needs replacing when it does not need to be. This is causing an unnecessary draw on DNO resources.
- **Defect reporting by some Meter Operators from head office, not by Meter Operator onsite**

There is anecdotal evidence suggesting that Category A Incidents are on occasions being phoned in from an office, rather than by the MOP on the site. This limits the ability of the Distributor to gather information on the instance from the MOP and may be adding a delay to the reporting of the incident.

- **Joint Visits for Meter Board Moves**

In situations where the DNO will be replacing a meter board, should the DNO and Supplier have a joint visit to ensure that the meter board is suitably located for the smart meter install?

- **Private Rising or Laterals**

When on site, it may not be clear if the rising and laterals are owned by the Distributor or a Building Network Operator (BNO). It can also be hard to recognise who the building owner is, in order to receive their details.

- 2.8 The next IWG meeting is scheduled for 14 February 2017, following the extra meeting on 17 January 2017 to discuss the A07 and C15 code changes.

3. Recommendation

The DCUSA Panel is invited to:

- **NOTE** the contents of the paper.

4. Attachments

- Attachment 1 – Issues Log

Stephanie Catwell