

Minutes

Meeting Name	ETTOS Working Group Meeting
Meeting Number	Meeting 01
Date	Tuesday 10 May 2016
Time	10.00
Location	Royal Institute of British Architects, 66 Portland Place, London, W1B 1AD

Attendee	Company
Alex Ross-Shaw [AR] (teleconference - part)	Northern Gas Networks
Dan French [DF] (teleconference - part)	E. ON Energy
Emma Hegarty [EH] (teleconference - part)	SSE
Helen Armstrong [HA] (teleconference – part)	Northern Gas Networks
Jonathan Hawkins [JH]	Utility Warehouse
Karen Ogborn [KO]	Crimestoppers
Keavy Larkin [KL] (Secretary)	ElectraLink
Kevin Woollard [KW] (teleconference – part)	British Gas
Kirsty Dudley [KD]	E.ON
Lorna Mallon [LM] (teleconference)	Scottish Power
Paul Hart [PH]	UK Power Networks
Piers Merritt [PM]	British Gas
Sarah Jones [SJ] (Chair)	ElectraLink
Satish Bhaga [SB]	ElectraLink
Tim Porter [TP]	SSE
Apologies	
Maitrayee Bhowmick-Jewkes	Npower
Olga Batsari	WW Utilities
Jacqueline Knighton	Opus Energy
Ashna Patel	First Utility
Naomi Nathaniel	Utility Warehouse
Jodie Spear	SSE

David Laflin	SSE
Colin Paine	Engie
Chris Allison	Northern Powergrid
Thomas Cadge	BU UK
David Shepherd	BPG Energy

ADMINISTRATION – OPEN SESSION

1 MEETING ADMINISTRATION

- 1.1 The group noted introductions and apologies.

2 TERMS OF REFERENCE

- 2.1 KL presented the Terms of Reference (ToR) for the group. The group noted that the ETTOS WG sits under the SPAA and the DCUSA, and the DCUSA requires working group members to act independently, whereas the SPAA is silent on this point.
- 2.2 The TRAS Expert Group's ToR has been legally reviewed and the TEG concluded that its ToR should be amended to clarify throughout that members are required to act independently. It was agreed that the same principle should be applied to the EWG ToR. KD noted that there was an errant bullet point in the ToR. The Secretary took an action to remove this.

EWG/20160510/01/ElectraLink

- 2.3 The EWG agreed to approve the ToR subject to the update above being made.

3 PROJECT UPDATE AND PLAN

- 3.1 SB presented the project plan and project update.
- 3.2 KD asked for clarification on whether the nomination for a Single Point of Contact (SPOC) is for an operational person or a mailbox. KO clarified that a named individual is needed. Crimestoppers will liaise with this individual throughout the implementation phase and agree details of additional users at the appropriate time.
- 3.3

4 RISK REGISTER

- 4.1 Comments were received on the Risk Register prior to the meeting and it was updated to reflect these comments. It was agreed to distribute the updated risk register with the minutes.

EWG/20160510/02/ElectraLink

OPEN SESSION

5 OUTSTANDING ACTIONS FROM ETTOS CP WG

- 5.1 The outstanding actions from the ETTOS CP WG will be discussed in the next meeting.

EWG/20160510/03/ElectraLink

6 ETTOS CREATIVE BRIEF

- 6.1 KO provided the group with an update on the ETTOS Creative Brief. KO noted that the brief has been shared with 7 agencies who are providing written submissions on the 10th May. 3 agencies will then be chosen to pitch fully. The outcomes will be shared in the June meeting.
- 6.2 KO noted that a microsite is being developed along with a digital assets pack and that a very good response had been received on the marketing proforma. KO encouraged those who hadn't responded to provide feedback and a marketing contact.
- 6.3 KO explained that following the marketing workshop, it had been agreed to use safety concerns as a key reason to encourage tip offs, however the difficulty will lie in ensuring that the public do not use the tip off line to report safety concerns.
- 6.4 The group discussed whether it might be possible to target distinct groups for marketing based on a knowledge of where theft is occurring but it was agreed that dissemination would need to be kept as broad as possible.
- 6.5 PM noted that geographic data should be available for future campaigns once TRAS results are apparent.
- 6.6 PH noted that UKPN has geographic data on theft across its 3 networks down to local council levels and took an action to check internally if this information can be shared with Crimestoppers.

EWG/20160510/04/PH

- 6.7 KO noted that Crimestoppers will try to link the launch campaign to the Gas Safety Week which is being held during the 3rd week in September, JH noted that there is an Electrical Safety Week in November by Electrical Safety First that Crimestoppers could also link to.
- 6.8 PM queried whether leaflets will be produced for Suppliers to disseminate and KO noted that a digital pack will be provided that Suppliers can use for leaflets and that there are no restrictions from the Crimestoppers side for Supplier distribution.
- 6.9 KD offered to share some pictures of by-passes that could be used in the campaign.

EWG/20160510/05/KD

7 ETTOS TRAINING BRIEF

- 7.1 KO updated that group that a training day will be held at the Crimestoppers Bureau. The purpose of the day will be to give call handling staff an overview of the ETTOS and information on the nature of calls they are likely to receive. This will also be an opportunity for one or two Industry members to see the Crimestoppers call handling operation and spend time with agents as they work.
- 7.2 KO requested that 1 or more EWG members help deliver this training session as members need to be comfortable that they are getting what they need from Crimestoppers staff. Member were invited to nominate themselves. PM will confirm if he can attend on behalf of Suppliers and PH will confirm if he can attend on behalf of electricity distributors.

EWG/20160510/06/ PM & PH

- 7.3 The Group agreed that gas transporters should also be involved in delivering this training, particularly with regards to gas safety issues. An action was taken to contact GTs regarding this.

EWG/20160510/07/ElectraLink

- 7.4 Finally, KO explained that using the secure email system was very easy and therefore Crimestoppers were not planning to host user training. A user guide will be provided to all users and they can ask questions if necessary.

8 ETTOS SECURE EMAIL OVERVIEW

- 8.1 KO explained that the ETTOS Secure email system will be used to send information reports securely to the ETTOS recipient.
- 8.2 PH queried whether a notification would be received when there were items in the mailbox, KO clarified that the system will not send a notification, therefore the onus is on parties to regularly check the mailbox. However, the monthly management information reporting does include a requirement on Crimestoppers to flag where tip offs have not been accessed by the recipient. KO agreed to take an action to investigate whether sending notifications when a tip off has been issued would be possible and what the cost may be.

EWG/20160510/08/KO

- 8.3 KD noted that she had sent a security questionnaire to KO. This questionnaire includes a number of questions regarding the security and data processing provisions. It was agreed that the questionnaire should be circulated to the EWG for their comments before being formally submitted to Crimestoppers. The Crimestoppers response could then be provided to SPAA and DCUSA Parties for information.

EWG/20160510/09/ElectraLink

- 8.4 The group discussed the potential need for multiple mailboxes for companies for the secure email platform as there may be different teams for commercial and residential investigations. It was noted the solution was based on each supplier/network operator company group receiving tip offs into a single mailbox. It was suggested that maybe the email header could specify whether the tip off related to commercial or residential property to assist recipient's analysis of their assigned tip offs. KO took an action to see whether it would be possible to clarify in the email header whether the tip off relates to commercial or residential property.

EWG/20160510/10/KO

- 8.5 The group discussed whether it is possible to forward tip offs internally to colleagues. KO clarified that at the moment it is not possible for security purposes, however it is possible to download individual tip offs and disseminate them that way.
- 8.6 It was noted that the system will automatically time out after a short period of time e.g. 30 minutes, at which time users would be required to log in again. Crimestoppers will check the details of users held on its system are correct on an annual basis. Where changes are required throughout the year, users can request this via the service desk.
- 8.7 KO discussed the process for auto deletion of emails after a time to ensure data retention obligations are being met. PM queried whether this may happen for emails that haven't been looked at, KO will clarify the auto deletion rules. KO will also clarify the rules regarding the changing of secure passwords.

EWG/20160510/11/KO

- 8.8 The group discussed the provision of user IDs and KO clarified that this will be the user's email address. KO will clarify when user details are required by. The group acknowledged that there may be a tail end of parties that will require access to the system once the ETTOS CPs are implemented. KO clarified that users can be added in tranches and will provide a timeline for tranches.

EWG/20160510/12/KO

Once details of the SPOCs are received, then KO will send them an email requesting the number of user accounts that each party requires.

EWG/20160510/13/KO

- 8.9 KO confirmed that Crimestoppers has ISO27001 certification which covers the process for providing tip offs to recipients. KO noted that no security certificates are needed to use the secure email portal but that users may want to add this site to their list of trusted sites.

9 MONTHLY PROJECT UPDATE

- 9.1 KO provided a monthly project update. She noted that work is being done on the PIA and that she will send a draft version to SPAA and DCUSA parties shortly requesting feedback.
- 9.2 KO noted that the 2,000 historical reports will be sent through once the matching process is set up and that it is anticipated that all historic data will be cleared before live reports are sent through. Old reports will be in a PDF form and new reports will be in a CSV form.
- 9.3 KO noted that the 2,000 historical reports could be used to test that matching is working. The group agreed that that this approach was preferable compared to Crimestoppers developing dummy tip offs using random addresses.
- 9.4 KO explained that all recipients will be required to confirm that they can access the secure email system. KO will send an email to SPOCs explaining this process. It was suggested that test scripts may be required to ensure all the required scenarios are tested. KO agreed to consider this further

EWG/20160510/14/KO

10 GAS DATA PROVISION

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- 11.1 SJ noted that a proposal is being updated by Xoserve on how to provide data to CS and that Xoserve have started to develop its system in order to deliver the requirements.
- 11.2 SJ noted that AR has confirmed that a UNC modification will be needed to enable Xoserve to provide this data. The UNC Modification is expected to be taken to the June UNC Panel. Ofgem has confirmed that they are comfortable for this to be raised as an urgent change request.

12 AOB

- 12.1 PH queried whether Crimestoppers were attending the UKRPA conference in June. KO agreed to check.

EWG/20160510/15 KO

13 DATE OF NEXT MEETING

- 13.1 The next meeting of the EWG will convene on 14th June at ElectraLink's Offices.

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

Action Ref.	Action	Owner	Update
EWG/20160510/01	To amend the EWG ToR to reflect the principle that members are required to act independently (as per the TEG ToR) and to remove an errant bullet point.	ElectraLink	
EWG/20160510/02	To distribute the updated risk register with the minutes.	ElectraLink	13/05/2016: Completed
EWG/20160510/03	To discuss the outstanding ETTOS CP WG actions at the next meeting.	ElectraLink	
EWG/20160510/04	To check internally if theft data held by UKPN across its 3 networks can be shared with Crimestoppers.	PH	
EWG/20160510/05	To share some pictures of meter by-passes that could be used in the launch campaign.	KD	
EWG/20160510/06	PM to confirm whether he can help deliver Crimestoppers call centre staff training on behalf of suppliers and PH on behalf of electricity distributors.	PM/ PH	
EWG/20160510/07	To contact GTs and request a volunteer to help deliver Crimestoppers call centre staff training.	ElectraLink	
EWG/20160510/08	To investigate whether sending notifications when tip offs are issued to the secure email platform would be possible and what the cost may be.	KO	
EWG/20160510/09	To circulate the security questionnaire to the EWG for comments before formally submitting it to Crimestoppers for response.	ElectraLink	20160513: Completed

Action Ref.	Action	Owner	Update
EWG/20160510/10	To see whether it would be possible to clarify in the email header whether the tip off relates to commercial or residential property.	KO	
EWG/20160510/11	KO will clarify the auto deletion rules of emails on the secure platform. KO will also clarify the rules regarding the changing of secure passwords.	KO	
EWG/20160510/12	KO will clarify when user details are required by. KO will provide a timeline for tranches that late users can be added to the system. .	KO	
EWG/20160510/13	Once details of the SPOCs are received, then KO will send them an email requesting the number of user accounts that each party requires.	KO	
EWG/20160510/14	To consider whether test scripts are required to test specific scenarios.	KO	

CLOSED ACTIONS

Action Ref.	Action	Owner	Update
EWG/20160510/15	To confirm whether Crimestoppers is attending the UKRPA Conference in June.	KO	