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Action	For Information

## Intervention Working Group Update

This paper provides an update to the DCUSA Panel on the progress of the Interventions Working Group (IWG).

### 1. Background

- 1.1 The Interventions Working Group (IWG) was established to assist the DCUSA Panel in the evaluation of the operation of Clause 30.5 of DCUSA, which relates to the roll out of smart meters.
- 1.2 The IWG has been tasked with the below:
  - Identify collaborative improvements in the on-site smart metering activity (across suppliers, distributors and meter operators) and supporting business processes;
  - Review feedback from field teams to identify opportunities for process improvements – both reporting processes and resolution processes;
  - Identify/flag examples of best practice ways of working together for others to follow; and
  - Develop evidence based recommendations for improving the installation and rollout of smart metering.

### 2. Update

- 2.1 IWG convened on 31 May 2017. This paper outlines the main discussion points.
 

**DCP 244 ‘MOP Leaving Site for Cat A Situations’**
- 2.2 It was confirmed that DCP 244 would be withdrawn at the request of the proposer due to the intent of the change not matching the proposed solution. It was further confirmed that a new DCP would be submitted to the DCUSA Panel in which the intent and solution are more closely aligned.
 

**DCP 297 ‘Network Interventions SLA Enhancement’**
- 2.3 The Proposer of DCP 297 provided the IWG with an overview of the change, which seeks to increase the SLA exemption threshold to fall in line with the actual intervention rates being witnessed.
- 2.4 The Working Group reviewed the draft consultation document provided by ElectraLink and discussed a number of amendments, the main points of which have been provided below:

- The Justification for Change section required updating to reflect the DNOs concerns and a question should be asked to Suppliers to provide the evidence for Ofgem’s determinations;
- Removing the SLA removes the compliance incentive on Suppliers, which will impact the customer as the Supplier will not be incentivised to ‘get it right’.
- A question on how inaccurate forecasting impacts the measurement of the SLA was also added, as this change could impact the SLA if the forecasting is changed;

2.5 ElectraLink agreed to update the draft consultation document and circulate this to the IWG for final comment before being issued to industry.

#### **Smart Meter Rollout Profiles**

2.6 The IWG discussed the Smart Meter Rollout profiles, noting that BEIS requested two years’ worth of data, whereas DNO parties have interest in the data past this deadline in order to ascertain resourcing requirements directly after the deadline and for the remainder of the Smart Rollout.

2.7 In order to plan accordingly, the DNO parties confirmed that they would require data up until the end of the rollout period in 2020 and they would require the data down to postcode level.

2.8 To ensure that the proposal is progressed, an action to provide the blank BEIS reporting templates to ElectraLink was taken.

### **3. Recommendations**

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3.1 The Panel is invited to:

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

### **4. Attachments**

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- There are no attachments to this paper.

**Stephanie Catwell**