

Meeting Session	DCUSA Panel (Open Session)
Meeting Date	17 May 2017
Paper Reference	Panel_2017_0517_01_DCUSA IWG Update
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 have met once since the last DCUSA Panel. This paper outlines the main discussion points.  
**DCP 244 'MOP Leaving Site for Cat A Situations'**
- 2.2 The DNO members present raised concerns regarding the circumstances in which Meter Operators leave site for Category A Service Termination situations before a DNO Operative has arrived on site. This is due to the Meter Operator being able to make the site safe in most cases and then continuing with the meter installation. As a result, the definition of a Category A situation was considered and its associated DNO response SLA of 3 hours. To address this, members considered that the creation of a separate reporting code will require significant system changes and a significant implementation lead time. Instead, members agreed that it may potentially be more suitable and quicker to adapt the existing DCUSA definitions to reflect existing industry practice.
- 2.3 The proposer of DCP 244 agreed to update the draft legal text in an attempt address the concerns of Meter Operators leaving site whilst the DNO SLA remains. It was also agreed that the additional meeting would be used to consider the updated DCP 244 drafting.

### **Supplier Rollout Forecasts**

- 2.4 In line with an action taken at the IWG, ElectraLink requested Supplier rollout forecast data from DCUSA Contract Manager in relation to SMETS1 and SMETS2 meters per GSP group for 2017 and 2018. Six Suppliers provided SMETS1 rollout data, one of which was a Large Supplier, and ten Suppliers provided SMETS2 rollout data, of which one was a Large Supplier. The group recognised that it was not mandatory for Suppliers to provide the data, and that a collective request from DNOs to obtain this information directly from BEIS had been rejected. Nevertheless, it was agreed that the potential associated benefits, including the ability to forecast and adequately resource interventions rates, were key and that the Large Suppliers who did not provide their data should be contacted to determine why they were unable to submit this information.

### **DCP 297 'Network Interventions SLA Enhancement'**

- 2.5 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. It was agreed that further consideration of this change was required and as such an additional meeting has been scheduled for 31 May 2017 to review DCP 297's draft Change Report.

## **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.

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