

# DCP 244 Working Group Minutes

<b>Meeting Name</b>	DCP 244 Working Group
<b>Meeting Number</b>	01
<b>Date</b>	17 July 2015
<b>Time</b>	10:00
<b>Venue</b>	Web-Conference

Attendee	Company
Paul Morris [PM] (Chair)	UKPN
Paul Abreu [PA]	ENA
Dave Wright [DW]	npower
Neil Copeland [NC]	Ofgem
Mike Ross [MR]	SSE
Mick Hickling [MH]	Northern Powergrid
Rosalind Timperley [RT] (Secretariat)	ElectraLink

Apologies	Company
Helen Fosberry [HF]	E.on Energy
Dave Brogden [DB]	SSEPD
Richard Hill [RH]	British Gas

## 1 ADMINISTRATION

- 1.1 All Working Group members agreed to be bound by the “Competition Laws Do’s and Don’ts” for the duration of the meeting.
- 1.2 All Working Group members agreed to the terms set out in the DCP 244 Terms of Reference (ToR) document for the duration of the Working Group.

## 2 APPOINTMENT OF CHAIR

- 2.1 PM was appointed as the Chair of the Working Group.

## 3 BACKGROUND AND INTENT OF THE DCP 244 CHANGE PROPOSAL

- 3.1 PM explained that the purpose of the three hour Service Level Agreement (SLA) for attendance at Category A situations is that, as the Meter Operator (MOP) will be staying on site, the DNOs have agreed to a speedy attendance. It is being found that there are occasions where the MOP does not remain on site, potentially after making the situation safe. This CP seeks to remove the three hour SLA where the MOP does not remain on site, to allow DNOs to prioritise their work appropriately.

## 4 WORKING GROUP ASSESSMENT OF DCP 244

- 4.1 The Working Group noted that currently a risk assessment based approach is used by the MOP when determining whether or not to stay on site where there is a Category A situation. The MOP may take actions to make the situation safer but these actions will not make it safe

to the extent that the incident could be addressed under the Category B timescales, i.e. it is still a significant issue but does not need to be resolved immediately. It was clarified that the intent of DCP 244 is not to downgrade these incidents to a Category B situation.

- 4.2 It was suggested that there should be an industry wide agreed structure around the decision on whether to stay or not, so that it is clear in which instances a MOP can leave site. This could potentially be achieved by walking through the different types of Category A situations and agreeing what remedial action must be taken before the MOP can leave site for each. It was cautioned that it should be clear that if there is any doubt then the MOP should not leave site. An attendee highlighted that in some circumstances the safest thing to do may be to de-energise the site.
- 4.3 It was noted that all market participants would need to be comfortable with the process that is agreed. The group considered that the most appropriate place to document this process would be in the Meter Operation Code of Practice Agreement (MOCOPA) Guidance for Service Termination Issues document. It was agreed that this process would need to be in place before DCP 244 is further progressed.
- 4.4 The group noted that the best place to discuss agreeing an industry wide process for circumstances in which the MOP can leave the site of a Category A situation would be the Operation Delivery Group (ODG). This group has been specifically formed to gather interested parties (DNOs, Suppliers, MOPs, etc...) together to agree on issues relating to the smart rollout.
- 4.5 The Ofgem representative at the meeting confirmed that they had no concerns with an industry agreed approach, subject to it not conflicting with any parties' responsibilities under the Electricity Safety, Quality and Continuity Regulations (ESQCR).
- 4.6 An attendee highlighted that in addition to safety concerns, the consumer impact also needs to be considered. It was explained that if the MOP tells the customer that there is a safety issue and then leaves the site, when the DNO arrives they may not be able to gain access and this could create a customer service issue. The Working Group members agreed that there is a significant customer service element to this topic, which requires discussions with MOPs and a clear training package.
- 4.7 It was highlighted that the proportion of Category A to Category B and Category C incidents will impact the number of meter installers needed to deliver the smart roll-out. This is because Category A situations will hold up the meter installer and delay them visiting the next customer.

## **5 NEXT STEPS**

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- 5.1 The Working Group agreed that the production of an industry wide standard approach for determining whether or not the MOP should stay on site where there is a Category A situation should be raised at the next ODG interventions sub-group meeting. PM took an action to raise this with the group.

**Action 01/01: PM**

- 5.2 DCP 244 will be placed on hold until an update is received from the ODG sub-group meeting.

## **6 ANY OTHER BUSINESS**

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6.1 There were no items of any other business.

**7 NEXT MEETING**

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7.1 The next meeting will be organised once discussions have been held with the ODG subgroup.

**APPENDIX A: SUMMARY OF ACTIONS**

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**NEW AND OPEN ACTIONS**

Action Ref.	Action	Owner	Update
01/01	Raise the production of an industry wide standard approach for determining whether or not the MOP should stay on site where there is a Category A situation at the next ODG interventions sub-group meeting.	Paul Morris	