

DCP 209 Working Group Minutes

Meeting Name	DCP 209 Working Group
Meeting Number	14
Date	11 February 2016
Time	2pm
Venue	Web-Conference

Attendee	Company
Chris Allanson [CA] (Chair)	Northern Powergrid
Elaine Carr [EC]	Scottish Power Networks
Elizabeth McClure [EM]	npower
Helen Fosberry [HF]	E.ON
Kevin Woollard [KW]	British Gas
Maria Hesketh [MH]	Scottish Power
Paul Hart [PH]	UK Power Networks
Sarah McKenna [SM]	Northern Powergrid
Terri Hamilton [TH]	SSE
Tracey Pitcher [TP]	Western Power Distribution
Claire Hynes [CH] (Secretariat)	ElectraLink

Apologies	Company
Richard Vernon [RV]	npower

1 ADMINISTRATION

- 1.1 The minutes of the last meeting were approved without amendment. The Working Group updated the open and closed actions as set out in Appendix A.
- 1.2 The Working Group agreed to abide by the Competition Laws Do's and Don'ts for the duration of the meeting.

2 DCP 209 DRAFT CHANGE REPORT AND DRAFT LEGAL TEXT

- 2.1 The Working Group reviewed and amended the DCP 209 draft Change Report which acts as Attachment 1 and reviewed the draft legal text which acts as Attachment 2.
- 2.2 The Working Group agreed with the placement of the Executive summary on the front page of the change report to provide Parties with an immediate overview of the proposed modification. Members deleted the words that *'Suppliers shall take all reasonable steps to 'resolve' unregistered Customers'* from the executive summary as Suppliers can only offer contract terms to a Customer and have no say on whether the Customer will choose to accept those terms. CA agreed to redraft the references to the word 'resolve' in the Supplier related sections of the draft legal text (Clause 4.7 and 5.3).

ACTION 14/01: CA

- 2.3 The Working Group considered a DCUSA Panel member's feedback on the report and agreed to undertake the following actions:

- check whether an obligation on exchanging information including contact details and reporting on the progression of identified premises is contained within the report and the draft legal text.
- review the contents of Schedule 23 to check whether any of the drafting would be applicable to Clause 9 Visit Procedure and 10 Treatment of Vulnerable Customers of the DCP 209 draft Schedule.
- Review the location of Clause 5.11 which covers the legislation that the Distributor has the right to Disconnect a Premises under.

ACTION 14/02: CA

- 2.4 SM agreed to check that the High Level Process diagram contained steps relating to illegal connections that do not have an MPAN in line with paragraph 12.30 and 12.31 of the change report.

ACTION 14/03: SM

- 2.5 The Working Group requested that the reference to 'Consumer's in the title of the change reports pie charts was changed to 'Customers'. On review of the Change Reports attachments the Working Group agreed to remove the High Level Process diagram from Attachment 5 as it is already contained in the proposed draft schedule as an Appendix.

ACTION 14/04: ELECTRALINK

- 2.6 The Working Group considered the practical application of the proposal that DNOs provide the unregistered Customer with a list of Suppliers to register with and the Customer chooses their preferred Supplier. Currently a list of gas Suppliers willing to contract with unregistered gas Customers is maintained at Xoserve. DNOs have an anti-discriminatory obligation and if they were to provide the Customer with a full list of Suppliers (which can be obtained by downloading the annually audited DCUSA Party Information contact list), there would be some Suppliers on this list that would be unable to register the customer. Suppliers would need to indicate their willingness to sign up unregistered Customers and the type of Customers that their business serves such as Commercial, domestic or large Customers (EHV). The group agreed that it would be beneficial to be able to refer the Customer to a third party non-industry website and requested for the Secretariat to circulate the Ofgem preferred website which was incorporated in to the template letters.

ACTION 14/05: ELECTRALINK

- 2.7 Some Suppliers have system limitations and cannot register customers who already have a meter and treat it as a new connection. If an illegal meter is insitu a message would need to be sent to a Meter Operator (MoP) to visit the site, remove the illegal meter and install a legitimate meter which is not possible for a new connection. Members noted that some Suppliers have a workaround but it has not been shared widely in the industry. CA proposed that Northern Powergrid host a teleconference to discuss the best practice Distributor and Supplier processes if this change is approved.
- 2.8 The Working Group agreed to review the Chairs minor amendments to the Change Report and draft legal text ex-committee. Once agreed the DCP 209 draft legal text will be issued to the DCUSA legal advisor for its final review with a view to submitting the change report pack to the March DCUSA Panel.

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- 2.9 CA agreed to provide an update to Lesley Ferrando on the progress of the DCP 209 change and notify her that the DCP 209 change report is expected to be submitted to the March DCUSA Panel.

ACTION 14/06: CA

- 2.10 Members agreed to investigate the DCP 204 Working Group's approach of setting up a teleconference to allow Parties to ask questions on the change during the voting period.

ACTION 14/07: ELECTRALINK

3 WORK PLAN

- 3.1 The Working Group agreed to:
- Update the draft legal text and change report based on the comments at this meeting;
 - Circulate the updated documents to the Working Group for review;
 - Submit the updated legal text to the DCUSA legal advisor and circulate to the Working Group on receipt;
 - Submit the DCP 209 change report to the DCUSA Panel on the 09 March 2016.

ACTION 14/08: ALL

4 ANY OTHER BUSINESS

- 4.1 There were no other items of business.

5 NEXT MEETING

- 5.1 There are no further meetings scheduled for the DCP 209 change.

6 ATTACHMENTS

- Attachment 1 – DCP 209 Draft Change Report
- Attachment 2 – DCP 209 Draft Legal Text

APPENDIX A: SUMMARY OF ACTIONS

NEW AND OPEN ACTIONS

Action Ref.	Action	Owner	Update
09/08	Consider whether some of the steps in the process and visit procedure elements could be placed in an appendix which would not be available on the public section of the DCUSA website but would be available on the password protected section only once the final version of the draft legal text is complete.	All	On-going. CA agreed to review the content of the code of practice and determine whether any of the content is confidential and should be published on the password protected section of the DCUSA website only.
10/05	Circulate the process diagram and the template letters with the Authority decision letter if the DCP 209 change is rejected.	ElectraLink	On-going.
13/03	Update the DCP 209 Change Report on the points discussed at the meeting, including: <ul style="list-style-type: none"> In Section 10 add wording such as <i>following the RFI due to differing views on the template letters it was agreed to publish them on the website for Parties to use.</i> 	Chris Allanson	On-going.
14/01	Redraft the references to the word 'resolve' in the Supplier related sections of the draft legal text.	Chris Allanson	
14/02	<ul style="list-style-type: none"> Check whether an obligation on exchanging information including contact details and reporting on the progression of identified premises is contained within the report and the draft legal text. 	Chris Allanson	

	<ul style="list-style-type: none"> Review the contents of Schedule 23 to check whether any of the drafting would be applicable to Clause 9 Visit procedure and 10 Treatment of Vulnerable Customers of the DCP 209 draft Schedule. Review the location of Clause 5.11 which covers the legislation that the Distributor has the right to Disconnect a Premises under. 		
14/03	Check that the High Level Process diagram contains steps relating to illegal connections that do not have an MPAN in line with paragraph 12.30 and 12.31 of the change report.	Sarah McKenna	
14/04	<ul style="list-style-type: none"> Change the reference to 'Consumer's in the title of the change reports pie charts to 'Customers'. Remove the High Level Process diagram from Attachment 5. 	ElectraLink	
14/05	Circulate the Ofgem preferred website which was incorporated in to the template letters to the Working Group.	ElectraLink	
14/06	Provide an update to Lesley Ferrando (the ofgem observer) on the progress of the DCP 209 change	Chris Allanson	
14/07	Investigate the DCP 204 Working Group's approach of setting up a teleconference to allow Parties to ask questions on the change during the voting period	ElectraLink	

14/08	<ul style="list-style-type: none"> • Update the draft legal text and change report based on the comments at this meeting; • Circulate the updated documents to the Working Group for review; • Submit the updated legal text to the DCUSA legal advisor and circulate to the Working Group on receipt; • Submit the DCP 209 change report to the DCUSA Panel on the 09 March 2016. 	ElectraLink	
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CLOSED ACTIONS

Action Ref.	Action	Owner	Update
13/01	Add the Relevant Instrument, Website and MPAN definitions to the draft legal text	ElectraLink	Completed.
13/02	Check that the updated disconnection and de-energisation definitions are inserted in the new draft Schedule	ElectraLink	Completed.
13/03	Update the DCP 209 Change Report on the points discussed at the meeting, including: <ul style="list-style-type: none"> • Review the Request for Information (RfI) and Consultation response summaries to ensure that Parties comments are fairly reflected in the report. • At Section 12 review and re-word the consultation introduction paragraph taking in to 	Chris Allanson	Completed.

	consideration the multiple mentions of the words 'root causes'.		
13/04	Draft legal text and update the change report to set out the implementation approach discussed (01 April 2016 DCUSA implementation. Legal text to allow six months for Parties to undertake a phased implementation before the full obligations apply).	Kevin Woollard	
13/05	Update the DCP 209 work plan to reflect that the DCP 209 change report will be submitted to the October DCUSA Panel	ElectraLink	