

# Minutes

<b>Meeting Name</b>	DCP 054 Working Group	<b>Meeting Number</b>	011
<b>Meeting Date</b>	27 July 2010	<b>Meeting Time</b>	10:00
<b>Venue</b>	ElectraLink, 2-3 Golden Square, London, W1F 9HR		

## Attendee

Andrew Wallace  
 Angela Mann  
 Danielle King  
 Kevin Woollard  
 Piers Merritt  
 Paul Huffer  
 Sasha Pearce  
 Alex Burford (Secretary)

## Company

Ofgem  
 E.ON UK  
 E.ON UK  
 British Gas  
 British Gas  
 Ofgem  
 Npower Ltd  
 ElectraLink Ltd

## 1. ADMINISTRATION

- 1.1 Apologies were received from Anne Jackson from SSE Energy.

## 2. MINUTES OF THE PREVIOUS MEETING

- 2.1 The minutes from meeting 009 were agreed subject to typographical amendments to 3.3 and 6.1.

## 3. OUTSTANDING ACTIONS

- 3.1 The group discussed the issue of Supplier Policies and their inclusion in the Code of Practice (CoP). AW noted that once the CoP is complete, a review of the DCUSA to assess the definition of Supplier Policies would be required.
- 3.2 An updated action log is attached as Appendix A.

## 4. CODE OF PRACTICE DISCUSSION

- 4.1 The group reviewed the framework for the CoP developed by SP.
- 4.2 The group noted that they will also take into consideration the following issues when reviewing the code of practice: Suppliers Policies, disconnection, meter changes, definition of theft in conveyance, smart metering, passing data to other parties for example between gas and electricity suppliers and legal restrictions.
- 4.3 The group agreed the objectives and developed the following high level principles for inclusion in the CoP:
  - Objectives and Codes. The group reviewed the objectives of the CoP and SP took an action to update as per group instructions.

**Action: SP**

- Obligations on Market Participants. It was noted that SP developed this section as per group instructions from its last meeting. AW noted that

this section is also mentioned elsewhere within the document. AB took an action to update figure B of 2.3 and circulate to SP.

**Action: AB**

SP then took an action to update as per group instructions.

**Action: SP**

- Sources of Information. It was noted that the sources of information section had been updated by AM in accordance with the group's instructions from the last meeting. It was noted that this section should be made clear that its purpose is to help identify theft. The group also noted that 'known offenders' should be defined and that there should also be a section outlining licence conditions. SP took an action to re-word the sources of information section as per the group's instructions.

**Action: SP**

- Communication to initiate an investigation. The group agreed to reward this section to ensure clarity. SP took an action to update as per the group comments.

**Action: SP**

The group also agreed that the section needs to be populated in relation to the communication to initiate an invitation in the gas industry. KW took an action to draft a section that could be included.

**Action: KW**

- Information Exchange. The group noted that the provision of information by suppliers to DNOs and GTs does not capture the safety aspect. AM took an action to update as per groups comments.

**Action: AW**

The group also noted that the section on information given to the RPS from the Supplier should take into consideration Supplier Policies. It was also agreed that this section should reference the exchange of information table. SP took an action to update as per group instructions.

**Action: SP**

The group agreed to add section on the provision of information from DNO to supplier. The group also noted the section on the provision of information from supplier to the RPS. AW took an action to redraft this section as per group instructions.

**Action: AW**

- Collection and Retention of Evidence. AM noted that in practice the RPS investigate the case for the police and then collate all the evidence. The group noted that all meters should be kept for a minimum of 5 months. PM noted that the CoP should not give the impression that the RPS are conducting a criminal investigation and that it is not the role of the

industry to administer justice. AM took an action to update as per group instructions.

**Action: SP**

It was noted that appendix 5 has some repetition. AM took an action to update as per group comments. It was noted that the maintenance of records section still needs to be updated in relation to gas.

- Assessment of unrecorded units. It was noted that this section needs to be clear in relation to charging. The group agreed to seek clarification from Wragge and Co. KW agreed to pick up this issue with Wragge and Co. AW to update as per group comments.

**Action: KW**

**Action: AW**

- Suppliers Policies. The group noted that appendix 2 of the CoP outlines Supplier Policies. As part of the DCP 054 consultation a number of Suppliers have indicated that they would share their policies with the group for inclusion in the CoP. The group noted that there is a need to seek more information from Consumer Focus on this issue. The group agreed to pick up this issue at its meeting with Consumer Focus. AM to circulate a table on supplier policies relating to vulnerable customers.

**Action: AM**

SP took an action to update the section as per group comments.

**Action: SP**

- Reports. The group noted that the reports section needed to be update to ensure clarity. AM took an action to update as per group comments.

**Action: AM**

- Information to Customer. The group noted that the supplier can disconnect the customer for theft at the meter and the DNO can disconnect for theft in conveyance. AM took an action to look at previous documentation on this issue and circulate to the group.

**Action: AM**

- Procedures for Investigation. The group wanted to look at theft in conveyance for this section. AW developed a flow diagram in relation to Gas processes. AB took an action to send to AW a similar one created for electricity.

**Action: AB**

AW took an action to update diagram as per group comments and update the section as per the group comments. AW also noted that he would speak with Xoserve and determine their view on receiving information from the supplier in relation to theft.

**Action: AW**

- Priorities and Timescales. AW noted that he will review the flow diagram on procedures of investigation section and agreed to add timescales. The group noted that a time frame for each category should be outlined to ensure that the RPS are able to effectively manage their time. AM took an action to update as per group comments.

**Action: AM**

- Conduct of Investigations. AM took an action to update as per group comments to ensure clarity.

**Action: AM**

- Visit procedure/gaining entry. SP took an action to update this section as per group instructions to ensure clarity

**Action: SP**

- Disconnection of Supply and Recovery of Costs. It was noted that AW had developed a document on this section following group comments at its last meeting. It was noted that this section should include future developments that Ofgem wish the CoP to consider. The group looked at capable negligence and remedying matters which had been added to the CoP. The group agreed to review the document developed by AW and circulate comments.

**Action: All**

- Treatment of Vulnerable Customers. The group agreed to review this issue when it meets with Consumer Focus.
- Re-visits. AW agreed to develop this section further as per group comments for the next meeting.

**Action: AW**

- Qualified Persons. The group agreed to remove reference to Criminal Records Bureau (CRB) checks on third party agents who wish to gain access to a property. SP took an action to update as per group comments.

**Action: SP**

- Incentive Scheme. It was agreed that an incentive scheme will be included in the CoP upon its development under the DCP 054 Working Group.

- Appendices. The group reviewed the list of appendices in the Code of Practice framework document. SP took an action to update the appendix section as per the group's instructions.

**Action:** SP

AM took an action to speak with legal department within E.ON and update appendix 4 in relation to data protection.

**Action:** AM

## **5. NEXT STEPS**

- 5.1 The group agreed to organise two further meetings to discuss a number of issues with the Ofgem legal representative and a second meeting with the Consumer Focus representative. AW took an action to speak to the Consumer Focus to seek an update on when their principles will be published and if they can attend the meeting in August.
- 5.2 AB took an action to add the item of DCUSA obligations to the next agenda for consideration.

**Action:** AB

- 5.3 The group agreed to complete their actions and forward to AB to collate and distribute before the next meeting.

**Action:** AB

## **6. ANY OTHER BUSINESS**

- 6.1 There was no other business raised at the meeting.

## **7. DATE OF NEXT MEETING**

- 7.1 It was agreed that a sub-group meeting will convene in the week beginning 01 September 2010.

**APPENDIX A – ACTIONS****OPEN ACTIONS**

<b>No.</b>	<b>Action</b>	<b>On</b>	<b>Due</b>
009/01	Speak to National Grid and British Gas on the issue of gas appliance calculation for theft and report back at the next meeting.	AW	25/08/10 Ongoing
011/01a	<p>Update the following CoP sections in line with WG decisions:</p> <ul style="list-style-type: none"><li>• Objectives and Codes</li><li>• Obligations on Market Participants</li><li>• Sources of Information</li><li>• Communication to initiate an investigation</li><li>• Information Exchange</li><li>• Collection and Retention of Evidence</li><li>• Suppliers Policies</li><li>• Visit procedure/gaining entry</li><li>• Disconnection of Supply and Recovery of Costs</li><li>• Qualified Persons</li><li>• Appendices</li></ul>	SP	25/08/10

011/01b	<p>Update the following CoP sections in line with WG decisions:</p> <ul style="list-style-type: none"> <li>• Information Exchange</li> <li>• Assessment of unrecorded units</li> <li>• Procedures for Investigation</li> <li>• Disconnection of Supply and Recovery of Costs</li> <li>• Treatment of Vulnerable Customers</li> </ul>	AW	25/08/10
011/01c	<p>Update the following CoP sections in line with WG decisions:</p> <ul style="list-style-type: none"> <li>• Reports</li> <li>• Information to Customer</li> <li>• Priorities and Timescales</li> <li>• Conduct of Investigations</li> <li>• Disconnection of Supply and Recovery of Costs</li> </ul>	AM	25/08/10
011/02	Update figure B of 2.3 in the Obligations on Market Participants section and circulate to SP.	AB	25/08/10
011/03	Draft a section on the Communication to initiate an investigation for gas that could be included.	KW	25/08/10
011/04	Circulate a table on supplier policies relating to venerable customers to the sub group	AM	25/08/10
011/05	Send to AW a similar a flow diagram for the Procedures for Investigation exchange in relation to electricity.	AB	25/08/10

011/06	Add the issue of DCUSA obligations to the next agenda for consideration.	AB	25/08/10
011/07	Forward completed actions to AB	All	25/08/10
011/08	Collate and distribute actions before the next meeting	AB	25/08/10

**CLOSED ACTIONS**

No.	Action	On	Due
009/02	Review the Ofgem Draft guidance document and relay comments back to AW.	ALL	16/07/10 <a href="#">Complete</a>
009/03	Draft a section to go into the CoP on the issue of theft in conveyance and outline the DNO's duty.	AW	16/07/10 <a href="#">Complete</a>
009/04	Place the issue of charging on the agenda for the next meeting.	AB	16/07/10 <a href="#">Complete</a>
009/05	Circulate documentation from a Consumer Focus meeting.	SP	16/07/10 <a href="#">Complete</a>
009/06	<ul style="list-style-type: none"> <li><u>Objectives and Codes</u>. SP</li> <li><u>Sources of Information</u>. SP</li> <li><u>Collection and Retention of Evidence</u>. AW</li> <li><u>Procedures for Investigation</u>. Develop a number of scenarios and discuss at the next meeting. ALL</li> </ul> <p>Draft a flow diagram for the scenarios. AW</p> <p>Ask AM why she felt 40 days was appropriate. SP</p> <ul style="list-style-type: none"> <li><u>Disconnection of Supply and Recovery of Costs</u>. AW</li> </ul>		16/07/10



	<ul style="list-style-type: none"> <li>• <u>Treatment of Vulnerable Customers</u>. SP</li> <li>• <u>Maintenance of records</u>. SP</li> <li>• <u>Appendices</u>. SP</li> </ul>		
009/07	Speak with HR to ask the SPAA Expert Group meeting on the 14 July, for any participants to attend the next sub-group meeting.	AB	16/07/10 <a href="#">Complete</a>
009/08	Complete actions and forward to AB to collate and distribute before the next meeting.	ALL	16/07/10 <a href="#">Complete</a>
009/09	Confirm the date and venue of next meeting.	ElectraLink	16/07/10 <a href="#">Complete</a>