

Minutes

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| Meeting Name | DCP 054 Working Group | Meeting Number | 034 |
| Meeting Date | 29 January 2013 | Meeting Time | 10:00am |
| Venue | Tele - Conference | | |

Attendee

Glenn Sheern [GS] (Chair)
Anne Jackson [AJ]
Chris Harding [CH]
Ian Main [IM]
Jonathan Purdy [JP] (part meeting)
Lynne Fallon [LF]
Lynne Hargrave [LH]
Richard Vernon [RV]
Roger Parnell [RP]
Tony Savka [TS]
Claire Hynes [CLH] (Secretary)

Company

E.ON UK
SSE Energy Supply
EDF Energy
Scottish Power
UK Power Networks
British Gas
Northern Powergrid
Npower
EDF Energy
Electricity North West
ElectraLink Limited

1. ADMINISTRATION

- 1.1 Apologies were received from Angela Mann (E.ON).

2. 032 and 033 MEETING MINUTES

- 2.1 The minutes of the previous 032 and 033 meeting were agreed without amendment.

3. OUTSTANDING ACTIONS

- 3.1 The Working Group reviewed the actions from the previous 032 and 033 meetings.
- 3.2 A summary of new and outstanding actions is attached as Appendix A.

4. THEFT OF ELECTRICITY CODE OF PRACTICE (CoP)

- 4.1 The Working Group met to discuss the outcome and any actions as a result of the joint DCP 054 and Supply Point Administration Agreement (SPAA)

Theft of Gas Working Group meeting with the Information Commissioner's Officer (ICO) on the 18 January 2013.

- 4.2 The Working Group agreed to populate a table of data items that would be identified as sensitive or non sensitive data with their own compliance team and data protection specialists and that could be shared with other industry parties. This list will then be reviewed by the Working Group at the next DCP 054 meeting.

Action: All

- 4.3 LF provided a summary of the main points which arose from the joint meeting with the ICO to the Working Group. The Working Group raised a series of questions during LF's summary:

- A. What information they were going to share under the current Code of Practice (CoP), and information that could be raised to share in the future?
- B. Evaluating if the Meter Point Administration Number (MPAN) or meter number are personal items of information?
- C. Under what circumstances will the data be shared?

The Working Group agreed to discuss the answers to these questions at the next Working Group meeting.

- 4.4 The group noted the ICO had advised that when providing information to a third party, the data controller needs to be sufficiently satisfied with the other parties' data protection processes. The Working Group discussed who would be deemed an appropriate party to share data of vulnerable customers with; social services, charity groups and help groups. As the list of support groups becomes increasingly informal, the Working Group agreed to work in conjunction with their data protection teams to decide the organization level that they would stipulate the information could be shared with.

Action: All

- 4.5 The Working Group agreed to place the privacy notice in the terms and conditions of their contract with the Customer. The wording of the privacy notice is to be agreed by the Working Group during the next DCP054 Working Group meetings.

- 4.6 The Working Group noted that the Ofgem would be consulting with parties on an electricity Theft Risk Assessment Service (TRAS) in April. The Working Group agreed to deliver a CoP which would set a base line and could be modified for the TRAS at a later date. Based on the assumption of an electricity TRAS in the pipeline, the Working Group agreed that industry parties would sign a contractual obligation to comply with the rules set out in the CoP and Data Protection Act (DPA) for the sharing of information on the theft of electricity under DCUSA until the TRAS was initiated.

5. GREEN DEAL ARRANGEMENTS

- 5.1 The Working Group discussed the impact of the Green Deal Arrangements on the theft of electricity. It was agreed that a Green Deal property could be disconnected if a safety issue was to arise. It was noted that you could not permanently disconnect a property with a Green Deal arrangement and remove the MPAN.
- 5.2 The Working Group discussed if a repeat offender stealing electricity was in a Green Deal Property then the responsible industry party may want to disconnect and not reconnect the property. The group questioned the scenario where finance for a Green Deal instance comes from a financial institution which is receiving reparations for the initial outlay via the Supplier. If the Supplier disconnects the property for theft of electricity, does the Supplier then become obligated to repay the financial institution? The Working Group agreed to raise the question with the Green Deal specialists within their own organisations.

Action: All

6. NEXT STEPS

- 6.1 The Working Group agreed a meeting date of the 27 February 2013 to discuss the data items designated as sensitive or non sensitive data by the industry parties for the PIA and to update the appendices to the CoP.

7. ANY OTHER BUSINESS

- 7.1 The Working Group discussed a device being attached to pre-payment meters that allows the Customer to vend but prevents the Customer from tampering with the meter. It was queried if there would be an appetite within the industry to develop the device further. The Working Group agreed

that the appetite would be diminished with the installation of smart metering taking precedence.

8. DATE OF NEXT MEETING

- 8.1 The Working Group agreed to meet again at 10am on 27 February 2013 to discuss the data items/intelligence that industry parties will be required to share on high risk persons/companies under the theft of electricity.

APPENDIX A – ACTIONS**OPEN ACTIONS**

| No. | Action / Update | On | Due |
|------------|--|---------------|------------|
| 026/01 | Ask the DCUSA Panel if it believed that the ESQCRs should be changed to allow a competent person to de-energise on behalf of a distributor, where the customer's installation is unsafe. Ongoing the group noted that this action was discussed at the DCUSA Panel. The action is around the Panel sponsoring a note to the HSE or to seek legal advice asking for clarity on whether a Supplier can disconnect on grounds of safety. Approved by Panel to seek legal advice, AW to confirm with GS what legal advice should be sought. Ongoing, GS confirmed that the legal advice will be provided for discussion at the DCP 054 Meeting on the 27 of February. | GS | 27/02/13 |
| 030/03 | Each member of the working group will complete the required sections in the PIA DCUSA document. The Working Group agreed to identify the areas of the PIA under which shared information is required when they meet with the ICO before progressing this action. Ongoing, the Working Group agreed to discuss the data items to be shared with industry parties at the next DCP 054 meeting on the 27 February 2013. | Working Group | 27/02/13 |
| 031/05 | Refine the 6.1 Provision of Information from DNOs to Suppliers reference box in the CoP. Ongoing, the refined 6.1 Provision of Information will be reviewed by the Working Group at the next meeting on the 27 February 2013. | LF | 27/02/13 |
| 031/09 | Check whether the reference to Consumer or Customer was appropriate in each instance in the CoP. Ongoing. | JP | |
| 031/10 | Review the reference and obligations of no. 11 and use information straight from the licence. Ongoing. GS confirmed that he will check with Angela Mann on how the review of the reference and obligations was proceeding. | GS & AM | |

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|--------|--|---------|----------|
| 032/01 | Check the set length of time under which new evidence may come to light to allow for a decision to be appealed. This may impact on how long a meter may need to be retained as evidence. GS confirmed that the length of time data may be held for will be revisited at the next Working Group meeting on the 27 February 2013. | GS & AM | 27/02/13 |
| 032/02 | Draft a Best Practice section on the retention of a physical meter for evidence purposes. Ongoing. GS confirmed that the length of a physical meter will be retained for will be revisited at the next Working Group meeting on the 27 February 2013 | AJ | 27/02/13 |
| 034/01 | The Working Group agreed to populate a table of data items that would be identified as sensitive or non sensitive data with their own compliance team and data protection specialists and that could be shared with other industry parties. This list will then be reviewed by the Working Group at the next DCP 054 meeting. | All | 27/02/13 |
| 034/02 | The Working Group discussed who would be deemed an appropriate party to share data of vulnerable customers with; social services, charity groups and help groups. As the list of support groups becomes increasingly informal, the Working Group agreed to work in conjunction with their data protection teams to decide the organization level that they would stipulate the information could be shared with. | All | 27/02/13 |

CLOSED ACTIONS – at this meeting

| No. | Action / Update | On | Due |
|--------|--|-------------|------------|
| 032/03 | The CoP will contain a requirement to issue a monthly report on Theft and Conveyance issues. The question to be added to the agenda for the meeting with the ICO is 'Should DNOs be sharing the data with the Suppliers?' | ElectraLink | 18.01.2013 |
| 032/04 | If the DNO finds there is a beneficiary from theft and conveyance outside of the property boundary, can they advise the Supplier responsible for usage within the property boundary that there is a risk of the benefactor stealing from them'. This question is to be added to the Agenda for the meeting with the ICO. | ElectraLink | 18.01.2013 |