

Interventions Working Group (IWG) Minutes

Meeting 39

15 April 2020 at 10:00am

Teleconference

Attendee	Representing
IWG Members	
Colin Gentleman [CG]	Scottish and Southern Electricity Networks
Dave Brogden [DB]	Scottish and Southern Electricity Networks
Dave Wright [DW]	Npower
David Brown [DB]	E.ON
Gillian Groundwater [GG]	SSE
John Heague [JH]	Data Serve UK
Paul Abreu [PA]	Energy Networks Association
Paul Morris [PM]	UK Power Networks
Peter Skirvin [PS]	Electricity North West
Rachael Williams [RW]	Scottish Power
Richard Brady [AB]	Western Power Distribution
Richard Hill [RH]	Centrica
Geoff Huckerby	Power Data Associates
Secretariat	
Amina Uddin [HP] Secretariat	ElectraLink
Richard Colwill [RC] Chair	ElectraLink
Apologies	
Andy Clay [AC]	Department for Business, Energy and Industrial Strategy (BEIS)
Simon Wilson [SW]	EDF Energy

1. Welcomes and Apologies

- 1.1 The Chair welcomed attendees to the 39th IWG meeting.
- 1.2 The Working Group agreed to act in accordance with the terms set out in the DCUSA “Competition Law Guidance”.

2. Minutes

- 2.1 There were no comments or questions and the Group approved the minutes of the last meeting as an accurate record. A version of the minutes can be found in Attachment 1.

3. Outstanding Actions

- 3.1 The outstanding actions and associated discussions are included as Attachment 2.

4. COVID-19 – Member Updates

- 4.1 IWG members provided updates on the current impacts COVID-19 is having on their Companies. Members stated that practices were continuing as per updates on 1st April such as:
 - Where possible staff are working from home, and only travelling when essential
 - Only emergency and critical work is being completed by DNOs and Suppliers
 - Number of Category A jobs have decreased significantly
 - Various approaches to pre-paid customers as below:
 - Some companies offering to attend property and load the credit on card
 - Some considering upgrading meters to smart if possible, where customers can then top-up online
 - Some have increased their emergency credit limit
- 4.2 There were discussions regarding shortages of PPE, in particular, flame-retardant coveralls due to the COVID-19 pandemic. BEIS is aware of the issue and the Secretary of State had been informed of the issues outlined.
- 4.3 PA informed the IWG that BEIS had issued some questions to DNOs regarding their plans for when restrictions are lifted, and intervention volumes return to pre COVID-19 levels. ENA/ DNOs will be responding to this request. All DNOs are fully prepared to ramp-up whenever government advice

changes and suppliers start to return to full operation. DNOs all have PPE policies in place and are not experiencing any front-line staff resourcing issue at present. Some of the DNOs use contractors for some of the interventions work. Some contractor staff have been furloughed but it is expected that the contractors will be able to return to full strength by the time the intervention volumes return to pre-COVID levels.

- 4.4 Concerns were raised in regards to the recent ENA statement to Suppliers requesting that if the Supplier's urgent work activity discovers a Category B issue, that prevents their corrective action, that this issue be reported to the DNO by telephone as though it was a Category A issue, and if appropriate, notifying the DNO of the Covid-19 status of any affected occupants. The concern raised was that some MOP parties are calling in the Category B issues discovered during their urgent metering works but that they are also later reporting the same Category B issue through a DTN flow. ENA will issue a further statement to address this issue and ensure that these issues are not raised twice.
- 4.5 At the last meeting DNOs on the call raised concerns that they have received a lot more customer calls related to metering and billing issues. There are concerns that some Supplier automated messages are providing inaccurate advice and PA has escalated this concern to Jason Stevens at EUK and Boz Laird-Clowes at BEIS, providing some examples. It was noted that EUK is drafting some high-level principles regarding this issue that Suppliers will sign-up to.

5. AOB

- 5.1 There was no other business and the meeting was closed.

6. Next Meeting

- 6.1 The next IWG meeting will be held on 29th April 2020 via Skype. The meeting will start at 10am.

7. Attachments

- Attachment 1: IWG 38 – Minutes
- Attachment 2: Outstanding Actions