

DCP 364 Working Group Meeting 01

30 March 2020 at 10am

Skype/ Teleconference

| Attendee | Company |
|--|-------------|
| Working Group Members | |
| Liam Gallagher L[G] | BUUK |
| Andrew Sherry [AS] | ENWL |
| Paul Abreu [PA] | ENA |
| Paul Morris [PM] | UKPN |
| Simon Wilson [SW] | EDF Energy |
| Tracy Pack [TP] | SSEN |
| Warren Lacey [WL] | NPG |
| Luke McMurdo [LM] | British Gas |
| Adrian Windly [AW] | UKPN |
| Code Administrator | |
| Richard Colwill [RC] (Chair) | ElectraLink |
| George Dawson [GD] (Technical Secretary) | ElectraLink |

| Apologies | Company |
|------------------|----------------------|
| Lucy Ritchie | EU Skills |
| Dave Wright | Npower |
| Rachael Williams | SPEN |
| Alex Williams | UKPN |
| Geoff Huckerby | PowerData Associates |

1. Administration

- 1.1 The Chair welcomed the members to the meeting.
- 1.2 The Working Group reviewed the “Competition Law Guidance”. All Working Group members agreed to be bound by the Competition Law Guidance for the duration of the meeting. The Working Group also agreed to the Terms of Reference set out for the DCP 364 Working Group.

2. Purpose of the Meeting

- 2.1 The Chair set out that the purpose of the meeting was to review the Change Proposal form and look to provide initial thoughts to be used in the draft consultation document.

3. Background of DCP 364

- 3.1 The Working Group reviewed the consultation document. Key points from the review are below:
 - There is currently no register of metering services cover provided by Suppliers which often have very different hours and modes of operation for both the customer call centres and the emergency response services. This can often leave customers off supply without a clear follow up expectation. There has been extended support for this by the Interventions Working Group (IWG) for DCUSA to manage an interface which contains all the relevant contact data for Suppliers. This change seeks to address this issue.

4. Review and Discussion of DCP 364

- 4.1 WL noted that NPG currently provide their own full process to its relevant Suppliers. However, they would support this Change and they recognise the benefit it would have to the Industry. This Change would also enable them to regularly get in contact with Suppliers, which they cannot do at times currently.
- 4.2 PA noted that currently, all DNOs will take different views when the situation arises, as they do not want to take on the Suppliers obligations. By implementing this Change, there will be greater clarity on what the Supplier’s emergency metering services are and as such, what the relevant actions the DNO can take.
- 4.3 The Working Group reviewed the proposed solution to DCP 364, which requests that the Supplier completes a table providing details of their emergency metering facilities and contact information as below:

| Supplier Name | Supplier Contact Facility | | | | On Site Meter Availability |
|---------------|--|---|---|---|--|
| | Operating Hours (Mon – Fri) & (Weekends) | Supplier Call Centre Contact Details – For Customer Use | Supplier Call Centre Contact Details – Emergency Line for DNO or Emergency Services | E-mail Address – For Customers or DNO to pass extra information | Emergency services out of hours’ time of operation – Weekdays/ Weekends/ Bank Holidays |
| All DNOs | | | | | |
| DNO1 | | | | | |
| DNO2 | | | | | |
| DNO3 | | | | | |

- 4.4 The Working Group discussed the above and noted that there is no request for information regarding additional contact facilities available to customers when the call centre is unavailable. It was therefore agreed that an additional column would be added for Suppliers to provide this information. It was also noted that each data items should be clearly referenced, with the definitions for each detailed below the table. PM took an action to make the necessary updates.

Post Meeting Note

- 4.5 PM completed the proposed updates to the table and definitions, and these can be found below:

| Supplier Name | Customer Contact Facility | | | | | On Site Meter Operator Reponse |
|---------------------|---|--|--|--|--|---|
| | (A) Operating Hours (Mon - Fri) & { Weekends } | (B) Supplier Call Centre Contact Details - Fore Customer Use | { C } Customer Facilities out of hours of operation - message facility / Email / webchat | (D) Supplier Emergency Line for DNO's or Emergency Services | (E) E mail address - for DNO to pass extra information | (F) Emergency services time of operation Weekdays / Weekends / Bank Holidays |
| All Dno's | | | | | | |
| DNO1 | | | | | | |
| DNO2 | | | | | | |
| DNO3 | | | | | | |

The request for information includes the following:

Supplier Name – include any trading names if different in the Supplier name – where the trading names are operating with different contact numbers please add separate table.

- A) The call centre operating hours weekdays, weekends and bank holidays for customers to ring for a metering emergency
- B) Tel Number(s) for the customer to call in emergency – if there are different contact numbers for domestic please include.
- C) Identify here any additional contact facilities available to customers when the call centre is unavailable
- D) An emergency contact number dedicated for DNO's or emergency services to call - dedicated numbers not to be shared with customers
- E) E-mail contact or other facilities for follow up information
- F) Meter Operator on site operational availability - time of operation to respond to metering emergencies

ACTION 01/01: Working Group to review the amended table and definitions and provide any comments by Thursday, 9th April.

- 4.6 The Working Group noted that the statement 'out of hours' within the CP title and intent statement may be misleading to Parties, as this the CP also includes standard working hours. Therefore, this CP is effectively seeking information on all Suppliers operating hours for emergency metering service provisions. It was therefore agreed to make the following amendments to the title and intent statement for clarity.

DCP 364 Title

Original: Provision of information on Suppliers out of hours metering service provisions

Proposed amendment: Provision of information on Suppliers operating hours for emergency metering service provisions

DCP 364 Intent Statement

Original: To require supplier parties to provide and maintain up to date information on Suppliers out of hours metering service provisions.

Proposed amendment: To require Supplier Parties to provide and maintain up to date information on their operating hours for emergency metering service provisions.

- 4.7 The Chair noted that any change to the intent statement would need to be approved by the DCUSA Panel and therefore this will be submitted to the Panel for approval on 15th April.

ACTION 01/02: Secretariat to update the Change Proposal form and submit to the April DCUSA Panel for approval.

- 4.8 The next stage in this Working Group will be to issue a consultation to industry. The Chair queried what questions the Group would want included in the draft Consultation document and the Group agreed on:

- Does the reader understand the intent of the Change?
- Do you agree with the principles of the Change?
- Is the content of the table and Change sufficient to provide the relevant data requested?
- Does it facilitate the DCUSA Objectives?
- Does the Change impact any Code Review or other code projects?
- Do you agree with the implementation dates?
- Do you agree with the proposed legal text?

- 4.9 The Secretariat took an action to produce a draft consultation and circulate to the Working Group for comments.

ACTION 01/03: Secretariat to produce a draft consultation document and circulate to the Working Group for comments by Thursday, 9th April.

5. Next Steps

- 5.1 The next steps are as follows:

- Secretariat to submit amended CP to DCUSA Panel for approval at the meeting scheduled for 15th April;
- Working Group to review the amended table and definitions and provide any comments by Thursday, 9th April; and

- Secretariat to produce draft consultation document and circulate to the Working Group for comments by Thursday 9th April.

6. Work Plan

- 6.1 A version of the DCP 364 Work Plan can be found as Attachment 1.

7. Agenda Items for the Next Meeting

- 7.1 The Chair noted that at the next meeting, if needed, the Working Group would review the Consultation document.

8. Any Other Business

- 8.1 There were no further items of AOB, and the Chair closed the meeting.

9. Date of Next Meeting

- 9.1 A meeting invite will provisionally be put in the diary for 16 April between 10am and 12pm, via teleconference to review the consultation document. We will review nearer the time if this meeting is needed.

New and Open Actions

| Ref. | Action | Owner | Update |
|--------------|--|-------------|--------|
| 01/01 | Working Group to review the amended table and definitions and provide any comments by Thursday, 9 th April. | All | |
| 01/02 | Secretariat to update the Change Proposal form and submit to the April DCUSA Panel for approval | ElectraLink | |
| 01/03 | Secretariat to produce a draft consultation document and circulate to the Working Group for comments by Thursday, 9 th April. | ElectraLink | |