

DCP 383 Working Group Meeting 01

15 March 2021 at 10am
Teleconference

| Attendee | Company |
|--|----------------------------|
| Working Group Members | |
| Rebecca Wells [RW] | Ofgem |
| Colin Gentleman [CG] | SSEN |
| Warren Lacey [WL] | Northern PowerGrid |
| Geoff Huckerby [GH] | AMO |
| Leroy Sterling [LS] | UK Power Networks |
| George Barnes [GB] | Utilita |
| Paul Morris [PM] | UK Power Networks |
| Richard Brady [RB] | Western Power Distribution |
| Megan Coventry [MC] | SSE |
| Code Administrator | |
| Richard Colwill [RC] (Chair) | ElectraLink |
| George Dawson [GD] (Technical Secretary) | ElectraLink |

1. Administration

- 1.1 The Chair welcomed the members to the meeting and noted the two apologies.
- 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.
- 1.3 The Terms of Reference sent out prior to the meeting were agreed.

2. Purpose of the Meeting

- 2.1 The Chair set out that the main purpose of the meeting was to review the CP form which had been submitted to the DCUSA Panel and the proposed solution within the CP. This review will allow the Working Group to make initial steps toward writing the Consultation document.

3. Overview of DCP 383

- 3.1 The Chair asked Paul Morris to provide a background of DCP 383 to the Working Group.
- 3.2 The proposal seeks to include provision in the DCUSA to provide a facility for licensed Distributors to move whole current meters as part of customer requested works to alter the service position.
- 3.3 When customers request a service alteration, the coordination / planning of the physical service alteration and the attendance of the Supplier on the same date to move the meter to maintain supply can be problematic for the customer. This causes lead times for attendance to impact on work dates, leading to customer frustration and negative results from the broad measure of customer satisfaction feedback.

4. Review and Discussion of DCP 383

- 4.1 In general, members agree that the inclusion of a provision in the DCUSA to provide a facility for licensed Distributors to move whole current meters as part of customer requested works to alter the service position would be beneficial to improve the customer journey.
- 4.2 A member queried whether there would be any costs needing to be recharged to the Supplier for the work that the DNO carries out. It was suggested that these costs would be borne by the customer as it is their choice on who carries out the work. By trying to keep it open and non-restrictive, the customer will have a choice as to who will undertake the work.
- 4.3 The Working Group agreed that they need to fully understand the customer journey and the potential scenarios that could exist if this change is approved. For example, how is this choice communicated to the customer, what are the potential issues with smart connectivity if the smart meter is moved and how should this be considered. It was noted that there is a lack of Supplier representation on this Working Group and therefore it was agreed that an RFI should be issued to seek views on the above.
- 4.4 In particular, the Working Group is keen to review all the potential customer scenarios so that they can ensure that the proposed solution captures these scenarios and that the aim of improving the customer experience is achieved if this CP is implemented.
- 4.5 The Working Group also discussed MOCOPA audits and whether the DNO should be audited similar to Meter Operators. At present, Meter Operators have independent audits to assess their use of the processes and procedures, and technical competencies. It was agreed that industry thoughts on this could be captured in the consultation.

Post meeting note

- 4.6 The Secretariat circulated a draft RFI to the Working Group on 19 March seeking feedback. An updated version can be found in Attachment 1. The Working Group is asked to review the attached version and provide feedback by end of Tuesday, 23 March.

ACTION 01/01: The Working Group to review the draft RFI and provide feedback by Tuesday, 23 March.

5. Agree Work Plan and Next Steps

- 5.1 The Chair queried what the best next steps could be for this Change and Working Group moving forward. Below is a list of the agreed next steps by the Working Group.

- The Secretariat to try and obtain more Supplier representation into the Working Group.
- The Secretariat to engage with the MRA regarding their REC merge and how it could impact the proposal for a flow facility to communicate any meter move.
- Release an RFI to DNOs and Suppliers seeking views on this change.

- 5.2 The latest version of the DCP 383 Work Plan can be found in Attachment 2.

ACTION 01/02: Secretariat to seek more Supplier representation on the Working Group.

ACTION 01/03: Secretariat to engage with the MRA regarding their REC merge and how it could impact the proposal for a flow facility to communicate any meter move.

6. Agenda Items for the Next Meeting

- 6.1 At the next Working Group, members will review the RFI responses and develop the proposed solution.

7. Any Other Business

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

8. Date of Next Meeting

- 8.1 The next Working Group is scheduled for Monday, 19 April between 10am and 1pm.

New and Open Actions

| Ref. | Action | Owner | Update |
|-------|--|-------------|--------|
| 01/01 | The Working Group to review the draft RFI and provide feedback by Tuesday, 23 March. | All | |
| 01/02 | Secretariat to seek more Supplier representation on the Working Group. | ElectraLink | |
| 01/03 | Secretariat to engage with the MRA regarding their REC merge and how it could impact the proposal for a flow facility to communicate any meter move. | ElectraLink | |