DCUSA

Interventions Working Group - Meeting 56

02 June 2021 at 10:00am
Teleconference on Teams

Attendees	Company
Callum Sheen [CS]	E.ON
William McKay [WM]	SSEN
Geoff Huckerby [GH]	Power Data Associates
Martin Murphy [MM]	NPg
Paul Morris [PM]	UK Power Networks (UKPN)
Rachael Williams [RW]	SPEN
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy
Richard Brady [RB]	WPD
Richard Cockerill (RiC)	OVO
Peter Skirvin [PS]	Electricity North West (ENW)
John Heague [JH]	Scottish Power
Dave Wright [DW]	Npower
Boz Laird-Clowes [BLC]	BEIS
Secretariat	

Richard Colwill [RC] (Chair)	ElectraLink
Amina Uddin [AU]	ElectraLink
Apologies	
Paul Abreu [PA]	Energy Networks Association (ENA)

1. Administration

1.1 The Chair welcomed attendees to the 56th IWG meeting.

1.2 The Chair reminded members to act in accordance with the terms set out in the DCUSA "Competition Law Guidance" for the duration of the meeting.

2. IWG 55 – Draft Minutes

2.1 The minutes from the previous meeting held on 06 May 2021 were reviewed.

2.2 The Chair and group agreed the minutes to be an accurate reflection of the discussions held at the previous meeting. A version of these minutes can be found in Attachment 1.

3. Outstanding Actions

3.1 The IWG reviewed the outstanding actions, and an updated version of the actions log can be found in Attachment 2.

4. Review of Structure of IWG

4.1 An action was taken at the last meeting for members to respond to review the existing Terms of Reference (ToR) to see if they still reflect the purpose of the IWG, consider the ongoing agenda items and provide details on preferred meeting approach and duration. Response from members have been collated and can be found in Attachment 3.

4.2 The Working Group reviewed the responses and the key points from these discussions can be found below:

ToR

4.3 All respondents believed that that the ToR still reflect the purpose of IWG. However, it was questioned whether the agenda could be tailored to better reflect what IWG is seeking to achieve. In particular, the following aspects of the ToR were discussed:

- Ensure that the requirements created by Clause 30.5 are fully operational
- Ensure any risks and issues to the effective operation of Clause 30.5 are identified and resolution options developed and implemented
- Ensure arrangements are in place for the ongoing monitoring and review of the effectiveness of these arrangements and the identification of improvement opportunities
- Review supplier forecast reporting arrangements
- Review SLA performance, as appropriate, to explore any underlying issues where collaborative action/support may help to address any issues
- Review distributor readiness to support the supplier smart rollout profile by time, volume and geography and identify any potential operational issues (where these can be discussed without breaching commercial relationships)
- Identify collaborative improvements in the on-site smart metering activity (across suppliers, distributors and meter operators) and supporting business processes
- Review data flow or telephoned reports to identify opportunities for improving the quality of reporting of network issues from site
- Review feedback from field teams to identify opportunities for process improvements – both reporting processes and resolution processes
- Share field experiences to find improved ways of working and develop areas of mutual support, as required
- Identify/flag examples of best practice ways of working together for others to follow
- Develop evidence based recommendations for improving the installation and rollout of smart metering
- Review feedback on any post installation faults to aid continuous improvement

4.4 After discussion, the Working Group identified that they were keen to be led by data when identifying any operational, safety and reporting issues for resolution by the IWG. For example, are there any common issues across the industry being pick up from Distributor and Supplier bilateral meetings, what are the top five issues coming through the DTN. An action was taken for Distributors to review the intervention reports they receive from Suppliers and establish what the key common issues are across the industry and whether there are any quality issues regarding the reporting of issues.

4.5 An action was taken for members to review the items in 4.3 above (Section 2.3 of the ToR) and consider how IWG could ensure that any issues relating to the topics can be captured and addressed. Back in 2019, four workstreams were established with the aim being that they

captured the main issues at the time, across the topics within the ToR. It was agreed that these would be reviewed by IWG members prior to the next meeting to identify any gaps/ issues and successes from these workstreams. This activity will help with determining next focus areas. A presentation detailing the four workstream topics can be found in Attachment 4. It was noted that it will be important to set success criteria moving forward so that we can measure success as a group.

4.6 IWG members are keen to understand if SLA performance can be reviewed at meetings, to help identify both best practice and areas that need improvement. The sole purpose of reviewing this data would be for safety issues and offering support and guidance where issues are identified. The Secretariat took an action to investigate how this might work and what data could be shared.

Teleconference vs Face to Face meetings

4.7 The IWG agreed that for the remainder of 2021, it would be sensible to continue with teleconference meetings. After discussion, it was agreed that the monthly meetings which were established at the start of the pandemic are no longer needed and bi-monthly would now be more appropriate. The Secretariat took an action to reissue invites as appropriate. It was agreed that moving forward teleconference meetings would be scheduled for 10am-1pm.

4.8 There was an appetite for face to face meetings, when safe to do so, but it was acknowledged that the agenda items would need to justify this.

ACTION 56/01: Distributors to review the intervention reports they receive from Suppliers and establish what the key common issues are across the industry and whether there are any quality issues regarding the reporting of issues.

ACTION 56/02: IWG members to review the items in 4.3 above (Section 2.3 of the ToR) and consider how IWG could ensure that any issues relating to the topics can be captured and addressed. What agenda items would you like to see moving forward, what data would you like to see presented?

ACTION 56/03: The Secretariat to investigate the various reporting in relation to Clause 30.5 within DCUSA and consider how this could be aggregated and presented at IWG.

ACTION 56/04: The Secretariat to reissue IWG invites to reflect the new meeting dates and times.

5. Smart Meter Installs

5.1 The monthly smart meter installs for April 2021 were circulated with the meeting papers. The May numbers will be issued shortly.

6. Any Other Business

6.1 There was no other business raised and the meeting was closed.

7. Next Meeting

7.1 The next IWG meeting is scheduled to be held on 07 July 2021 via Microsoft Teams. The meeting will start at 10:00am.