

# DCUSA SIG Meeting 131 Minutes

29 April 2022 at 10:00am: Web Conference

Attendee	Company
<b>Working Group Members</b>	
Carl Dennis [CD]	Shell
Catherine Duggan [CD]	ENWL
Christine Austin [CA]	ENWL
Diane Lyon [DL]	Scottish Power
Donna Townsend [DT]	Energy Assets
George Barnes [GB]	Utilita
Kevin Woollard [KW]	Centrica
Lee Stone [LS]	EON
Lynne Higgins	Octopus
Peter Waymont [PW]	UKPN
Richard Ellis [RE]	WPD
Shaun Crosbie [SC]	Energy Assets
Simon Vicary [SV]	EDF
William McKay [WM]	SSEN
<b>Code Administrator</b>	
Mel Kendal [MK] (Secretariat)	ElectraLink
Richard Colwill [RC] (Chair)	ElectraLink

## 1. Administration

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- 1.1 The Chair welcomed the members to the meeting.
- 1.2 SIG members reviewed the “Competition Law Guidance”. All members agreed to be bound by the Competition Law Guidance for the duration of the meeting.
- 1.3 The SIG members confirmed that the minutes from the last meeting were an accurate record.

## 2. DIF 63 - Provision of a Supplier Emergency 24/7 Metering Service

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- 2.1 The SIG members discussed DIF 63 – Provision of a Supplier Emergency 24/7 Metering Service.
- 2.2 The DCUSA Party that raised this issue are concerned that Suppliers do not seem to provide a 24/7 emergency metering service that enables a Customer to speak to an agent and/or receive a visit from a field operative outside normal business hours which is causing detriment to Customers.
- 2.3 Following the implementation of DCP 364 ‘Provision of Information on Suppliers Emergency Metering Service Provisions’ on 05 November 2020, there is now a ‘Supplier Emergency Metering Service Provisions Register’ to be populated by Supplier Parties to provide and maintain up-to-date information on their emergency metering service provisions; however, it has been suggested that this needs to go further and provide an opportunity for a Customer to ‘speak’ to its Supplier when off supply due to a metering fault (including when out of hours).
- 2.4 It was also suggested that an RFI may be beneficial to gain a better understanding of the data relating to how many Customers this is currently affecting.

**ACTION 131/01: Secretariat to draft an RFI (for both Distributors and Suppliers) and circulate to the Working Group for review.**

- 2.5 One member suggested this issue may be better suited under the Retail Energy Code (REC) as opposed to DCUSA as it is dual fuel. The group agreed that this could be suggested at the Cross-Code Steering Group for direction in where this potential change would sit.
- 2.6 If it is later decided that this Change would be better suited under the REC, DCUSA would be able to hand over the feedback gained from the RFI as this would still be beneficial and can be carried out prior to this decision.
- 2.7 An action was taken for the Secretariat to contact a REC representative to seek their thoughts on this.

**ACTION 131/02: Secretariat to contact a REC representative to seek their thoughts on where this issue would be better suited for progression, and feedback to the Working Group.**

- 2.8 It was noted that Customers off supply can contact other Suppliers when off supply due to a metering issue.
- 2.9 It was also mentioned that Customers may not fully understand ‘friendly credit’ for those with Prepayment Meters who may panic that they may run out of gas/electricity over the weekend and more guidance and information around this is needed.

- 2.10 **Draft RFI Questions:**

- 2.11 As a Distributor how many jobs have you attended over the last 24 months that are metering issues? What are the main issues relating to the meter (i.e., prepayment vs credit)?
- 2.12 Do you (as DNOs/IDNOs) currently provide urgent metering services?
- 2.13 What is your interpretation of the existing licence obligations?
- 2.14 As a Supplier how can a Customer contact you? When contacted, what is the process?
- 2.15 As a Supplier how long do you provide emergency metering for (what hours of the day)?
- 2.16 Which Code would this Change be best suited (i.e., DCUSA/REC)?
- 2.17 Do you have any alternate solutions?
- 2.18 Any other comments?

### 3. Any Other Business

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- 3.1 The Chair asked the group if there were any other items of business to be raised.
- 3.2 There were no further items of business raised.

### 4. Date of Next Meeting:

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- 4.1 The next SIG meeting will take place on 27 May 2022, via Microsoft Teams.

## Appendix 1

### New and open actions

Action Ref.	Action	Owner	Update
<b>129/02</b>	Secretariat to investigate current issues regarding the User Smart Meter Installation Forecast Reporting.	ElectraLink	
<b>131/01</b>	Secretariat to draft an RFI (for both Distributors and Suppliers) and circulate to the Working Group for review.	ElectraLink	
<b>131/02</b>	Secretariat to contact a REC representative to seek their thoughts on where this issue would be better suited for progression, and feedback to the Working Group.	ElectraLink	

### Closed Actions

Action Ref.	Action	Owner	Update
<b>129/01</b>	Secretariat to set up a DIF 62 Sub-Group and issue invites.	ElectraLink	Completed