

Interventions Working Group - Meeting 63

06 July 2022 at 10:00am
Teleconference on Teams

Attendees	Company
Boz Laird-Clowes [BLC]	BEIS
Callum Sheen [CS]	E.ON
Geoff Huckerby [GH]	Power Data Associates
Martin Murphy [MM]	NPg
Nick Dodridge [ND]	EDF Energy
Paul Abreu [PA]	Energy Networks Association (ENA)
Paul Fitzgerald [PF]	SSEN
Paul Morris [PM]	UK Power Networks (UKPN)
Peter Skirvin [PS]	Electricity North-West (ENW)
Richard Brady [RB]	WPD
Richard Cockerill [RiC]	OVO
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy
Secretariat	
Andy Green [AG]	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink
Richard Colwill [RC] (Chair)	ElectraLink

1. Administration

- 1.1 The Chair welcomed attendees to the 63rd 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 62 – Draft Minutes

- 2.1 The minutes from the previous meeting were reviewed. The group agreed the minutes to be an accurate reflection of the discussions held at the previous meeting. These are included as **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. Phenolic Cut Out Incidents – Update

- 4.1 The Chair asked members if there were any updates following the circulation of the bulletin regarding the phenolic cut out incidents.
- 4.2 PM advised that UKPN have sent devices to a company to complete a forensic investigation and will update IWG members when this has concluded. PM noted that they hope to find a cause for the voltage or to establish whether there is an issue with test equipment.
- 4.3 PF also agreed to provide an update to the group on SSEN’s investigation when it had concluded.
- 4.4 RB noted that WPD have been reviewing their internal policies for handling these types of cut outs and noted that there had been another incident where the fuse holder had melted. RB noted that in this case, no surface voltage had been detected and that although the Meter Operator (MOP) had taken photos of the incident, they no longer have the device for testing.
- 4.5 RH noted that the investigations, and associated outcomes should be treated as a matter of urgency as the bulletin is an interim measure. The group agreed to add this as a standing agenda item going forward.

5. Operational, Safety and Reporting Issues

Disconnection of load curtailment CTs by DNO engineers

- 5.1 RH presented a photo of a disconnected load curtailment CT to the group. This is included as **Attachment 3**.
- 5.2 RH noted that they have been made aware of incidents where the devices have been removed or cut in half during cut out upgrades. RH noted that the devices are protecting the cabling and DNO assets and therefore removing them puts the equipment at risk.

- 5.3 RH agreed to send additional pictures to PA. PA agreed to raise this for awareness at the next Service Terminations Issues Group (STIG) meeting on 09 August.

Provision of photos when encountering electrical events & alleged waste visits to site

- 5.4 RH advised that providing photos of electrical incidents allows an investigation to be undertaken to establish the root cause. RH noted that in many incidences, photos are not provided, and the equipment is not retained, thus making an investigation difficult.
- 5.5 The group discussed and highlighted that a template had previously been produced to use when reporting incidents. RB agreed to send the template to the Secretariat to be circulated to members. The Secretariat agreed to work with RB to create a reminder to circulate to Parties regarding the provision of photos when reporting incidents.

63/01: Secretariat to work with RB to create a reminder to circulate to Parties regarding the provision of photos when reporting incidents.

- 5.6 PA also agreed to highlight the matter at the next STIG meeting.
- 5.7 PM provided a set of UKPN guidance slides, regarding collating incident evidence. These can be found as **Attachment 4**.

6. BNO Identification Issues – Discussion and Potential Solutions

- 6.1 The Chair advised that an action had been taken at the previous meeting to add an item to the agenda of this meeting regarding Building Network Operator (BNO) identification issues.
- 6.2 PA noted that he had a discussion with David Jones from Alt HAN regarding this as they will be collecting BNO information as part of their work on resolving Crowded Meter Rooms (CMRs). PA noted that it could be useful to have access to this information, however that it would only relate to CMR situations, and therefore the amount of data would be limited. The Chair agreed that this is positive but would not solve the entire issue.
- 6.3 PA noted that, to avoid a customer being off supply for a prolonged period of time, the DNO often runs the repairs themselves rather than looking for the associated BNO as this information is difficult to find. PA acknowledged that this has been a longstanding challenge, to which there is not yet a solution.
- 6.4 RH suggested that a starting point could be to identify cases in which the DNO is also the BNO, as DNOs should have this information to pass on to Suppliers. PA agreed that DNOs should know which buildings are theirs. PM noted that UKPN have a phoneline for Suppliers to use to check this information. PM noted that this number is still live, however hasn't been used in some time. RH suggested that this number is shared through bilaterals.
- 6.5 The Chair clarified that this matter will be picked up through the bilaterals initially, however that this would remain as a standing agenda item so any updates can be shared.

7. Opportunity for updates on related IWG activities

- 7.1 The Chair informed the group of the below updates:

DCP 394 - Allow any REC Accredited Meter Operator to De-Energise any Metering Point

- 7.2 The Chair advised that DCP 394 was issued for consultation on 20 June 2022, and that the response deadline has been extended until midday on 18 July 2022.

- 7.3 The Chair noted that the Retail Energy Code (REC) held a webinar on 05 July 2022 including a question and answer session regarding the associated REC change, R0021. The Chair noted that the webinar was recorded so should be available on the REC website soon.

DCP 400 - Commissioning of Works using shared Meter Operator services by the Crowded Meter Room Coordinator

- 7.4 The Chair advised that the DCP 400 consultation was issued on 05 July 2022 and that the deadline for responses is 26 July 2022. The Chair noted that, as with DCP 394, there will be an associated REC change however that this is not yet in progress. The Chair advised that Alt HAN are seeking to run a pilot and will therefore need an interim solution in place until the REC change is complete.

- 7.5 PM asked whether there is any reference to the previously discussed BNO issues within DCP 394. The Chair noted that it is not currently included, however agreed that something will likely need to be added.

- 7.6 PA noted that DCP 394 will cover DCUSA Parties only and that BNOs do not accede to DCUSA. PA agreed that there is uncertainty regarding BNOs. The Chair agreed to consider this matter ahead of the next DCP 394 Working Group meeting on 25 July 2022.

8. Smart Meter Installs

- 8.1 Members noted the contents of the Smart Meter Installs paper. There were no questions or comments.

9. Any Other Business

- 9.1 The Chair asked if there were any other items of business to discuss. Several matters were raised by members.

New data flow for service alteration works update

- 9.2 RB asked for an update on the new data flow for service alterations relating to DCP 383 'Provision for Distributors to move Meters for Service Alterations'. The Chair noted that they had created a specification and that this is currently with REC. The Chair noted that they have received several comments that they will look into and address. The Chair noted that one comment was received from a Supplier requesting a flow back to the DNO.

- 9.3 PM noted that flows and the provision of information will need to be considered for DCP 394. PM noted that if there are any post work issues, the Safe Isolations Provider (SIP) will need to be able

to be identified. PM also noted that there will need to be a way to mitigate the power outage alerts that will be triggered by the SIP work.

- 9.4 The Chair advised that if the change is implemented SIPs will be party to DCUSA, and suggested that a function could be created on the DCUSA website, to allow SIPs to log in and submit a form to the DNO providing details in advance of the job. The Chair noted that this issue could also be addressed via a flow, however that as flows are not instant, it would need to be sent 24 or even 48 hours before the job.
- 9.5 The Chair noted that this would be discussed by the DCP 394 Working Group when reviewing consultation responses.
- 9.6 Regarding DCP 383, RB noted that it will be important to assess whether Suppliers feel a flow going back to the DNO is necessary. The Chair noted that it was agreed that there would be the ability to reject a job and noted that feedback suggests there is an appetite for this.
- 9.7 The Chair suggested that they hold a call for interested Suppliers to consider what this flow would look like and the requirements.

63/02: Chair to organise a call for Suppliers to investigate requirements for a flow going back to the DNO, in relation to DCP 383.

Messages given out by Supplier customer services regarding DNO owned equipment, and when to contact DNO if complaining of high bills.

- 9.8 RB highlighted that WPD have seen an increase in customers being directed to them when complaining of high bills. RB noted that this creates an enquiry with timescale deadlines, with the customer expecting the DNO to resolve the issue. RB clarified that there is little that the DNO can do to reduce bills and that Suppliers should be providing energy saving advice to the customer.

WPD

- 9.9 RB reminded members that WPD was bought by National Grid and advised that the transition will be complete by September. RB asked members to contact him if they want to discuss this further.

ESQCR Incidents

- 9.10 SW advised members that they have been working with BEIS regarding Electricity Safety, Quality and Continuity Regulations (ESQCR) incidents, and that it has become apparent that they are being overreported. SW advised that a discussion on this will be held at the Smart Meter Operations Group (SMOG) on 07 July 2022.
- 9.11 RH noted that there is an AMO guidance document, and that any changes will need to be reflected in this.
- 9.12 No further matters were raised.

10. Next Meeting

- 10.1 The next IWG meeting is scheduled to be held on 07 September 2022. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 62_Final Minutes v1.0
- Attachment 2 - IWG 63_Actions
- Attachment 3 - Load Curtailment CT
- Attachment 4 - UKPN Guidance Collating Evidence