

DCUSA SIG Sub-Group for DIF 65 - Meeting 02

07 December 2022 at 10:00am: Microsoft Teams

Attendee	Company
Working Group Members	
Andrew Sherry [AS]	ENWL
Carl Dennis [CD]	Shell
David Brown [DB]	Power Data Associates
Richard Brady [RB]	National Grid
Ricard Hill [RH]	British Gas
Warren Lacey [WL]	NPg
Code Administrator	
Craig Booth [CB] (Chair)	ElectraLink
Mel Kendal [MK] (Secretariat)	ElectraLink

1. Administration

- 1.1 The Chair welcomed the members to the meeting.
- 1.2 The Group reviewed the “Competition Law Guidance”. All members agreed to be bound by the Competition Law Guidance for the duration of the meeting.

2. Purpose of the Meeting

- 2.1 The Chair confirmed that the purpose of the meeting was to review the DIF 65 RFI responses and agree next steps.

3. Review of DIF 65 RFI Responses

Discussion of RFI Responses

- 3.1 The collated RFI responses and Working Group comments can be found as **Attachment 1**.
- 3.2 **Question 1**
- 3.3 One member stated the importance of having a single generic process to follow for Supplier and MOPs to use, but there needs to be a discussion on the best way to communicate this. It was noted that the current DNO processes to ‘contact us’ is consistent throughout all responses.

- 3.4 It was suggested that a one-page information document (such as an information card) with all six DNO contact details on could be beneficial to be provided to all Suppliers/MOPs. These details could then be passed to the Customer via a consistent template for example. It was noted that there is an operational metering forum being held by RECCo on the 14 December 2022 where this could be further discussed.
- 3.5 Following discussions, the Secretariat agreed to take an action to engage with REC to add this item to the Electricity Operations Metering Forum, being held on 14 December 2022, with the recommendation that guidance for this issue be included in the Information for Meter Operators document.
- 3.6 It was noted that the Information for Meter Operators document is currently updated annually, however, if there are any changes DNOs would have an obligation to update this.

ACTION 02/01: The Secretariat to engage with REC to add an item to the Electricity Operations Metering Forum agenda, being held on 14 December 2022, with the recommendation that guidance for this issue be included in the Information for Meter Operators document.

3.7 **Post-Meeting Note**

- 3.8 Please find an example DNO information template that could be used by Suppliers/MOPs to provide Customers with in **Attachment 2**.

3.9 **Question 2**

- 3.10 The responses to this question suggested that the information needed to have the most productive discussions with the Customer are bespoke in each case. With this, the Working Group agreed that both the DNO and the Customer will discuss what information is needed on a case-by-case basis – this in turn will help simplify the process.

3.11 **Question 3**

- 3.12 The responses suggested that the Customer should contact their relevant team (i.e., the DNOs Connections team). It was agreed that the MOP should have enough information to provide the Customer with regarding what to say and discuss with the DNO when they contact them.
- 3.13 It was noted that the information provided should cater for non-tech-savvy Customers and this is something that can be highlighted when discussing at the forum.

3.14 **Question 4**

- 3.15 The Working Group agreed that the contact is between the DNO and the Customer/Customers agent.

3.16 **Question 5**

- 3.17 The Working Group agreed that any charges would be discussed and agreed between the DNO and the Customers agent.

3.18 **Question 6**

- 3.19 The question asks whether a Supplier would exchange the meter on the first visit with an understanding that they have informed the Customer that they need to notify the DNO to affect a fuse size reduction – after further discussion, the Working Group agreed that from a DNO perspective, this is not a defect.

3.20 Due to this, it was agreed that the decision to go ahead with the above example as a job, this would be a risk-based decision that a Supplier/MOP would have to make a decision on due to the fact that a Customer may not follow-up any safety concerns with the DNO (i.e., to replace the fuse). The Working Group agreed that the Supplier would need to make their own decision with this.

3.21 It was noted that this should be further discussed at the forum being held on 14 December 2022.

Next Steps

3.22 The next steps can be found below:

- The Secretariat to engage with REC to add an item to the Electricity Operations Metering Forum agenda, being held on 14 December 2022, with the recommendation that guidance for this issue be included in the Information for Meter Operators document.

3.23 Following today's discussions, the Working Group agreed that once the open action is completed by the Secretariat, the DIF 65 Subgroup will be closed (and resurrected in the future if additional issues arise).

4. Any Other Business

4.1 There was no other business and the meeting was closed.

5. Date of Next Meeting:

5.1 The Working Group agreed to close down the DIF-65 Subgroup and there will not be another meeting held unless an issue is raised in the future.

Appendix 1

New and Open Actions

Action Ref.	Action	Owner	Update

Closed Actions

Action Ref.	Action	Owner	Update
01/01	The Secretariat to draft an RFI and circulate to the Working Group for review.	Secretariat	Closed.
01/02	The Secretariat to circulate an RFI to all DNOs/IDNOs.	Secretariat	Closed.
02/01	The Secretariat to engage with REC to add an item to the Electricity Operations Metering Forum agenda, being held on 14 December 2022, with the recommendation that guidance for this issue be included in the Information for Meter Operators document.	Secretariat	Closed.