

DCUSA SIG Meeting 148 Minutes

29 September 2023 at 10:00am: Web Conference

Attendee	Company
Working Group Members	
Peter Waymont (PW)	UKPN
Simon Vicray (SV)	EDF
Jo Brown (JB)	NGED
Emily Waters (EW)	BU-UK
Victoria Burkett (VB)	SSE
Dianne Lyon (DL)	Scottish Power Energy Retail Ltd
Code Administrator	
Andy Green [AG] (Secretariat)	ElectraLink
Richard Colwill [RC] (Chair)	ElectraLink
Apologies	
Lee Stone	Eon Uk

1. Administration

- 1.1 SIG members reviewed the “Competition Law Guidance”. All members agreed to be bound by the Competition Law Guidance for the duration of the meeting.
- 1.2 The Chair informed the SIG Group that three additional issues had been raised post the Final Agenda being issued and it was agreed that these would be discussed during the meeting as A.O.B and then raised as formal issues to be reviewed at the October SIG meeting.

2. Overview of DIF 68 ‘Reducing Good Payment Record’

- 2.1 DIF 68 was raised to correct a drafting error which was created as part of DCP 349 within schedule 1 clause 2.13(e)
- 2.2 It was noted that the issue was purely a cosmetic drafting error and the proposed solution, which can be found within **Attachment 1 DIF_68_Reducing Good Payment Record**, doesn’t alter the intent of the legal text.
- 2.3 It was highlighted that the issue is within Schedule 1 Clause 2.13(e) and is concerned with late payments that reduce good payment record as it states.

“on each occasion that the User fails to pay the Charges on or before the date by which such payment is required to be made under this Agreement (but for which the delay in payment is not so great as to create a new Good Performance Start Date under Paragraph 2.14(c)), the Payment Record Factor that would otherwise apply shall be reduced”

- 2.4 The proposer noted that the current wording is ambiguous and that the logic to the issue and the potential solution has been stepped through within the issues form.
- 2.5 It was highlighted that the proposed solution was to amend Schedule 1 Clause 2.13 to clarify how “charges” should be used in reducing good payment performance.
- 2.6 The proposer stated that he believed that the draft solution to this issue was fit for purpose but wanted to bring the issue to the SIG to sense check his understanding.
- 2.7 The SIG members on the call agreed with the proposed solution and it was agreed that a new change proposal would be raised and the DCP would be a part 2 matter.
- 2.8 It was agreed that whilst the change wasn’t a material change, it still didn’t meet the criteria of a housekeeping change.
- 2.9 PW agreed to take away an action to raise a change proposal as a part 2 matter to remedy the issue.

Post Meeting Note:

- 2.10 A Change Proposal has been received and it is being presented at the DCUSA Panel on 18 October 2023.

3. Any Other Business

- 3.1 The three additional issues raised for October were discussed. The first issue can be found within **Attachment 2_DIF_69_Incorrect_MPAN_GSP_Group**.

- 3.2 The question the issue raised is “Should suppliers be compensated if a MPAN or GSP Group needs to be corrected?” and the nature of the issue can be found within attachment 2.
- 3.3 It was noted that having an idea of the volume impacted by the issue prior to the issue being formally discussed at the October SIG would be helpful.
- 3.4 The SIG member from Scottish Power Energy Retail Ltd who raised the issue advised that they would take an action to try and gain some volumes prior to the next SIG meeting to aid the SIG in quantifying the size of the issue.
- 3.5 The SIG moved on to discuss the second issue, details of which can be found within **Attachment 3_DIF_70_Legal Meter Bypass.**
- 3.6 The proposer noted that this issue had been raised with the RECCo and a meeting for this had been raised for 13 October 2023 to discuss it.
- 3.7 It was explained that the nature of the issue was when a DNO carries out a legal meter bypass if a customer calls and states they are at risk of going off supply (generally smart meters in PPM mode or traditional PPMs).
- 3.8 This process is usually followed for out of hours call outs during friendly non disconnect periods.
- 3.9 It was explained there is no formal process for when this should be done and there is no communication channel between the DNOs and the Suppliers to advise when this work has been carried out.
- 3.10 It was also noted that in some cases it is difficult for the Supplier to gain access to the meter to fix the issue and remove the bypass resulting in energy being used that isn’t settled or billed resulting in potential revenue protection issues.
- 3.11 It was queried if there was something different the DNO could do rather than bypassing the meter like installing a generator on site whilst the wider issue was being resolved.
- 3.12 It was noted that fitting generators is quite an onerous process. It’s unlikely that the DNO would carry a generator when they attended sites, and it can take time to install these. This would also result in the customer being off supply for some time.
- 3.13 It was also noted that installing generators is a costly process so it was agreed that this wouldn’t be the best course of action to take.
- 3.14 It was suggested that the issue would be partially mitigated if there was some form of communication or message from the DNO to the Supplier to inform them a bypass had been completed and that the Supplier would need to contact the customer to fix the wider issue and then remove the bypass.
- 3.15 It was also suggested that some form of educational piece between Suppliers and DNOs to highlight the different scenarios for bypassing meters and how best to advise customers on what the non-disconnect periods are could reduce the impact of the issue.
- 3.16 It was agreed that this would be discussed further at the October SIG meeting to agree on a solution.
- 3.17 The third and final issue raised can be found within **Attachment 4_DIF_71 Generators.**

- 3.18 It was explained that the issue was around the use of generators at new developments before the site can be connected to the network.
- 3.19 The Chair walked the SIG through the nature of the issue and DL explained that as these sites can appear as energised it can create issues within settlement as the generator is running the development, yet the energy is being passed into settlement.
- 3.20 It was agreed that this issue would be taken away by SIG members to discuss internally on what mitigating steps are available in readiness for discussion at the October SIG meeting.
- 3.21 It was agreed that the three issues discussed as A.O.B will be sent out with the minutes along with a call to action for SIG members to review and consider the issues.
- 3.22 The final A.O.B item raised was whether Ofgem attend the SIG calls.
- 3.23 It was noted that they are invited, and they also see the headline report at the monthly DCUSA panel sessions so they do have visibility of the SIG issues.
- 3.24 There were no further A.O.B items so the Chair closed the meeting.

4. Date of Next Meeting:

- 4.1 The next SIG meeting will take place on 27 October 2023 at 10am, via Microsoft Team

5. Date of Next Meeting:

- Attachment 1_DIF_68_Reducing Good Payment Record
- Attachment 2_DIF_69_Incorrect_MPAN_GSP_Group.
- Attachment 3_DIF_70_Legal Meter Bypass.
- Attachment 4_DIF_71 Generators

