

Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2023_1018_08_SIG Headline Report
Action	For Information

SIG Headline Report

1. Synopsis

- 1.1 This report sets out the key decisions made at the DCUSA Standing Issues Group (SIG) on 25 August 2023. The minutes of the meeting can be located on the DCUSA website [here](#).

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.

Next Steps

- 2.3 The SIG agreed to raise a new DCUSA Change Proposal to resolve the issue and a Change Proposal has been received and will be presented to at the DCUSA Open Panel on 20 September 2023. If approved, invites to join the Working Group will be issued on 21 September 2023.

3. Overview of three new issues

- 3.1 Three additional issues were a few days prior to the meeting. It was agreed that there will be reviewed in more detail at the October Sig, however as time allowed they were reviewed by members on the call.
- 3.2 The first issue can be found within **Attachment 2_DIF_69_Incorrect_MPAN_GSP_Group**. 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. 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.
- 3.3 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.
- 3.4 The SIG moved on to discuss the second issue, details of which can be found within **Attachment 3_DIF_70_Legal Meter Bypass**. 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.
- 3.5 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). This process is usually followed for out of hours call outs during friendly non disconnect periods. 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.

- 3.6 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. 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.
- 3.7 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. 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.
- 3.8 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.
- 3.9 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. It was agreed that this would be discussed further at the October SIG meeting to agree on a solution.
- 3.10 The third and final issue raised can be found within **Attachment 4_DIF_71 Generators**.
- 3.11 It was explained that the issue was around the use of generators at new developments before the site can be connected to the network. 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.
- 3.12 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.

4. Recommendations

- 4.1 The DCUSA Panel is invited to:
 - **NOTE** the contents of this paper.

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