

DCUSA SIG DIF 70 Sub-Group

13 December 2023 at 10:00am: Web Conference

Attendee	Company
Working Group Members	
Sally Musaka [SM]	SSE Energy Supply
Emily Waters [EM]	BUUK
Tim Tawse [TT]	Octopus Energy
Luke Wheadon [LW]	UKPN
Warren Lacey [WL]	NPg
Andrew Sherry [AS]	ENWL
Drew Johnstone [DJ]	NPg
Paul Fitzgerald [PF]	SSEN
Cathy Mulliss [CM]	E.ON Next
James Crawford [JC]	Scottish power Energy
Code Administrator	
Richard Colwill [CB] (Secretariat)	ElectraLink
Andy Green [RC] (Chair)	ElectraLink

1. Administration

- 1.1 The Sub-Group reviewed the “Competition Law Guidance”. All Working Group members agreed to be bound by the Competition Law Guidance for the duration of the meeting and agreed to the Terms of Reference
- 1.2 The Chair advised the meeting would be recorded and asked the Sub-Group if there were any objections to this. It was explained that the recording would be deleted 15 working days after the Sub-Group meeting. There were no objections.

2. DIF 70 ‘Meter Bypass’ – Review of RFI responses

- 2.1 The Sub-Group reviewed the DIF 70 RFI responses. The collated version can be found in Attachment 1. A summary of discussions can be found below.

Do you carry out meter bypasses for non-faulty meters eg a meter that has no credit left? If so, under what circumstances would you carry out a meter bypass?

- 2.2 One DNO stated they do not carry out bypasses on non-faulty meters. The other DNOs who do carry out bypasses stated that it's rare this happens and usually only if there has been a vulnerability identified on site.

To Distributors - Non-faulty meters: If you responded yes to Q1 please provide volumes for the number of meter bypasses for non-faulty meters you have performed in the last 12 months period (1 November 2022 to 31 October 2023).

- 2.3 Low numbers of bypasses are carried out based on the responses. It was highlighted by one DNO that where a meter fault is identified, they usually carry out a meter exchange where a single rate traditional meter is installed, and the customer is informed to contact the Supplier to request a smart meter is fitted.
- 2.4 One responder did note that a large number of calls are received out of hours where the Supplier can't be contacted. It was noted that there is an Ofgem change in flight that is looking at Suppliers providing 24 hour metering services.

To Distributors - Faulty meters: Do you carry out meter bypasses for faulty meters? If so, under what circumstances do you carry out the meter bypasses.

- 2.5 Distributors that responded stated they only carry out bypasses as a last resort where there is vulnerability identified on site.
- 2.6 One DNO stated that on the Islands in Scotland there is greater unavailability of Energy Suppliers metering staff or appointed contractors. This impacts the number of circumstances where this action is undertaken,

To Distributors - Faulty meters: If you responded yes to Q1 please provide volumes for the number of meter bypasses for faulty meters you have performed in the last 12 months period (1 November 2022 to 31 October 2023).

- 2.7 It was noted that these bypasses are very rare.

To Suppliers - Non-faulty meters: What are the volumes for non-faulty meter bypasses in your portfolio in the last 12 months period (1 November 2022 to 31 October 2023)? Split the volumes by GSP group and under what circumstances you have been made aware of the bypass and if the customer is on your PSR register?

The one Supplier that responded noted that they currently receive confirmation of meter bypasses via:

- a D0001, or
- a D0126,
- various email addresses, and
- SDEP under PT0031 – Contract Manager Query.

- 2.8 Therefore, providing numbers is difficult. They noted a formal process for informing Suppliers would be of benefit.

To Suppliers - Faulty meters: What are the volumes for faulty meter bypasses in your portfolio in the last 12 months period (1 November 2022 to 31 October 2023)? Split the volumes by GSP group and under what circumstances you have been made aware of the bypass and if the customer is on your PSR register?

- 2.9 As per above.

Distributors and Suppliers: In cases where a Distributor has bypassed a meter, what mechanism should be followed to report such instances and what would be a reasonable timescale for reporting such bypasses?

- 2.10 The consensus was any bypasses should be communicated to Suppliers the next working day. A range of methods are currently used to report this from email, SDEP, calls and in some instances, the sending of a D0136 flow. As above, it was noted that a consistent approach for informing Suppliers would be beneficial.

Distributors and Suppliers 8. Any other comments?

- 2.11 The Sub-Group were not able to land on a method for reporting at this stage and agreed to reconvene in 2024 to review the merits of reporting and how this should be done. It was also agreed that whilst the Ofgem change introducing an out of hours service obligation on Suppliers would remove a large number of bypasses being carried out, a formal process would still be required for the exceptions where the DNO has to carry the bypass out.
- 2.12 It was also agreed to explore sending Suppliers an RFI asking what their friendly non disconnect hours are as this could help inform DNOs and engineers of when a PAYG meter is due to disconnect. This may reduce bypass volumes, if the Distributor and customer understand when the meter is going to go off supply.

Action: Secretariat to draft an RFI for DIF 72 and issue to the group for review, prior to issuing it to industry.

3. Any Other Business

- 3.1 There was no other business raised.

4. Date of Next Meeting:

The next meeting is to be arranged for early in the new year.