

DIF 70 Sub Group - Meeting 01

29 January 2024 at 10:00 - Web-Conference

Attendee	Company
Working Group Members	
Mark Bellman [MB]	ENWL
Dennis Berg [DB]	SPEN
James Crawford [JC]	SPOW
Emily Waters [EW]	GTC UK
Paul Fitzgerald [PF]	SSE
Frank Rodgers [FR]	Rodgers Electrical
Jason Harkay [JH]	Utilita
Kevin Woollard [KW]	Centrica
Warren Lacey [WL]	Northern Powergrid
Umair Mahmood [UM]	Maxen Power
Sadiq Abi [SA]	
Code Administrator	
Andy Green [QG]	Chair
Craig Booth [CB]	Secretariat

1. Administration

Recording

- 1.1 The Chair asked members if they were comfortable for this Working Group to be recorded. No members objected to this request. The purpose of this recording is purely to aid the Technical Secretariat in producing an accurate report of the meeting. The recording will be deleted after 15 Working Days.

Competition Law Guidance and Terms of Reference

- 1.2 The Working Group reviewed the “Competition Law Guidance” and “Terms of Reference”. 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.

2. Purpose of the Meeting

- 2.1 The Chair set out that the purpose of the meeting was to agree the next steps, which he suggested would be an RFI to gather more information.

3. DIF 70

- 3.1 The group discussed the issue and agreed that an RFI would be necessary to gather further information, for example:
 - what arrangements Suppliers have in place to support their customers;
 - in what circumstances a DNO/IDNO would perform a meter bypass; and
 - how meter bypasses are, or could be, communicated.
- 3.2 The group discussed that Ofgem had been investigating options for providing 24-hour support provisions and that this may mitigate the issue, however it was cautioned that some Suppliers do have 24-hour support provisions in place and that bypasses still occur, so it isn't necessarily going to resolve the issue.
- 3.3 The Chair noted that there is an educational piece to consider, and stated he would draft an RFI question to Suppliers to get more information on their support provisions for customers who are off supply during an out-of-hours period.
- 3.4 The group discussed that it wasn't clear what Suppliers obligations are with regards to prepayment meters and friendly (non-disconnect) hours. It was noted that Supplier License Condition 27A covers supplier support obligations and the forms that support could take, such as, for example, friendly hours, emergency credit, etc. It was agreed that Suppliers could be asked what their approaches are.
- 3.5 The Chair took an action to draft the RFI offline and circulate to the group for review. It was agreed to limit the audience for the RFI review to the DIF 70 group rather than the wider SIG and that the review would be completed via email.

4. Approach and Next Steps

- 4.1 The Chair will draft and circulate the RFI.
- 4.2 The group will review and finalise the draft RFI, for submission to industry.
- 4.3 A future meeting date, if necessary, will be agreed via email/Doodle Poll.

5. Any Other Business

- 5.1 The Chair asked the group whether there were any other items of business to discuss. There were no other items raised.

New and Open Actions

Action Ref.	Action	Owner	Update
01/01	The Chair to draft a RFI and circulate to the group for review.	Chair	New Action