

DCP 419 Working Group - Meeting 15

03 February 2024 at 13:00 - Web-Conference

| Attendee | Company |
|------------------------------|---------------|
| Lisa Jackson | Beboc Limited |
| Lorna Mallon | REC |
| Claire Manning | EON |
| Monique Pereira | Indigo Power |
| Laura Prince | |
| Amy Cox | EDF Energy |
| Dan Rynne | IMserv Europe |
| David Brown | EON |
| David Jones | Alt HAN |
| Kevin Woollard | Centrica |
| Warren Lacey | NPg |
| Jordan Hill | SSEN |
| Komal Brown | SPE |
| Laide Adekanle | SPE |
| Victoria Burkett | SSE |
| Caroline Freimuller | REC |
| Charlotte Gilbert | BUUK |
| Helen Clarke | |
| Code Administrator | |
| Richard Colwill [RC] (Chair) | ElectraLink |
| Alysson Peña [AP] (TechSec) | ElectraLink |
| Apologies | |
| N/a | |

1. Administration

- 1.1 All Working Group members agreed to be bound by the Competition Law Guidance for the duration of the meeting.
- 1.2 The Chair noted that there were no apologies for this meeting.
- 1.3 The Working Group reviewed the previous meeting minutes and agreed them to be an accurate reflection of the discussions held.
- 1.4 The action log has been updated **Appendix A**.

2. Purpose of the Meeting

- 2.1 The Chair welcomed the Working Group explained that the purpose of this meeting was to review an alternative solution provided through REC, discuss progress and determine next steps.
- 2.2 The Chair noted that previous RFI information will be shared with the working group again, this is to help with questions that can be answered using the data collated in the document.

3. Update on alternative solution

- 3.1 LM presented the document related to the alternative solution acquired through REC.
- 3.2 The alternative solution is a proposal for an app or web-based solution designed to replace the current method for managing DNO (Distribution Network Operators) notifications. The goal is to streamline communication regarding meter de-energizing and related tasks by using a central platform, making it accessible on-site via handheld devices or through an API integration.
- 3.3 It was noted that the details of procurement, or specific requirements would be addressed in later stages of the process, depending on the solution being selected or not.
- 3.4 LM explained that the proposed app or webpage would be accessible by users either individually or through an API and that it will allow users to input necessary data on-site without requiring logins, except for those without handheld devices, for a more streamlined experience.
- 3.5 LM outlined potential users of the solution, including DNOs, suppliers, and field staff (e.g., Meter Operators, Asset Protection, Revenue Protection, and Debt Collection agents). The working group reviewed the potential roles, with LM emphasizing that suppliers should remain on the list for now, as they may need access in the future, the list is intended to be flexible, and other roles may be added or removed later after industry consultations.

- 3.6 A member of the group clarified that Meter Operator Agents (MOAs) would likely use the system to send notifications when de-energizing equipment, rather than Alt Han, who would not send notifications.
- 3.7 It was noted that the app will allow users to input essential data like the meter's impound or address information, which can be auto-populated from the EES (Electricity Enquiry Service) system, minimizing user error and simplifying the process. LM emphasized that integrating with handheld work devices (as opposed to users logging in individually) would help reduce the risk of mistakes and ensure that only authorized personnel can access the information.
- 3.8 A few members of the group had concerns about the integration with the current systems.
- 3.9 A member of the group asked if the app could integrate with existing software systems in the field, such as populating meter serial numbers or impound data automatically. LM confirmed that this was the intention, but the integration would depend on the specific needs and software of each organisation.
- 3.10 The working group had further discussions about the effort required to integrate the app into existing workflows and whether users would prefer to manually enter data or rely on auto-population.
- 3.11 Another member of the group asked whether it would be mandatory for agents to use the app on-site, especially given potential mobile signal issues in certain locations. LM confirmed that ideally, the app would be used on the day of the visit to send pre-notifications. However, the app's use would be flexible, with options to integrate automatically or to enter the data manually.
- 3.12 Members of working group expressed concerns about GDPR and data protection, LM noted that EES data would be securely integrated into the system to minimize risks.
- 3.13 LM suggested that once the system's purpose and roles were confirmed, it would undergo a more detailed review and testing phase.
- 3.14 There was a discussion on how the information is being recorded and whether there are inconsistencies in how different parties handle data entry. The working group agreed that accurate data entry is critical for ensuring correct notifications and this should be investigated further if this solution is chosen.
- 3.15 It was noted by the working group that further research would be needed regarding the development of this solution proposal.
- 3.16 As result of the conversations, it was agreed that another RFI will be created and circulated as soon as possible, LM highlighted the importance of DNOs participation, and all other parties involved. It was also noted that it is important to make this process as quick as possible, to avoid delaying the development and processing of DCP 419.

Action 15/01: The Chair and LM to work together and draft a RFI to assist gathering data to help development of the alternative solution brought by REC.

4. Any Other Business

4.1 The Chair asked the group whether there were any other items of business to discuss.

4.2 There were no other items raised.

5. Date of Next Meeting

5.1 The next meeting will be scheduled once the RFI process allows to set a meeting.

6. Attachments

Paper_01 - Solution update for DCP 419

APPENDIX A

New and Open Actions

| Action Ref. | Action | Owner | Update |
|--------------|--|-------------|--------------------|
| 13/03 | The Chair to reach out to Ofgem to discuss possibilities of utilising these POA to establish unauthorised activities. | Chair | Ongoing. |
| 14/01 | The Secretariat to circulate the DCP 419 Collated RFI Responses document to the Working Group as an attachment to the draft minutes. | Secretariat | New Action. |
| 14/02 | LM to provide the Working Group with further detail as to what the cloud-based alternate option would look like. | LM | New Action. |
| 14/03 | The Secretariat to reach out to both LM and REC to discuss the alternate solution suggested. | Secretariat | New Action. |
| 14/04 | The Secretariat to issue a doodle poll to arrange the next Working Group meeting. | Secretariat | New Action. |
| 15/01 | The Chair and LM to work together and draft a RFI to assist gathering data to help development of the alternative solution brought by REC. | Secretariat | New Action. |

Closed Actions

| Action Ref. | Action | Owner | Update |
|--------------|--|-------|----------------|
| 12/02 | RC to reach out to REC technical team to explore amending the structure of the Market Message. | Chair | Closed. |

The Chair will re-engage with REC once the REC when necessary.

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|--------------|---|-------|--|
| 13/01 | DCC to provide a detailed analysis on the time taken for alerts to travel through the system, this information shall be shared in the next meeting. | PA | Closed. <i>On the Agenda.</i> |
| 13/02 | LM to reach out to UKPRA in relation to feasibility of sending pre-notification of Priority 2 and 3 jobs. | LM | Closed. <i>LM stated that it the feasibility of sending pre-notifications of Priority 2 and 3 jobs is unlikely that revenue protection can give an advanced notice but can keep this in scope for now.</i> |
| 11/02 | The Chair to create draft Change Report and issue to Working Group for review at the next meeting. | Chair | Closed |
| 12/01 | PA to provide the Working Group with an update on any further discussions in relation to the alternative DCC solution. | PA | Closed |