

# DDDG Technical Subgroup Meeting 02

25 November 2025 at 11:30 - Web-Conference

Attendee	Company
<b>Attendees</b>	
Ahna Taylor [AT]	SSE
Chris Barker [CB]	ENWL
Chris Ong [CO]	UK Power Networks
Ed Grimsey [EG]	BUUK
Erik Baguzis [EB]	Indigo Networks
Georgia Preece [GP]	NPg
Grae Davidson [GD]	Unknown
James Dorsey [JD]	Urban Chain
Lilly Stanislas [LS]	Ecotricity
Karl Maryon [KM]	Drax
Peter Waymont [PW]	UK Power Networks
Sanjeev Kumar [SK]	EON
Seun Adedapo [SA]	NGED
Toby Alozie [TA]	TEM Energy
<b>Code Administrator</b>	
Furqan Aziz [FA]	Chair
Hannah Proffitt [HP]	Secretariat
<b>Apologies</b>	
Chris Berry [CB]	SE First
Laura Waldron [LW]	Engie

## 1. Administration

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### **Recording**

- 1.1 The Chair asked members if they were comfortable for this meeting 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.

### **Apologies**

- 1.2 Apologies are included in the table above.

### **Agenda**

- 1.3 Please note, the agenda was updated after it was circulated. The slides presented are included as **Attachment 1** and were updated during the meeting to summarise discussions/decisions.

## 2. Background

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- 2.1 The Chair provided the following summary.

### **Problem**

- 2.2 DNOs publishing charging statements separately, reports of inconsistent formatting used, limited explanations and hidden calculation method.

### **Solution**

- 2.3 A single platform with standardised data presentation, clear labels and explanations. An automated data collection via APIs.

### **Approach**

- 2.4 A Minimum Viable Product (MVP) initially, including what can be standardised, dashboard design, look and feel and identification of the core features.
- 2.5 The Chair highlighted that raising a new change is out of scope currently.

## 3. Review Meeting 1 Outcomes

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- 3.1 The Chair advised that at the previous meeting, members provided their feedback on the problem statement provided by Ofgem. Members confirmed that they agree and do experience issues with the current process.
- 3.2 A more detailed summary of the outcomes of Meeting 01 can be found in the meeting slides (**Attachment 1**).

## 4. Establish Journey Map

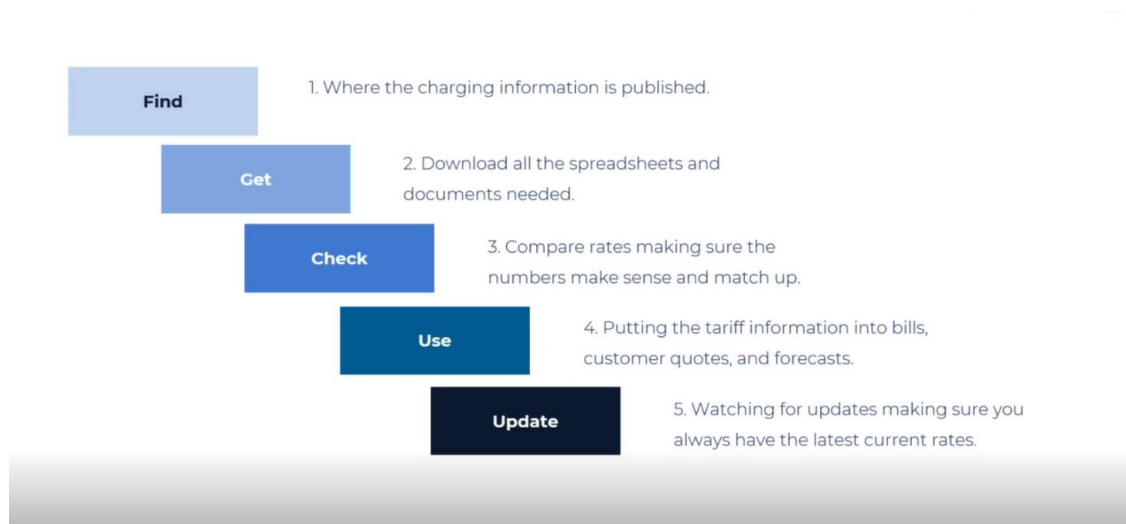
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- 4.1 The Chair advised that they aim to present a basic version of the dashboard to the DCUSA Board at the March 2026 meeting for approval. The Chair added that the group will need to decide what features need to be included in this version.
- 4.2 The Chair presented the below roadmap outlining the key steps for the group.



4.3 There were no comments from members.

4.4 The Chair went on to present a diagram outlining the process for a user who is downloading the charging statements.



4.5 The group agreed that an additional step should be added between stages 2 and 3 - 'Simplifying, standardising and converting so it makes sense to me/my business.'

4.6 GD asked if this process map relates to the annual update at the end of December/start of January, or any update from a DNO or IDNO. The Chair confirmed it relates to any update.

4.7 GD noted that a first step should be added for notification that an update has been made. Members agreed that this is an issue with the current process.

4.8 The group agreed to add a step 0 'Notification/trigger that there has been an update. Where the user goes to find this will depend on what the update is. i.e. the DCUSA or DNO/IDNO website'.

4.9 The Chair asked for a volunteer to walk through the process step by step. JD agreed and demonstrated the process.

## 4.10 The process, pain points, risk/errors and impacts are captured in the tables below.

STAGE	CURRENT PROCESS	PAINT POINTS	RISK / ERRORS	IMPACT
<b>Find</b>	<p>Visit c.7 DNO and 20 IDNO websites one-by-one.</p> <p>Look for the charging information section.</p> <p>Search for charging statement needed.</p> <p>DCMF.co.uk has links but may not be maintained.</p> <p>Most DNOs have an email distribution list, however may not email for amendments outside of the annual release. Currently the DCUSA Contract Manager.</p> <p>Difficult to get on the mailing list. Could a guide be added to the DCUSA website.</p>	<p>Information spread across many websites.</p> <p>Each website puts the charging statements in different places.</p> <p>DNO name files differently. Causes issues for automation. Same DNOs sometimes also name file differently year on year</p> <p>Some websites harder to navigate than others. Some IDNOs do not have a website.</p> <p>Unified front page. Not labelled properly. Should be a record on what they are. Lack of consistency.</p>	<p>Sometimes missing latest updates. Not sure when they are released.</p> <p>Do not always know about new Distributors entering the market.</p> <p>Sometimes expecting charges but blank. Missing information (fixed charges, or capacity charges).</p> <p>Inaccurate prices for contracts and quotes. Over-charging or under-charging. Poor customer experience.</p> <p>Time wasted. Inefficient. Low confidence from customers.</p> <p>DUoS residual charging often blank (not always clear why). Some use '0' some use dash, some blank.</p>	<p>Takes time</p> <p>End up with incomplete information</p> <p>New and existing users struggle to learn where everything is.</p>
STAGE	CURRENT PROCESS	PAINT POINTS	RISK / ERRORS	IMPACT
<b>Get</b>	<p>Download Excel files from each website (both pdf and excel)</p> <p>Keep track of different versions (high issues)</p> <p>Pull information from different sections of the workbook. Some DNOs publish indent, consistency issues.</p> <p>Host DNO have issues. Not aligning formats.</p>	<p>Excel files are set up and named differently. Some have merged cells, columns in different place.</p> <p>Formatting is different (e.g. some DNOs use commas or strikethrough format).</p> <p>Different people filling in different parts creating inconsistency.</p> <p>When files are updated, unclear what has changed (communication).</p> <p>Status on charging statement says final but unsure if that gets updated.</p> <p>Some DNOs are publishing statement again while others are issuing addenda.</p>	<p>Systems sometime fail to read the data properly.</p> <p>Cannot automate – need manual workarounds.</p> <p>Sometime the format changes without notice or an explanation on what has changed or why.</p> <p>No effective template.</p>	<p>Expensive and time-consuming fixes.</p> <p>More time for staff to manually review and resolve.</p> <p>Lack in customer confidence.</p>

STAGE	CURRENT PROCESS	PAINT POINTS	RISK / ERRORS	IMPACT
Check	<p>Consolidate and align the charging info to compare year on year.</p> <p>Standardising and converting so it makes sense to the user and their business.</p> <p>Simplify information.</p> <p>User builds their own spreadsheet or database.</p> <p>Turn costs into HH cost curves, which depends on RAG timings.</p>	<p>Sometimes hard to do fair comparisons.</p> <p>Some fields are filled in differently by each DNO and even by the same DNO.</p> <p>Not always clear on the calculation method being used (sensitivity).</p> <p>Sometimes the same charges appear twice differently.</p> <p>Sometimes info is incorrect in annex 2. Import and export are the wrong way around e.g. some strikethrough, other do not. Same with addendum.</p> <p>If LLF blank, remove from statement (internal workarounds). Have to delete manually.</p> <p>Annex 2 – DNO only publishes name of site but no LLF and no MPAN. Just site name or holding name.</p> <p>A site appears in 2025 data but disappears in 2026 without reason.</p> <p>Sometimes profile class covers 2-5 rather 2,3,4,5. System cannot manage. Also happens to open LFCs.</p> <p>DNO using same LLFC for closed and open</p>	<p>Compare the wrong rates by mistake.</p> <p>Incorrect charge to customers.</p> <p>Customers lack of confidence.</p>	<p>Forecasts are inaccurate.</p> <p>Unable to give customers the correct information.</p> <p>Have to contact the DNO.</p> <p>No clarity of changes, thus confusion.</p>
STAGE	CURRENT PROCESS	PAINT POINTS	RISK / ERRORS	IMPACT
Use It	<p>Put the correct charges on customer bills (after price established).</p> <p>Explain charges to customers.</p> <p>Plan future costs.</p> <p>Map charges correctly (DUoS to TNUoS).</p> <p>Form part of the price, competitive tendering process.</p> <p>Forecasting, pricing and billing.</p>	<p>Customers do not understand what they are being charged.</p> <p>Unable to accurately charge, forecast and bill customers.</p> <p>No clear notes on how things are calculated.</p> <p>Can't explain why charges have jumped year on year.</p> <p>Template does not fit all types of charges properly.</p> <p>DNO user – interpreting HH periods and time bands which are different DNO to DNO (text format).</p>	<p>Wrong charges applied to bills.</p> <p>Customers complain about unexplained charges.</p> <p>Massive commercial risk of not recovering costs correctly.</p> <p>Pick wrong charges as they are not clear.</p>	<p>Customers are confused and complain.</p> <p>Spend lots of time explaining charges.</p> <p>Lack of trust.</p> <p>Hard to check accuracy.</p>

- 4.11 The Chair advised that the review of the process would be continued at the next meeting, as there was not enough time to complete the 'Keep it up to date' table.
- 4.12 AT noted that a page on the DCUSA website listing the DNOs/IDNOs, their websites and the option to join a mailing list for updates on charging statements being published/updates would be helpful. The Chair agreed to refer this to the DCUSA Digitalisation Development Group (DDDG).

Action 02/01 – The Chair to present the following suggestion to the DDDG - a page on the DCUSA website listing the DNOs/IDNOs, their websites, and the option to join a mailing list for updates on charging statements being published/updated.

## 5. Define and Agree Pain Points for MVP

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- 5.1 The Chair advised that this would be considered at the next meeting.

## 6. Any Other Business

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- 6.1 The Chair asked members about their availability for the meeting on 23 December. Members agreed to go ahead with the meeting.

## Attachments

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- Attachment 1 - DDDG TSG Meeting 02 Post Meeting Slides

## New and Open Actions

Action Ref.	Action	Owner	Update
02/01	The Chair to present the following suggestion to the DDDG - a page on the DCUSA website listing the DNOs/IDNOs, their websites, and the option to join a mailing list for updates on charging statements being published/updated.	The Chair	<b>New action.</b>

## Closed Actions

Action Ref.			Update