

Quality of Service Working Group
8 March 2005, 10:30-13:00
Ofgem Offices – Millbank

Attendees:

Bill D'Albertanson
Robert Friel
Bob Parker
Carl Woodman
Neil Aitken
Jeff Douglas
Jim Morrell
Mike Green
Steve Cox

Chris Watts
James Hope
Richard Clay
Nick Russ
Pernille Kjaersgaard

1. Introduction

- Point of the QoS group is to have open discussions, and possibly involve third parties;
- Terms of Reference needs to include:
 - Work on the relationship between IIP measures and MTP;
 - Work on longer term targets;
- Clear deliverables and timescales need to be agreed for the working group;
- Working group is to be hosted on a rotating basis.

2. Discretionary Reward

- The group will consider whether Charter mark system is useful and has elements which can be adopted as part of the discretionary reward scheme. There were views that the Charter mark is limited in its application;
- Consider how adoption of identified best practice is best encouraged;
- Ofgem to put timetable together after the criteria for the scheme have been outlined;
- Thoughts on how panel members will be appointed. Panel members may change along with the discretionary reward scheme;
- Ofgem to get back to the DNOs with their thoughts on these various issues under the Discretionary Reward scheme.

3. Disaggregation and Benchmarking

- Look at the factors underlying the benchmark and differences between actual and benchmark performance;
- Gain a better understanding of what drives CML/CI;
- Give thought on how to exclude severe weather days for benchmarking purposes (both DNOs and Ofgem to consider possible solutions);
- Simplify the model as much as possible (for instance by “greying out” or hiding calculations which aren’t used);

- Tie up disaggregated HV circuit information with IIP incident data;
- Check IIP template for 2005/06 by trialling this with 2004/05 data;
- Ofgem to circulate audit spreadsheet to group.

4. IIP Audits

- The DPCR4 accuracy calculations will be trialled as part of the audit visits;
- Auditors will stop and discuss the issues once the threshold number of incidents has been reached;
- Formal notification of audit results will come after all the audits have been completed.

5. Exceptional Events in DPCR4

- Severe weather events should be a simplified process through DPCR4;
- DNOs were encouraged not to go over the 14 days deadline for putting in a claim (better to withdraw it later);
- Everyone was in favour of extending current audit contract;
- Ofgem to get back to DNOs on terms of reference for auditing one-off events in DPCR4;
- View was that the DTI should be involved more;
- Maintain the current detailed statement of facts.

6. Network Resilience

- Mixed views of whether we should focus on resilience to severe weather or network risk and resilience more generally;
- First step is to identify appropriate measures of resilience;
- Need to then collect data to have an understanding of resilience for DPCR5;
- Everyone to debate/think about network resilience for further discussion at next meeting;
- Everyone to have a think about useful resources and report to the rest of the group.

7. Other

- Ofgem to circulate spreadsheet setting out the amount of payments that have been made under the interim arrangement;
- Next meeting, 21 April at Ofgem's offices – Millbank;
- An agenda will follow shortly