

**Quality of Service Working Group**  
**21 April 2005, 10:30-15:00**  
**Ofgem Offices – Millbank**

**Attendees - all day:**

Bill D'Albertanson (EDF Energy)  
Robert Friel (EDF Energy)  
Alison Sleightholm (WPD)  
Neil Aitken (ScottishPower)  
Jeff Douglas (Central Networks)  
Jim Morrell (CE Electric)  
Mike Green (SSE)  
Paul Ward (United Utilities)

Chris Watts (Ofgem)  
James Hope (Ofgem)  
Leigh Williams (Ofgem)  
Pernille Kjaersgaard (Ofgem)

**Attendees - IIP Audits only:**

Geoff Stott (BPI)  
Isabel Boira-Segarra (Mott MacDonald)

**Attendees – Network Resilience only:**

Alan Broadbent (SSE)  
Giles Scott (DTI)

Martin Crouch (Ofgem)  
Steve Argent (Ofgem)  
Peter Rice (Ofgem)

**1. IIP Audits**

- Geoff Stott and Isabel Boira-Segarra presented slides on the IIP 2005 Audits, including the visit timetable, the audit workbook, issues from last year and accuracy calculations;
- Changes to the audit process since last year:
  - No need for an induction – audit of incidents to start by 10:00;
  - No rerun of the IIP template;
  - Trial of DPCR4 methodology in workbook;
  - Lessons learnt from last year;
  - Examples of updates to connectivity models
  - Two example incidents for future training purposes; and
  - Auditors' increased expertise which can help speed up the process;
- MPAN accuracy is now weighted by CI only;
- The sample used for the accuracy calculation will have Exceptional Events ("EE") excluded. However, auditors will be asked to audit a few EE incidents to check the accuracy of reporting during EEs as well;

- In the case of outliers, the whole incident will be taken out in contrast to last year where just the stage(s) in question were removed.

## **2. Exceptional Events**

- Bill D'Albertanson presented EDF Energy's database for EE;
- Ofgem recommends that all DNOs adopt to this database to ensure consistency and reduce time spent on verifying claims;
- Those DNOs who have already trialled the EDF database were in favour of adopting this approach as it is highly time saving;
- Those DNOs who have not seen the database yet, will trial it and then get back to the group with their views on this approach by the next meeting;
- Bill D'Albertanson will set up the database for each DNO and circulate including a guidance note.

### *Changes with DPCR4*

- There was a concern among the DNOs that with DPCR4, only the CML from incidents with causes directly or indirectly associated with the EE will be excluded. The concern was that EE may also affect the CML of other incidents in the same time period, and it may therefore be worthwhile excluding everything in that timeframe. Ofgem's view is that this impact on CML will be so small that it won't radically change the performance. Mike Green wanted to do some research in to this and get back to the group with his conclusion;
- The 14 days notice for one-off events is unchanged. However, DNOs were asked to report events that cause seven times the mean daily number of incidents in the first 24 hours to trigger Accent's severe weather survey ASAP;
- Revised Terms of Reference will be issued for one-off events;
- Ofgem will liaise with the DTI to ensure that questions which the DNOs have to answer are not duplicated. Try to get the DTI more involved in the group.

### 3. Network Resilience (“NR”)

- A range of issues were discussed including:
  - Definition of NR = Robustness, Redundancy, Response;
  - Classifying these three indicators;
  - Examples of these three indicators;
  - Various studies to establish a link between weather conditions and faults;
  - Accuracy of Met Office forecasts;
  - That a large proportion of incidents are tree related;
  - Best practice; and
  - The “long tail” for restoration following severe weather events, which is related to LV rather than HV;
- The DNOs have the data to create weather models dealing with storms, and have agreed to work on developing these over the next six months;
- Mike Green will share SSE’s template for their severe weather model;
- Bill D’Albertanson will share EDF Energy’s weather data for the whole country;
- Everyone to explore if there are additional indicators to the list provided by Ofgem (see NR slides) including other indicators that are currently used, and circulate a list of useful indicators to the group prior to the next meeting;
- DNOs to submit their historic MTP data using the new DPCR4 template by September.

### 4. Next Meeting

- Next meeting will be held on 27 July at 10:30 am and will be hosted by SSE  
Scottish and Southern Energy  
55 Vastern Road  
Reading  
RG1 8BU

#### *Discussion Points at the Next Meeting*

- Discretionary reward:
- Post audit review, lessons learnt etc;
- DNOs will present the outcome of their initial discussions of modelling severe weather inputs;
- Initial disaggregation results, DNO work on disaggregating LV performance;
- Network Resilience.