

**Quality of Service Working Group**  
**27 July 2005, 10:30-16:00**  
**Scottish and Southern Energy Offices - Reading**

**Attendees:**

Mike Green (SSE)	Martin Crouch (Ofgem)
Steve Cox (UU)	Chris Watts (Ofgem)
Bill D'Albertanson (EDF Energy)	James Hope (Ofgem)
Alan Broadbent (SSE)	Imran Jami (Ofgem)
Carl Woodman (SP)	Angela Bourke (Ofgem)
Jim Morrell (CE Electric)	Leigh Williams (Ofgem)
Bob Parker (WPD)	
Alison Sleightholm (WPD)	John Steed (DTI)
Andrzej Michalowski (CN)	

**Attendees - IIP Audits only:**

Olly Joseph (BPI)  
Isabel Boira-Segarra (Mott MacDonald)

**1. IIP Audits – post audit review**

Olly Joseph presented findings from the IIP 2005 Audits, including the audit objectives, a summary of audit achievements, lessons learnt from the audit process, audit conclusions, DPCR3 results and general recommendations. Isabel Boira-Segarra presented slides on the DCPR 4 trial, including the trial process, results of the DPCR4 trial, differences between stage 3 and stage 2 results and DPCR4 trial conclusions.

- All DNOs were found to be well within the accuracy limits.
- DNOs advised that they would prefer longer than three weeks, if possible, to prepare for the audits (especially if an EE occurs during this period). It was agreed that in future DNOs were to discuss any concerns with the timeframe with James Hope.
- Discussion was had on an additional method of assessing accuracy as it was noted that because of the balancing effects of netting off both positive and negative differences the present results, although correctly indicating the accuracy of reporting of overall IIP performance, may not be indicative of the accuracy of reporting of individual faults- it was suggested that the 'mean square' of differences also be looked at to give another indication of accuracy.
- It was suggested that the 4 s.d. test for sample outliers might be improved if applied at the overall incident level (rather than at each incident stage) to avoid whole incidents being taken out due to stage(s) being incorrect – it was also thought that this may reduce the volatility in the results for the DPCR4 trial.
- It was noted that Ofgem's contract with MM/BPI for the IIP audits was now finished. Those DNOs that commented supported the possibility of Ofgem doing more of the audit work in future years.
- It was discussed whether, subject to assessment of the actions set out below, all 50 LV incidents would be audited for DPCR4 as the preparation would still need to be done and it would generally result in less volatility in the results.

**ACTIONS:**

- Ofgem to review impact of testing outliers at overall incident level – results of this work to be discussed with DNOs at a future working group meeting.
- Ofgem to also review previous work done on looking at 'percentage of accuracy' rather than 'absolute values' – to be discussed at a future meeting.
- Ofgem to circulate terms of reference for consultants for future audits.

## **2. Disaggregation**

Imran Jami presented the disaggregation analysis undertaken by Ofgem, including objectives of disaggregation, issues with the data, benchmarks and the preliminary 2004/05 results.

DNOs discussed their progress on disaggregating LV performance. Initial plans were to take a similar approach to HV disaggregation but there were systems issues across DNOs as not all DNOs have such detailed connectivity models or links with GIS and are therefore unable to provide circuit length data for LV. DNOs looked at alternate options such as reporting by super-feeder or substation but this would create a huge volume of data. The group also discussed the possibility of disaggregating LV performance by fault type rather than circuit data as this information may be more readily available.

### **ACTIONS:**

- Ofgem to circulate the disaggregation spreadsheets.
- DNOs to review their own HV disaggregation data and provide any comments/corrections by next Working Group meeting.
- Bob Parker to develop a LV disaggregation template and circulate for comments – to be discussed at the next working group meeting.

## **3. Discretionary reward**

Angela Bourke gave a verbal update of the development of the discretionary reward scheme to date, including a review of the objectives of the scheme and outline of what was included in DPCR4 final proposals. It was advised that the format of the scheme was still being developed. DNOs were updated on Ofgem's meeting with the Cabinet Office to discuss the Charter Mark scheme which was suggested as a possible format for the discretionary reward scheme. Relevant links with other areas within Ofgem were also discussed such as Social Affairs 'Social Action Plan' and the work already undertaken on suppliers Corporate Social Responsibility initiatives and future work to be completed with energywatch on the Priority Service Register. The revised timetable for this project was also discussed with a document outlining the format of the scheme to go out for consultation by October 2005 and panel members in place to decide 05/06 rewards in spring 2006.

## **4. Modelling severe weather**

DNOs provided an update of the work undertaken on modelling severe weather. DNOs advised that they are still in the process of sorting data from the Met Office as this is a complex and time consuming task.

### **ACTIONS:**

- Bill D'Albertanson agreed to finalise sorting the Met Office data and forward to Mike Green who will then validate the model.
- DNOs to provide a progress report at the next working group meeting.

## **5. Network resilience (NR)**

DNOs presented their paper on NR and the development of input and output measures for NR. Ofgem was asked for views on aspects of NR that it would support and reaffirmed that this would be based on improvements that were economically viable.

### **ACTIONS:**

- DNOs agreed to develop the NR paper further to include outputs and cost-benefit for network resilience initiatives. Bob Parker agreed to coordinate and commence this.

## **6. Exceptional event (EE) reporting**

Discussion was held on how to report EE to Ofgem. EDF offered their database as a consistent way of reporting EE. Some DNOs are already using it and others are taking up EDF's offer of training on this database. Other suggestions included using MM/BPI's Annex A spreadsheet or including an additional 'Y/N' column for EE on the IIP audit template.

### **ACTIONS:**

- DNOs to review these options and discuss at next working group meeting.
- Ofgem to discuss with DTI the requirements for the information needed in EE 'statement of facts' and to circulate a revised template/guidance note indicating desired level of detail.
- Ofgem to circulate the terms of reference for extending the contract with MM/BPI to audit one-off EEs so that DNOs have an opportunity to provide comments.

## **7. Telephony**

Angela Bourke presented the DNOs' 2004/05 performance under the telephony incentive scheme and also the first set of data collected as part of the additional severe weather telephony surveys.

- Overall a high level of satisfaction achieved, although scores for 04/05 slightly less than for 03/04.
- Politeness and willingness to help highly rated and big drivers of satisfaction. Scores for accuracy and usefulness of information dropped over this period.
- Mixed results achieved for severe weather surveys. Still in data collection phase.

### **ACTIONS:**

- Ofgem to look at a comparison of the speed of telephony response data with the satisfaction with speed of telephone response.
- Ofgem to organise a visit to Accent's Bristol Telephone Unit for DNOs. DNOs to advise who they wish to attend.

## **8. AOB**

- DNOs to review the MTP spreadsheet and forward comments to Bob Parker who will then collate and forward to James Hope. DNOs discussed adding a 'check' spreadsheet to the back of the MTP template.
- The possibility of holding a workshop to discuss the exceptional event telephony results was also revised. This would enable telephony specialists to discuss this in more detail. Ofgem agree that this would be a good idea.
- Ofgem noted that it will be publishing the EE telephony report for the January 2005 storms.

## **9. Next meeting**

Next meeting will be held on Thursday 27 October 2005 at 10:30 am and will (provisionally) be hosted by Central Networks, Coventry.