

Quality of Service Working Group
27 October 2005, 10:30-15:30
Central Networks – Ratcliffe Power Station

Attendees:

Mike Green (SSE)	Angela Bourke (Ofgem)
Steve Cox (UU)	Martin Crouch (Ofgem)
Bill D'Albertanson (EDF Energy)	James Hope (Ofgem)
Colin Nicholl (EDF Energy)	Imran Jami (Ofgem)
Carl Woodman (SP)	
Neil Aitkin (SP)	
Bob Parker (WPD)	Giles Scott (DTI)
Ian Punshon (CE)	
Jeff Douglas (CN)	
Andrzej Michalowski (CN)	Beatrijs Muylaert (energywatch)

1. Introductions and review of action points arising from the previous meeting

Action	Status
IIP Audits – post audit review	
➤ 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.	Outstanding
➤ Ofgem to also review previous work done on looking at 'percentage of accuracy' rather than 'absolute values' – to be discussed at a future meeting.	Outstanding
➤ Ofgem to circulate terms of reference for consultants for future audits.	Outstanding
Disaggregation	
➤ Ofgem to circulate the disaggregation spreadsheets.	Completed – see item 4
➤ DNOs to review their own HV disaggregation data and provide any comments/corrections by next Working Group meeting.	Completed – see item 4
➤ Bob Parker to develop a LV disaggregation template and circulate for comments – to be discussed at the next working group meeting.	Completed – see item 4
Modelling severe weather	
➤ Bill D'Albertanson agreed to finalise sorting the Met Office data and forward to Mike Green who will then validate the model.	Completed – see item 7
➤ DNOs to provide a progress report at the next working group meeting.	Completed – see item 7
Network Resilience	
➤ 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.	Outstanding
Exceptional Event reporting	
➤ DNOs to review reporting options and discuss at next working group meeting.	Outstanding
➤ 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.	Outstanding
➤ 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.	Completed
Telephony	
➤ Ofgem to look at a comparison of the speed of telephony response data with the satisfaction with speed of telephone response.	Completed – see item 2
➤ Ofgem to organise a visit to Accent's Bristol Telephone Unit for DNOs. DNOs to advise who they wish to attend.	Completed – see item 2

2. Severe Weather Telephony

Angela Bourke presented 'severe weather telephony' results including background information, summary results from all the severe weather surveys completed, storm event information, speed of response vs. satisfaction with speed of response data, unsuccessful call rate data and initial discussion points for a storm telephony incentive scheme.

The issue of including messaging in the survey (either monthly or severe weather) was discussed, as was the potential impacts of shared call centres on results. DNOs also expressed concerns as to whether percentages were the best measure of unsuccessful call rates. DNOs also expressed interest in examining whether there was a correlation between customer satisfaction and the level of unsuccessful calls.

It was suggested that a severe weather telephony incentive scheme should focus on improving the number of calls handled, the speed with which they are handled and customer satisfaction. It was also suggested that one option would be to scale a DNO's storm performance relative to its monthly performance.

Angela Bourke also provided a brief update on the DNOs visit to Accent's telephone unit in Bristol.

ACTIONS:

- Ofgem to circulate results from the severe weather surveys
- Ofgem to seek additional information from DNOs regarding total call number breakdowns (as per the previous 8 key measures) and to clarify whether there are any issues (legal or technical) with providing the CLI (call line identifier) to Accent of customers who receive a message rather than speaking with an operator.

3. Exceptional event (EE) reporting

James Hope presented the 'statement of facts' template for reporting EEs. Further discussion was held with the DNOs on how to report EEs to Ofgem and whether all DNOs would adopt EDFs database. SSE and EDF advised that a meeting is scheduled for 16 November 2005 to discuss this. James Hope indicated that he would like this finalised by the end of 2005.

ACTIONS:

- Ofgem to include MM/BPI resource table in the statement of facts template
- Ofgem to clarify with DTI what information currently in the EE template appendix is still required
- Ofgem to circulate contact details for Ofgem and energywatch in the event of a major incident
- Ofgem to circulate the final TOR issued to MM/BPI for one-off EE auditing
- Ofgem to circulate the information for each DNO which will appear in the QoS report.
- DNO's to provide their commentary to Ofgem by 4 November 2005.

4. Disaggregation

Imran Jami presented the clarification points on DNOs disaggregated performance results for 2004/05 and some work planned for future disaggregation analysis. DNOs expressed concerns regarding the comparison of actual performance to benchmarks as the former includes non-attributable CIs and CMLs and the latter does not. Ofgem will consider how non-attributable CIs and CMLs will be dealt with in future performance reporting. DNOs suggested that one option may be to include non-attributable CIs and CMLs at the EHV level and average performance over time. DNOs also requested that Ofgem circulate for comment, some explanatory text regarding disaggregation performance and the benchmarks for inclusion in the QoS report.

DTI queried whether it was possible to disaggregate DNO HV circuit performance in terms of covered conductor vs. bare conductor, to determine whether there were benefits in one type over the other, particularly in terms of safety & fault performance during severe weather. DTI also queried whether the DNOs quantified ABC LV circuit performance.

Bob Parker discussed work undertaken by DNOs to date on LV disaggregation. DNOs advised that they were examining the structure of circuits (to create super-circuits from the HV transformer) and the causes and types of faults. DNOs indicated that there was a data availability issue as only three of the DNOs were able to provide this information. Bob Parker advised that an LV template has been developed and all DNOs have populated the template with their data, however, the analysis of data has not commenced.

ACTIONS:

- Ofgem to separate the non-attributable CIs and CMLs from the performance figures presented. Ofgem to consider how best to report these figures in the 2004-05 QoS report.
- Ofgem to circulate explanatory text for QoS report regarding disaggregation performance against benchmarks
- Ofgem to develop a new simplified disaggregation performance analysis sheet.
- DNOs to continue their work on LV disaggregation and present it at the next meeting.
- James Hope advised that he had received DNOs comments on the MTP template and that he would circulate the final version of the template by 4 November 2005.
- DNOs are to complete the MTP template with historical data by 16 December 2005.

5. Discretionary reward

Angela Bourke gave a presentation on the development of the Discretionary Reward Scheme, including weighting of the reward across the categories, minimum requirements for priority customer care initiatives, corporate social responsibility initiatives and wider communication initiatives, requirements for the DNOs submission, assessment process for reward recipients and format of the Best Practice Register. Ofgem is currently consulting on the format of the scheme with submission due by 9 December 2005.

6. Network resilience (NR)

Bill D'Albertanson presented graphs comparing wind speed and fault rates. SSE advised that wind direction and seasonality were crucial factors which would need to be added to the model.

ACTIONS:

- Carl Woodman will create a template for the fault data and weather information required for the model and will circulate this to DNOs by 3 November.
- Bill D'Albertanson has requested wind direction information from the Met Office and will send the weather data to DNOs (wind speed to be measured in miles per hour).
- DNOs are to forward the completed template and associated charts to Bill D'Albertanson who will produce the overall industry charts for the next meeting.

DTI provided an update on the ESQCR consultation and advised that they were currently reviewing the responses received and would be assessing how to take this forward. DTI confirmed that a summary of the responses received would be published along with the Government's responses. DTI confirmed that no one was contesting the policy aim, rather the devil was in the detail. DTI hope to establish a common baseline for vegetation management across all voltages (both transmission and distribution) and will be looking to implement a risk based assessment and approach.

DTI also advised there will be a meeting with ENA on 7 November to discuss 132kV vegetation management.

IEA published a report on major transmission interruptions and are looking at key recommendations for vegetation management.

7. Next meeting

Next meeting will be held on Wednesday 25 January 2006 at 10:30 am and will be hosted by WPD in Bristol.

8. Summary of outstanding actions

Action	Responsibility
IIP Audits – post audit review <ul style="list-style-type: none"> ➤ 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. 	<p>JH - January 2006</p> <p>JH - January 2006</p> <p>JH - January 2006</p>
Disaggregation <ul style="list-style-type: none"> ➤ Ofgem to develop a new simplified disaggregation performance analysis sheet. ➤ DNOs to continue their work on LV disaggregation and present it at the next meeting. ➤ DNOs are to complete the template with historical data by 16 December 2005. 	<p>IJ - March 2006</p> <p>DNOs - January 2006</p> <p>DNOs - December 2005</p>
Modelling severe weather <ul style="list-style-type: none"> ➤ Carl Woodman will create a template for the fault data and weather information required for the model and will circulate this to DNOs ➤ Bill D’Albertanson has requested wind direction information from the Met Office and will send the weather data to DNOs (wind speed to be measured in miles per hour). ➤ DNOs are to forward the completed template and charts to Bill D’Albertanson who will produce the industry level charts for the next meeting. 	<p>CW - 3 November 2005</p> <p>BD’A – December 2005?</p> <p>DNOs + BD’A – January 2006</p>
Network Resilience <ul style="list-style-type: none"> ➤ 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. 	<p>BP – January 2006</p>
Exceptional Event reporting <ul style="list-style-type: none"> ➤ Ofgem to include MM/BPI resource table in statement of facts template ➤ Ofgem to clarify with DTI what information currently in the EE template appendix is still required ➤ Ofgem to circulate the final TOR issued to MM/BPI for one-off EE auditing ➤ Ofgem to circulate the information for each DNO which will appear in the QoS report. DNO’s to provide their commentary to Ofgem by 4 November 2005. 	<p>JH – December 2005</p> <p>JH – December 2005</p> <p>JH – December 2005</p> <p>JH – November 2005</p> <p>DNOs – November 2005</p>
Severe weather telephony <ul style="list-style-type: none"> ➤ Ofgem to circulate results from the severe weather surveys ➤ Ofgem to seek additional information from DNOs regarding total call number breakdowns (as per the previous 8 key measures) and to clarify whether there are any issues (legal or technical) with providing the CLI (call line identifier) to Accent of customers who receive a message rather than speaking with an operator. 	<p>AB – December 2005</p> <p>AB – December 2005</p>