

RIIO-ED2 Customer Service, Vulnerability and Connections (CSV) Working Group – Session 9

From: Ofgem

Date: 25 June 2020

Location: Conference Call

Time: 10:00 – 12:30

1. Present

Ofgem

UK Power Networks (UKPN)

Western Power Distribution (WPD)

Northern Powergrid (NPG)

Scottish Power Energy Networks (SPEN)

Electricity North West (ENWL)

Scottish and Southern Energy Networks (SSEN)

Utility Customer Service Management Limited (UCSM Ltd)

NEA

Agility Eco

Citizens Advice

BEIS

2. Introduction

- 2.1. Ofgem introduced the session, noting this was the final time the group would meet ahead of the Sector Specific Methodology Consultation. Post-consultation, Ofgem will provide further detail on how the working group will run for the rest of the year.

3. Vulnerability Minimum Requirements (Ofgem)

- 3.1. Ofgem provided a brief update on the feedback received from the group regarding the vulnerability packages proposed in WG7 and how members assessed these against criteria provided by Ofgem.
- 3.2. Ofgem provided a high level summary of how the minimum requirements would work as part of the business plan guidance. The requirement would be to have a vulnerability strategy and the draft shared with the group detailed Ofgem's expectations, including minimum levels of ambition for some areas. Ofgem posed questions to the group on the structure; level of detail; any omissions and funding.
- 3.3. The group discussed the extent to which DNOs should delineate between the actions they're doing to meet the minimum requirements and the overall strategy, including

the cost of both. It was broadly agreed that DNOs could develop a vulnerability strategy based on the stakeholder engagement conducted before business plan submissions and ensure that the minimum standards were met as part of this. The importance of flexibility was noted as well as providing transparency to stakeholders and customers.

3.4. The group discussed the extent to which fuel poverty should be drawn out in the minimum standards, noting that this is of particular importance in regards to partnerships. It was raised that the impacts of the energy system transition on vulnerability should also be more prominent in the minimum standards. The group discussed the three priority areas for ED2 – vulnerability to loss of supply; fuel poverty and the energy system transition – and how best to reflect these.

3.5. Ofgem requested further feedback from those who wished to provide it and had not yet done so by Wednesday 1st July.

4. Connections Update (UKPN)

4.1. UKPN provided an update on the action from WG8 to develop an initial definition of what constitutes advice regarding the BMCS. They shared some suggestions for what technologies could be considered in the scope of this. There were some areas considered clearly in scope, and others there they're more complex as they are not related to a direct interaction with an end consumer.

4.2. The group also discussed how this interacted with the general enquiries category and that the overall aim of the action is to ensure that no customer is falling into a gap between mechanisms.

4.3. Regarding enabling technologies, the group discussed examples of these and how they relate to the advice category. It was suggested these should be included when a customer has rang and the DNO has then directed them to the available service.

4.4. Action: Ofgem suggested it would be useful to progress this action through defining a long list of activities on the spectrum UKPN have shared to enable consideration of what mechanism should cover these. It was noted this may not be viable for completion ahead of SSMC and would still be valuable afterwards.

Action	Allocated to	Due date
<p>Connections</p> <p>Provide update on progress in regards to:</p> <ul style="list-style-type: none"> - Developing an initial definition for what constitutes advice and an LCT. (continued) Mapping out long list of activities that could be covered under 'advice', noting these on the spectrum of reactive-proactive. 	<p>All DNOs, UKPN to coordinate</p>	<p>Provide update by latest Wednesday 15 July</p>
<p>Customer Service (outstanding from previous WG session)</p> <p>DNOs to provide update on progress regarding joint research with Explain into the customer satisfaction survey. This should include the proposed scope of the research and key milestones.</p>	<p>All DNOs, SPEN to coordinate</p>	<p>Provide update by latest Wednesday 15 July</p>