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MP166 ‘Adverse Weather Planned Maintenance Process’ September 2021 Working Group – meeting summary

Attendees

| Attendee | Organisation |
|--------------------|----------------|
| Ali Beard | SECAS |
| Bradley Baker | SECAS |
| Kev Duddy | SECAS |
| Mike Fenn | SECAS |
| Joey Manners | SECAS |
| Tosin Adeoye | DCC |
| Remi Oluwabamise | DCC |
| David Walsh | DCC |
| Arlene Brown | DCC |
| Janine Hughes | DCC |
| Del Kang | DCC |
| Pankaj Jain | DCC |
| Nathan Williams | DCC |
| Eleanor Taylor | BEIS |
| Sarah-Jane Russell | British Gas |
| Tristan Fowler | ENSEK |
| Peter Skirvin | ENWL |
| Daniel Davies | ESG Global |
| Alastair Cobb | Landis & Gyr |
| Ralph Baxter | Octoenergy |
| Michael Walls | Ofgem |
| Emslie Law | OVO Energy |
| Mafs Rahman | Scottish Power |
| Elias Hanna | Smart ADSL |
| Matthew Alexander | SSEN |
| Robert Johnstone | Utilita |
| Gemma Slaney | WPD |
| Kelly Kinsman | WPD |

Overview

The Smart Energy Code Administrator and Secretariat (SECAS) provided an overview of the issue identified in [MP166 'Adverse Weather Planned Maintenance Process'](#) and the draft Business Requirements.

Issue

- Planned Maintenance delivers change and other regular maintenance to ensure efficient operation of the Data Communications Company (DCC) services.
- Currently there is no defined process for the DCC to postpone High Impact Planned Maintenance activities due to adverse weather conditions.
- Vulnerable consumers could be left unable to top up prepay during periods of adverse weather.
- In a DCC Service Outage that affects the Power Outage Alerts (POA) service, the Electricity Network Parties have no way of identifying whether there is a loss of power to the consumer's property.

Business Requirements

| Business Requirements | |
|-----------------------|--|
| Ref. | Requirement |
| 1 | The DCC is to be able to postpone and reschedule High Impact Planned Maintenance for adverse weather without having them treated as Unplanned Maintenance. |
| 2 | The DCC is to provide fallback dates in line with timescales for Planned Maintenance |
| 3 | The DCC is to proactively communicate any changes to Planned Maintenance as a result of adverse weather with Service Users |
| 4 | The DCC is to report on instances of invocation to Operations Group (OPSG) |

Working Group Discussion

Ongoing trial

SECAS provided an overview of the background to the modification, and highlighted that there is currently an ongoing trial. SECAS stated that the trial had been ongoing since January 2021 and the process had been invoked three times. On the first occasion the maintenance window was postponed by 48 hours on the day of the maintenance window. Feedback was received that decisions should be made earlier wherever possible.

The second occasion was postponed the day before the outage and rescheduled to the later fallback window, seven days later. The DCC received feedback that their communication was not clear enough and needed to detail that there would be a DCC Service Outage.

The third occasion was during the summer and the decision was made not to postpone as the adverse weather warning from the Met Office as the warning did not include any mention of danger to life.

Business Requirements

SECAS presented the draft business requirements to the Working Group. The process that the trial follows was developed in consultation with the Operations Group. These business requirements have been drafted based on that current process. SECAS invited feedback to confirm that these requirements were suitable to proceed. The Working Group agreed that they were suitable and should continue to a Requirements Workshop for discussion with the DCC Service Providers.

Next Steps

The following actions were recorded from the meeting:

- SECAS to discuss the business requirements with the DCC Service Providers
- SECAS to issue a request a DCC Preliminary Assessment following those discussions.