

CACoP Forum meeting 26

11 May 2021, 10:00 – 11:30

Teleconference

Final Minutes

Attendee	Representing
Paul Rocke (PR) (<i>Chair</i>)	IGT UNC
Holly Burton (HBu) (<i>Secretary</i>)	Gemserv
David Kemp (DK)	SEC
Eugene Asante (EA)	MRA
Amie Lauper-Bull (AL-B)	IGT UNC
Claire Kerr (CK)	BSC
George Crabtree (GC) (<i>part</i>)	BSC
Jennifer Groome (JG)	CUSC, Grid Code, STC
Helen Bennett (HB)	UNC
Richard Colwill (RC)	DCUSA
Neil Brinkley (NB)	SPAA
Jonathan Coe (JC)	Ofgem

1. WELCOME AND INTRODUCTIONS

The Chair welcomed attendees to the meeting.

2. MEETING 23 MINUTES

The Secretary noted no comments were received on the minutes from CACoP meeting 25 which took place on 13 April 2021. JC informed the Forum that some edits were sent through via email in which the Chair agreed to incorporate into the latest version. The Forum approved the minutes as modified.

3. ACTIONS UPDATE

Ref	Action	Update	Status
25/01	The DCUSA (RC) to contact the SEC (DK) in regard to the question on the SECAS MHHS survey that was issued by SEC in February 2021.	DCUSA (RC) contacted SEC (DK) post-meeting where discussions will now be held offline to discussion the question raised against the MHHS survey. This action has now been closed.	Closed
25/02	KS to investigate how the National Grid ESO Codes track and populate success criteria of their websites and feed this information to Gemserv (PR).	National Grid ESO (JG) has spoken with its digital team who confirmed that the main stats they track on their website are number of visits per page, number of document downloads, and scroll depth per page. This action has now been closed.	Closed
25/03	Code Administrators to review proposed changes to the Horizon Scanner and provide remaining updates and comments to bsc.change@elexon.co.uk by Friday 30 April 2021.	The updated Horizon Scanner was circulated to members post-meeting. Updates were discussed as part of Agenda Item 7. This action has now been closed.	Closed

4. NEW CROSS-CODE CHANGES UPDATES

RC highlighted [DCP383 'Provision for Distributors to Move Meters for Service Alterations'](#) was raised on 10 February 2021 to define a process detailing when a Distributor can move a Supplier's meter during service alteration works. It was noted that this modification will soon be released for consultation. In addition, [DCP390 'Provision of Isolations for Safe Working on Customers' Electrical Installations'](#) was raised on 14 April 2021 to define process detailing how a customer can obtain timely main supply electrical isolations to allow for safe working on their electrical installations.

EA highlighted Ofgem has raised emergency CP [MRA CP 0270 'Retail Code Consolidation SCR'](#) in relation to the elements for the closedown of the MRA. Impacts include the removal of the BSC Representative as an MRA party. The CP is due for implementation in September 2021.

HB highlighted the current modifications that have cross-Code impacts:

- [UNC 0664V 'Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4'](#) was raised to create an obligation for Shippers to move Supply Points with low Valid Meter Reading submission performance from Classes 2 and 3 into Class 4, following a consecutive period of poor performance. The CDSP will automatically move any Supply Points not moved by the Shipper in such a scenario (after an allowed

period of time). It is likely that this modification will now be proceeded as a Self-Governance modification.

- [UNC 0674 'Performance Assurance Techniques and Controls'](#) was raised to provide an effective framework for the governance of industry performance that gives industry participants mutual assurance in the accuracy of settlement volume allocation. This modification is currently out for Consultation with responses due by 24 May 2021.
- [UNC 0734S 'Reporting Valid Confirmed Theft of Gas into Central Systems'](#) was raised to introduce a new process to help ensure that valid confirmed theft data (claims), received from Suppliers via the Retail Energy Code (REC), is appropriately reported into central systems. This modification is currently progressing through the Working Group.
- [UNC 741F 'Updating specific gender references to neutral terms'](#) was raised to update any specific gender references such as 'he', 'him', 'his', 'her', 'Chairman' etc to neutral terms such as 'their', 'them', 'they' and 'Chairperson' in the Uniform Network Code. This modification will be released for consultation once discussed at the next UNC Panel meeting.
- [UNC 0760 'Introducing the concept of derogation for Net Zero innovation into Uniform Network Code \(UNC\)'](#) seeks to introduce derogations for innovation projects related to Net Zero as a concept in the Uniform Network Code (UNC), defining when and how these can be requested, as well as the process around consideration and approval or rejection of derogation requests. This modification is progressing through the Working Group and is not likely to be presented to the UNC Panel until September 2021.
- [UNC 0762S 'Adding the Retail Energy Code Company as a new User type to the Data Permissions Matrix'](#) seeks to amend the UNC Data Permissions Matrix (DPM) to add the Retail Energy Code Company as a new User type. This modification is progressing through the Working Group and will be presented to the UNC Panel in June 2021.

AL-B highlighted there are no new cross-Code changes but reminded Code Administrators of the previous update to make use of the [cross-Code tracker](#) that is published on the IGT UNC website. This tracker is updated on a monthly basis and calls out all cross-Code related changes. In addition, it was noted again that the IGT UNC is still experiencing quoracy issues with its Panel. This has been called out to Shippers in previous months, and the election process has been extended to seek interest in the vacant seats.

DK highlighted [MP161 'Significant Code Review – Retail Code Consolidation'](#) was raised by the Authority and will be presented to the Panel on 14 May and it will be asked to refer the proposal directly to the Change Board on 26 May. The Change Board vote will then be referred to the Authority for decision. In addition, [DP162 'SEC changes required to deliver MHHS'](#) was raised by the DCC and SEC are currently presenting this proposal to its Sub-Committees whilst working closely with Ofgem.

CK highlighted P419 'Enhanced Reporting of Demand Data to the NETSO to facilitate BSUoS Reform' intends to enable the aggregation of specific Metering Systems' metered data for network charging purposes to support the operation of the Targeted Charging Review (TCR) and Balancing Services Use of System (BSUoS) Reform proposals driven by Connection and Use of System (CUSC) Modification CMP308 'Removal of BSUoS charges from Generation'. Following the Panel's decision to progress P419 to the Assessment Procedure at its meeting on 13 May 2021, the first P419 Workgroup is expected to be held during W/C 19 July.

JC noted an open letter against next steps for the REC was published on 30 April 2021 and have now started to issue SCR modifications to each Code. Ofgem are aiming to issue decisions around 2 July 2021 but this will be dependant on FMRs being received. In relation to Market wide Half-Hourly Settlement (MHHS), on 20 April 2021 Ofgem published their decision on the full business case where they said they would move forward with MHHS and expected the end date for full implementation to be October 2025. On 23 April 2021, Ofgem also published a consultation against the governance arrangements for the industry led delivery of MHHS. Amongst other things, Ofgem set out proposed Code changes to be included in the BSC and other impacted Codes. The intention of this is to bind Code participants and relevant Code bodies to comply with MHHS implementation.

The CACoP Forum noted the updates.

5. REC USER GROUP UPDATE

The Chair provided an update against the REC User Group meeting which took place on Friday 7 May 2021. The Forum were previously informed that this group is a forum of stakeholders from industry representatives (such as Codes and trade associations) to receive regular updates on a monthly basis on relevant aspects on REC mobilisation to socialise with their constituencies.

Highlights from the meeting included three different elements from the Code Manager, first of which was from the Operational Account Managers (OAMs) who have been appointed by the Code Manager to provide Party level engagement through mobilisation and into enduring service. Key elements of this update were that there is confirmation that each REC party is going to have a dedicated and named OAM that will be responsible for engagement throughout the enduring process. This team of OAMs will be supported by the wider team of subject matter experts that is housed within the Code Manager.

The OAMs will be actively proposing different training sessions and knowledge articles that will be provided by the Code manager through a knowledge portal that will sit within the REC Portal. OAMs will work with their Code Parties to understand where they may need additional knowledge from a skills gap.

The OAM team have been busy with actively producing its strategy for engagement and its own communication plan. It has experienced a challenge in terms of validating the content of contacts who have already exceeded to the REC. In many cases, this information is inaccurate and therefore needs to address cases where Code parties should have acceded because they were existing parties to the MRA/SPAA but have not gone through the process.

The group have been carrying out meet and greets with Code parties and has also been supporting the development of the REC portal to ensure it is set up from a User experience. It has also engaged

with setting up its first social media aspects of the Code manager outputs, this was formally launched last week. Periodic posts include the publication of a number of REC podcasts which will be published every Friday on a variety of topics that will interest Parties in respect to elements of the REC.

The second presentation at this group was from the CACoP Chair where he launched the process for nominations to be made to the new REC committees. An email was circulated on Friday 7 May 2021 to all Code parties, to invite them to nominate representatives to these committees that will be established in September 2021. Many Code administrators have agreed to push this message out to the wider industry to make sure people are given the best chance to nominate relevant experts. This message has also been pushed out to trade associations and non-CACoP Codes (e.g. MOCOPA).

The Code Manager is currently filling seats for four different committees, which consists of a REC Change Panel and three Sub-Committees of the Change Panel (Metering Expert Panel, the Green Deal Panel and the Technical Expert Panel). Parties have until 28 May 2021 to submit nominations, with the Code Manager inviting nominations through Suppliers, Network Operators, Metering Equipment Managers and Green deal providers.

The next presentation was provided by the REC Code Manager regarding performance assurance, highlighting that a performance assurance consultation has been released from the Code manager which was published on 8 April 2021 with a deadline for responses by 14 May 2021, and is consulting on all aspects of assurance framework. After the closing of the consultation, recommendations will be put to the performance assurance board under REC who will determine an outcome on any changes to the proposed framework on W/C 7 June 2021. The decision of this will then be published W/C 14 June 2021.

The Code Manager also noted they had previously intended to consult on a consultation for Market Entry and maintenance of qualification for Industry participants. Following initial consultation with RECCo and Ofgem, it had determined that the consultation was no longer deemed to be appropriate. Instead of publishing a consultation, it will provide an education piece on what the Market Entry framework will look like under REC.

Lastly, there was an update on from the Code Manager against the expectations around REC party data provisions for performance assurance purposes under the REC. The Code Manager is developing a report catalogue which will identify data items required from Parties to measure identified risks associated with REC party performance. This data will be sourced from central data providers wherever possible, and the Code Manager is speaking with ElectraLink, DCC and Xoserve around how this data can be procured. Other data is expected to be provided by Parties to the Code Manager via the portal. The Code Manager is preparing a detailed overview of these data requirements to be published.

The CACoP Forum noted the update.

6. CENTRAL CACoP WEBSITE SUCCESS CRITERIA

The Chair provided an overview highlighting that earlier in the Spring the CACoP signed off the decision to create a centralised CACoP website where support for the principle of the website and funding was received by Code Panels. There was an exception from the BSC Panel who requested

sight of the success criteria based on aired concerns around benefits. The BSC Panel's most significant concern was having another Code website that did not provide value for money and could be an inefficient use of industry resources.

To satisfy some of the concerns, the CACoP Forum agreed to develop a set of success criteria that could determine whether the website was doing what it set out to do. After a period of time, if the success criteria are not being met and there is no apparent value for money being provided from the website, then CACoP could then make a decision to stop funding the website.

Internally, work has been done to start the project and engagement has taken place with website developers. The Chair confirmed that we hope to be in a position by August 2021 that a product will be ready to go out to market. This will be presented to the CACoP in the summer to seek views with the opportunity to test the website to make sure User ability is met.

DK has reached out to other Codes to seek views on types of measures that will look to use to monitor success values for the website, which have been summarised below:

- Track the visitor rate over the first six months – sustained month-on-month increase in visits to the website seen.
- Track the download rate of key documents – sustained month-on-month increase in downloads seen:
 - Central Modifications Register
 - Horizon Scanner
 - CACoP Newsletters
 - Forum meeting minutes
- Where possible, it would be useful for Code Administrators to track visits to their own CACoP webpages – corresponding reduction in visits/downloads seen over the first six months reflecting customers moving to the new website.
- Lastly, following qualitative feedback CACoP will recommend to Ofgem to gather feedback through a specific question in the 2022 Central CACoP Survey.

It would be useful to have some suitable metrics for each success criteria but to date, are not really sure on existing hit rates against various webpages. The Forum have therefore been asked to provide statistics against visitor rates and document download rates against the CACoP page on their own website. It is appreciated that not all Codes will be able to track the same level of detail but any information that can be provided before the next CACoP meeting in June 2021 will be useful. This will allow us to build some numbers to be measured against as part of the metrics.

PR highlighted it is difficult to determine what is a good number of visitors on a website, without a baseline for which to aim to grow and shape. Even if Codes are taking numbers from Code websites as a starting point, there are different thesis for the purpose of a website. Whilst there could be some value to be gained by understanding what the current hit rates are on certain products, there may not be a direct correlation and a lot of value looking to be seen will be in the growth metrics for a base position over the first few months.

JC noted that content in relation to Ofgem seeking feedback through a specific question as part of the 2022 Central CACoP survey was fed back to Ofgem representatives who run the survey. These representatives highlighted that the question does not really fit in with the nature of the survey for a couple of reasons. Predominantly the survey is focused on the performance and customer satisfaction of the individual Code administrators as opposed to general products issued by the Forum. Some other concerns noted that respondents will undertake the survey multiple times for different Code administrators therefore, there will be a case where feedback is gained multiple times from the same Party. There is a general consensus to minimise the length of this survey as much as possible therefore, were not keen to add further questions if at all possible.

PR noted this feedback is fair and that some of the key drivers did originate from previous surveys and suspect that some of the feedback we get through future surveys might highlight the need for a centralised CACoP website.

CK agreed that the success criteria are heading in the right direction to satisfy the requirements of the BSC Panel.

One member questioned whether there was a way to seek feedback through the website via a comments section which will then be passed through to a generic mailbox. PR advised this can be raised as part of the website design to see if there a capability to do so.

ACTION 26/01: Code Administrators to research statistics against visitor rates and document download rates against the CACoP page on their own website and provide these details to CACoP@gemserv.com by Friday 28 May 2021.

The CACoP Forum noted the update.

7. HORIZON SCANNER

GC completed a line by line review of against previous action updates that were required by the Forum in particular events where updates have expired or were still outstanding.

Dcode updates will be sought offline due to no Dcode representative being present at the meeting.

ACTION 26/02: Code Administrators to provide finalised changes/updates against the Horizon Scanner to bsc.change@elexon.co.uk by 28 May 2021.

ACTION 26/03: BSC (GC) to update the Horizon Scanner once updates have been provided by Code Administrators before uploading to the BSC website and issuing this to the Forum for wider circulation.

The CACoP Forum noted the update.

8. CODE OF CONDUCT

JG noted this item was previously raised by KS at the last CACoP meeting, noting that National Grid ESO Codes were seeking feedback regarding the engagement of the Code Governance process. KS

questioned whether there would be an appetite to put forward a Code of Conduct in Workgroups which would set the scene in terms of expectations from attendees.

The purpose of creating a Code of Conduct document is to provide some rules of engagement and behaviour in workgroups. It could be circulated at the start of the workgroup stage along with ToR.

The potential benefits are:

- Creating a level playing field for all workgroup members to be able to voice their opinion
- Create additional support for the Chair so they can refer to this document if needed
- Create some parameters in which workgroup members work to in order to create a respectful environment
 - Use Plain English to explain their viewpoint
 - Ensure language used when getting into the detail is not personal, reminding attendees that views expressed are from the viewpoint of the party they represent, not individual preference
 - Ensure language and conduct is consistent with the values of equality and diversity

JG would look to write a draft based on feedback before circulating the document ahead of the June CACoP meeting with a deadline to discuss final changes. The Forum would then be asked to agree the final version and the June meeting before taking to Code Panels for information purposes. This would look to be implemented with any new work groups in July 2021.

PR questioned whether Code of Conduct could incorporate Competition Law, there are some Codes that do this at the moment and talk about dos and don'ts of what should and should not be discussed. It could be that this acts as a guidance for where Parties should limit discussions for commercial issues. NB noted the competition law is highlighted at the start of the meeting where competition law guidance is also provided which acts as a reminder for what can and cannot be discussed.

National Grid ESO propose to keep the document to one page, and is very simple to follow written in Plain English, but containing maybe a few bullet points on the rules with an introduction paragraph.

CK highlighted in relation to the second bullet point (Ensure language used when getting into the detail is not personal, reminding attendees that views expressed are from the viewpoint of the party they represent, not individual preference), is in fact the opposite process for the BSC. BSC workgroup members are there to represent industry and are independent/impartial rather than representing their Party. This is the same for most Codes therefore, this point seems too specific so should be reworded.

The CACoP Forum noted the update.

9. ANY OTHER BUSINESS

One item of business was raised by JG thanking Parties who have sent through Memorandums of Understanding (MoUs) in relation to the CACoP survey. The deadline for information has been

extended to next week, once all MoUs has been received then an invoice will be circulated to Code Administrators.

JC raised an item of business in relation to expected decision dates for Code modifications which have previously been presented to Code Panels. The first consolidated version of the decision register was published last week. In addition, Ofgem are working to create a new website with the new version looking to go live in June 2021. This means a publishing moratorium will be put in place for a period of time in June, more information on this will be published over the coming weeks.

DK raised an item of business in relation to Events of Default, in particular what can and cannot be shared between codes. An email will be circulated post-meeting seeking feedback and clarification of information being shared where Parties are in default. Code Administrators will be requested to respond to the email highlighting their views/processes to secas@gemserv.com. PR highlighted that REC Version 2 provides specific references upon a Party entering and Event of Default and how other Codes will be informed of this.

The last item of business was raised by PR in relation to the frequency of meetings. PR noted that, although volume of business at some meetings of the CACoP Forum had been light, he still considered that the momentum of meeting on a monthly basis would provide the greatest value. The Forum agreed and noted that frequency of meetings could continue to be monitored.

No further items of business were raised.

10. SUMMARY AND MEETING CLOSE

The next CACoP Forum meeting will be held on 8 June 2021.

The Chair thanked everyone for attending and closed the meeting.