

# Reliability and Resilience Working Group meeting with UK Power Networks



## Time and date

1.30pm – 3.00pm, Wednesday 10<sup>th</sup> February 2021

## Attendees

### RRWG

Jeff Hardy  
Nigel Cornwall  
Ashleye Gunn  
Peter Bennell  
Peter Atherton  
John Hargreaves  
Nick Pollard  
Ann Bishop  
Phil Lawton

### UK Power Networks

Colin Barden  
Paul Measday  
James Hope  
Bill D'Albertanson  
Max Taylor  
Sam Bould (KPMG)

## Agenda

1.30pm	Introduction
1.40pm	Overview of reliability research approach
2.10pm	Overview of approach to Worst Served Customers (WSC)
2.40pm	Overview of maintenance approach
2.50pm	AOB

## Meeting summary

UKPN and the RRWG met to discuss:

- (i) The findings and interpretation of the key research phases thus far on reliability, including implications for development of the ED2 plan;
- (ii) The approach to worst served customers and how the ED2 plans would differ in their approach to supporting these customers;
- (iii) The impact of maintenance work on reliability; and
- (iv) The approach to measurement of outage satisfaction.

## Discussion

Key discussion and steer focused on:

- (i) How the CEG viewed UKPN interpretation of the research with steer around the consideration of the tradeoffs, Ofgems targets and the tangible impacts of power cuts on customers;
- (ii) The CEGs views on the UKPN approach to WSCs, including their approach to timing and support across ED1 and early views on this for ED2; and
- (iii) The CEGs view on the use and reliance placed on the measurement of outages using Ofgems 3-minute definition and the implications of this.

## Actions and next steps

**Action** – UKPN to illustrate graphically how the tradeoff / transfer of longer term to shorter term outages has materialised over ED1.

**Action** – UKPN to consider sending additional information on the number of customers covered by the ED1 WSC schemes.

**Action** – UKPN to consider sending Broad Measure Survey response data around quality of supply / satisfaction information around faults.

**Action** – UKPN to consider publishing information for customers on the standard of supply that they can expect.