

Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2019_0619_04_Interventions Working Group Headline Report
Action	For Information

# Interventions Working Group: Headline Report

This paper provides an update to the DCUSA Panel on the progress of the Interventions Working Group (IWG).

## 1. Background

- 1.1 The Interventions Working Group (IWG) was established to assist the DCUSA Panel in the evaluation of the operation of Clause 30.5 of DCUSA, which relates to the roll out of smart meters.
- 1.2 The IWG has been tasked with the below:
  - Identify collaborative improvements in the on-site smart metering activity (across suppliers, distributors and meter operators) and supporting business processes;
  - Review feedback from field teams to identify opportunities for process improvements – both reporting processes and resolution processes;
  - Identify/flag examples of best practice ways of working together for others to follow; and
  - Develop evidence based recommendations for improving the installation and rollout of smart metering.

## 2. Update

- 2.1 IWG convened on 15 May 2019. This paper outlines the main discussion points.

### Safe Isolations Working Group

- 2.2 The Chair confirmed that the DCUSA Panel had requested that the terms of reference and the work plan were put together before approval was sought from DCUSA Panel. The Chair added that the terms and the work plan have been submitted to the DCUSA Panel, with the Safe Isolations sub-group meetings set to begin ASAP dependent upon DCUSA Panel approval.

### MOPs refusing to operate metal clad cut-outs

- 2.3 In response to an Action for MOCOPA members to feedback on discussions raised regarding MOPs refusing to operate metal clad cut-out, the Group clarified that working on undamaged metal-clad cut-outs is currently undertaken by authorised industry parties with safe working procedures in place. It

was noted that MOP parties that decide not to operate on this equipment should discuss the matter with their clients (suppliers) and refrain from advising the customer to request action from the DNO to attend site and replace the cut-out. AMO and Energy UK are to hold a meeting to progress the drafting of improved asbestos guidance for meter operators. This should help to address some of the underlying issues impacting on meter install aborts when a metal-clad cut-out is discovered.

#### **DCP 335**

- 2.4 The Group discussed the recent DCUSA Change Proposal (DCP) 335 (Provision of email contact details for use in Incident Management scenarios), with the Chair confirming that the implementation date is 27 June 2019, which is the next DCUSA release.
- 2.5 The Group discussed the risks of situations where a customer has a problem with a meter out of normal working hours where emergency metering services were not available. The Chair confirmed the open letter on 'emergency metering services for both gas and electricity smart meters' from OFGEM states the responsibility is on the Supplier to provide metering services for their consumers. The Chair confirmed that the letter mentions that the Supplier's minimum plans should consider the following factors; 1. All Suppliers should have emergency metering service in place for all of their gas and electricity customers using smart meters. 2. Suppliers should deliver an emergency metering service appropriate for an essential service to all energy consumers, paying special attention to vulnerable consumers.
- 2.6 The Group suggested that the Chair could write to Suppliers for an update following the OFGEM letter and/or mandating data of contact details needed to be provided to DNOs. The Chair agreed to write to Suppliers for an update following the OFGEM letter.

#### **Smart Meter Installs**

- 2.7 An update was provided on monthly and cumulative smart meter installs for April 2019, which highlighted that 201,522 smart meters were installed in April 2019, and the total cumulative number (from January 2012) is now standing at 10,842,539.

### **3. Recommendations**

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- 3.1 The Panel is invited to:

- **NOTE** the contents of the paper.

### **4. Attachments**

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- There are no attachments to this paper.

**Graham Hall**