

Meeting Session	Interventions Working Group
Paper Reference	IWG 20180613 03
Action	For Information

## Outstanding Actions

This paper outlines the actions for the Interventions Working Group.

### Open Actions

Action Ref.	Action	Owner	Update
13/01	IWG to write to Suppliers to ask their installers not to call in Category B defects that they have installed.	Members	<p>18 December 2017 – Ongoing</p> <p>22 March 2018 - the Chair noted that Suppliers were contacted at the end of 2017, but no responses were received. A follow up note was issued post meeting.</p> <p>9 May 2018 – Group agreed that this should be renamed to only reflect Category B defects.</p>

14/03	ElectraLink to confirm if a breakdown of the smart meter type (NSS, S1 and S2) could be provided.	ElectraLink	14 February 2018 – Ongoing (see 12/03) 22 March 2018 – Ongoing
15/01	KW to provide forecast on gas install volume estimates from British Gas	Kevin Woollard	22 March 2018 – Members agreed that a sub-Group should be formed to discuss issues. Members also agreed to invite Ofgem representative to IWG 17 to discuss (see 16/01) 11 April 2018 – KW noted that updates will be provided at IWG in May 2018 9 May 2018 – Update will be provided at IWG in June 2018 <i>Post-Meeting note from KW</i> <i>British Gas does not see any value in providing a forecast of our gas first installations as these in isolation will not assist the DNOs in assessing the likely impact on intervention volumes. Suppliers currently provide a forecast of electricity smart meter installations by DNO area out to 2020. DNOs will have already made an assessment based on these forecasts as to the volume of intervention requests that are likely to be generated from these forecasts. As British Gas does not have information on how other Suppliers intend to approach their electricity single fuel customers it is difficult to forecast whether a customer will have already been converted to smart for their electricity supply before we visit to install a gas smart meter. For the purposes of providing an estimate we have assumed that 50% of single fuel customers will have been converted before we visit. Based on this we have assessed that our gas first installation programme could bring forward approximately 10k to 15k interventions requests across all networks during 2019 when we estimate our gas first installation programme will peak.</i>
17/02	ElectraLink to send out Doodle Poll to ascertain attendance levels for BEIS workshop on 20 June 2018, with invitations to be sent out thereafter.	ElectraLink	11 April 2018 – Ongoing 9 May 2018 – Poll sent out and event scheduled for 20 June. Invites have been sent out.
17/04	DNOs to look in to types of cut-outs associated with voltage reports.	All	9 May - Ongoing

18/01	DW to contact Geoff Huckerby of AMO with invitation to attend IWG in June 2018.	DW	
18/02	ElectraLink to investigate potential for future IWG newsletter or updates to Small Supplier Forums	ElectraLink	
18/03	Members to send images of cut-outs to amo@gemserv.com to be included in an AMO glossary.	All	
18/04	ElectraLink to request that all Suppliers indicate if they are installing Gas First	ElectraLink	
18/05	Group to email DBr with training issues that they have discovered, relating to Workstream 1	All	
18/06	ElectraLink to find out if DCUSA derogations are permanent	ElectraLink	13 June 2018: DCUSA team have confirmed that DCUSA derogations are not permanent.

## Closed Actions

Action Ref.	Action	Owner	Update
09/04	To draft a DCP form for the provision of Smart Rollout Reporting post rollout and circulate this to the IWG for review, requesting a volunteer to sponsor the change.	ElectraLink	<p>19 June 2017 – Ongoing – This is being developed with the support of Robin Hood Energy. Until the new template is gained, the roll out profiles/supplier forecast would be provided from Suppliers, like an interim reporting process. Asked that this is conveyed to the DCUSA Panel, though perhaps ask Suppliers about the interim solution (i.e.: to use the BIES Template and then fill in the last year of data)</p> <p>25 June 2017 – An update will be provided at the August 2017 IWG meeting.</p> <p>14 August 2017 – Ongoing</p> <p>16 October 2017 – IWG agree to draft Change Proposal for Dec meeting.</p> <p>Complete</p>
11/03	KW to examine the thirty-eight complaints relating to dissatisfied customers in DCP 297 consultation, and bring to the August IWG for further discussion	KW	<p>14 August 2017 – Ongoing</p> <p>16 October – Complaints addressed by Proposer in DCP297 red-lined amendments.</p> <p>Complete</p>
11/04	Group to find out which aborts need to be measured for Suppliers and DNOs to work out at which point DNOs would be released from their SLA.	Members	<p>14 August 2017 – Ongoing</p> <p>16 October 2017 – IWG agreed that this Action is no longer relevant and can be closed.</p> <p>Complete</p>

11/06	ENWL to research and develop 'sliding scale' idea relating to DCP 297 and bring back for further discussion.	ENWL	14 August 2017 – Ongoing 16 October 2017 – ENWL confirm that the idea is included in their consultation response to DCP297, and that anything over and above this would form part of a Change Proposal as an alternative to DCP297. Complete.
12/01	To provide organisation's views on whether the proposed Smart Meter Installs report would be of use on an ongoing basis.	Members	16 October – Ongoing. Additional tailoring of maps under consideration. 18 December – Ongoing. Members requested if breakdowns of smart meter types could be provided (see 14/03) 22 March – Members agreed that this Action could be closed as the contents are covered in Action 14/03
12/02	To contact Jason Stevens regarding Alt Han impacts of DCP 304.	ElectraLink	16 October 2017 – Ongoing. Awaiting response from Jason. 18 December 2017 – Awaiting response. 22 March 2018 - KW noted that Jason Stevens had confirmed that DCP304 would cover the Alt Han impacts. The Group agreed that this Action could be closed.
14/02	PA to send draft of MOp notification card for consideration at next IWG meeting.	PA	14 February 2018 – Completed.
14/04	KW to determine if a non-appointed MOp can issue a D0135 and raise the matter at IREG.	KW	14 February 2018 – KW confirmed that a British Gas representative would raise the matter at IREG on 14 February 2018. Ongoing 22 March – Agenda Item. Closed.
15/03	JE to provide list of examples of customer confusion post-meeting, with members to feedback within two weeks	JE	14 February 2018 – Provided post-meeting. Completed
15/04	ElectraLink to send DCP 304 legal review outcome to IWG members post-meeting	ElectraLink	14 February 2018 – Provided post-meeting. Completed

15/05	ElectraLink to explore alternative dates for March 2018 IWG due to a clash of dates with AMO General Meeting	ElectraLink	14 February 2018 – Doodle poll sent out post-meeting with four potential dates. Completed
16/01	Increases in Customer Raised interventions to be updated in order for JE to provide individual reports.	All	9 May – Update provided, closed.
16/02	Agenda item to be added to IWG 17 to discuss volt testers.	ElectraLink	11 April 2018 – Complete
16/03	ElectraLink to invite Mark Hogan of Ofgem to IWG 17 to discuss Gas First Install issues	ElectraLink	11 April 2018 – Complete
16/04	ElectraLink to host subgroup meeting on Gas First Installs upon request	ElectraLink	11 April 2018 – Complete
16/05	Members to discuss possible dates for Workshops before IWG 17; to make decision at that meeting	Members	11 April 2018 – Workshop date confirmed at 20 June 2018.
14/01	JE to provide information on the increase in Customer raised interventions.	Jane Eccleston	14 February 2018 – Ongoing 22 March 2018 – It was agreed for individual reports to be provided to the respective members, which could then be discussed at the next IWG. 11 April 2018 – It was agreed to reword this Action to signify that JE would take over lead from AS. The Action is ongoing. 9 May 2018 - Closed

15/02	Operational, Safety and Reporting Issues Log to be generated and populated by members at IWG meetings	ElectraLink	14 February 2018 – Issues Log to be generated for March 2018 IWG meeting 22 March 2018 – Issues Log generated, with items to be prioritized at IWG 17. 9 May 2018 – Issue log generated and prioritized. Closed
17/01	MM to develop a work plan setting out expectations for BEIS workshop on 20 June 2018	MM	11 April 2018 – Ongoing 9 May 2018 – Workshop met at IWG 18. Closed
17/03	RH to provide update on responses to AMO MRR regarding metal clade cut-outs.	RH	9 May – Update given. Closed
17/05	ElectraLink to notify PM (the proposer) and DCUSA of DCP 302 being removed.	ElectraLink	9 May – Grpup agreed to keep DCP302 on hold. Closed
17/06	Group to share volumes of MOps leaving site after Category A situations from 22 February to end of April at IWG 18	All	9 May – Closed.