

Meeting Session	Interventions Working Group
Paper Reference	IWG 20180214 03
Action	For Information

Outstanding Actions

This paper outlines the actions for the Interventions Working Group.

Open Actions

Action Ref.	Action	Owner	Update
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)

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.
13/01	IWG to write to Suppliers to ask their installers not to call in defects that they have installed.	Members	18 December 2017 - Ongoing
14/01	AS to provide information on the increase in Customer raised interventions.	AS	14 February 2018 - Ongoing
14/02	PA to send draft of MOp notification card for consideration at next IWG meeting.	PA	14 February 2018 – Completed.
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)
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
14/05	MM to collate an issues log which includes lessons learned, following a communication being issued to Suppliers and DNOs for issues.	MM	14 February 2018 – IWG 15 Agenda item. Completed

15/01	KW to provide forecast on gas install volume estimates from British Gas	KW	
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
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.

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	<p>14 August 2017 – Ongoing</p> <p>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.</p> <p>Complete.</p>