

Meeting Session	Interventions Working Group
Paper Reference	IWG 20161213
Action	For Information

## Issues Log

This paper outlines the on-going issues from the Interventions Working Group.

Ref	Description	Update
Feb 2016/01	<p><u>Multiple Occupancy Issues</u></p> <p>There may be situations where a network issue affects multiple MPANs. For example, if a block of three flats is grouped for a visit by the Supplier and a service termination issue is found that affects all the flats in the block. It is noted that there should be co-ordination between Suppliers and Distributors with regards to multiple occupancy incident</p>	<p>22 Feb 2016: the group discussed whether multiple occupancy issues are relevant to the Interventions Working Group. It was noted that this may fall within the remit of “proactive interventions” work. It was agreed that this area should be kept under review.</p> <p>18 Oct 2016: Noted that the Energy UK had formed an Alternative Han Co to address this.</p> <p>13 Dec 2016: Noted that the Alt Han is still out for tender.</p>

Feb 2016/02	<p><u>Meter Operators not operating metal-clad cut-outs</u></p> <p>Some MOPs do not have the training required to operate metal clad cut-outs. Where this is the case some MOPs are reporting to the DNO that the cut-out needs replacing when it does not need to be. This is causing an unnecessary draw on DNO resources.</p>	<p>22 Feb 2016: the group noted that it is for Network Operators to discuss these incidents directly with the relevant Supplier where they come across them. The DNO also has the recourse to recover the cost from the Supplier.</p> <p>It was suggested that it would be useful for all DNOs to have a document on cut-outs similar to the one provided by ENWL.</p> <p>18 Oct 2016: Noted that two MOPs are in the process of retraining their operatives to use metal-clad cut-outs.</p> <p>13 Dec 2016: IWG agreed to leave as on-going. For the DNO document, it was noted that there had been no progression and as certain content of the ENWL document was not agreed by all attendees, it was thought that individual documents could be created for each company.</p>
Feb 2016/03	<p><u>Defect reporting by some Meter Operators from head office, not by Meter Operator onsite</u></p> <p>There is anecdotal evidence suggesting that Category A Incidents are on occasions being phoned in from an office, rather than by the MOP on the site. This limits the ability of the Distributor to gather information on the instance from the MOP and may be adding a delay to the reporting of the incident.</p>	<p>22 Feb 2016: It was noted that Distributors should be addressing these issues directly with the relevant organisations.</p> <p>An action was taken for DNOs to return to the group with any evidence that would show that this is not just anecdotal.</p> <p>18 Oct 2016: The Group noted this is still an issue and that the reports are being received in the late afternoon, which may indicate that a Supplier is holding the reports and sending them in batches. A member highlighted that some MOPs practice is to send the reports once they are back in their office.</p> <p>13 Dec 2016: IWG agreed to close this risk.</p>
Feb 2016/04	<p><u>Joint Visits for Meter Board Moves</u></p> <p>In situations where the DNO will be replacing a meter board, should the DNO and Supplier have a joint visit to ensure that the meter board is suitably located for the smart meter install?</p>	<p>22 Feb 2016: It was noted that meter boards and meter boxes are on the ENA Business as Usual lists and so could be addressed under this group. The Working Group agreed to add this to the Interventions Working Group Issues list too.</p> <p>18 Oct 2016: Resolved by the implementation of DCP 253.</p>

		<p>13 Dec 2016: Members discussed that the DCP partly answers this issue and discussed whether this should remain or move under BAU. It was noted Suppliers are meant to use best endeavours to resolve the issues, rather than passing to the DNO, who are not funded to replace meter boards.</p>
<p>July 2016/01</p>	<p><u>Private Rising or Laterals</u></p> <p>When on site, it may not be clear if the rising and laterals are owned by the Distributor or a Building Network Operator (BNO). It can also be hard to recognise who the building owner is, in order to receive their details.</p>	<p>26 July 2016: It was noted that DNO's can only take it on a site by site basis, and while certain policies have been updated over time, the only policy that applies is the one that was rolled out at the time of instalment. It was agreed that DNOs should discuss at the next STIG meeting whether they can provide guidance for their areas that would point MOPs in the right direction with regards to ownership of private rising or laterals.</p> <p>18 Oct 2016: Progress will be made at the ENA and the ENA will report back its findings at the next IWG meeting.</p>