

# Interventions Working Group (IWG) Minutes

Meeting 40

29 April 2020 at 10:00am

Teleconference

Attendee	Representing
<b>IWG Members</b>	
Andy Clay [AC]	Department for Business, Energy and Industrial Strategy (BEIS)
Dave Brogden [DB]	Scottish and Southern Electricity Networks
Dave Wright [DW]	Npower
David Brown [DB]	E.ON
Geoff Huckerby [GH]	Power Data Associates
John Heague [JH]	Data Serve UK
Martin Murphy [MM]	NPg
Paul Abreu [PA]	Energy Networks Association
Paul Morris [PM]	UK Power Networks
Peter Skirvin [PS]	Electricity North West
Richard Brady [AB]	Western Power Distribution
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy
Tracy Pack [TP]	Ovo (S)
<b>Secretariat</b>	
Amina Uddin [HP] Secretariat	ElectraLink
Richard Colwill [RC] Chair	ElectraLink

## 1. Welcomes and Apologies

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- 1.1 The Chair welcomed attendees to the 40<sup>th</sup> IWG meeting.
- 1.2 The Working Group agreed to act in accordance with the terms set out in the DCUSA “Competition Law Guidance”.

## 2. Minutes

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- 2.1 There were no comments or questions and the Group approved the minutes of the last meeting as an accurate record. A version of the minutes can be found in Attachment 1.

## 3. COVID-19 – Member Updates

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- 3.1 IWG members provided updates on the current impacts COVID-19 is having on their Companies. Members stated that practices were continuing as per updates on 15<sup>th</sup> April such as:
  - Where possible staff are working from home, and only travelling when essential
  - Only emergency and critical work is being completed by DNOs and Suppliers
  - Number of Category A jobs have decreased significantly
  - Various approaches to pre-paid customers as below:
    - Some companies offering to attend property and load the credit on card
    - Some considering upgrading meters to smart if possible, where customers can then top-up online
    - Some have increased their emergency credit limit

### **Coronavirus Testing**

- 3.2 Members discussed the recent widening to the scope for coronavirus testing which includes:
  - All essential workers in England and members of their households who are showing symptoms of coronavirus
  - Anyone over 65 with symptoms
  - Anyone with symptoms whose work cannot be done from home (for example, construction workers, shop workers, emergency plumbers and delivery drivers)

- Anyone who has symptoms of coronavirus and lives with any of those identified above

3.3 Members stated that they had started to see communications coming from their employers regarding internal procedures for coronavirus testing.

3.4 Further details of this extension to coronavirus testing can be found on the Gov.Uk website.

## **PPE**

3.5 Members stated they are generally good with PPE at present, although struggling with supply of flame-retardant coveralls. The main concern is with regard to new deliveries and how timely these will be because the current levels of PPE within companies is not likely to last through to the end of the government lockdown. There is ongoing work within BEIS regarding PPE shortages.

## **Remobilisation Working Group**

3.6 It was noted that there has been a BEIS Working Group set up to look at how businesses will start to progress to BAU and what actions will be needed to ramp up smart meter installs etc. A collaborative approach will be needed to ensure all companies are appropriately prepared.

3.7 It was noted that when lockdown measures start to relax it is likely to be a phased approach and many people may stay working from home. As an example, this could provide an opportunity to reduce the amount of aborted smart meter install visits and this Working Group could be used as a platform for sharing of new ideas and ways of working.

## **Reporting of Category B issues**

3.8 There have been recent communications sent out requesting that if the Supplier's urgent work activity discovers a Category B issue, that prevents their corrective action, that this issue be reported to the DNO by telephone as though it was a Category A issue, and if appropriate, notifying the DNO of the Covid-19 status of any affected occupants. DNOs have raised concerns that they have received some duplicate reports as some MOP parties are calling in the Category B issues discovered during their urgent metering works but then also later reporting the same Category B issue through a DTN flow.

3.9 There were discussions on whether these Cat B issues could temporarily be reported within an existing Cat A code. After discussion it was decided that this could over complicate the issue and could result in misreporting in the future when procedures return to normal. It was agreed that as at present the duplicate numbers are not significant, DNOs should decide on their own procedures to cross check that any Cat B flows received have not already been reported.

#### 4. AOB

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4.1 There was no other business and the meeting was closed.

#### 5. Next Meeting

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5.1 The next IWG meeting will be held on 13<sup>th</sup> May 2020 via Microsoft Teams. The meeting will start at 10am.