

# Interventions Working Group (IWG) Minutes

Meeting 42

03 June 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]             | Scottish Power Energy Retail                                   |
| 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   |
| Rachael Williams [RW]        | SPEN   |
| <b>Secretariat</b>           |  |
| Amina Uddin [AU] Secretariat | ElectraLink  |
| Richard Colwill [RC] Chair   | ElectraLink  |

## 1. Welcomes and Apologies

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- 1.1 The Chair welcomed attendees to the 42<sup>nd</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 was one comment received regarding the last minutes in relation to paragraph 6.5 (asset condition reporting process for Gas Suppliers). The original text read:

*JH raised an item regarding whether there was an agreed process for the issue relating to Gas Suppliers reporting DNO Asset Conditions during attempts to install Hot Shoe. It was noted that following a separate DCUSA Working Group on the topic, it was agreed that a Category A was to be reported via a phone call; and Category B and C are to be reported via their electrical colleagues. A guidance document was produced, and it can be found in Attachment 4.*

- 2.2 This has now been amended as below:

*JH raised an item regarding whether there was an agreed process for the issue relating to Gas Suppliers reporting DNO Asset Conditions during attempts to install Hot Shoe. It was noted that following a separate DCUSA Working Group on the topic, it was agreed that a Category A was to be reported via a phone call; and Category B and C are to be reported by the Gas Supplier by way of creating a ‘dummy’ D-flow that would be sent by the Gas Supplier to the DNO. The DNO would automatically notify the Electricity Supplier of the outcome and the Gas Supplier would need to approach the Electricity Supplier for this information or simply wait 40 days for B Code rectification work to be complete before rebooking the job.. A guidance document was produced, and it can be found in Attachment 4.*

- 2.3 An updated version of the minutes can be found in Attachment 1.

## 3. Outstanding Actions

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- 3.1 The IWG reviewed an action regarding the possibility of mandating the customer contact field within the B11 flow. There is an HSE requirement for fused neutrals cut-outs to be removed within 28 days of being identified and therefore it is essential that the DNO receives the contact information within the B11 code.
- 3.2 This led to discussions regarding flows coming through without contact information. It has been identified that this issue could be caused by the data not being provided when the original flow is sent or there is an issue that when a D0149 flow is received it will overwrite the data within the MOP/ Supplier systems and this can lead to blank or inaccurate fields.

- 3.3 It was agreed that it would be beneficial to hold a workshop on D0126 and D0135 flows to identify any potential improvements in the overall process and an action was taken to draft an initial scope document for such a workshop.
- 3.4 It was also agreed to issue an RFI prior to the workshop to understand the processes used by Distributors and Suppliers at present. This may help identify areas of best practice and areas for improvements. An action was taken to draft an RFI document for review by members.

**ACTION 42/01: Secretariat to draft initial scope document for dataflows Workshop**

**ACTION 42/02: Secretariat to draft an RFI document seeking information on Distributors and Suppliers current processes in relation to sending dataflows.**

## 4. COVID-19 – Member Updates

- 4.1 AC briefed members on the headline report from the 2<sup>nd</sup> meeting of the Smart Metering Remobilisation Working Group (RWG) held on 27 May. The headline report was circulated to IWG members on 02 June. The main areas of interest to highlight were as below:
- The AMO reported on issues identified as potential concerns by their members including on training requirements; and access to devices and approaches to be adopted in a range of safety scenarios.
  - From a networks perspective it was noted that the current operational arrangements in place following Ofgem’s decisions announced on 8 April applied until the end of June 2020. Ofgem confirmed that they expected to reach a view by mid-June on whether these arrangements would be extended.
  - It was noted that networks would welcome further visibility of energy supplier planning assumptions for installs as these become clearer. Networks were encouraged to use their bilateral contacts in the networks alongside the insights provided via the RWG.
- 4.2 IWG members provided their company updates. Key points are detailed below:
- Organisations have started to contact customers to monitor what the appetite is for Smart Meter installs. Some starting with the customers that had their installs cancelled due to Covid-19
  - Organisations have started to put in place safe working restart plans. Plans include:
    - Safety aspects such as new PPE requirements due to Covid-19
    - Competency based phone calls for people that have had extended time off during the pandemic. This would include training on any updates to company documentation etc
    - e-learning packages being sent to operatives, with tests to ensure satisfactory level of understanding for processes in place

- Employees have been encouraged to express any concerns they may have about returning to work

## 5. Consideration of reporting requirements for Category A, B and C dataflows

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- 5.1 RC informed the group that a couple of reporting requests had been received regarding analysis of certain flows, for example, number of A19 reports by DNO area on a monthly basis. Such reporting mechanisms do not currently exist, but they could be created. IWG members were asked whether there was an appetite to consider any reporting mechanisms that may be useful so that a CBA could be undertaken. It was agreed that RC would provide examples of recent requests and this could be discussed at a later meeting.

## 6. DNO Approach to Managing and Reporting on Interventions Work Suspended during Covid-19 Lockdown Period

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- 6.1 At this stage it was past 11am and unfortunately many members had to leave the call for other commitments. A paper regarding the above was circulated to members on 02 June and an action was taken for a follow up email to be sent to IWG members to ask that Supplier Parties review the document and that they send any comments or concerns to Paul Abreu.

### Post Meeting Note

- 6.2 An email was sent out to IWG members on 04 June requesting comments or concerns to be submitted by 08 June to Paul Abreu.

## 7. AOB

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- 7.1 There was no other business raised.

## 8. Next Meeting

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- 8.1 The next IWG meeting will be held on 17 June 2020 via Microsoft Teams. The meeting will start at 10am.