

Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2020_0715_04_Interventions Working Group Headline Report
Action	For Information

# Interventions Working Group: Headline Report

This paper provides an update to the DCUSA Panel on the progress of the Interventions Working Group (IWG).

## 1. Background

- 1.1 The Interventions Working Group (IWG) was established to assist the DCUSA Panel in the evaluation of the operation of Clause 30.5 of DCUSA, which relates to the roll out of smart meters.
- 1.2 The IWG has been tasked with the below:
  - Identify collaborative improvements in the on-site smart metering activity (across suppliers, distributors and meter operators) and supporting business processes;
  - Review feedback from field teams to identify opportunities for process improvements – both reporting processes and resolution processes;
  - Identify/flag examples of best practice ways of working together for others to follow; and
  - Develop evidence-based recommendations for improving the installation and rollout of smart metering.

## 2. Update

- 2.1 IWG last convened on 17 June 2020, the minutes can be found [here](#). This paper outlines the main discussion points.

### COVID-19

- 2.2 It has been agreed that during this period of uncertainty, the IWG Workstreams should temporarily be placed on hold. Members are utilising the IWG as an opportunity to provide updates on the current situation and share best practice where possible.

### BEIS temporary approach to supplier roll-out forecasting.

- 2.3 A BEIS representative provided an update regarding a temporary approach to Supplier roll-out forecasting. This forecasting is regarding how many installs Suppliers expect to make over the

next few quarters. It was noted that due to Covid-19 BEIS did not issue a request for this information for the last quarter. The next reporting request is due in July and it was noted that BEIS will only ask Suppliers to provide forecast for the next two quarters up to the end of 2020. The reasons for this is that it is likely to be difficult for Suppliers to forecast beyond 2020 based on the current circumstances and also BEIS is close to concluding their consultation response to the post 2020 strategy and this is likely to impact on Suppliers plans post 2020.

#### COVID-19 Member Update

2.4 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.
- Organisations are starting to bring back field operative from furlough. The numbers will be based on customer requirements and their take up of appointments.
- All field operatives returning from furlough will have safe working restart training

#### Smart Meter Installs

2.5 The monthly smart meter installs for May 2020 were 17,280. The total cumulative number of smart meters installs currently stands at **13,392,257**.

### 3. Recommendations

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3.1 The Panel is invited to:

- **NOTE** the contents of the paper.

Richard Colwill  
GS Analyst