

Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2020_0916_03_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 Due to the Covid-19 pandemic, over the last few months IWG have been meeting every two weeks to provide updates on their company activities and share any concerns and best practice. As businesses now move towards more business as usual activities it has been agreed that the IWG should return to its usual monthly meetings and reconvene the workstreams agreed at the start of the year.
- 2.2 IWG convened on 02 September 2020. This paper outlines the main discussion points.

IWG Future Workplan

- 2.3 The IWG reviewed the various workstreams as below:
 - WPD Smart Meter Derby Local Pilot Support
 - This pilot was placed on hold due to the Covid-19 pandemic but will reconvene in March 2021.

- BNO Issues
 - IWG were communicating with Alt Han to establish whether it would be possible to share MDU BNO/managing agents contact details for the purposes of safety and security of supply. It has been confirmed that under the current regulatory framework data and information derived and retained by Alt HAN Co shall only be used in connection with Alt HAN objectives that are set out in Section Z of the Smart Energy Code (SEC). In short, this means that sharing data for other purposes is not permitted. A DNO Party would need to raise a SEC change requesting that this data be shared for this purpose and this is being considered.
- Metal Clad Cut-Outs
 - The guide is designed to inform Meter Operators of the types of Distribution Business equipment that may be encountered during their activities including any additional information that may be available. The guide is there to enable businesses and Meter Operators to make informed risk assessments whilst conducting their works and produce safe systems of work. The IWG is currently finalising this document.
- Supplier Triage
 - EDF identified an opportunity for improvement within the smart meter installation process when a DNO visit was required to improve the customer experience. They have introduced new back office processes to cover end to end Cat B reporting and monitor the sending and receiving of flows. This has had positive results and may be something that could be shared with other Suppliers as good practice.
- Data Issues
 - IWG will be holding a workshop to look at data flows and identify any areas for improvements.
- Aborted Site Visits
 - In February 2020 at an IWG meeting it was reported that approximately 30% of attempted installs fail, with approximately half of failures due to inability to access the property. The Consumer Reference Group are currently looking into the customer journey (communications etc) and the issues that stop installs once the Meter Operator is inside the property. The group is also looking at identifying and sharing best practice from Suppliers and Meter Operators.

Smart Meter Installs

- 2.4 The monthly smart meter installs for July 2020 were 151,906 respectively. The total cumulative number of smart meters installs currently stands at 13,620,245.

3. Recommendations

- 3.1 The Panel is invited to:

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

4. Attachments

- There are no attachments to this paper.

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