

## Interventions Working Group - Meeting 47

02 September 2020 at 10:00am

Teleconference on Teams

Attendees	Company
Callum Sheen [CS]	National Grid
Colin Gentleman [CG]	SSE
Dave Brogden [DB]	Scottish and Southern Electricity Networks (SSEN)
Dave Wright [DW]	Npower
David Brown [DB]	E.ON
Geoff Huckerby [GH]	Power Data Associates (PDA)
John Heague [JH]	Scottish Power
Martin Murphy [MM]	NPg
Paul Abreu [PA]	Energy Networks Association (ENA)
Paul Morris [PM]	UK Power Networks (UKPN)
Peter Skirvin [PS]	Electricity North West (ENW)
Rachael Williams [RW]	SPEN
Richard Brady [RB]	Western Power Distribution (WPD)
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy

Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Amina Uddin [AU]	ElectraLink
Elliot Firth [EF]	ElectraLink
Natasha Voysey [NV]	ElectraLink

## 1. Administration

---

The Chair welcomed attendees to the 47<sup>th</sup> IWG meeting.

The Chair reminded members to act in accordance with the terms set out in the DCUSA “Competition Law Guidance” for the duration of the meeting.

## 2. IWG 46 – Draft Minutes

---

The minutes from the previous meeting held on 29 July 2020 were reviewed.

The minutes were accepted and agreed as an accurate reflection of the discussions held at the previous meeting. A version of these minutes can be found in Attachment 1.

## 3. Outstanding Actions

---

The IWG reviewed the outstanding actions.

These actions were put on hold during the Covid-19 period and required reviewing with a return to a business as usual agenda.

### 3.1 26/03 - ElectraLink to provide proposal on issuing numbers of SMETS1, SMETS2 and Legacy meter installs within the monthly Smart Meter install updates.

After discussions, it was agreed to close this action.

### 3.2 32/04 - Members to draft RFI asking Suppliers what they do when receiving a D0126 and a D0368.

It was noted that there was an RFI sent out requesting information on D0126 and D0135 flows and that the RFI feedback will be circulated to the IWG shortly for review. A Workshop will be scheduled to further review the data flows and determine any process improvements. It was

noted that the review should not just be restricted to these two dataflows but that it would be a good starting point.

### **3.3 34/01 – The Chair to draft a proposal and list of objectives for an IWG/BEIS event or dedicated Small Suppliers Forum in 2020.**

This action was to try and involve smaller Suppliers to have more engagement and participation; particularly as the IWG was responsible for numerous workstreams which would ultimately impact the smaller Suppliers.

It was noted that the plan was to seek a slot at the Small Suppliers Forum to provide updates and seek further engagement. An action was taken to contact BEIS and request a future slot at the forum

**Action 47/01: The Chair agreed to contact BEIS regarding a future agenda item at the Small Suppliers Forum.**

### **3.4 35/05 – Each workstream lead should send through a description of what they believe to be the issues for the IWG to review.**

Action closed.

### **3.5 SW agreed to prepare a presentation on EDF Energy's Smart Clinics for the IWG and to provide this in August**

SW confirmed that he would present the slides later in the meeting. Action closed.

## **4. Operational, Safety, and Reporting Issues**

---

This item was placed on hold due to the current Covid-19 pandemic. The Operational, Safety, and Reporting Issues spreadsheet is used to capture and prioritise issues, which will then feed into the IWG agreed workstreams. This ongoing item is for members to have an opportunity to raise any new issues. It was agreed that members would review the spreadsheet post meeting and provide any comments/ feedback they may have and that this will be reviewed at the next meeting.

**Action 47/02: All members to review the spreadsheet externally and add comments/feedback where necessary.**

MM commented that it was unclear whether this needed to be an agenda item itself. Instead, the IWG could pick out the items of most importance and tackle them as individual items at meetings.

The Chair agreed that it would be best practice to not go over this spreadsheet on a month-by-month basis for information, but rather use this agenda item as a space for members to raise issues for discussion. PM wanted to know if the group would still vote on which items are of highest priority, and also whether the document as a whole required refreshing, as many of the comments were dated. It was also noted that having a review alone would not progress this item very far and that the group could take a more structured approach. Once the feedback has been received by IWG members the best approach taken moving forward can be determined.

## 5. 2020 Workstreams Review

---

The Chair noted that the group should use this item to reflect on the workstreams and agree next steps.

### 5.1 WPD Smart Meter Derby Local Pilot Support – February to April 2020

RB confirmed that this was postponed due to Covid-19. The group have since reconvened and had one meeting so far, with plans to start again in March 2021 with some postcode changes. It was noted that this may have caused some other issues, due to the fact that the original pilot had planned for properties external meter boxes only. Due to the postcode changes, the pilot would need to account for some internal meter boxes as well. RB highlighted the work which had been taking place with Energy UK and the media to promote the scheme, and confirmed that it would be supported in the same manner as last time, with the only potential issues being a possibility of a local lockdown, and customer appetite for operatives working in their properties. The intention was to have a similar six-week programme for installs, after which WPD would review and determine next steps.

### 5.2 BNO Issues

PA provided an update, noting that communication had been made with the CEO of Alt HAN Co. explaining how useful the data collected from meter agents would be for assessing meter installs in multiple-dwelling units. It had become clear that under current regulatory frameworks, Alt HAN Co. could not share their data with other SEC parties, unless a DNO or Supplier proposed a SEC change allowing them to release the information. This change would need to account for confidentiality and data privacy/GDPR requirements.

It was noted that because Parties are not looking for personal data, but rather contact details for organisations, it is unlikely that concerns over GDPR would present a barrier.

It was agreed that this was ultimately about the safety and security of supply to customers in MDUs, but was a complex issue due to the data protection.

It was identified that Section Z of SEC needed to be adjusted, which could be achieved with a DNO sponsor. PA noted that it may be best to take this matter back to the ENA and discuss with DNOs to carry out further works and find an appropriate sponsor for a SEC Change Proposal.

### 5.3 Data Issues

It was noted that this item will feed into the planned workshop. PM noted that UKPN have worked on a facility to enable photographs to be shared and that they are currently using this with one Supplier and three more will potentially be involved soon. This facility has provided benefits in identifying loop supplies, three phase cut-outs etc. It has also helped in identifying misreporting, such as fuse neutrals that were not and has helped reduce the rate of aborted jobs. Further information regarding this will be provided at the IWG workshop.

SW provided an overview of some slides regarding their newly introduced smart clinics. These slides can be found in Attachment 2. 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. It was agreed to consider this further at the IWG workshop.

### 5.4 Metal Clad Cut-Outs – Glossary

DW noted that the glossary was reviewed at MOCOPA; it was not accepted in its current format due to GSP information present in the glossary and DNOs wanting additional information in there. It was also taken to AMO members and discussed at the Electricity Metering Forum with the viewpoint that the information was useful but was still being contemplated. DW noted that the document was currently with the AMO who were conducting a final review before sending it back to MOCOPA.

The Chair suggested that the IWG retain this item on the agenda for future updates. JH felt that it would be beneficial for the IWG to acknowledge the work as a forum to raise awareness and promote the usefulness of the Glossary with meter installers. DW noted that the only element that had not changed was whether or not to take out the GSP.

PA mentioned that the ENA has been running an innovation project with the DNO members using Artificial Intelligence (AI) via a new application which was designed to identify cut-outs through different angles of a photograph. The intention was that by using a smart phone, the application would identify what the cut-out was. PA noted that the AI in the app would require

at least 30 different photographs of different angles of cut-outs to support its recognition function.

## 5.5 Supplier Triage

SW noted that there was little to add from the previous overview given on the Smart Clinic offered by EDF.

## 5.6 Aborted Site Visits

DW noted that it was a BEIS initiative carried out via SMOG; data that had come back was being analysed. An action was taken to contact BEIS regarding progress of this workstream.

**Action 47/03: RC to check on the progress of the aborted sites visits workstream with BEIS.**

## 6. Smart Meter Installs

---

The chair noted the latest figures which was circulated in the meeting pack.

PA highlighted that the BEIS Remobilisation Working Group was going to restart and that the majority of workforce would be back in place by 01 October 2020.

PM noted that installs at UKPN were being tracked with interventions at around 60% of pre-Covid-19 levels. PM commented that UKPN was trying to track the total numbers to understand where they were within the wider industry and amongst other DNOs regarding Smart Meter coverage. PM suggested that it would have been useful to look at total Smart Meter installation target for whole of Great Britain.

The Chair noted that this had been sent to the Market Insight team to be researched. DW commented that the data did not discuss the number of meter replacements which had taken place, so the data as a whole may not have provided a true image of Smart Meter installation coverage, but rather just number of meters installed.

## 7. Any Other Business

---

JH presented some slides regarding an Electric Vehicle Charger Installation – Ensto Tap Connector. Numerous safety concerns have been raised regarding this product which are outlined in attachment 3.

## 8. Next Meeting

---

The next IWG meeting was scheduled to be held on 07 October 2020 via Microsoft Teams. The meeting was expected to start at 10:00am.