Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2020_1118_05_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 convened on 05 November 2020. This paper outlines the main discussion points.

<u>IWG Future Workplan</u>

2.2 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
  - The main objective of this workstream is to improve how industry parties identify and communicate with the owners of electrical infrastructure within MDUs
  - 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. ENWL is preparing to raise a SEC change requesting that this data be shared for this purpose and this will hopefully be submitted to SEC shortly.
- 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. This document has now been finalised and can be found on the MOCOPA website.
- 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 on 11th November. An update will be provided in the December DCUSA Headline Report.
- 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.

<u>Smart Meter Installs</u>

2.3 The monthly smart meter installs for September 2020 were 231,930 respectively. The total cumulative number of smart meters installs currently stands at 14,038,433.

DNO making Earth changes to services, e.g. SNE service changed to CNE/PME

2.4 A new issue was raised relating to a few queries recently received regarding earth changes to services, e.g. SNE service changed to CNE/PME and whether this is acceptable practice and how should it be reported back to DNOs if necessary.

2.5 An action was taken to put this issue to all DNO members and determine if all DNOs are comfortable for these types of issues to be reported via a B07 report. If approved, DNOs would then need to monitor the number of these reports that they receive and also determine the level of reporting accuracy. A further update on this will be provided in the December DCUSA Headline Report.

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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