DCUSA

Interventions Working Group - Meeting 54

07 April 2021 at 10:00am
Teleconference on Teams

Attendees	Company
Callum Sheen [CS]	E.ON
Geoff Huckerby [GH]	Power Data Associates
Martin Murphy [MM]	NPg
Paul Abreu [PA]	Energy Networks Association (ENA)
Paul Morris [PM]	UK Power Networks (UKPN)
Rachael Williams [RW]	SPEN
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy
Richard Brady [RB]	WPD
Richard Cockerill (RiC)	OVO
Peter Skirvin [PS]	Electricity North West (ENW)
Boz Laird-Clowes [BLC]	BEIS
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Amina Uddin [AU]	ElectraLink

Apologies	
John Heague [JH]	Scottish Power
Dave Wright [DW]	Npower

1. Administration

1.1 The Chair welcomed attendees to the 54th IWG meeting.

1.2 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 53 – Draft Minutes

2.1 The minutes from the previous meeting held on 03 March 2021 were reviewed.

2.2 The Chair and group agreed the minutes to be 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

3.1 The IWG reviewed the outstanding actions and an updated version of the actions log can be found in Attachment 2.

3.2 It was discussed and agreed for the Secretariat to investigate the methodologies process for the smart meter installs in relation to Action 50/03 (provide IWG with the methodology for producing the monthly Smart Meter Installs report).

ACTION 54/01: Secretariat to investigate the methodologies process for the smart meter installs.

4. BEIS End-to-End Fullfilment Project

4.1 Boz Laird-Clowes provided IWG with an update on the BEIS End-to-End Fulfilment Project. Key details are below:

Phase 1: Innovation Initiatives

FOCUS: Identifying and disseminating innovative approaches that improve installation outcomes

- BEIS have invested significant resources in defining industry best practice, but they wanted to use Phase 1 to focus in on identifying **cutting-edge changes**, and how successful they have been when implemented.
- This phase provided an opportunity both to **identify innovations** *and* build an understanding of how useful they may be.

Phase 2: Completion rates and COVID Remobilisation Learnings

FOCUS: Learning from leading suppliers and COVID remobilisation to improve install success

- Almost all suppliers reported high completion rates during COVID.
- These were often attributed to access rates but it is expected that there were other contributing factors
- BEIS ran a workshop on completion rates and COVID learnings, on 18th November 2020

Phase 3: Rectification

FOCUS: Driving further iteration and adoption of rectification best practice across suppliers

- BEIS ran a successful rectification intervention in early 2020 that culminated in a **best practice workshop**
- A small number of Suppliers are pushing on in this space while others do less.
- BEIS ran a follow up workshop as part of the End-to-End project on the 17th of February 2021.

Maturity Model

Recording and disseminating the learnings from the above

- BEIS are currently in the process of evaluating the learning from the entire process and will be using these to update the 2019 maturity model, giving industry a useful reference for the areas covered.

5. 2021 Workstreams Updates

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

5.1 This pilot is on hold until May 2021.

BNO Issues

5.2 A SEC Modification is currently being drafted and this will be provided for review in the coming weeks.

6. Operational, Safety, and Reporting Issues

6.1 The Operational, Safety, and Reporting Issues spreadsheet that was issued prior to the meeting was reviewed.

6.2 The Chair noted that JH sent an email on Neutral Current Diversion prior to the meeting which the group may find useful.

6.3 One member noted that their organisation had a URL that they were using for category B jobs and were looking at how they could use the URL for category A jobs going forward and how it would integrate with Supplier systems.

6.4 The group had no new Issues to discuss.

6.5 An updated version of the Operational, Safety, and Reporting Issues spreadsheet can be found in Attachment 3.

7. Smart Meter Installs

7.1 The monthly smart meter installs for February 2021 were **163,010** respectively. The total cumulative number of smart meters installs currently stands at **15,028,481**.

7.2 The March 2021 data will be circulated post meeting once received.

8. Any Other Business

8.1 One member had AOB regarding the Meter Move Request for Information (DCP 383 RFI) which was due back on 14 April 2021 and reminded members to review the RFI.

8.2 The Chair noted that this was sent to all DCUSA contract managers.

8.3 Another member had AOB regarding an email sent to the group regarding the Provisions of Isolation for Safe Working on Customers Electrical Installations Change Proposal; and that feedback was welcome.

9. Next Meeting

9.1 The next IWG meeting was scheduled to be held on 5 May 2021 via Microsoft Teams. The meeting will start at 10:00am.