| Meeting Session | DCUSA Panel (Open Session) |
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| Paper Reference | Panel_2022_0510_07_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 The IWG convened on 04 May 2022. This paper outlines the main discussion points.

<u>Phenolic Cut Out Incidents</u>

2.2 Following on from conversations at the March IWG meeting and a number of other industry forums, the group discussed three recent safety incidents associated with phenolic electricity cut-outs.

2.3 It was highlighted that some Energy Suppliers have adopted enhanced safety precautions when interacting with this type of cut-out; and some have advised meter installers against undertaking this work altogether.

2.1 The IWG determined it would be beneficial to hold a further meeting to produce an industry bulletin for interested parties, indicating how they should conduct risk assessments and work safely on these types of cut-outs.

2.2 The meeting is scheduled to be held on Thursday 19 May 2022 at 1pm and the IWG hope to be able to issue the bulletin by the end of May 2022.

BNO Identification Issues

2.3 The group considered the challenges surrounding identifying the Building Network Operator (BNO) of a building and agreed to revisit their previous workstream on this topic.

2.4 The group agreed to discuss this in detail at the next meeting and to consider possible solutions.

Smart Meter Installs

2.5 The number of smart meter installs for March 2022 was 223,722. The total number of smart meter installs currently stands at 17,847,966.

## 3. Recommendations

3.1 The Panel is invited to:

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

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