

Interventions Working Group - Meeting 62

04 May 2022 at 10:00am

Teleconference on Teams

Attendees	Company
Boz Laird-Clowes [BLC]	BEIS
Brett Johnson [BJ]	Centrica
Callum Sheen [CS]	E.ON
Geoff Huckerby [GH]	Power Data Associates
John Heague [JH]	Scottish Power
Martin Murphy [MM]	NPg
Paul Abreu [PA]	Energy Networks Association
Paul Morris [PM]	UK Power Networks (UKPN)
Peter Skirvin [PS]	Electricity North-West (ENW)
Richard Brady [RB]	WPD
Richard Cockerill (RiC)	OVO
Simon Wilson [SW]	EDF Energy
Steven Vaughan [SV]	Scottish Power
William McKay [WM]	SSEN
Secretariat	
Andy Green [AG]	ElectraLink
Richard Colwill [RC] (Chair)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink
Apologies	
Scott McLaughlin [SM]	SPEN
Richard Hill [RH]	Centrica

1. Administration

- 1.1 The Chair welcomed attendees to the 62nd 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 61 – Draft Minutes

- 2.1 The minutes from the previous meeting held on 02 March 2022 were reviewed.
- 2.2 The group agreed the minutes to be an accurate reflection of the discussions held at the previous meeting. These are included as **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**.

4. Phenolic Cut Out Incidents

- 4.1 The Chair advised that the recent incidents involving phenolic cut out were discussed at the previous IWG meeting, and since then have also been discussed in a number of other forums. The Chair noted that when encountering these types of cut outs, different Suppliers have adopted different practices, with some terminating work. The Chair suggested that the IWG members discuss and consider possible next steps.
- 4.2 PA noted that all three Distribution Network Operators (DNOs) involved are investigating these incidents and that the next steps will depend on the outcomes of these investigations. PA advised that SPEN have done a lot of work on phenolic cut outs and have a policy to remove them if they encounter them.
- 4.3 GH noted that SSEN were planning to carry out a forensic examination of the equipment involved in the incident in their area and asked WM whether any conclusions have been drawn from this examination. WM confirmed that a root cause has not yet been identified, however that they are taking further steps such as visiting the site of the incident and examining similar cut outs and completing load surveys. WM noted that further updates will be provided to the group when available.
- 4.4 RB advised that WPD are taking similar actions and are in the process of reviewing their cut-out policy. RB noted that they are engaging with the manufacturer of the cut-outs and are trying to identify how long ago the product was made and whether it was widely fitted.
- 4.5 JH highlighted that these incidents are caused by a combination of factors and that certain conditions can accelerate the breakdown of the material and suggested that guidance on measuring surface voltage may be beneficial. JH advise that Meter Operators (MOPs) across the country have different ways of reporting and that a consistent approach is needed.

- 4.6 One member noted that if MOPs complete multiple tests throughout the meter exchange and are using the correct devices, then risks will be reduced. JH noted that it is important for MOPs to report any issues and that these cases can be used for test examples.
- 4.7 GH agreed with JH and noted that in the interim there should be a way to report these issues. PS advised that if a surface voltage is found, it should be reported as an A19 code. PM advised that in the past 2 and a half years, they have only received three of these reports which were incorrect, so have no experience of them.
- 4.8 BJ noted that a couple of the incidents took place after safety checks had taken place and when PPE was not being worn. PM asked whether a Request for Information (RFI) had taken place after the incidents to investigate whether Suppliers had seen any further incidents. JH advised the Association of Meter Operators (AMO) RFI is ongoing and suggested that a further RFI could be done through the Energy Networks Association (ENA) as it may provide a greater range of feedback.
- 4.9 SW noted it is unclear whether a surface voltage was seen at the three incidents and asked whether it can be used as an indicator there will be a problem. JH noted that surface voltage is an indicator of potential safety issues but other safety issues could exist regardless of voltage level. JH added that ensuring MOPs complete proper safety checks will reduce risks and will provide more information should there be any future incidents.
- 4.10 SW suggested that an agreed approach is required for dealing with these incidents. GH agreed and noted that the Retail Energy Code (REC) will be introducing operational issues forums, with the first electricity one being held in July. The group agreed that this issue should be put forward for this meeting, however that an interim approach is needed.
- 4.11 The group agreed to form a Working Group (WG) to produce a bulletin to be circulated to Parties and to consider the next steps. The group agreed that it would be beneficial for representatives of parties' health and safety teams to attend the WG if possible. The group agreed for the WG invite to be circulated to all DNO and Supplier Contract Managers.
- 4.12 The Chair agreed to issue a doodle poll to finalise a date for the meeting within the next two weeks.

62/01: The Chair to circulate doodle poll and invite DNO and Supplier Contract Managers to join WG to develop a bulletin addressing the phenolic cut out incidents.

5. Operational, Safety and Reporting Issues

- 5.1 The Chair presented the Operational, Safety and Reporting Issues spreadsheet to the group.
Three Phase Metal Clad Cut Outs
- 5.2 GH raised an issue surrounding three phase metal clad cut outs, noting that the matter was discussed at the AMO the previous day, and an action was taken to raise it at the IWG meeting. GH noted that the AMO have received enquiries from members where there is a three-phase metal clad cut out in place each with a 200A fuse but where a standard meter is to be fitted. GH noted that in these cases the meter operator aborts the job.

- 5.3 GH advised that the AMO have requested guidance from the IWG. GH noted that their preferred outcome would be that a new Asset Condition Code is added within DCUSA "Request to downgrade main fuse". In the absence of this, guidance is requested from the DNOs on what actions the MOP or Supplier should take to enable smart meters to be installed.
- 5.4 GH noted that at present there are not any BSC CoP5 meters rated at 200A, the implication being that if the rating is correct at the premise that CT metering would be required. GH highlighted that the operative on-site is not in a position to determine the load.
- 5.5 JH noted that currently these occurrences are uncommon, although more instances may become apparent as the smart meter roll out progressed to later stages. JH agreed that the matter needs to be addressed as there is currently no guidance or processes in place. JH suggested that an Asset Condition Code should be added as this would enable reporting to the correct person to decide on the action needed. JH highlighted that if customers are told to contact their DNO, this could cause issues as customers will be unclear on the technical aspects of the issue.
- 5.6 PA suggested that the issue is not for the MOP to pass on to the DNO as it should be the responsibility of the Supplier. PA acknowledged that the DNO may need to become involved further along in the process, however that the Supplier would need to communicate with the customer first as they have the responsibility to roll out smart meters.
- 5.7 The group discussed and were unable to reach a conclusion. The Chair summarised that bilateral conversations between Suppliers, DNOs and MOPs need to be held to agree an approach. The Chair suggested that the conversation could be revisited by the IWG in future if members felt it would be beneficial.

BNO Identification Issues

- 5.8 Following on from the discussion under action 58/01, the group considered the challenges surrounding identifying the Building Network Operator (BNO) of a building. RC highlighted that there was a workstream on this previously and suggested revisiting this.
- 5.9 PA highlighted that in some circumstances the DNO is also the BNO, however where this is not the case, it can be difficult even for the DNO to identify the BNO. PA noted that addressing this would be a slow task and would require the collection of information for a central register that would then need to be regulated and constantly monitored and updated.
- 5.10 The Chair suggested that an item is added to the agenda for the next meeting to explore possible solutions and to consider the consequence of doing nothing. PS also noted that producing a problem statement could be beneficial before solutions are considered.

62/02: The Secretariat to add an item to the agenda for the July 2022 meeting regarding BNO identification issues and possible solutions.

6. Opportunity for updates on related IWG activities

- 6.1 The Chair informed the group of the below updates:

DCP 394¹

- 6.2 The Chair advised that there is a REC consultation currently ongoing regarding the provision of information within the solution and that this can be found and responded to via the [REC portal](#).
- 6.3 The Chair advised that the DCUSA consultation is due to be released on 10 June 2022 and that the Change Report is due to be presented to the DCUSA Panel in July 2022.

DCP 400²

- 6.4 The Chair advised that the next WG meeting is due to be held on 12 May 2022. The Chair note that work is ongoing regarding the provision of information.

7. Smart Meter Installs

- 7.1 The monthly Smart Meter installs paper was circulated with the meeting papers for information.
- 7.2 There were no questions or comments.

8. Any Other Business

- 8.1 The Chair asked if there was any other business, to which nothing was raised.
- 8.2 The Chair thanked members and closed the meeting.

9. Next Meeting

- 9.1 The next IWG meeting is scheduled to be held on 06 July 2022 at 10am.

Attachments

- Attachment 1 - IWG 61_Final Minutes & Attachments v1.0
- Attachment 2 - IWG 62_Actions

¹ DCP 394 - Allow any REC Accredited Meter Operator to De-Energise any Metering Point

² DCP 400 - Commissioning of Works using shared Meter Operator services by the Crowded Meter Room Coordinator
