

Meeting Session	DCUSA Panel (Open Session)
Paper Reference	Panel_2023_0816_08_Interventions Working Group Headline Report
Action	For Information

IWG: 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 26 July 2023 and this paper outlines the main discussion points.

IWG 2023 Work Plan

- 2.2 The following workstreams for 2023 were agreed:
 - Asbestos
 - Supplier Forecasts and their Inaccuracies
 - Customer Journey and Communication
 - Use of communication cards by meter operators for ‘What happens next for the customer.....’
 - Correct contact details for customers collected by MOPs
 - Quality/presence of contact information in Cat B data flows
 - Initiatives for the provision of additional information to DNOs for Cat A and B.
 - B code reporting:
 - B Codes reported with little/no information or incorrect information
 - Duplication of B codes reported for the same site

- Incorrect phone numbers reported, or in wrong format
- B codes being reported via a phone call, appointment arranged with proviso that a B code will be reported via the correct D0135 flow but this does not arrive
- B codes raised despite the successful install of ESME
- Improving Customer Service – Use of the URL
- General quality issues from scheduling teams

Asbestos

- 2.3 Members agreed that they should review each other's policies regarding asbestos to see if the group could develop some best practice guidance. It was suggested that a photographic glossary could be useful when considering developing best practice. Members agreed to collect and share any photos they may have relating to asbestos.
- 2.4 It was noted that NGED have received several reports of asbestos meter boards where it is believed the DNO owns the item and is responsible for replacing it, and in all of them the DNO equipment is in good serviceable order. It is the fact the supplier has no procedure to exchange a meter on such a board. After discussions with the ombudsman, it was deemed to be a supplier issue where they should liaise with the DNO to work together to remove the board. In all cases NGED seem to get a call from the customer asking when we are going to attend and replace the board.
- 2.5 It was agreed that IWG would develop some guidance regarding these scenarios and circulate to all relevant parties to ensure the correct processes are being followed.

Supplier Forecasts and their Inaccuracies

- 2.6 It has been noted that DNOs do not always receive the Smart Meter Rollout Supplier forecasts. It was noted that the current template perhaps goes into more detail than needed and there was a suggestion that if it was easier to complete, it might be used more effectively. It was noted that there could be a possibility for DCUSA to coordinate the process, however a DCP would be needed to amend the template and add any additional obligations on the Secretariat.

Customer Journey and Communication

Extra Validation Checks for Data Flows Sent Across the DTN

- 2.7 If enhanced validation checks are enabled, the data flow will still be sent, however a warning will be shown if 'bad data' is present. There is then an option to reject a 'bad data' file from sending. In summary, having the enhanced validation checks enabled will allow the mandatory fields within the flow to be validated before sending the flow.
- 2.8 IWG discussed the above and agreed it would be beneficial to run trial tests on making the fields mandatory for phone number and email address. It was agreed for this to be taken offline and progress with ElectraLink.

Improving Customer Service – Use of the URL

- 2.9 Some DNOs have started to utilise URL for Category A reporting. This provides the MOP with an opportunity to provide more details such as pictures. One member noted that they are looking to implement this as there are clear benefits of pictures.

Smart Meter Installs

- 2.10 The number of smart meter installs for July 2023 was **210,410**. The total number of smart meter installs currently stands at **21,134,314**.

3. Recommendations

- 3.1 The Panel is invited to:

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

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