

Interventions Working Group Meeting 71 – 2023 Work Plan

Background

As agreed at the November 2022 IWG meeting, the below provides a short list of items to be considered for inclusion in the 2023 Work Plan. Items for the Work Plan will be discussed and finalised during the January 2023 meeting.

Short list items

- 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