

Interventions Working Group - Meeting 70

06 September 2023 at 10:00am

Teleconference on Teams

Attendees	Company
Boz Laird-Clowes [BLC]	BEIS
Callum Sheen [CS]	EON
Christopher Varney [CV]	OVO
Danielle Brown [DB]	SPEN
Nikhel Jethwa [NJ]	SSE
Paul Abreu [PA]	ENA
Paul Morris [PM]	UKPN
Peter Skirvin [PS]	ENWL
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy
Victoria Burkett [VC]	SSE
Warren Lacey [WL]	NPg
Secretariat	
Mel Kendal [MK] (Secretariat)	ElectraLink
Richard Colwill [RJC] (Chair)	ElectraLink

1. Administration

- 1.1 The Chair welcomed attendees to the 70th 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 69 – Draft Minutes

- 2.1 The minutes from the previous meeting were reviewed. 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**.
- 3.2 The key updates can be found below:
- 3.3 **68/05:** It was agreed that a change to the DCUSA would not be appropriate in this case, and concluded that it would be more suitable for DNOs to communicate with Suppliers bilaterally to agree to use the simplified template on a voluntary basis to get the information that they need.
- 3.4 **68/07, 69/02:** PS informed the group that two Suppliers are happy to discuss a trial using ENWL’s alternative reporting B11 codes.

70/01 – PS/CS/RH to provide the group with trial updates of reporting B11 codes.

- 3.5 **69/03:** The Chair will ask SK (DTS Team) to reach out to NJ and PM to start the trial.
- 3.6 **69/06:** PA agreed to provide the Chair with some wording to present to the group.
- 3.7 **69/09:** An invitation to join the IWG Subgroup has been circulated and a doodle poll will be circulated in due course.
- 3.8 The group noted the action updates.

4. 2023 Work Plan

Asbestos

- 4.1 The Chair informed the group that the aim will be to collect all of the images received thus far as a gallery and ask members if they would be able to provide some commentary to expand the gallery.
- 4.2 The aim of this would be to create a document that can be presented as scenarios that may be seen when a visit to site occurs. One suggestion was to attach this to the asbestos guidance.

70/02 – The Secretariat to create a gallery of asbestos images received.

70/03 – Members to provide additional commentary to be included within the gallery of asbestos images.

4.3 Supplier Forecasts and Inaccuracies

- 4.4 The Chair re-iterated that bilateral conversations are happening offline, and the group will be updated as and when necessary.

Customer Journey and Communications

- 4.5 In regard to the online form, Suppliers agreed to ask their MOPs if they can adopt the online form within the one DNO area that is currently using it but noted that it is not mandatory to do so. Those that are currently using it have not received any negative feedback at present.
- 4.6 A number of DNOs confirmed they have not removed the ability to make the phone call, however the more online forms that are used, the better.
- 4.7 One member queried whether there has been a benefit to MOPs with DNOs attending quicker, therefore MOPs are not needing to stay on site longer than necessary – another member stated that they have found that it is quicker to complete the online form as opposed to calling in the report, and also stated that if a photo has been sent the DNO then has a better opportunity to send the appropriate individual out to site.
- 4.8 Members agreed it would be beneficial to gather some examples and feedback of how the online form has been of benefit to both DNOs and MOPs.

70/04 – Members to gather some examples and feedback of how the online form has been of benefit to both DNOs and MOPs.

5. Operational, Safety and Reporting Issues

5.1 Non-Standard Connection to Black Plastic Cut-Outs

- 5.2 RH informed the group that in one example, they have found that the connection is on the outgoing side of their Customer, and they have no idea if there is a loop there until the fuse is pulled and then it is too late.
- 5.3 RH stated that they do not put Customers back on load and therefore may be a DNO call-out in that instance. The issue is that MOPs that are going to the site to look at this cut-out would not know that when they pull that fuse that the neighbours supply will also go off.
- 5.4 A number of members noted that the image shown of this cut-out looks as though it may have been installed incorrectly. Members stated it would be beneficial to know who the DNO is so that they can further investigate this.
- 5.5 **Post-meeting note: the relevant DNO will be notified of this cut-out.**

6. Opportunities for Updates on Related IWG Activities

6.1 The Chair provided details of the below related IWG activities to the Working Group:

- DCP 419 'Pre-Notification of Planned Supply De-Energisations' – the feedback received from Suppliers was that the potential solutions may be quite complex. The Working Group are currently in the process of drafting a second Consultation which explores alternative solutions. One example of this is whether there is a reasonable timescale that the DNO waits for the Power Outage Alert, and then waits for the Restoration Alert.

6.2 The Working Group noted the updates.

7. Smart Meter Installs

7.1 The Chair informed the Working Group that August figures were not yet received.

7.2 There were **212,570** smart meter installations in August 2023. Smart meter installs from January 2012 to August 2023 currently sits at **21,352,986**.

8. Any Other Business

8.1 The Chair asked whether there was any other business, to which nothing was raised.

9. Next Meeting

9.1 The next IWG meeting is scheduled to be held on 01 November 2023. The meeting will start at 10:30am.

9.2 The group agreed that the meeting should be held face to face. Microsoft Teams dial-in details will also be available for those who are unable to attend in person.

Attachments

- Attachment 1 - IWG 69 - Final Minutes
- Attachment 2 - IWG 70 - Actions