

Interventions Working Group - Meeting 71

01 November 2023 at 10:30am

ElectraLink Office, Northumberland House, 303-306 High Holborn,
London, WC1V 7JZ / Teleconference on Teams

| Attendees | Company |
|---|-----------------------|
| Boz Laird-Clowes [BLC] | BEIS |
| Callum Sheen [CS] | EON |
| Christopher Varney [CV] | OVO |
| Danielle Brown [DB] | SPEN |
| Geoff Huckerby [GH] | Power Data Associates |
| Michael Turrington [MT] | EDF Energy |
| Nikhel Jethwa [NJ] | SSE |
| Paul Abreu [PA] | ENA |
| Paul Morris [PM] | UKPN |
| Richard Brady [RB] | National Grid |
| Richard Hill [RH] | British Gas |
| Victoria Burkett [VC] | SSE |
| Warren Lacey [WL] | NPg |
| Secretariat | |
| Mel Kendal [MK] (Technical Secretariat) | ElectraLink |
| Richard Colwill [RJC] (Chair) | ElectraLink |
| Apologies | |
| Peter Skirvin [PS] | ENWL |
| Simon Wilson [SW] | EDF Energy |

1. Administration

- 1.1 The Chair welcomed attendees to the 71st 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 70 – 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 **67/05:** A meeting has been scheduled to carry out additional testing. The Chair confirmed there are currently two DNOs involved in the discussions and testing and agreed to take an action to seek a Supplier representative to join.

71/01 – The Secretariat to reach out and seek a Supplier representative to join the discussions around enhanced validation testing.

- 3.4 **68/03:** One member stated that no further changes can be made to the guidance document until the status of the current change process is known (in regard to the voting process). Potential ideas have been discussed in which DNOs would be happy with the document continuing under the REC. Once agreed and has gone through the change process, the agreed changes can be made to the guidance document.
- 3.5 **69/08:** The Chair informed the group that he would check that the anonymised data can be shared post-meeting if the group wish to view this.

71/02 – The Secretariat to circulate the anonymised data to the Working Group post-meeting, if possible.

- 3.6 **69/10:** The Chair informed the group that the link to the latest data will be provided within the meeting minutes once the data is available. This action will remain open until this data is ready to view.
- 3.7 **70/01:** There is currently no further updates regarding the trial of reporting B11 codes. This action will remain ongoing throughout the trial period.
- 3.8 **70/03:** Additional commentary is still needed to be included within the gallery of asbestos images. This action will remain open.

- 3.9 **70/04:** Still awaiting examples/feedback from DNO representatives, however it was agreed to be further discussed within the relative agenda item during the meeting.
- 3.10 Discussion around Non-Standard Connection to Black Plastic Cut-Outs



- 3.11 One member noted the discussions held at the previous meeting in relation to non-standard connection to black plastic cut-outs, and informed the group that this was discussed at ENA STIG .
- 3.12 One member noted it is unclear whether the cut-out is like this by design or modified. Another member suggested that the cut-out looks as though it may have been installed upside down.
- 3.13 Members discussed this and agreed that national guidance does not need to be created around this particular scenario as it is so rare and potentially localised.
- 3.14 The group noted the action updates which is for DNO members to include guidance in their information for meter operator document if they have this type of cut-out on their network.

4. 2023 Work Plan

Asbestos

- 4.1 The Chair confirmed there are a number of actions that have been taken and are currently in progress in relation to creating a guidance document for asbestos scenarios.
- 4.2 A gallery has been created of asbestos images, and additional wording is planned to be included to add guidance and commentary to the document.
- 4.3 The Working Group agreed that this document may be beneficial as supporting material for apprentices/new starters and any scenarios that people may come across.
- 4.4 One member confirmed that the review of the AMO guidance document is planned to be completed by the end of November 2023. With that being said, the Chair suggested that the asbestos gallery could be included as an attachment to the AMO guidance document as it is already a public document – the Working Group agreed with this suggestion.
- 4.5 GH agreed to take an action to inform the Working Group once the review of the AMO guidance document has been completed.

71/03 – GH to inform the Working Group once the review of the AMO guidance document has been completed.

- 4.6 RH wanted to discuss with the group individual asbestos policies – from a Supplier/MOP perspective, the only thing they have an obligation on is the fuse itself. When the fuses were tested, half of them contained asbestos. The current view is that this is contained and will not be exposed, however, it would be helpful to understand what other DNOs do in these scenarios in regard to their own asbestos policy.
- 4.7 One member stated that their current procedure if a cut-out contains asbestos is to put it into a specific bag and this will be taken to a separate asbestos skip. The issue is identifying the asbestos to begin with.
- 4.8 It was also noted by another member that a third party is required to remove the asbestos and take it away as opposed to removing the equipment themselves.
- 4.9 It was also mentioned that the Council can remove and take away asbestos for free, however, this would need to be arranged via the Customer.
- 4.10 Another member confirmed that their engineers wear face masks prior to opening the cut-outs.
- 4.11 One member suggested adding this question around other organisations asbestos policies on to the STIGs Q&A log – it was agreed that this may be helpful, but it was noted that it is down to each individual company to manage their risks of how to handle asbestos (i.e., asbestos waste).
- 4.12 An RFI was previously circulated via the SMOG, however, Supplier-only responses were sought. This data has been anonymised and shared with the Secretariat, and the Chair presented this on screen for the Working Group to review.
- 4.13 The Chair suggested when the AMO guidance review has been completed, the anonymised data can be circulated to the Working Group and use this information to feed into what is needed for the guidance document attachment. An annual review could then be carried out if any additional guidance is needed around asbestos to ensure that the guidance provided is still fit-for-purpose.
- 4.14 Supplier Forecasts and Inaccuracies
- 4.15 The Chair re-iterated that bilateral conversations are happening offline, and the group will be updated as and when necessary.
- 4.16 PM presented a simplified Supplier forecast sheet to the group for further discussion. PM stated that all DNOs and Suppliers can fill in the sheet and the forecast will be circulated as one whole document (as opposed to individual forecasts). It was noted that there are some forecasts missing and these have been highlighted.
- 4.17 The Chair highlighted that to make this simplified template the new process, a formal DCUSA change would need to be raised.
- 4.18 It was agreed that this will continue to be bilateral discussions between DNOs and Suppliers.

Customer Journey and Communications

- 4.19 The Chair confirmed that the key discussions in this area are around the extra validation checks across the DTN.

- 4.20 Members discussed the use of a URL for Category A reporting and PM provided an update on use. He noted that there has been increased numbers of Category A's being reported online as opposed to via telephone and the pictures are very helpful in ensuring the right tools are taking to the job.
- 4.21 Members understand using the online reporting is not mandatory, but the aim is to make this the main process of reporting.
- 4.22 PM stated that they had discussions with a number of MOPs where the value of using the URL was explained along with the benefits it provides to the Customer, however, it was noted that there was a nervousness to take photos of the meter.
- 4.23 PM agreed to provide a PDF version of the slides to the Secretariat to circulate to the Working Group post-meeting.

71/04 – PM to provide a PDF version of the URL slides to the Secretariat to circulate to the Working Group post-meeting.

5. Operational, Safety and Reporting Issues

- 5.1 C07 Guidance Notes
- 5.2 CS asked group members if adhesive sealing labels are an appropriate temporary alternative if one or more sealing points are damaged, and provided the group with an example image below:



- 5.3 Although the C07 suggests that a label is used, DNOs queried as to whether they believe using tape as an alternative method is appropriate. Members discussed this and agreed that they are happy for tape to be used in these scenarios.
- 5.4 One member queried that if it's only one leg that is broken, is a C07 report still required as it can be sealed from the other side? Members agreed that if one leg is broken it will still need to be reported as a C07.
- 5.5 Neutral Screw Connection Issue
- 5.6 One member informed the group that an auditor has gone to a site, and when looking at the neutral block they noticed that the incoming neutral was on one screw but there was a second screw available. It was asked that if there is no damage and the screw is tight is this an issue? After

discussion it was agreed that if the connection was new and therefore had not been stress tested it may be worth supporting. These issues should be discussed bilaterally.

5.7 Bilateral Issue around Meters being Installed / Misreported B Codes.

5.8 One member stated that around 6% of their jobs where meters are installed were reported as Category B's. They suggested that in ED2, there needs to be more emphasis on correct reporting of Category B's.

5.9 It was noted that if the meter has been changed and the terminal was snapped tight, this should not have been reported.

5.10 One member stated that their meter install data is downloaded monthly so would not be able to see the reports until then, but informed the group that last month they had 38 cases where screws had been sheared and stated that education may need to be provided to ensure they are using the right screws and tools.

5.11 Another member informed the group that they have received 7 cases where the meter was exchanged the same day and they are looking to reject these as no works required, however it is unknown as to whether there are any safety issues. A DNO rep confirmed that they would look at these on an individual basis and explain the reasons as to why the meter was exchanged.

5.12 Members suggested that the installers are most likely not purposely misreporting B codes but are reporting them to inform the DNO of any issues and believe that this is the correct process (regardless of if it is no longer a B code).

5.13 Increase in Customers calling the Contact Centres regarding Defects

5.14 One member stated that there has been an increase in Customers calling their contact centres regarding defects.

5.15 Other members confirmed they are experiencing the same increase in Customer contact regarding the same issues.

5.16 It was agreed for discussions to be held bilaterally and monitored to see how to best resolve this and decrease the number of calls regarding defects.

5.17 2024 Workstreams

5.18 The Chair suggested adding misreporting to the 2024 Workstreams and updates can be fed into this workstream from January 2024.

5.19 Both the Working Group and Secretariat agreed to take an action to bring forward potential ideas to focus on for the 2024 workstreams.

71/05 – The Working Group and Secretariat to bring forward potential ideas to focus on for the 2024 workstreams.

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, and therefore the Working Group have issued a recent RFI which had a response deadline of 31 October 2023. The Working Group are meeting to review these responses on 15 November 2023.

6.2 The Working Group noted the updates.

7. Smart Meter Installs

7.1 Smart meter installs data for September can be found at the following link - [Smart meter installations hold steady in September - ElectraLink](#)

8. Any Other Business

8.1 The Chair asked whether there was any other business.

8.2 [Challenges with B11 codes / Management of Contact Details](#)

8.3 One member stated that they are currently carrying out illustrative work to see if they can reduce the target of removing all cut-outs with a fused neutral by 2025 rather than 2035 and could share this if useful.

8.4 One member noted an escalation list that was used to report issues found on site is no longer maintained and the Chair informed the IWG that he is looking at solutions to resolve this.

8.5 There were no other items of AOB raised.

9. Next Meeting

9.1 The next IWG meeting is scheduled to be held on 10 January 2024. 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 70 - Final Minutes
- Attachment 2 - IWG 71 - Actions