

AltHAN Co CMR Update

Document Classification

General Circulation

FOR INFORMATION

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CMR service – pilot conclusions

Successful piloted service

- **Coordination proved during pilot** - CMR activity provides certainty over where rooms are constrained or not, determines how to resolve them and confirms the technology needed to complete a smart install (or provides evidence where a room cannot be resolved technically or cost effectively).
- **Most CMRs can be resolved with meter moves** - i.e. no additional engineering or network owner works.
- **Most efficient solutions adopted** - Amplification effect (by moving one meter, space is created around 2 or 3 other meters) and minimises number of customers impacted.
- **Full Supplier participation needed** – All Suppliers will need to participate in CMR to ensure rooms can be fully resolved.
- Successfully trialled **coordinated CMR with installation of smart metering and Alt HAN devices** for all customers of one Supplier in a building

Customers accept disruption to access Smart metering

- **Limit customer impact** - Only customers needing to be off supply are notified, and time off supply generally <1hr.
- **Direct and clear communications** - Combination of comms ahead of time from supplier (which can include campaigning for smart post works), and from CMR meter engineer working in building (letters, posters, door knocks). CMR engineer led comms are most effective.
- **Customer understands need for works** – Positive or neutral feedback from affected customers; some revisits required for in-premise polarity testing, generates interest in getting smart; encouraged customers to contact energy supplier.
- **Collaboration with landlord** - Prior engagement with on-site staff (e.g. care home) was effective; scope to leverage managers of multiple buildings.

Before



After



Minimal Supplier integration requirements

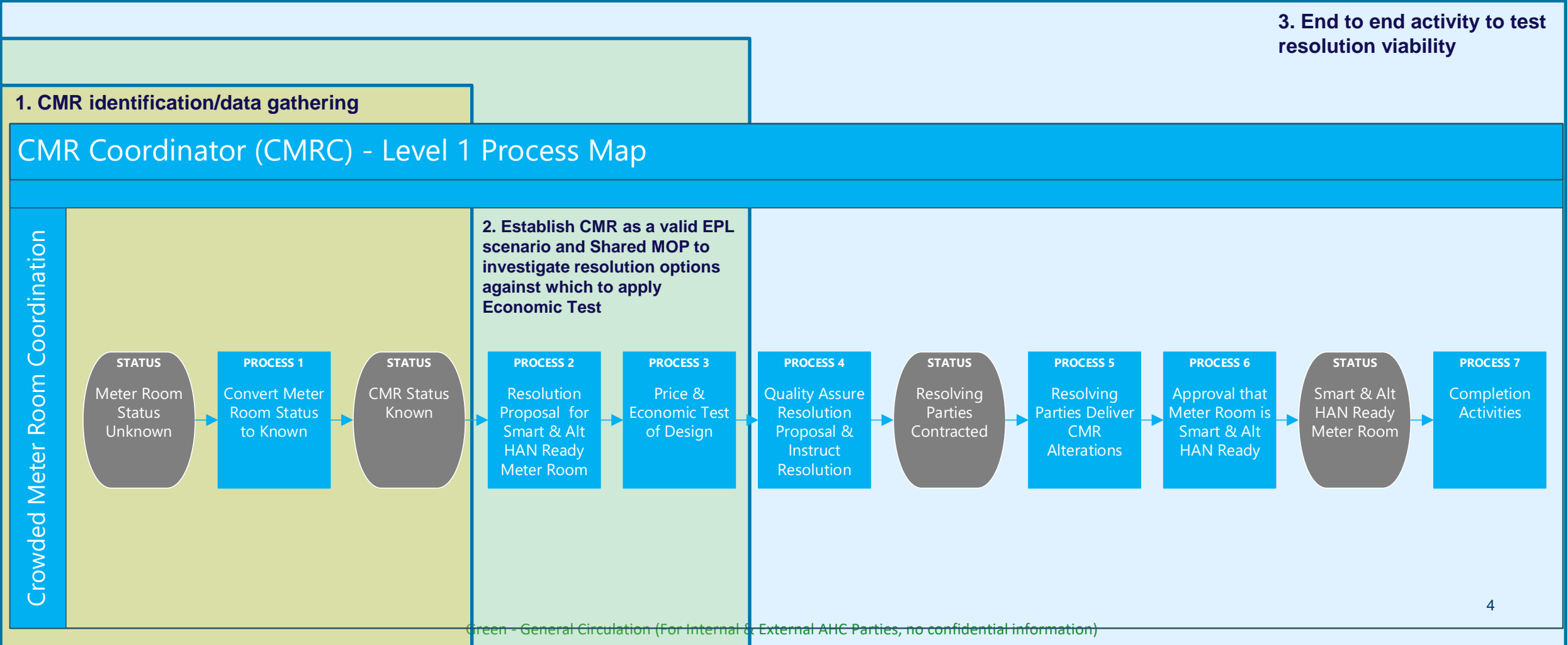
- **Limited Supplier activity** - Role of validating MPANs being supplied, identification of customers who cannot be off supply (factored into resolution design) and initial customer comms.
- **Supplier activities** – Consistent approach for all Supplier and documented via Alt HAN Supplier Contract.
- **CMR system** – Suppliers will have access to CMR system to check CMR status, apply validation and receive completed designs to help install activity.

CMR Enduring Service mobilisation milestones

CMR mobilization - Deliverable / milestone	Due Date	Status
AHC Forum approval to proceed with Enduring service	16 Nov 23	Complete
REC Change Panel approval of enabling REC Change R0043	21 Nov 23	Complete
AHC Board approval of CMR System and MEM contracts	30 Nov 23	Complete
AHC Board approval to explore CMR financing options	30 Nov 23	Complete
Energy Supplier monthly mobilisation workshops commence	11 th Dec 23	Complete
Authority decision on enabling REC Change (R0043) following REC Change Panel approval on 21 November	Jan 24	Complete
Phase 1 resource recruitment complete	Feb 24	Complete
CMR prep and Coordinated installation options Supplier bilaterals	Q1 24	On track
AHC Supplier Contract changes complete	May 24	Draft changes circulated
CMR system build complete	May 24	On track
REC Change R0043 to be implemented	June 24	On track
CMR Enduring Service capacity ramp up commences	July 24	On track

CMR Pilot Target Operating Model

- The rationale for establishing a pilot was to trial the plausibility of a coordinated CMR activity to assist Suppliers in meeting their rollout obligations without committing to the cost of a full service by:
- Gathering further evidence on the scale of the problem
 - Confirming the requirements across all Resolving Parties and testing the interactions during pilot to identify issues and gaps
 - Establish CMR as an agreed Exempt Premise List scenario which is capable of being subject to collective evidence gathering and submission
 - Application of a Threshold Test to real life scenarios
 - Understand the success rate of CMR for access, option analysis and (where requested) resolution



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Green - General Circulation (For Internal & External AHC Parties, no confidential information)

DNO Engagement

What we'll do with DNOs:

- Offer bilateral discussions to explain CMR next steps and confirm how DNO wants to engage with us
- Useful to have a point of contact in DNOs for queries/provide updates
- Offer access to CMR system to enable DNOs to view CMR activity within their region
- Request DNO support in reporting CMRs, where you encounter these in your day to day work
- Provide six monthly updates to ENA (if that's what you'd like)
- Request quote for works, where a CMR requires DNO input

Working with 2 MEMs in enduring:
SMS and IMServ



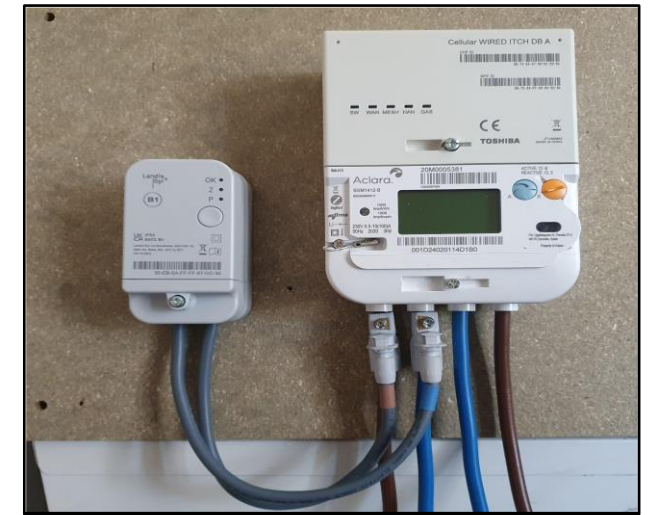
SMS would
work to the
left of the red
line, IMServ to
the right

How to identify and report a Crowded Meter Room

A **Crowded Meter Room (CMR)** is where a Meter Room or Meter Cupboard containing multiple electricity Meters has space constraints that would prevent the installation of:

- The footprint needed for a SMETS 2 meter and Comms Hub is larger than the meter currently installed
- There is insufficient space around the meter to allow the installation of an AltHAN Bridge 2 device.
- The existing infrastructure would cause an interference issue with the Communication Hubs (e.g. metal trunking)The Alt HAN device and the Connector Block, adds to the foot-print of a metering system (see picture on the right).

The Alt HAN device and the Connector Block, adds to the foot-print of a metering system (see picture on the right). A bridge 1 will always be needed where an IHD or gas meter is not able to directly communicate with the Comms Hub Consideration should also be given to the DCC installation guidelines, particularly in relation to the positioning of Comms Hubs in relation to other equipment and infrastructure



An Alt HAN device installed with a Smart Electricity Meter

Pictures of Crowded Meter Rooms



The factors that may result in challenges to installing or replacing metering infrastructure, specifically Alt HAN Equipment can be:

- No space between the meters
- Prohibitive trunking or Significant Metallic Object obstruction
- Landlord or Network Owner equipment.
- Other Suppliers equipment or metering limiting space in a meter room (e.g. isolation switches)

If you identify a CMR or if you have been unsuccessful in installing Smart metering and Alt HAN equipment because there is no space to install the kit, please notify us at:

CMRProject@althanco.com

Appendices – General Alt HAN information



What is “Alt HAN”?

What is Alt HAN?

- Alternative Home Area Network
- The delivery of a technological solution to reach the c2.5% percent of premises the mainstream smart solution cannot cater for.

Alt HAN is a range-extending service

“Missing piece of the jig-saw”, where:









- Meter + DCC services \neq full smart customer experience
- Because 2.4 GHz or 868 MHz cannot propagate far enough to pair with gas meter and/or IHDs/CADs
- Obligation on energy suppliers to use it where needed as part of smart meter rollout.

Alt HAN is an organisation and a company

- A “regulated co-operative” of suppliers
- Established in 2016
- Single, regulated purpose to deliver Alt HAN
- Alt HAN Forum as decision-maker
- Alt HAN Co. as contracting party
- Empowered by the SEC
- Underpinned by licence obligations on suppliers
- Costs recovered via DCC charges.

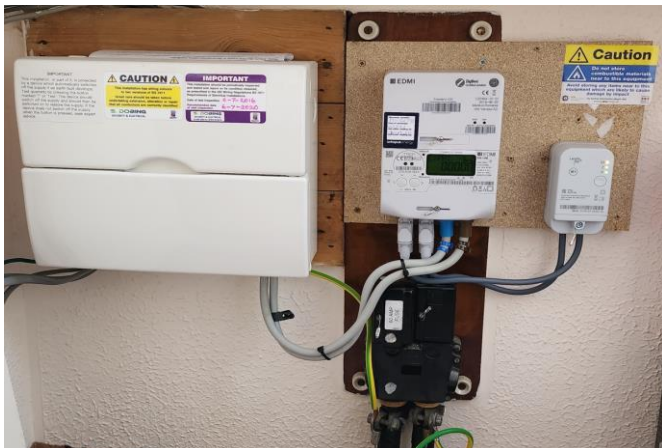


Alt HAN Technology Overview

BRIDGE TYPE	POWER SOURCE	Solution A	Solution B	Solution C
Bridge 1  <ul style="list-style-type: none"> Provides ZigBee and PLC comms Always co-located with the CH/ESME Powered by mounting on electricity meter DNO input tails Push button for joining B1 to B2/B3 	 <p>ESME input tails</p>	B1	B1	B1
Bridge 2  <ul style="list-style-type: none"> Provides ZigBee and PLC comms Located within the home / premises Powered by plugging into socket Push button to join to B1 	 <p>Socket</p>	B2	B2 B2	
Bridge 3  <ul style="list-style-type: none"> Provides ZigBee, PLC and LRRF (458MHz) comms Located within the home / premises Powered by plugging into socket Push button for joining B1/B4 <i>Only used in remote gas scenarios where a B4 is required</i> 	 <p>Socket</p>			B3
Bridge 4  <ul style="list-style-type: none"> Provides ZigBee and LRRF (458MHz) comms Located near the GSME Battery powered, sleepy device Push button to join to B3 <i>Only used in remote gas scenarios where a B4 is required</i> 	 <p>Internal battery</p>			B4

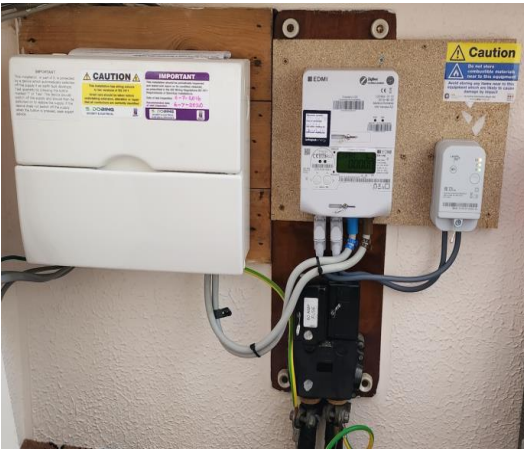
Alt HAN Co.

And in pictures...AHC installs across the UK



1. What an installed Alt HAN device looks like and what to do if you need to remove one as part of metering work

Pictures of post install Bridge 1 devices



Bridge 1 devices

These devices are wired to the incoming tails to the electricity meter. If a Network Operator needs to de-energise and remove a meter with an Alt HAN device please do the following:

1. Notify the registered Supplier that the Alt HAN device has been removed
2. Leave the device in a secure place (labelled and by the meter in a locked meter room/cupboard or with the resident/tenant)
3. Email helpdesk@althanco.com to notify us that a device has been removed, the MPAN it was connected to and its location post removal

Bridge 2 devices (see below)

These devices are plugged into a socket in the customer's premises. There's no need for a Network Operator to remove this device. However if it is unplugged to gain access to the socket there just ensure the device is plugged back in once the socket is free again.

