

Interventions Working Group - Meeting 73

06 March 2024 at 10:00am

Teleconference / Microsoft Teams

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

1. Administration

- 1.1 The Chair welcomed attendees to the 73rd 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 72 – 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**.

4. ENA innovation project to enable upgrades to DNO fuses

- 4.1 PA provided an update that UKPN did a pilot called Project Emerge, alongside Octopus Energy. The purpose of this was to facilitate a fuse upgrade as and when it was required under certain circumstances. The reason for this is that Octopus Energy, have been installing low carbon technologies at the consumer's home and on occasions they felt the need to upgrade the DNO fuse.
- 4.2 UKPN carried out some training for Octopus Energy operatives and provided a clear definition for when a fuse upgrade could be undertaken by the person on site working for Octopus Energy.
- 4.3 There is a potential that this could be extended to SIPs so that they could partner with EV charger installations, heat pump installers, and also provide a service of upgrading fuses under certain circumstances. PA informed members that this is currently with the ENA innovation team. If all DNOs agree this could lead to a DCUSA change in the future.

5. New Category C guidance for Service Termination Issue Reporting Guidance. (Attachment 3)

- 5.1 PA shared the proposed new C21 code with members and it can be found in attachment 3.
- 5.2 Since the IWG meeting, Paul Abreu (ENA), Geoff Huckerby (NPG) and Glenn Sheern (REC) have attended the REC Electricity Operational Metering Forum (E-OMF) where all the five updates to the service termination issues reporting guidance were reviewed one more time, as they were originally agreed in July 2023. The E-OMF were fully supportive of the five updates being progressed as soon as possible. It was accepted that three of the updates (to A03, B05 and B11) can progress without further delay and will be agreed for implementation ex-committee by REC MEP Members in the next week or so. The other two updates (B07 and C21) are related and will take longer to implement as they are dependent on progressing with the creation a DCUSA change for a new C21 reporting code and dependant on a simultaneous REC change for the creation of

the associated industry flow for C21. The creation of new flows requires system changes for REC parties, and this can take significant amount of time to feed through. Because of this, it is envisaged that the updates to B07 and C21 are likely be implemented towards the end of this year.

5.3 RC took an action to coordinate with REC to progress the required changes necessary to introduce C21 and update B07.

6. 2024 Work Plan

6.1 The 2024 workstreams are detailed below:

- **The continuation of Asbestos, documentation and best practice (Guidance around joint visitation etc).**
 - It was noted that there is asbestos guidance on the AMO website. RC noted that there is a document with pictures of scenarios where asbestos may be encountered and that this could potentially be added to the AMO guidance as an appendix. It was also noted that the content may be reviewed. RC and GH agreed to discuss offline on how best to progress with this.
- **Extra validation across the DTN.**
 - RC to seek a Supplier representative to help progress this work.
- **Improvement of the Customer journey via the URL online forms.**
 - RB informed members that NGED is currently piloting an online form similar in nature to UKPN.
- **Review of CoMCoP (Consolidated Metering Code of Practice)**
 - RH provided an update that work is progressing well and that they are meeting every Monday to progress through to completion of the review.
- **Sharing and discussing internal policy changes**
 - RC agreed to set up a spreadsheet with latest IWG activity/ guidance and this could be reviewed (perhaps annually) to check progress and if any concerns were addressed that these are still resolved.
- **Cage Clamp Isolators Guidance to be developed**
 - This is to be raised at the next EMF.
- **Radio Teleswitch - service switch off. Keep updated on progress**
 - Currently scheduled for June 2025.

7. National Grid Electricity Distribution Category A update (Attachment 4)

7.1 RB provided members with an update on the above. While NGED are in the process of building an external facing reporting process to allow images to be sent for any category A or B defects, an interim solution is being trialled in four areas for category A codes only. This interim solution will allow MEMs to send pictures via email.

- 7.2 Going forward NGED are working on an open URL reporting form which will allow any category A and B code defects to be reported with images, and the latest customer contact details. This platform will hopefully be available in late Q2 2024.

8. National Grid Electricity Distribution Category C update

- 8.1 RB provided an update that within NGED the decision has been made to create enquiries for some Category C information codes sent by MEM's through the DTN system following a meter exchange. The key objective behind this additional work is to confirm the safety of the DNO cut-out asset within the customer property (see attachment 5).
- 8.2 Unlike Category A or B codes there is no mandate to notify the customer that the DNO will be making contact to attend. The enquiry is raised as NGED see the C codes listed to be safety and possibly ESQCR risks.
- 8.3 Within the last six months local teams have met some considerable resistance from customers when trying to book an appointment to attend these reports, as the customers feel it is a scam as they have had their metering issue resolved and not made aware of the need for DNO attendance.
- 8.4 NGED would like to ask all energy Suppliers and MEM parties to remind staff that when reporting the listed C code information to inform the customer that NGED will be following up to attend and rectify the issue reported.
- 8.5 Supplier members were asked to inform their operatives that this is only for customers with NGED's area. It was also noted that the messaging from MEMs will need to be clear so as not to cause any unnecessary concerns around safety.

9. Crowded Meter Rooms - update on latest activity

- 9.1 David Jones from AltHan Co attended and provided an update on latest activities regarding the crowded meter room project. The slides can be found in attachment 6.

10. Smart Meter Installs

- 10.1 Smart meter installs data for February 2024 can be found at the following link - [Smart meter installations hold steady in September - ElectraLink](#)

11. Any Other Business

- 11.1 The Chair provided an update in relation to DIF 72 'Moving Meters'. The group is seeking to create some guidance around processes for meter moves to aid a better customer journey. On occasions DNOs are able to move meters during a service alteration, with agreement from the Supplier. However, some DNOs have received calls from customers requesting a meter move where there is no service alteration needed. DNOs will pass the customer back to the Supplier in these instances.
- 11.2 The DIF 72 group believe the current membership is thin and requested whether IWG would be best placed to produce some draft guidance on what advice should be provided to customers to ensure that the right party responsible for the move is identified.

- 11.3 If members would like to be part of an IWG Sub-Group to produce some draft guidance, please let the Chair know so this can be facilitated. Any guidance would be consulted on with industry.
- 11.4 There were no other items of AOB raised.

12. Next Meeting

- 12.1 The next IWG meeting is scheduled to be held on 01 May 2024. The meeting will start at 10:30am.
- 12.2 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.