

Interventions Working Group - Meeting 77

02 October 2024 at 10:00am

Teleconference

Attendees	Company
Boz Laird-Clowes [BLC]	DESNZ
Chris Varney [CV]	OVO
Danielle Brown [DB]	SPEN
Dave Wright [DW]	AMO
Jordan Hills [JH]	SSEN
Nick Dodridge [ND]	EDF
Michael Gorewoda [MG]	EON
Paul Morris [PM]	UKPN
Richard Brady [RB]	National Grid
Richard Hill [RH]	Centrica
Simon Wilson [SW]	EDF Energy
Warren Lacey [WL]	NPg
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink

Apologies

Attendees	Company
Paul Abreu [PA]	ENA

1. Administration

- 1.1 The Chair welcomed attendees to the 77th IWG meeting.
- 1.2 The Chair asked members for permission to record the meeting for the purpose of aiding the Technical Secretariat. No members objected.
- 1.3 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 76 – Draft Minutes

- 2.1 The minutes from the previous meeting were reviewed. The Chair noted that several amendments had been made ahead of the meeting and these had been recirculated.
- 2.2 The group agreed the minutes to be an accurate reflection of the discussions held. 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. Phenolic Cut-outs

- 4.1 The Chair noted that a discussion on phenolic cut outs was held at the previous meeting and that it was agreed for an update to be provided at the meeting today. The Chair added that there had been a STIG meeting since the previous IWG meeting, and asked members for an update.
- 4.2 Members that had attended the STIG advised that the minutes have not yet been circulated and agreed to provide a more detailed update once these have been received.
- 4.3 PM advised that one of the main topics of discussion was a proposal to set up a central function to which all DNOs can submit examples of phenolic voltages etc. PM noted that this would assist in establishing the root cause of the incidents.
- 4.4 The Chair asked when this service is likely to be in place. PM noted that this will need to go to tender and the expectation is for it to be in place by the end of this year or the start of next year.
- 4.5 PM noted that discussions were also held regarding differences in processes when working on cut outs. PM noted that one example was differences in PPE and highlighted that although this does not address the root cause, it is an opportunity to share learnings and align.
- 4.6 RB advised that DNOs had taken an action to go away and look at their individual working practices and provide these to PA.
- 4.7 DW noted that from an Association of Meter Operators (AMO) perspective, there are differing views and that work is ongoing to draft a report. DW added that the matter will be discussed at the next Electricity Metering Forum (EMF), and that all options will be discussed. DW noted that the AMO will agree on a view and suggested resolutions.

- 4.8 SW advised that their organisation have made the decision to pause working on 50390 until progress has been made in establishing the cause of these incidents and a way forward agreed.
- 4.9 RH noted that there are millions of black plastic cut outs out in place and that other than 50390 models, there have not been any issues. RH suggested that this indicates that the A19 and enhanced procedures are working for other black plastic cut outs.
- 4.10 CV suggested that consideration is given to using a B code, for example a B07, for when an engineer comes across a 50390 cut out. DW agreed that this is a potential option and noted that it will be discussed at the EMF tomorrow.
- 4.11 PM asked how many of these cut outs there are in different areas, noting that replacing these could have a large impact. CV noted that if organisations are stopping work on the cut outs, this would have a similarly large impact. PM noted that without knowing the root cause, it will be difficult to build a case for replacing them all.
- 4.12 The Chair suggested that when encountered, a C code could be reported so that it is recorded, but that there is no associated SLA. Several members noted that they are already doing this, however that it relies on the individual operatives adding a note to indicate the meter is a 50390 model.
- 4.13 DW raised that doing this will only identify ones that are visited going forward and there will be no records retrospectively. The Chair suggested that it could be useful for testing but not for rectifying the issue.
- 4.14 One member noted that it would be hard to identify these as it is not possible to filter or search by what is in the notes. Therefore it would be hard to use this when analysing the data and looking at numbers.
- 4.15 Members discussed the possibility of introducing a new C code, however acknowledged that this would take a substantial amount of time and agreed it is too early in discussions to progress this.
- 4.16 DW asked if there is a method of circulating information to the rest of industry quickly, to advise of any future incidents. RH advised that if an incident is under investigation, this would likely not be shared until the final report has come through. RH agreed that it would be useful to be notified straight away, with a caveat that the incident is still under investigation.
- 4.17 The group agreed for this agenda item to be added as a standing item for future meetings so that updates can be shared.

5. 2024 Work Plan

- 5.1 The Chair provided the following updates on the Work Plan items.

Asbestos

- 5.2 The Chair noted that the asbestos gallery was circulated to members following the last meeting but noted that this still needs to be added to the AMO guidance document. The Chair noted that the guidance document was previously being reviewed but that this is now complete and therefore they will reach out to DW and DB.

Extra validation across DTN

- 5.3 The Chair noted that earlier in the meeting, as part of action 74/01 'VB and NJ to discuss feasibility of SSE Energy Supply working with SSEN and UKPN via PM to discuss data quality entering or exiting the DTN.' RH and MG had agreed to assist. The Chair agreed to contact RH and MG and include a DTN colleague.

Improving customer journey via URL online forms

- 5.4 The Chair noted that several DNOs have created these forms and that this is ongoing.

Review of CoMCoP

- 5.5 DW provided an update on CoMCoP advising that a full review had been completed and sent to the lawyers who came back with recommendations. DW noted that some of these recommendations would have changed the context so the group went back to the lawyers for a final review. DW advised that it will be sent out for peer review and impact assessment in the coming weeks. DW noted that this should be finalised for January, with the new auditing regime coming in in April.

Sharing and discussing internal policy changes

- 5.6 The Chair noted that during previous discussions it had been suggested that at the December meeting, the group could reflect on the year and keep a register of the key learnings.
- 5.7 RH noted that they would encourage a review of what may have changed over the year and agreed that it is beneficial to be pre warned of policy changes rather than changes being encountered in the field.
- 5.8 WL advised that they have asked for policy change briefing to be added to the EOMF agenda. RH agreed that this is more of a REC responsibility than an operational matter. DW confirmed that it is included in the CoMCoP.
- 5.9 The group agreed to merge this item with the CoMCoP item going forward.

Cage clamp isolators guidance

- 5.10 The Chair noted that as per discussions held under action 76/01 'The Chair to contact Martin Allen (Electrical Safety First) to discuss potential guidance relating to the use of clamp type isolators.' this is ongoing.
- 5.11 The Chair noted that in addition to the workstreams above, Radio Tele-switch (RTS) was also discussed at the previous meeting and asked if there were any updates on this.
- 5.12 WL advised that there had been an RTS summit a couple of weeks previously which had been chaired by Ofgem. WL noted that there is concern surrounding the numbers that still need to be completed before switch off mid next year.

- 5.13 RH added that Suppliers have a weekly meeting and that work is ongoing in the background. RH noted that there are challenging cases that need to be worked through to find solutions. RH noted that discussions are ongoing regarding how to deal with load managed areas.
- 5.14 WL noted that their impression from RTS summit was that challenge was not so much the technical aspects, but persuading some customers to get a smart meter. WL added that there were not any Meter Operators in attendance which they found surprising.
- 5.15 CV advised that there have been separate meetings with Ofgem that have just covered technical issues, and agreed that there are lots of different challenges that makes the target look less achievable than they would hope.
- 5.16 PM asked if any learnings could be taken from the ZMB programme. DW noted that it is impossible to compare as the ZMB issue was an HSE directive and they were able to go for warrant. DW noted that as it was a safety issue, it was easier to inform customers.

6. Opportunity for Updates on Related IWG Activities

- 6.1 The Chair informed the group of the below updates:

REC/DCUSA SIP Review

- 6.2 As per discussions under action 74/03 'Chair to reach out to REC in relation to undertaking a piece of work to review progress to date on the introduction of SIPs (i.e benefits, gaps still remaining etc.). Also to discuss whether SIP parties are able to disclose the scope of work they provide and areas of the country they work in.', the Chair noted that work is ongoing. The Chair noted that the aim is to create a video to clarify what a SIP is and the requirements for becoming a SIP.

DCP 419 - Pre-Notifications of Planned Supply De-Energisations

- 6.3 The Chair noted that the change seeks to ensure that all DCUSA Parties that de-energise metering equipment as part of any planned work, provide the Distributor with advance notification of the supply interruption.
- 6.4 The Chair advised that the initial solution was to create a new market message that provided a pre notification of any planned work, so that the DNO could validate this against a power outage alert. Feedback received through the consultation was that this would be a lot of additional work for Suppliers and Metering Equipment Managers (MEMs), and therefore the Working Group are looking at a potential DCC solution. The Chair noted that discussions are ongoing.
- 6.5 The Chair highlighted that when SIPs were introduced, there was an obligation within the DCUSA legal text that they should provide pre notification of all jobs, but only when a mechanism was available. Therefore, if a new market message is created, it would provide a platform for SIPs to be able to do that and meet the obligation.

7. Smart Meter Installs

- 7.1 [Smart meter installations for August 2024 can be found at this link.](#)

8. Any Other Business

- 8.1 The Chair asked whether there was any other business, to which two matters were raised by MG from EON. The slides presented are included as **Attachment 3**.

Unhinged Metal Clad Cutouts

- 8.2 MG highlighted that EON have some concerns around unhinged metal clad cut outs and asked for feedback from other members. MG acknowledged that there is always a risk whilst working on any type of cut out, however that there are further risks due to the heavy metal lid which can easily catch or be dropped into the bottom of the cut out whilst being removed. MG noted that some designs are also missing fuse phase barriers and some are 60 or 70 years old.
- 8.3 MG noted a recent situation in which a technician attended a site and came across such a cut out that they did not believe they worked on in that area. MG noted that they had contacted various DNOs and had received inconsistent answers.
- 8.4 MG highlighted an Electricity North West procedure document which states that this type of cut out may only be worked on or changed if it is dead.
- 8.5 MG noted that the service termination guide suggests a B08 as guidance and that the B08 is from initial visual inspection, therefore if a technician arrives and the hinges are broken, they would not work on it. MG noted that the service termination guide refers to the cover being removed and suggested that this is where the risk is.
- 8.6 RH noted their concern that they did know Electricity North West do not allow work on these cut outs. RH highlighted that the guidance document states that the cover shall not be removed, however noted that this is likely to be happening. RH noted that procedures should be published and clear.
- 8.7 DW asked if the guidance document is an internal instruction to their operatives or whether it is on their website aimed at meter operatives in their area. DW noted that they could have different internal processes. MG confirmed that the document was from their website. DW suggested that it would be beneficial to clarify with them whether the instruction not to work on these cut outs is internal or for meter operatives.
- 8.8 CV asked for clarity on whether it is being suggested that the cut out on the slide is a B08, or whether the ones where it is feared have uninsulated conductors underneath should be aborted as a B08. MG noted that the service termination guide is not specific.
- 8.9 WL advised that they are not aware of any specific guidance in Northern Powergrid's area regarding this type of cut out, other than what is in the guide.

Different types/mix of main fuse carriers

- 8.10 MG presented a slide to the group and asked members for their thoughts on this type of equipment.
- 8.11 CV suggested that it depends on how the fuse carriers fit, and that if they do not fit they should be reported as an A code. RH suggested that the one in the picture on the slide would be an A03 as you can get different lengths of the forks and that you can see they are not fully inserted. Others agreed that these are reportable.
- 8.12 CV asked if it should still be an A03 if it appears to fit. MG noted that if it fits and there are no signs of degradation or overheating then it is fine.

9. Next Meeting

- 9.1 The next IWG meeting is scheduled to be held on 06 November 2024. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 76 - Final Minutes v1.0
- Attachment 2 - IWG 77 – Actions
- Attachment 3 - AOB Slides EON