

## Interventions Working Group - Meeting 79

08 January 2025 at 10:00am

Teleconference

Attendees	Company
Boz Laird-Clowes [BLC]	DESNZ
Chris Varney [CV]	OVO
Danielle Brown [DB]	SPEN
David Brown [DB]	AMO
Jordan Hills [JH]	SSEN
Michael Gorewoda [MG]	EON
Michael Turrington [MT]	EDF
Nick Dodridge [ND]	EDF
Paul Abreu [PA]	ENA
Paul Morris [PM]	UKPN
Richard Brady [RB]	National Grid
Richard Hill [RH]	Centrica
Shuba Khatun [SK]	SSEN
Warren Lacey [WL]	NPg
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink

### Apologies

Attendees	Company
Philip Howell [PH]	ENW

## 1. Administration

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- 1.1 The Chair welcomed attendees to the 79<sup>th</sup> 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 78 – Draft Minutes

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- 2.1 The group agreed the minutes to be an accurate reflection of the discussions held. These are included as **Attachment 1**.

## 3. Outstanding Actions

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- 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

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- 4.1 PA advised the group that David Wright from the Association of Meter Operators (AMO) has now shared their report with the Energy Networks Association (ENA) and Department for Energy Security and Net Zero (DESNZ).
- 4.2 PA noted that following consultation with the health and safety managers group at ENA, the report was also shared with the Health and Safety Executive (HSE). PA noted that they met with HSE to run through the report and to discuss ENA’s plans to address the lack of confidence in the affected cut outs. PA advised that HSE were supportive of ENA’s proposals and noted that the AMO report and concerns were not backed up with evidence. PA highlighted that HSE had not received any reports of failures to phenolic cut outs and understand asset managers positions. HSE do not have any concerns surrounding the current processes.
- 4.3 PA advised that ENA are continuing to plan the cut out analysis programme and are meeting with a small group of Service Terminations Issues Group (STIG) members on 16 January 2025 to specify the project. PA noted that some DNOs have started collecting cut outs to provide to whichever company is chosen as the service provider. PA highlighted that they are also developing a common process by which all Suppliers, DNOs and Meter Equipment Managers (MEM) parties can participate in to ensure all failed units are recovered and evidence is preserved.
- 4.4 MT added that they had met with PA and SSE and that as a MEM this had been a productive discussion. MT advised that EDF are working towards recommencing work on the cut outs.

## 5. Operational, Safety and Reporting Issues

### Reporting safety incidents following a Safe Isolation Provider (SIP) visit

5.1 WL advised that there is currently an obligation in 30.18 of the DCUSA for DNOs to report to the Supplier if they discover any safety incidents attributed to Meter Operator work. WL asked if there is an equivalent obligation regarding work done by a SIP. WL noted that it would not be appropriate to report to the Supplier as they do not put the SIP to work.

5.2 The Chair agreed to contact the REC Code Manager to ask if this obligation exists under the REC.

Action 79/01 - The Chair to contact the REC Code Manager to ask if there is an obligation under the REC for DNOs to report safety issues following SIP work. (SIP equivalent to DCUSA 30.18)

5.3 RH advised that contact details for each SIP should be available on the REC website. WL noted that they are aware of this but wanted to make sure including the obligation was not missed when the SIP role was introduced.

5.4 PM highlighted that SIP reporting should be looked into further as the current process was designed for Supplier and Meter Operator relationships. PM added that the current process for SIPs to report something is not completely fit for purpose. PM noted that they have encountered challenges regarding charging where there has been misreporting. PA noted there have been situations where a SIP has attended but it has looked like it was the Supplier's Meter Operator.

5.5 PM advised that they have also had recent issues with SIPs trying to report different work types for example High Earth Loop Impedance. PM noted that Meter Operators did not have the equipment to test for this so it is not something that has historically needed to be reported.

5.6 The group agreed for these issues to be added to the 2025 Work Plan.

5.7 MG noted that from a Supplier point of view, they have noticed an increase in incidences of SIPs, solar installers and heat pump installers causing issues that they then have to go in and repair. MG added that further data on who is causing these issues would be welcome.

### A Code queries

5.8 CV presented a set of slides to the group asking for DNOs opinions of whether the situations should be reported as A codes. These slides are included as **Attachment 3**.

5.9 Slides 1 to 5 depicted situations in which there were some signs of discolouration and/or overheating.

5.10 RB noted that if an engineer believes there is an issue, they should report it. PM noted that the fit should also be considered when completing the risk assessment, however noted that this can be hard to train. The group agreed that there should be a focus on education regarding risk assessment of the whole cut out. CV agreed that they would be putting together risk assessment slides.

- 5.11 Members felt that many of the situations were subjective and that the examples in the guide are more extreme and therefore easier to identify. DNO members agreed that if there is a concern it should be reported and that they would be very unlikely to be reported as a misreport.
- 5.12 Slide 6 depicted a meter leaking bitumen. CV asked if this should be reported as a A code as it appears to be a fresh leak. RH noted that the guidance agrees that a fresh leak should be an A code. Members agreed that this should be reported as an A01.

### **Supplier Meter Disposal Process**

- 5.13 PM presented a set of slides to the group, providing an update on the meter disposal process following it being suspended due to asbestos being discovered in a 1971 Ferranti meter case. Slides are included as **Attachment 4**.
- 5.14 PM advised that to minimise handling and simplify the process, UK Power Networks has nominated Sackers Limited to manage the disposal of these meters. The meters do not need to be segregated.
- 5.15 PM highlighted that to ensure asset tracking, the Meter Operators will provide the serial numbers of the meters sent to the nominated waste contractor. Meters sent to the waste contractor must have a hazardous waste consignment note and the serial numbers.
- 5.16 PM advised that UK Power Networks will retain these serial numbers and all meters returned to Sackers Limited must be transported and stored in line with the Hazardous Waste Regulations.
- 5.17 PM requested that this information is passed on to the teams responsible for meter disposal and that they will be happy to answer any questions.
- 5.18 The Chair agreed to circulate the slides to members following the meeting and members agreed to send them on to the relevant teams.

*Post meeting note – circulated to members on 13 January 2025.*

### **B07**

- 5.19 MG presented a set of slides (included as **Attachment 5**) to the group outlining three scenarios and asked the following question – *‘Can we disconnect the cable from the connector block and the incoming neutral in the meter and then replace it with another cable from the spare port from the neutral side of the cut out into the incoming side of the meter. This will effectively treat it the same as scenario 3 (treat as PME). In doing this you do not have to disconnect or disturb the earth.’*
- 5.20 RH noted that if the earth connection is not broken it is fine. CV agreed and noted that they raised this in bilaterals with different DNOs. Members noted that a new C21 code is due to be introduced but that they have reported them as B07 codes in the past and that it fits the description.
- 5.21 PA confirmed that the C21 is drafted and that work is progressing with the REC code manager to introduce this. The new C21 and B07 are included as **Attachment 6**.
- 5.22 The group discussed whether a DCUSA change would be needed. WL noted that they do not believe so, as DCUSA does not refer to specific code numbers. PA asked if a new flow would be needed for

C21. The Chair advised that it would depend which code is given ownership. The Chair took an action to look into this further.

Action 79/02 - The Chair to investigate whether a new flow will be required for the introduction of the new C21 code.

- 5.23 MG asked for clarity on the original query, questioning whether DNOs are comfortable with the solution as long as the earth is not disturbed. MG noted that this would then be reported as a C21 when it is introduced but as a B07 for now.
- 5.24 RB noted that from National Grid's point of view, if there is a spare port and it is possible to get a cable from the cut out to the metre and remove the one from the block to the metre, that is fine. WL and PM agreed. MG agreed to pick this up with the remaining DNOs in their bilaterals.

#### **Unhinged Metal Clad cut out Embargo**

- 5.25 MG highlighted Electricity North West (ENW) guidance which states that unhinged metal clad cut outs are not to be worked on and asked members if they are aware of an embargo. (slide within **Attachment 5**).
- 5.26 WL noted that from their perspective there is not. MG advised that a collective agreement would be beneficial for guidance.
- 5.27 PM and RH suggested that a risk assessment should be made and if it appears unsafe once the lid is off, it can be escalated to an A code.
- 5.28 MG agreed to contact ENW for further information.

#### **Policy for Cut out Fuse Replacement**

- 5.29 WL highlighted a request from their Dispatch Manager to ask Meter Operators what their policy is for replacing cut out fuses that have blown, particularly ones which may be as a result of a meter fault.
- 5.30 RH noted that there is an obligation to report it to the DNO as the fault may still be there. MG agreed, noting that if there is a blown fuse they do not put another fuse in in case there is an issue from the network side.
- 5.31 WL asked if this would still be the case if it was obvious the issue was caused by the meter. MG noted that it is a case by case situation but that it would need to be investigated before they put a fuse in.

## **6. 2024 Yearly Review**

- 6.1 The Chair presented the 2024 Yearly Review and associated spreadsheet to the group.
- 6.2 The Chair highlighted that the spreadsheet summarises the operational, safety and reporting issues discussed during meetings in 2024 and any outcomes. The Chair advised that this will be updated following each meeting and attached to the minutes.

- 6.3 Members provided positive feedback.
- 6.4 An updated version of the Operational, Safety and Reporting Issues spreadsheet is included as **Attachment 7**.

## 7. 2025 Work Plan

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- 7.1 The Chair offered members the opportunity to raise issues for the 2025 Work Plan. The group agreed to continue with some of the items on the 2024 work plan and to add some further items. A summary is below.
  - Extra Validation Across the DTN
  - Improving Customer Journey via Online Forms
  - Cage Clamp Isolators Guidance
  - Radio Teleswitch Service Switch-off
  - SIP Issues
    - Obligations for DNOs to report safety issues following SIP work
    - Recognising reports as coming from a SIP as opposed to the Supplier or Meter Operator.
    - Ability for SIPs to report different work types (e.g. High Earth Loop Impedance)
- 7.2 PA provided an update on the Radio TeleSwitch Service (RTS) switch-off programme advising that there was a meeting before Christmas attended by STIG members involved in the programme.
- 7.3 PA noted that it is the responsibility of Suppliers to clear all RTS units and that they have clear lists of what needs to be replaced. PA noted that a phased switch off is proposed and that there are things that DNOs can do to help, for example expedite any B code interventions they are notified of.
- 7.4 PA added that some Suppliers have started sending lists of B codes they have outstanding on RTS sites to DNOs. DNOs are reviewing and making sure they clear these to prevent any delays to replacement.
- 7.5 PM noted that if customers lose their heating, they will be contacting DNOs in addition to their Supplier and that they should discuss how to handle this. RH suggested that this should be managed by usual triage and referred back to the Supplier.
- 7.6 PA noted that it will be beneficial to have RTS as a standing item on the IWG agenda, and that an additional meeting may be needed in July when the switch off starts.
- 7.7 BLC suggested that it could be beneficial for the switching off strategy to be shared with the IWG. PA advised that a draft switch off strategy has been shared with the RTS Working Group but that they are awaiting the next version where the group codes are listed in order of activity.

- 7.8 MG highlighted an access issue in which a boiler was in front of an RTS unit and asked if a joint ENA and Supplier letter could be drafted to advise customers of the need to access this. PM advised that they have a blocked in letter and process and that they will investigate whether this can be shared.

## 8. Opportunity for Updates on Related IWG Activities

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

### **DCP 419 'Pre-Notifications of Planned Supply De-Energisations'**

- 8.2 The Chair advised that REC had taken an action to investigate the possibility of using an app for the solution instead of a data flow and that this is ongoing.
- 8.3 The Chair noted that a poll will be issued shortly with dates for the next Working Group meeting.

## 9. Smart Meter Installs

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

## 10. Any Other Business

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

## 11. Next Meeting

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The next IWG meeting is scheduled to be held on 05 March 2025. The meeting will start at 10am.

## Attachments

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- Attachment 1 - IWG 78 Final Minutes v1.0
- Attachment 2 - IWG 79 Actions
- Attachment 3 – A Code Queries
- Attachment 4 - Supplier Meter Disposal Process - Update 2025-01-07
- Attachment 5 - B07 & Unhinged Metal Clads
- Attachment 6 - New C21 & Update B07
- Attachment 7 - Operational, Safety and Reporting Issues