

Smart Interventions Online Reporting - URL

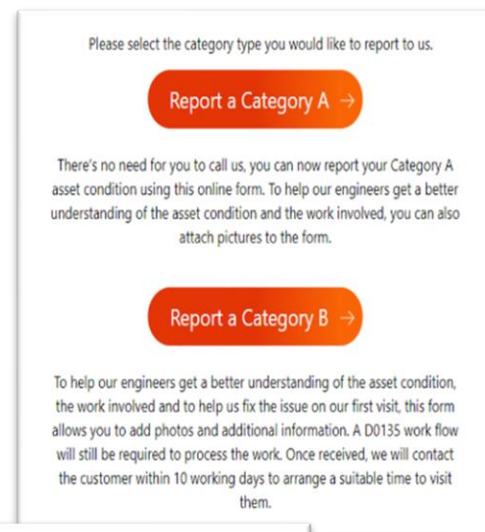
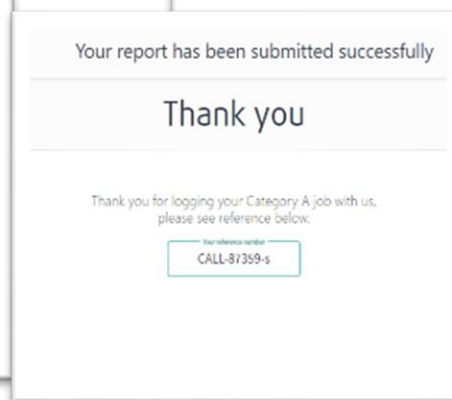
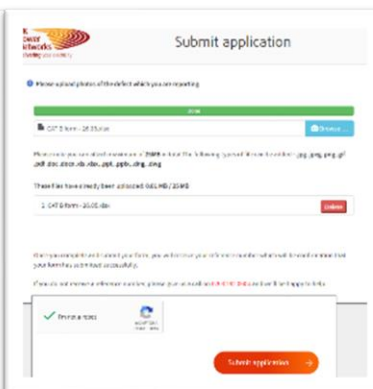
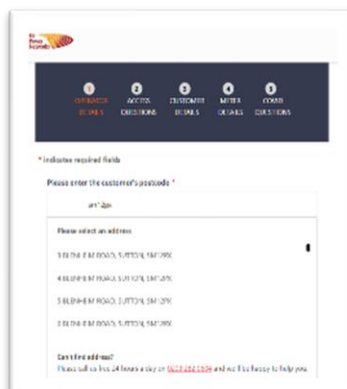
SMOG Update March 2025

Online Reporting Tool for Cat A & B

- Live from October 2021
- Cat A raised online – no need to call
- Cat B now real time reporting
- Available to all Meter Operators & SIPs
- Cat A reports in Feb 780 (66%) Jan 823 (60%)
- Cat B reports in Feb 563 Jan 648 (c 40%)

7 Pages Cat A & 6 B

- Landing Page
- Operator Details
- Access Availability
- Customer Details
- Service Details
- Attachments
- Confirmation Reference



URL accessed
via internet on
toughpads or
phones

Quicker for meter operators / reduces call centre impact / "includes photos" / improves first time fixes

Training Page

<https://preprodforms.ukpowernetworks.co.uk/smart/assetcondition>

Live Link

<https://eforms.ukpowernetworks.co.uk/smart/assetcondition>

Online Tool Changes - Making it Better

Cat B Improvements

- Jan 2025 - Cat B Automatically Raises jobs
- Immediately - Generally 24 -48 hours earlier than the D0135 Flow
- 100 % Mobile Tel No Numbers
 - c10% missing and 20% are landlines on DFlows
- Pictures added automatically to the job
- Benefits
 - Improved first time completions
 - Improved customer contact
 - Improved quality of reports

Controls

- One job per MPAN rule avoids Duplication
- Ref no. provided for online confirmation
- D0126 completion and D0368 appointment flows - still get sent even if D0135 is not
- Improved Quality Control Feedback

Future

- Speed review & in URL guidance..
- Cat C Facility
- Possible De Energisation - Live Notification

Challenge

- Suppliers Commitment to adopt 100% in UKPN Area

& Better Supports RTS !

Suppliers / SIP Online Tool Users In February 2025

EDF Energy

British Gas

EON

Octopus

OVO

Utility Warehouse

Scottish Power

Utilita

Out Fox The

Market

Total Energies

Energy Asset

Yu

E Gas & Electricity

Positive Energy

Haste

Mpaas

SMS

Seimans

AES

