

Interventions Working Group - Meeting 80

05 March 2025 at 10:00am

Teleconference

| Attendees | Company |
|------------------------------------|---------------|
| Chris Varney [CV] | OVO |
| David Brown [DB] | AMO |
| Michael Gorewoda [MG] | EON |
| Michael Turrington [MT] | EDF |
| Paul Abreu [PA] | ENA |
| Paul Morris [PM] | UKPN |
| Philip Howell [PH] | ENW |
| 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 |
|-----------------------|---------|
| Victoria Burkett [VB] | SSE |
| Danielle Brown [DB] | SPEN |
| Jordan Hills [JH] | SSEN |

1. Administration

- 1.1 The Chair welcomed attendees to the 80th 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 79 – Draft Minutes

- 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

- 3.1 The IWG reviewed the outstanding actions, and an updated version of the actions log can be found in **Attachment 2**.
- 3.2 Regarding 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)’, the Chair advised that the REC had responded noting that Schedule 14 sets out service termination issues reporting.
- 3.3 Members noted this is not what they were referencing. WL clarified that when there is a safety issue relating to workmanship, DNOs report it to the Supplier however as SIPs are not necessarily working for the Supplier, they were questioning who it should be reported to. WL added that this is not outlined anywhere.
- 3.4 Members noted that currently they use the Safety and Quality Issue Contacts spreadsheet to contact the Supplier. Members suggested that this should also be updated to include SIPs. Members referenced action 74/04 and agreed that it would be beneficial for the maintenance of the spreadsheet to be recommenced as some contacts are out of date.
- 3.5 WL noted that from a DNO perspective, they are unable to tell if it was a SIP or a Meter Operator (MO) who had attended the site, which is an issue when investigating incidents.
- 3.6 The Chair noted there is a requirement in the REC for SIPs to send a flow to Suppliers to confirm their job has been completed. The Chair questioned whether this could be updated so that it is sent to DNOs as well. The Chair agreed to investigate this further.

Action 80/01 – The Chair to investigate whether the current flow that SIPs send to Suppliers on completion of work can be sent to DNOs as well.

4. Phenolic Cut-outs Update

- 4.1 The Chair asked members whether there have been any updates since the last meeting.
- 4.2 PA advised that they will be in a position to issue an invitation to tender to service providers shortly.

5. Restricted Access – Customer Letter

- 5.1 RH noted that at the previous meeting, MG had highlighted some situations in which access to metering equipment had been restricted by work carried out by a customer or their contractor. For example, a boiler being placed in front of the equipment.
- 5.2 RH advised that this had been discussed at the Association of Meter Operators (AMO) Electricity Meter Forum and that he had taken an action to ask the IWG whether it would be beneficial for Suppliers, DNOs and Metering Equipment Managers (MEMs) to draft a joint letter for customers.
- 5.3 RB advised that National Grid have an existing letter they issue to customers in these circumstances asking them to engage with them to find a solution. This is included as **Attachment 3**.
- 5.4 Members acknowledged these solutions often involve customers having to pay and therefore they can be reluctant to engage. Members agreed that drafting a joint letter would be beneficial and it should include information on the relevant regulations and legislation.
- 5.5 CV noted that OVO have been looking to send letters to customers which also include details of relevant charities that can provide support to vulnerable customers in these circumstances.
- 5.6 PA highlighted that the party wanting resolution would need to progress the work, not pass it on to the DNO. Members agreed.
- 5.7 Members agreed to hold a subgroup meeting on 26 March 2025 at 2pm to draft the generic wording for the letter. This wording can then be taken away by individual businesses for their approval and branding to be added.

Action 80/02 – The Secretariat to issue an invite for the subgroup meeting to draft the restricted access letter.

6. Moving Meters, with No Service Alteration

- 6.1 The Chair advised that a DNO raised that they have been receiving a number of calls from customers asking to move their meters, however on investigation, a service alteration is not necessary. The Chair noted that the customers had been advised by their Supplier to contact the DNO.
- 6.2 The Chair asked whether the IWG felt that guidance could be created in this area to stop these calls being unnecessarily passed on to the DNO.
- 6.3 RH advised that from their perspective the meter must be on the meter board. RH added however that there are certain exceptions, for example a vulnerable customer who is not able to reach the meter to top up. RH advised they have a policy in place for these types of situation.
- 6.4 PM highlighted there are situations where the customer has asked for their meter to be moved from a hallway to inside their flat and as it is more than two meters the Supplier has referred them to the DNO for a service alteration. PM advised that the Suppliers should be advising customers of

their options and that there are cheaper options than referring them straight to the DNO for a service alteration, such as getting an electrician to complete the work.

- 6.5 MG agreed it should be a case by case basis but that as a Supplier they would like to put the meter as close to the cut out as possible.
- 6.6 CV advised they have meter relocation job types that can be raised, but if it is more than three meters they will refer them to the DNO to pay for a service relocation.
- 6.7 CV asked whether an electrician can do this type of work. PA clarified that on the instruction of the customer, an electrician can install a lateral or a riser from the service position to the new location. PA noted it is up to the Supplier to decide if they accept the new location. PA noted that the electrician is not permitted to move the metre, as they would need to break seals so they would need to put the lateral in and contact the Supplier to advise of the new meter location and ask for them to move the metre to the new location. PA noted that if it is over two metres, they need a double pole fused isolation near the cut out to protect that cable through its route towards the new metering point.
- 6.8 PA advised it should be down to the Supplier to triage these requests correctly rather than referring the customer to the DNO straight away.
- 6.9 Members noted that G87 applies to multi occupancy buildings, however that there are no guidelines around single dwelling domestic properties.
- 6.10 PA advised Energy UK had run a workshop regarding moving meters so customers that need access are not risking injury. PA noted that in these situations the Supplier does not have a choice, they must help the customer. PA noted it does not necessarily mean that the cut out needs to move as well and there are technical solutions that are cheaper than asking the DNO to divert the service.
- 6.11 Members agreed that a subgroup should be formed to discuss this further and to develop guidance for teams that are taking the initial calls from customers. The Secretariat agreed to issue a doodle poll with possible dates for a meeting. Once a date has been agreed the invite will also be forwarded to DCUSA Contract Mangers.

Action 80/03 – The Secretariat to issue a Doodle Poll to members with dates for a subgroup meeting to discuss guidance around moving meters.

7. Operational, Safety and Reporting Issues

- 7.1 The Operational, Safety and Reporting Issues spreadsheet is included as **Attachment 4** and has been updated following the below discussions.

63A fuses

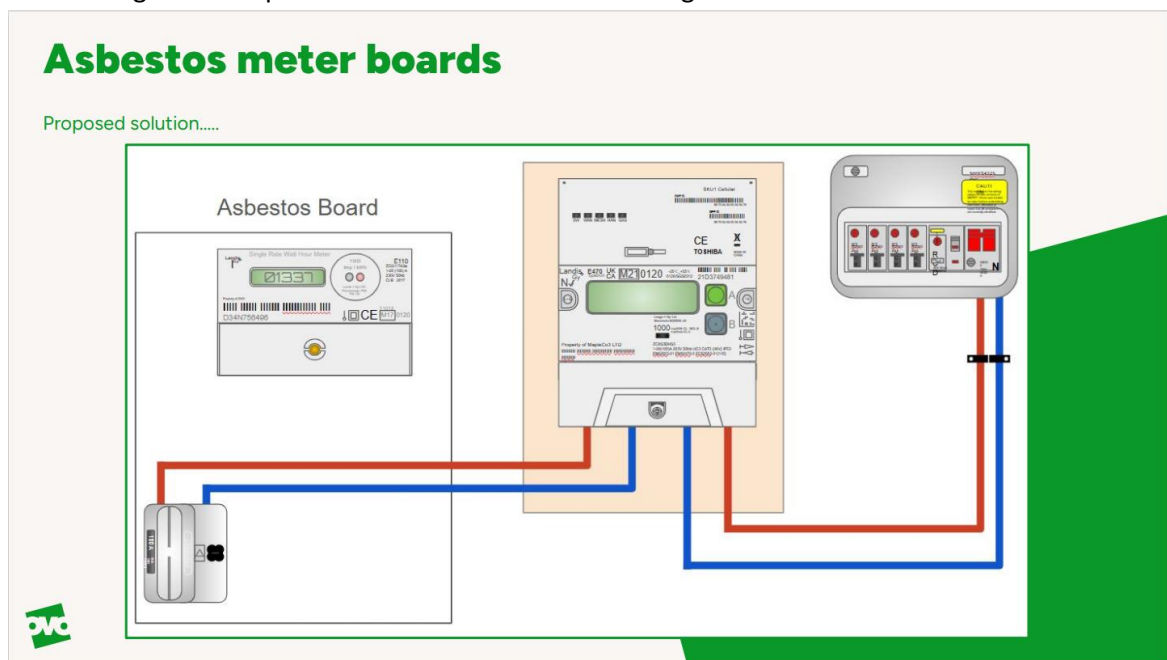
- 7.2 CV asked if a 63A fuse is a suitable replacement for a 60A fuse. Members agreed it is.

B08

- 7.3 CV presented a picture to the group and asked if a metal unhinged neutral block on a non PME supply is classed as a B08. The group agreed that it should not be reported as an unhinged cut out.

Asbestos meter boards

- 7.4 CV presented a set of pictures to the group showing examples of asbestos meter boards and possible solutions.
- 7.5 CV explained that currently if there is space, they will fit a new board adjacent to the asbestos board with the new metre on and then strand the existing metres. The meter will have no tails connected to it and will be left on the board until it is possible to safely remove it.
- 7.6 CV noted that they have another current solution where they fit a board over the existing asbestos board. If they can get fixings on the wall around the board, they can overboard it.
- 7.7 CV explained there are some situations where the current solutions are not possible due to the length of the tails and a lack of space. In these cases CV noted that they are proposing to leave the existing metre as part of the installation as in the diagram below.



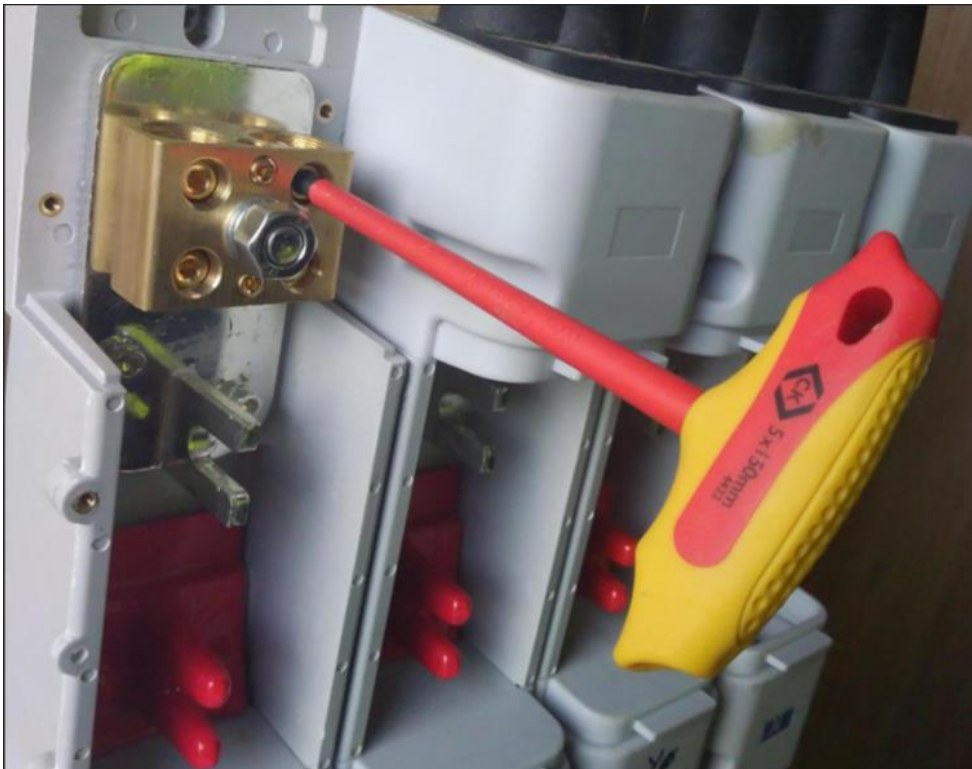
- 7.8 CV noted that they would put a label on the meter saying 'do not read' or something similar. This would be left until they are able to safely remove it from the asbestos board. CV noted that they are looking into how this would affect certification but asked for members opinions.
- 7.9 RH noted that they feel this is a Supplier issue rather than a DNO issue. RH advised that they use a tack cloth to wipe the meter down and then treat this as asbestos waste and dispose of it through a third party. RH noted that the asset would go back as returned as it has been cleaned.
- 7.10 CV advised that they have been considering other solutions such as this but that there has been concern raised about removing the meters and the screws from the board and whether this will release dust.

- 7.11 PA agreed that this is a Supplier issue and would only be an issue for DNOs if the old meter is SMETS1 and enrolled in DCC as there could be an issue with having two meters for one MPAN. CV raised that this should not be the case as a smart meter should not have been fitted onto an asbestos meter board, however if it was, they would make sure it was taken off the system.
- 7.12 MG noted that the current solution of leaving the asset stranded would be preferable to avoid the extra connections. MG advised that they had raised this in their bilaterals recently as some of their Radio Teleswitch (RTS) units are on asbestos boards. MG advised that their process is to contact the customer to advise them that the board needs to be tested for asbestos and the result will determine whether they can work on it or not. MG noted that if they cannot work on it they get the asbestos team to remove it safely and noted that they sometimes get assistance from the DNO on these jobs.
- 7.13 WL agreed this is not a DNO issue however could be a Meter Asset Provider (MAP) issue. WL raised that there could be a settlement consideration and suggested that the BSC could be informed. WL also highlighted that in testing, removing these meters from the boards has been shown to cause a low fibre release and it may be below the threshold. CV agreed that they are looking into this.
- 7.14 WL suggested that the UK Metering Forum (UKMF) may wish to be informed of these meters as they will be a stranded asset for the MAP. WL noted that they would likely be scrapped but suggested they may want to know for their processes. CV agreed and noted that the meters will be removed once a safe solution is in place.
- 7.15 RB asked what would happen if a stranded meter became faulty and how this would be dealt with. CV agreed that they are considering this.
- 7.16 CV asked members the following question – When we are unable to complete the installation as per the previous slides, as the cut out is mounted on these boards is there a process to get these replaced? CV noted that on some DNOs websites' there are links to get the back board replaced, with asbestos being one of the possible reasons listed. CV questioned whether they can tell customers to take this route with the DNO or whether it should just be raised as a C16.
- 7.17 RB noted that they do replace meter boards for customers but would charge for this. Members noted they would not be able to charge the customer if they were exchanging the meter.
- 7.18 RB added that it would be considered on a case by case basis and that if the cut out was in a bad condition they would work with the Supplier to get everything replaced. RB noted that customers are being advised to contact the DNO to replace the board when the cut out is in good condition and in these cases the DNO does not need to replace the board. RB clarified that the customer owns the meter board, but the DNO would need to attend to remove the cut out for the board to be replaced. RB noted that the customer should negotiate with the Supplier in the first instance.
- 7.19 WL advised that they previously had money in their budget for replacing asbestos meter boards but this was no longer the case. WL advised that asbestos boards should not be reported to the DNO as routine unless the equipment needs changing.

- 7.20 PM reiterated that if the cut out was damaged they would deal with the asbestos at the same time, but if the equipment is healthy, they would leave it.
- 7.21 CV thanked members and confirmed that most of the time they would either be able to overboard or fit a new board adjacent to complete these jobs, but that going forward if there is no other way they would contact the DNO to discuss possible options.
- 7.22 The slides for the above discussion points are included as **Attachment 5**.

Hexagon key sizes for heavy duty cutouts

- 7.23 RH presented the following picture to the group noting that a MEM had come across a 5mm screw when they usually carry 3mm, 6mm and 10mm keys. Therefore, the MEM was unable to complete their work and have had to source the right key.



- 7.24 RH asked if any other DNOs are using this type of cut out with 5mm screws and whether it would be possible for DNOs to share details of new assets ahead of implementation to avoid these situations.
- 7.25 WL advised that they have contacted the manufacturer who have advised that the 5mm screws are on the incoming side which is not matching up with the above scenario. WL agreed to follow up with this.
- 7.26 PM asked if there is a glossary of all the equipment in use which is updated when new assets are added. Members noted that there is not an existing one. WL suggested that this could be raised at the next EOMF.

Cable colours

- 7.27 RH highlighted a couple of recent cases where cut outs and cabling from the cut outs to the meters had been changed and the insulation colours of the live and neutral cables were the same which is incorrect. RH advised that they had to swap them which is costing Suppliers time and money.
- 7.28 RH advised that when swapping the cut out and tails, it must comply with the Consolidated Metering Code of Practice (CoMCoP).

8. 2025 Work Plan

- 8.1 The Chair presented the Work Plan items to the group and provided updates.

Extra Validation Across the DTN

- 8.2 As per the update under action 74/01, the Chair advised they have started discussions with the DTS team. This will be progressed shortly.

Improving Customer Journey via Online Forms

- 8.3 PM provided an update under AOB.

Cage Clamp Isolators Guidance

- 8.4 As per the update under action 76/01, the Chair advised Martin Allen had responded and they would arrange a call to discuss.

Radio Teleswitch Service Switch-off

- 8.5 PA advised that the RTS programme is progressing and DNOs have been asked to expedite category A and B interventions on RTS sites. PA added that DNOs have met with Ofgem to discuss how they can assist Suppliers with the challenges they are facing in the programme.

- 8.6 PA noted that a couple of Suppliers have taken up the offer from DNOs to send them their lists of Category Bs they have outstanding, and the DNOs have been dealing with these. PA noted other Suppliers could take advantage of this also.

SIP Issues

- 8.7 The Chair advised that to progress this item they would bring this into the existing REC discussions.

9. Opportunity for Updates on Related IWG Activities

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

DCP 419

- 9.2 The Chair advised that an impact assessment has been issued on the REC equivalent change. The Chair noted it is a joint impact assessment so has been issued to DCUSA and REC contacts. Once the outcome has been published, a Working Group meeting will be arranged to discuss.

10. Smart Meter Installs

10.1 [Smart meter installations for January 2025 can be found at this link.](#)

11. Any Other Business

11.1 The Chair asked whether there was any other business, to which one item was raised by PM regarding the online reporting tool for Category A&B.

11.2 PM presented a set of slides to the group. These are included as **Attachment 6**.

12. Next Meeting

12.1 The next IWG meeting is scheduled to be held on 07 May 2025. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 79 Final Minutes v1.0
- Attachment 2 - IWG 80 Actions
- Attachment 3 - Reg 26 Letter Template for IWG
- Attachment 4 - Operational, Safety and Reporting Issues
- Attachment 5 - 63A Fuse, B08 & Asbestos Meter Boards (CV) v2.0
- Attachment 6 - Smart Interventions Online Tool