

Interventions Working Group - Meeting 82

02 July 2025 at 10:00am

Teleconference

Attendees	Company
David Brown [DB]	AMO
Michael Turrington [MT]	EDF
Matt Baker [MB]	ENA
Paul Morris [PM]	UKPN
Michael Gorewoda [MG]	EON
Chris Varney [CV]	OVO
Warren Lacey [WL]	NPg
Danielle Brown [DB]	SPEN
Jordan Hills [JH]	SSEN
Secretariat	
Andy Green [AG] (Chair – part meeting)	ElectraLink
Richard Colwill [RC] (Chair – part meeting)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink

Apologies

Attendees	Company
Richard Brady [RB]	National Grid
Richard Hill [RH]	Centrica
Shuba Khatun [SK]	SSEN

1. Administration

- 1.1 The Chair welcomed attendees to the 82nd 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 81 – 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**.

4. Updates on IWG Subgroups

- 4.1 The Chair provided the below updates
Restricted Access Customer Letters
- 4.2 The group agreed that a further subgroup meeting was required to discuss and draft a third customer letter to follow the two already finalised.
- 4.3 The Chair agreed to issue a doodle poll containing possible dates. The Chair noted that the two finalised letters would be circulated to parties ahead of this meeting.
- 4.4 *Post meeting note – the third meeting has been scheduled to be held on 22 July 2025 at 10am.*
Moving Meters Guidance
- 4.5 The Chair agreed that they would complete the necessary work agreed offline at the first meeting and would issue a doodle poll with possible dates for a second meeting.

5. Phenolic Cut-outs Update

- 5.1 The Chair advised that RH had sent his apologies but provided the following update.
‘British Gas had an incident in early April which involved a short circuit event on a 50390 cut-out. The cut-out was recovered by SPEN and bagged up for investigation. An independent 3rd party now has the asset and is due to carry out an examination in full co-operation with BG/SPEN. An update will be given when more is known.’
- 5.2 There were no further updates from members.

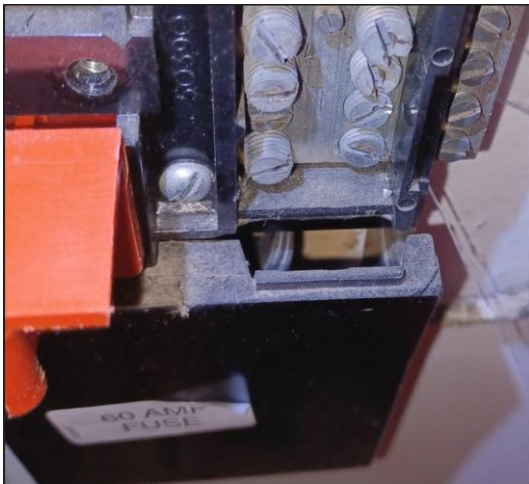
6. Electricity Service Re-energisation - Default Fuse Size

- 6.1 The Chair advised that they had circulated the updated ENA statement to IWG members on 18 June. Members confirmed they had received this and did not have any questions.

7. Operational, Safety and Reporting Issues

- 7.1 The Chair advised that RH had submitted the following issue and picture ahead of the meeting for discussion.

‘When a MEM finds an incoming DNO supply cable only secured on a single terminal screw in the cut-out when there are 2 present by design; what action should the MEM take and which code would this be reported under.’



- 7.2 PM noted that in the picture, it appears the bottom screw is not screwed in as far as the ones above. PM questioned whether this would cause an issue or whether the other screws are adequate. PM noted that in circumstances where there are no screws tightened and loose connections, they last for a year. PM noted that they feel that one fully tightened screw would be adequate, however that this is something they would need to take away for further consideration.
- 7.3 CV noted that the issue is that it only one screw has been screwed down enough to be biting on the cable and therefore the incoming cable is just terminated via one screw. CV questioned what Suppliers should report this as.
- 7.4 PM noted that it should not be reported as a category A as it is not urgent, or a category B as it would not prevent the meter from being exchanged.
- 7.5 MT added that from an installers point of view they will not know if the screw is adequately tightened or a loose connection. MT noted that installers know the cables on the load side of the block are their responsibility to ensure are tight and adequately connected and that the cables on the incoming side of the block are the DNOs responsibility. MT suggested that blurring these lines could be setting a precedent.
- 7.6 CV suggested that there may be signs of overheating if the connection is loose.
- 7.7 The group agreed to take this matter away and provide feedback at the next meeting.

Action 82/01 – Members to take away the following issue and feedback at the next meeting.
‘When a MEM finds an incoming DNO supply cable only secured on a single terminal screw in

the cut-out when there are 2 present by design; what action should the MEM take and which code would this be reported under.'

8. 2025 Work Plan

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

Extra Validation Across the DTN

- 8.2 As per the update covered under the actions, the Chair advised he had spoken to a DTS colleague who has suggested the use of an API which could be easier than adding another gateway with extra validation. The Chair agreed to seek further clarification on the technical details and to follow up with the members who had volunteered to assist.

Improving Customer Journey via Online Forms

- 8.3 As per the update provided under the actions, PM advised that they had been continuing to discuss this with Suppliers in their bilaterals, focusing on encouraging parties to use the facility instead of phoning.
- 8.4 PM added that when parties are phoning, they are collecting line manager contact details so that they can have follow up conversations.
- 8.5 PM agreed to circulate a further update to members following the meeting if they felt it would be useful. PM asked members to submit any ideas they may have to encourage use of the form.
- 8.6 PM noted that they have details of the volumes of category As and Bs that are reported by each Supplier and how many are reported online and through the flow. PM asked if there were any objections to sharing this information with the group. Members agreed that they would need to check this internally as Suppliers would be named in the data. PM agreed to share the information anonymously for now until members agree.
- 8.7 MT suggested that information on the percentage increase or decrease in online form use would be useful to see.

Cage Clamp Isolators Guidance

- 8.8 As per the discussion held under the actions, members felt they did not need to form a subgroup to update the current guidance that was circulated following the last meeting, just that the guidance should be circulated more widely.
- 8.9 The Chair agreed to check with Martin whether this could be circulated more widely.

RTS

- 8.10 CV advised that the first cohort of switch off are now underway.
- 8.11 CV presented a document outlining NGED's support to Suppliers regarding the switch off. CV noted that they had discussed in bilaterals that if they add 'RTS' to the comments of a B code, this will allow them to be prioritised. CV asked if the other DNOs have similar initiatives so that these can be communicated to the field teams.
-

- 8.12 PM noted that this is what is happening now. CV highlighted that the document advises that any B code with RTS on site should be rung in rather than sent via the usual flow. This will allow them to be prioritised.
- 8.13 WL advised they are looking to do the same but are not in a position to start taking calls for B codes yet. WL noted that they will advise members when this is set up.
- 8.14 DB highlighted that a generic process was presented at SMOG a couple of months ago by the ENA and was agreed on by DNOs. DB added that the document from NGED builds on that.
- 8.15 MB agreed that all DNOs had agreed to treat all jobs as a priority when 'RTS' was included in the notes. MB noted that there are lots of ongoing subgroups regarding the switch off and that it should remain on the IWG agenda for updates.
- 8.16 MB added that they are aware of one customer that lost their supply but that this was resolved and the meter was exchanged. MB noted that numbers will ramp up over the next three weeks.
- 8.17 PM noted that they are trying to move away from the phone and trying to encourage the use of the online tool as they come through immediately. PM advised that for RTS MPANs, they are including these in their customer service vulnerability tool so that if any of those customers phone the call centre it will be flagged to the call agent.
- 8.18 JH agreed that they are also prioritising jobs with 'RTS' in the notes. JH added that his email can also be contacted if needed.
- 8.19 MB agreed to circulate a list of DNO contacts for RTS escalations.
- 8.20 *Post meeting note – this was circulated to members following the meeting.*

SIP Issues

- 8.21 As per the update provided under the actions, the Chair agreed to follow up with Lorna Mallon at the Retail Energy Code (REC).

9. Opportunity for Updates on Related IWG Activities

- 9.1 The Chair advised there were no updates.

10. Smart Meter Installs

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

11. Any Other Business

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

Next Meeting

The next IWG meeting is scheduled to be held on 03 September 2025. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 81 Final Minutes v1.0
- Attachment 2 - IWG 82 Actions
- Attachment 3 - Operational, Safety and Reporting Issues & Work Plan