

Interventions Working Group - Meeting 81

07 May 2025 at 10:00am

Teleconference

Attendees	Company
Boz Laird-Clowes [BLC]	DESNZ
Danielle Brown [DB]	SPEN
David Brown [DB]	AMO
Jordan Hills [JH]	SSEN
Michael Turrington [MT]	EDF
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
Michael Gorewoda [MG]	EON
Paul Abreu [PA]	ENA
Chris Varney [CV]	OVO

1. Administration

- 1.1 The Chair welcomed attendees to the 81st 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 80 – 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 first meeting was held on 26 March 2025, at which members agreed that three customer letters should be drafted, each increasing in urgency.
- 4.3 Members agreed that the first letter should be handed to the customer on site and the second and third letters should be a follow up by post. Members drafted templated for the first two letters and agreed to draft the third in the second meeting.
- 4.4 Members took an action to consult with their legal/regulations teams regarding potential action that could be taken and outlined in the third letter.
- 4.5 The next meeting will be held on 13 May 2025.

Moving Meters Guidance

- 4.6 The first meeting was held on 08 April 2025, at which members discussed the background of the issue and agreed that guidance was needed.
- 4.7 An action was taken for the Chair to work with several members to produce a first draft of the guidance. Once this has been completed a further meeting will be arranged for the group to review the draft.

5. Phenolic Cut-outs Update

- 5.1 The Chair asked members whether there have been any updates since the last meeting.

- 5.2 PM advised that several tender submissions had been received and are currently being reviewed. PM advised that PA is working to get this process completed by the summer as he will be handing over to someone else.
- 5.3 PM added that once PA's replacement has been confirmed this will be communicated.

6. Operational, Safety and Reporting Issues

- 6.1 The Operational, Safety and Reporting Issues spreadsheet is included as **Attachment 3** and has been updated following the below discussions.

Cat A03 Defective Fuse Contacts

- 6.2 PM advised members that they are seeing an increase in situations where Meter Operators (MOPs) are being asked by their companies to take pictures of the fuse ratings, and rather than relying on the label on the carrier are taking the fuses out.
- 6.3 PM advised they are seeing an increase in A03s caused by MOPs taking the fuse carriers apart and when putting them back together snapping one of the screws, breaking the housing or losing the screw that holds the two halves together.
- 6.4 PM showed the below example to the group.



- 6.5 PM asked members whether there is a requirement on Suppliers to open the fuses to check the size.
- 6.6 RH advised that from their company's point of view, they check the fuse size and put a sticker on the front of the cut out to help people in future, including electricians. RH added they physically check the fuse, spinning it around if necessary but do not take it out of the fuse carrier.
- 6.7 PM noted that for some fuses the fuse carrier has to be opened and taken apart to see the size. RH noted that it is a mandatory requirement from their business to open the carrier to check the connections are tight on the fuse.

- 6.8 PM advised they are flagging this for information and to ask that if MOPs are opening the carrier, they take care when putting it back together. PM added that it could be an issue with training in a particular area as it was only in the SPN area.

7. 2025 Work Plan

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

Extra Validation Across the DTN

- 7.2 As discussed under agenda item 3 'Outstanding Actions', the Chair agreed to set up a call with RH, MG and PM to discuss this further.

Action 81/01 – The Chair to set up a call with RH, MG and PM to discuss progressing action 74/01 (RH and MG to discuss working with SSEN and UKPN via PM to discuss data quality entering or exiting the DTN).

Improving Customer Journey via Online Forms

- 7.3 PM advised that in January they went live with their online tool, raising jobs in the system automatically. PM noted these jobs come through immediately and are sent straight through to the schedulers, whereas jobs sent through the D0135 flows come through around two days later.
- 7.4 PM presented a chart showing the volume of category B jobs sent through the online tool has been increasing, with 26% in January and 36% in April. PM noted they are looking at strategies to encourage Suppliers to use the tool and increase these percentages. PM noted they have been discussing this in bilaterals.
- 7.5 PM highlighted that for category As, percentages would be over 50%, but that still means 50% are being called through.
- 7.6 PM presented a chart showing the percentages of category B jobs sent through ElectraLink and through the online tool by Supplier.
- 7.7 PM advised that using the tool improves customer service and the success rates of the first appointments. PM noted they are considering proposing a gold, silver and bronze service to motivate Suppliers to use the online service. PM asked members if they have any additional ideas.
- 7.8 RH suggested that a training environment could be used to demonstrate to Suppliers how easy the tool is to use.
- 7.9 The Chair asked whether there is a prompt when jobs are called through, to remind users they can use the online tool. PM advised there is a recorded message that plays when users are on hold.
- 7.10 MT noted that as a Supplier, there are a number of factors preventing them from using the tool 100% of the time. MT added that it would be beneficial to see how the usage data changes over time. PM agreed they can look at the trends going forward.

Cage Clamp Isolators Guidance

- 7.11 As mentioned under agenda item 3 'Outstanding Actions', the Chair noted he had been in contact with Martyn Allen who had provided a link to a guidance document. A link to this can be found here. <https://www.electricalsafetyfirst.org.uk/media/f4jbjjhc/a5-consumer-unit-technical-guide-2021-ver3.pdf>
- 7.12 The Chair suggested that at the next meeting members could consider whether there is appetite to set up a subgroup to review and update the document.

Radio Teleswitch Service Switch-off

- 7.13 The Chair asked members for any updates. MT advised there are 411,000 priority exchanges left, clarifying that this is not the total number just the number they are deeming to be a priority. MT advised that around 1,000 exchanges a day are currently being undertaken which would put completion beyond the deadline.
- 7.14 MT added that conversations are being held around what the technical group could do to speed up the exchanges, with customer engagement being the main factor in preventing installs taking place.
- 7.15 PM highlighted there was a commitment to share the updated numbers in the next few days, and asked whether this would be based on the 411,000 priority exchanges or a larger number. MT advised they did not know.
- 7.16 DB advised that the 411,000 is a sanitised number from Suppliers and that if the Supplier is the gas and electricity supplier, they are making the assumption it is gas central heating rather than RTS. DB noted they would expect the number is up to 20% higher in reality.
- 7.17 DB noted they are trying to concentrate on the ones that are going to have a detrimental effect to the customer. DB noted that the next stage is engaging with customers on the doorstep. DB advised that one Supplier was having around a 30% success rate doing this.
- 7.18 PM noted that for the customers in their area, they want to identify the MPANs and set them up as a class of vulnerable customer so that if they come through to their agents they are flagged as RTS straight away. PM added it would also be beneficial to have contact numbers so they can pass calls quickly to Suppliers.
- 7.19 RB advised that as DNOs, they have been asked to provide contact points for operational issues when installing RTS and asked whether Suppliers have specific contact details for RTS. WL suggested this should be picked up on the RTS call next week.

SIP Issues

- Obligations for DNOs to report safety issues following SIP work
- Recognising reports are 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)

- 7.20 The Chair advised that after discussing this with REC, they believe there is not an obligation in the REC for DNOs to report safety issues following SIP work. The Chair agreed to follow up with Lorna Mallon at REC to establish whether a REC or DCUSA change is needed.
- 7.21 WL added that this ties in with the action regarding contact details, if DNOs find something that needs to be reported they have contacts for Suppliers but not for SIPs. The Chair agreed an obligation could be added to DCUSA requiring SIPs to provide a contact for DNOs to report any safety issues to.
- 7.22 The Chair agreed that once they have established with REC whether this can go into the DCUSA, they will look into this further. Action 79/01 has been updated to reflect these updates.
- 7.23 PM suggested that reporting on which SIPs are operating and how many jobs they are completing would be beneficial. PM added that those who are operating might be the best people to consult regarding whether the communications are working properly.
- 7.24 PM suggested a piece of work should be undertaken to review how the SIP function is working and whether changes need to be made. PM suggested considering whether the original purpose is being met and whether it is benefitting those who needed it. PM noted that they suspect the majority of SIP work is being done by parties for their internal benefit, rather than for people who cannot get isolations done.
- 7.25 BLC highlighted they have been asked by parties to look into how the SIP scheme is functioning and whether it is allowing people to obtain safe isolations in their home. BLC noted concerns have been raised that individual home owners cannot get these services as quickly as was hoped initially.
- 7.26 The Chair noted that as previously discussed, a video is being planned that will provide information on the background of the SIP scheme and information on requirements to become a SIP and their function. The Chair asked members what the next steps are to try and address the outstanding issues.
- 7.27 PM suggested it could be beneficial to hear from Suppliers as they are the last point of contact for customers wanting a safe isolation. PM suggested raising it with Martyn Allen at Electrical Safety First. The Chair agreed.

Action 81/02 – The Chair to contact Martyn Allen regarding the challenges with the SIP role and potential next steps in addressing these.

- 7.28 PM added it would be beneficial to find examples of where the role is working as intended and to provide a case study of this. The group agreed.
- 7.29 RB highlighted that housing associations and councils are engaging well with the SIP parties to get isolation work completed, but questioned how well known the SIP function is across the industry. The group agreed that the planned video could help raise awareness.
- 7.30 PM suggested a survey could be issued to SIPs to collect information on how many safe isolations they are providing and to what types of customer. The group agreed that a survey would be

beneficial to evaluate whether the SIP scheme is operating as it should and also whether there are the necessary comms around it.

- 7.31 The group noted they would need to ensure the survey did not ask for any commercially sensitive information that parties would not want to provide.

Action 81/03 – The Chair to set up a meeting to produce a survey to issue to SIPs to evaluate whether the SIP scheme is operating as it should and whether there are the necessary comms around it.

8. Opportunity for Updates on Related IWG Activities

- 8.1 The Chair noted they had provided updates on the two open subgroups earlier in the meeting. The Chair advised they would leave that item on the agenda for future updates.

9. Smart Meter Installs

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

10. Any Other Business

- 10.1 The Chair asked whether there was any other business, to which a matter was raised by JH regarding rising lateral mains issues.
- 10.2 JH advised this has been raised multiple times on bilateral calls with Suppliers and they have been discussing it with their asset policy management team. JH noted that the issues are surrounding identifying who owns what part of the equipment, especially in buildings of multiple occupancy where there is a Building Network Operator (BNO). JH noted it is difficult to know who the owner is if there are any issues to report and asked if there are any methods to identify the owner, such as registers.
- 10.3 The Chair advised that ENA had looked into this previously and believed there was a document regarding this. The Chair noted that different DNOs have different approaches. WL highlighted the G104 document, noting it is currently being reviewed.
- 10.4 RB advised that National Grid are doing surveys of sites and using stickers to state where the boundary is of the DNO assets.
- 10.5 DB suggested Alt Han might have some information on this. JH agreed they would contact them and would provide an update at the next meeting.
- 10.6 A further AOB item was raised by MT. MT advised they have a contract with a company that installs street furniture and concerns have been raised around the installation of some of the cut outs in this furniture. MT asked if anyone could provide any insight around what they can expect as they are unsure of their scope for challenging the company. MT added they had emailed PM as many of these are in the UKPN area.

- 10.7 MT clarified that some of the installations are below the standard they would expect and wanted to know if there are requirements the company needs to meet as they are working on behalf of the DNO.
- 10.8 RB asked if they are on standard cut outs or street furniture cut outs. MT confirmed they are both.
- 10.9 WL noted that from a NPg perspective, like with any cut out installation, if there are examples of poor workmanship this should be fed back to the DNOs to be investigated internally.
- 10.10 PM reviewed the pictures MT had sent and advised their first impression is that the services were not installed like that, but the environment has changed. PM agreed that these need to be looked at more closely, with someone going out to the site to investigate.
- 10.11 MT agreed they would find more information on the locations of these jobs and would feed them back to the DNOs. MT noted it would be helpful for the DNOs to assess whether they feel the work is substandard or whether it is what they would expect for these types of job.

11. Next Meeting

- 11.1 The next IWG meeting is scheduled to be held on 02 July 2025. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 80 Final Minutes v1.0
- Attachment 2 - IWG 81 Actions
- Attachment 3 - Operational, Safety and Reporting Issues