

Interventions Working Group - Meeting 83

03 September 2025 at 10:00am

Teleconference

Attendees	Company
David Brown [DB]	AMO
Paul Morris [PM]	UKPN
Philip Howell [PH]	ENW
Michael Gorewoda [MG]	EON
Matt Baker [MB]	ENA
Chris Varney [CV]	OVO
Warren Lacey [WL]	NPg
Dimitri Bru [DB]	SPEN
Angela Copeland [AC]	SPEN
Jordan Hills [JH]	SSEN
Richard Brady [RB]	National Grid
Richard Hill [RH]	Centrica
Shuba Khatun [SK]	SSEN
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink

1. Administration

- 1.1 The Chair welcomed attendees to the 83rd 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 82 – 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 As there were multiple actions regarding SIPs, the Chair agreed to close them and to open a new action which collated the outstanding matters. This is as follows.

83/01 – The Chair to investigate how the SIP function is working, including the following:

- Liaise with REC regarding what work they have completed so far on the SIP review, including whether a survey has been issued to SIPs asking for their feedback.
- Investigate whether there is a REC obligation for DNOs to report safety issues following SIP work (SIP equivalent to DCUSA 30.18) or whether a DCP is needed to add this to DCUSA along with an obligation for SIPs to provide contacts for DNOs to report safety issues to.
- Progress guidance video to explain what a SIP is and what the requirements of becoming a SIP are.
- Investigate feasibility of SIPs disclosing the scope of work they provide and areas of the country they work in.

- 3.3 Regarding Action 80/01, the Chair took the following new action.

83/02 – The Chair to send the information included in the flow SIPs send to Suppliers on completion of work, to IWG members so that DNOs can provide feedback on whether it would be beneficial to receive this as well.

4. Updates on IWG Subgroups

- 4.1 The Chair provided the below updates.

Restricted Access Customer Letters

- 4.2 The Chair advised that at the previous meeting, the first two letters were finalised and it was agreed for these to be circulated to Contract Managers. The Chair noted that members discussed drafting a third letter regarding disconnection but agreed this step would require serious consideration and should be left at this time. The Chair advised that a further meeting has been scheduled for 24 September for members to meet and provide feedback on the success of the first two letters.

- 4.3 The Chair advised that following that meeting, further feedback was received by members, suggesting that a leaflet is sent out instead of the first letter as a softer approach. The Chair noted that they had therefore not circulated the letters to Contract Managers yet.
- 4.4 WL agreed that the leaflet would be a better initial approach but noted that Suppliers should be pushing this forward.
- 4.5 CV noted that from a Supplier point of view, they were hoping for DNO support for situations in which the customer is completely disengaged. CV noted that Suppliers can send their own letters, however that they felt this would be more effective if it were jointly from the DNO and outlined the possibility of disconnection.
- 4.6 RB noted that there are very few cases which reach this stage and suggested that the Supplier could contact the DNO on a case by case basis for assistance.
- 4.7 WL agreed that the DNO should be included on the letter, however reiterated that the step of disconnecting a customer requires serious consideration and is only taken in circumstances that every effort has been made to resolve.
- 4.8 WL asked whether a Meter Operator would take action to gain access to equipment, or whether the customer needs to do this. AC advised that if, for example a cupboard is blocking the equipment, they would arrange for joiners to come and move it but only if the customer is happy for this to be done. RH noted that they have individuals with tools that can cut squares out to access equipment if it is safe to do so and the customer agrees.
- 4.9 CV noted that the best outcome is for the customer to create the access but that they will also move a cupboard if necessary. CV highlighted that situations where the block is more permanent are the issue.
- 4.10 PM advised that they have come across situations where a customer has blocked a cut out, however other customers are fed off this cut out and it is out of their control. PM noted that action cannot be taken against them as it is not in their control and therefore another solution would need to be found.
- 4.11 The group agreed that either the first letter should be reworded to allow a softer approach, or a leaflet should be drafted. The Chair agreed that this could be discussed at the subgroup meeting on the 24 September.

Moving Meters Guidance

- 4.12 The Chair advised that they have spoken to the proposer of the subgroup and are hoping to circulate some guidance for review shortly. A subgroup meeting will also be set up to review this.
- 4.13 The Chair advised that Craig Booth will be chairing the meetings going forward.

5. Phenolic Cut-outs Update

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

- 5.2 MB advised that analysis is being done in the SSEN region where one known failure occurred. MB added that they are looking at completing analysis on a wider scope and are putting together a proposal through the STIG.
- 5.3 The Chair agreed to leave this on the agenda for future meetings.

6. Operational, Safety and Reporting Issues

6.1 RTS volumes and interventions, and Category A&B unresolved jobs

- 6.2 PM advised that from a UKPN perspective, the programme is progressing. PM noted that data from Energy UK suggests that it should be completed early next year, and that MPAN level tracing indicates completion around March next year.
- 6.3 PM noted that not all Suppliers are managing D0126 messages properly and asked that Suppliers check these so the jobs can be resolved. PM asked that these are not just sent back with the same information and that they are resolved constructively.
- 6.4 AC advised that they have been receiving a lot of category Cs with nothing in the additional information, so have been relying on customers coming to them and stating they have an RTS. AC agreed with PM and noted that they have been receiving repeat flows with the same information on.

Landline numbers in data flows

- 6.5 PM advised that 20% of customer phone numbers in flows are landlines and asked if there is a plan to address this in light of the landline switch off.
- 6.6 DB noted that there are some protected lines, and that some will still be available but through Wi-Fi instead.
- 6.7 JH noted that the switch off will be in January 2027 but agreed that holding mobile numbers for customers is preferable where possible.
- 6.8 PM advised that some customers have been contacting them regarding this stating that theirs will be switched off sooner than January 2027.

Online reporting tool – DCUSA Change Proposal

- 6.9 PM advised that the online reporting tool has been in use for 4 years and 60% percent of Suppliers are using it to report category As, and 30% are using it to report category Bs. PM highlighted that a large proportion are still not using it.
- 6.10 PM advised that they are considering raising a DCUSA Change Proposal (DCP) to introduce an obligation for parties to use online reporting tools where they are available. PM noted that this should increase usage which will help with other DNOs' business cases to introduce similar tools.
- 6.11 A Supplier representative agreed that the online tool is better than using a flow and noted that it would be best if the process was consistent across all DNOs. CV raised that they have engineers who operate across different areas and it can be challenging as some DNOs have online tools and

some do not. CV suggested that a centralised page would be useful to advise which areas the online tools are used and including links to these. Members agreed. PM advised that this is something they are looking into creating.

6.12 WL asked if the change would involve a cost for Suppliers. PM confirmed it would not, however that there would need to be some process changes.

6.13 PM agreed that they would formally raise the DCP.

Over Voltage Relay

6.14 CV presented the below picture of an over voltage relay to the group and asked what a MEM should do when they encounter one. CV noted that the equipment is between the meter and cut out and suggested that it is probably now obsolete but wanted to check if members knew what the equipment was for or any reason it should not be removed.



6.15 RH advised they had never seen this before and asked if it was marked with an owner. CV noted that they have come across a small number this year and that no owner is marked on them. RB also stated they had never seen one but suggested that the DNO should be contacted before removal.

6.16 WL noted that these had been discussed a few years ago and he recalled that they are not classed as part of the DNOs equipment. WL noted that they were installed many years ago by industry and that DNOs do not need them, however as they are located between the cut out and the meter removing them could be complicated. WL advised they would not want them to be reported.

6.17 RH suggested that it is unlikely to be customer equipment due to where it is situated and that it is sealed. DB agreed and noted that it could be related to an old monitoring project and was never removed.

6.18 CV advised that the one pictured is in the SSEN area. JH agreed to refer this to his colleagues to look into.

- 6.19 Members agreed to refer this to their relevant colleagues and to provide any feedback at the next meeting.

83/03 - Members to refer to colleagues regarding the Over Voltage Relay and to provide any feedback to CV at the next meeting.

7. 2025 Work Plan

- 7.1 The Chair ran through the Work Plan items and provided an update on the current activities.

Extra Validation Across the DTN

- 7.2 The Chair noted that a meeting had been set up for 08 September to progress this.

Improving Customer Journey via Online Forms

- 7.3 The Chair advised that this had been discussed above and that PM was planning to raise a DCP to introduce an obligation for Suppliers to use the online forms.

Cage Clamp Isolators Guidance

- 7.4 The Chair advised that as per the open action they would speak to Electrical Safety First regarding circulating the guidance.

RTS

- 7.5 The Chair highlighted that this was discussed above.

SIP Issues

- 7.6 The Chair noted that all of the SIP actions had been collated into one and that an update would be provided regarding the REC changes relating to SIPs.

8. Opportunity for Updates on Related IWG Activities

- 8.1 The Chair advised that there were no updates.

9. Smart Meter Installs

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

10. Any Other Business

- 10.1 The Chair asked whether there was any other business, to which one matter was raised.
- 10.2 PM noted that there is a DCUSA requirement to provide forecasts for defect work and work from the smart meter programme quarterly, for 8 quarters ahead. PM noted that not all Suppliers are providing this currently and the data is more useful when complete.
- 10.3 The Chair noted that discussions were held previously regarding creating a simplified version of the template, however this was made more complicated by the SLAs.

- 10.4 PM noted that they could look at sending out an updated template as some of the data is not needed.

Next Meeting

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

Attachments

- Attachment 1 - IWG 82 Final Minutes v1.0
- Attachment 2 - IWG 83 Actions
- Attachment 3 - Operational, Safety and Reporting Issues & Work Plan