DIF 72 Subgroup - Meeting 04

10 December 2025 at 14:30 - Web-Conference

Attendee	Company
Working Group Members	
Chris Varney [CV]	OVO
Danielle Fisher [DF]	UKPN
Don Mackenzie [DM]	EON
John Mason [JM]	UKPN
Jordan Hills [JH]	SSE
Michael Gorewoda [MG]	EON
Michael Turrington [MT]	EDF
Richard Brady [RB]	National Grid
Richard Hill [RH]	Centrica
Warren Lacey [WL]	NPg
Code Administrator	
Hannah Proffitt [HP]	Secretariat
Craig Booth [CB]	Chair

1. Administration

Recording

1.1 The Chair advised the meeting would be recorded. The purpose of this recording is to aid the Technical Secretariat in producing an accurate report of the meeting.

Apologies

1.2 No apologies were received.

Competition Law Guidance and Terms of Reference

1.3 The Working Group reviewed the "Competition Law Guidance" and "Terms of Reference". All Working Group members agreed to be bound by the Competition Law Guidance for the duration of the meeting and agreed to the Terms of Reference.

2. Purpose of the Meeting

2.1 The Chair advised that at the previous meeting the group agreed for an RFI to be issued outlining the subgroup's discussions, their consideration of using Safe Isolation Providers (SIPs) or electricians, and asking Parties for their feedback.

2.2 The RFI was issued on 26 November and responses are due by 17 December. The Chair advised that a meeting has been scheduled for Monday 19 January to discuss the RFI responses.

2.3 The Chair outlined that the purpose of the current meeting was to discuss any additional matters that were relevant whilst the RFI is ongoing.

3. Discuss Next Steps

3.1 The Chair highlighted that at the previous meeting, the possibility of aligning call centre scripts was discussed. This would allow customers to receive consistent information when contacting the DNO/Supplier regarding moving their meter.

3.2 The Chair asked if aligning the scripts was possible at this stage or whether they would need to wait for the outcome of the RFI and subsequent changes in processes. Members suggested that it could be difficult to do this now as DNOs differ in what services they offer.

3.3 CV noted that if a customer was requesting to move their meter more than a couple of metres away from the cut out they would be referring them to the DNO to relocate the service and install a new meter. CV added that this will be the process until a new one has been agreed and implemented.

3.4 DF asked whether customers could operate like BNOs and hire a qualified electrician to do the work. DF suggested the following scenario - A customer contacts the Supplier asking to move their meter away from their cutout in the basement up into the hallway. The Supplier could advise the customer to get a qualified electrician to install an armoured cable between point A and B with the appropriate level of isolation. A requirement could be put in place for the customer to fill out a form confirming the work has been done by a qualified electrician. The Supplier could then come and fit their meter.

3.5 CV confirmed that this would be possible if it were energised. CV noted that the issue raised at the last meeting was that DNOs do not allow electricians to connect into their equipment. DF noted that currently Suppliers are doing this in multi occupancy set ups as DNOs are not doing it. DF asked if the same can apply here.

3.6 CV disagreed, noting that in their experience the supply is energised by the BNO and then they install the meter to the energised cut out.

3.7 DF noted that from a UKPN perspective, they will connect their cut out into an isolator but will not connect any distribution boards. DF noted that customers are not coming back with any issues, and

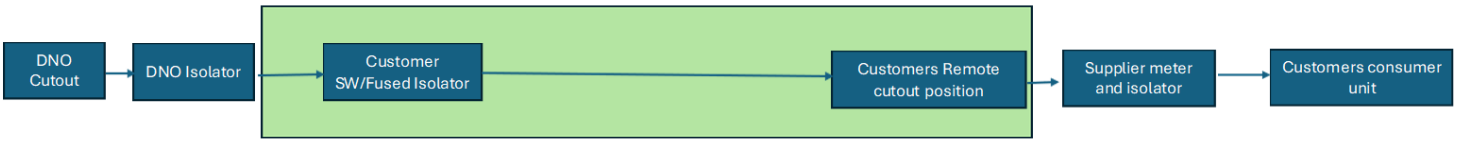
questioned what is currently happening. DF questioned whether the electrician is energising the isolator into the distribution board before the Supplier comes.

3.8 RB stated that this is similar to new connections where the DNO installs a cut out, makes it live and then the customer installs the internal wiring and notifies the Supplier they are ready to connect. The Supplier then goes out to connect the meter and inserts the meter tails and the customer energises. RB suggested that a similar approach could be taken.

3.9 Regarding the call centre scripts, RB suggested that they could be updated now to ensure the customer is asked whether they want to move their cut out as well or just their meter, and what distance they want to move it. DF noted that clarity is needed on what can be done currently, as there is no point in amending the scripts otherwise.

3.10 MG presented an email he had circulated ahead of the meeting, including the below diagram.

3.11 MG suggested the following regarding the installation and connection.



- The DNO install a sealed 2-pole isolator (single phase) above their cutout to allow connection of tails by an authorised electrician.
- A switched fuse isolator can be run by the electrician to the new meter position (over 3metres) with a remote cutout position for the meter operator/supplier to connect their meter.

3.12 WL advised that NPg would not allow this type of installation as their demarcation is the top of the cut out and therefore would not fit a DNO isolator. DF noted the same, however advised that they sometimes use a contractor to fit an isolator but that it is the customers to own and maintain. JM clarified that as a DNO they would not be willing to take responsibility for the green section of the diagram.

3.13 JM advised they would be comfortable to treat this similarly to a BNO arrangement whereby if the customer provides and installs an isolator, they would connect their tails to the isolator and that can become the point of energisation of the customers installation. JM noted it would be down to the Suppliers to agree what they are willing to do in the green section of the diagram.

3.14 CV agreed, but asked who would connect the isolator to the DNO equipment. CV asked if the DNO would come out to do this.

3.15 JM advised they believe it would be reasonable to apply a similar approach to what is currently used with BNOs. JM noted that if the isolator has been installed by the customer they could consider connecting those tails

3.16 CV highlighted that different DNOs have different rules and remits and this could cause issues. CV added that a standardised approach would be key in making things easier for the customer. RH agreed that a single policy agreed by the Energy Networks Association (ENA) Service Termination Issues Group (STIG) would be needed.

3.17 RH noted that as many of these situations will not be new builds, it will be necessary to ensure all three parties are on site at the same time which could add complexity.

3.18 DM noted that clarity would be needed around the demarcation area and who is responsible for what. DM noted that a customer moving to a property which has this type of installation already in place, will need to know who is responsible if there is a fault. DM questioned who owns the connection from the DNOs supply to that isolator.

3.19 DF noted that currently Suppliers can do that connection, however UKPN offer it as a chargeable service as well. DF noted that from their perspective it does not matter, as long as they are authorised to put tails into a cut out. DF stated that they believe it is beneficial to keep DNOs out of these jobs if possible as getting all parties to the site at the same time can be complicated.

3.20 DM noted that at the previous meeting members discussed the possibility of SIPs completing this work, and that if this went ahead the SIP would be responsible for the isolation point. DM noted that if there is a fault in that equipment, the customer is likely to contact them (the Supplier). DM stated that legislation documentation will be needed that clearly outlines responsibility. DM suggested that if there is an issue with the isolator a SIP has installed, the Supplier should be able to report this to the DNO as the SIP has connected into DNO equipment.

3.21 CV noted that if DNOs were responsible for the cabling between the cut out and isolator it would be easier. CV questioned how the customers electrician would replace the isolator if it got damaged in the future if they are not allowed into the DNO cut out to replace the cable.

3.22 WL suggested that SIPs should be kept out of the process as they will not own any assets, similar to how Meter Operators do not own assets. WL noted that the green section of the diagram should be extended to cover the isolator and that this area should be owned by the customer or BNO.

3.23 CV agreed that this equipment should be classed as the customers' and that it should be their responsibility to have an electrician rectify any faults. CV highlighted that the reason SIPs were being considered for this work is that they are authorised to go into the main cut out if the isolator needed replacing. CV stated they feel it would still be best for SIPs to complete the work, and that it would be the customers responsibility to hire a SIP to rectify any faults.

3.24 DF highlighted that using SIPs overcomplicates it and limits the customers options. CV noted that the issue with using an electrician is the connection into the cut out

3.25 DF suggested the possibility of the Supplier putting tails from the DNO cut out into the customer isolator that is in the off position at the cut out end. The electrician could then be there to energise that by turning the isolator on so the Supplier can do their necessary tests and connect their meter to the other end of the equipment.

3.26 MG noted that they would not be comfortable with this unless there was a signed document in place to confirm the installation has been completed correctly, similar to BNO situations. MG asked the DNOs for their opinions on these types of set ups in their areas. RB noted that they have no issue with this.

3.27 RH noted that as a Supplier they would connect the cut out and switch fused isolator providing it is turned off and the switch is removed. It would then be down to the owners to put the fuse back in and turn it on and do the relevant testing so they can then fit the meter at the other end. RH highlighted it would always need to be a joint venture.

3.28 CV agreed and noted this would need to be documented somewhere as although the electrician is the one to reenergise, the Supplier is the one responsible for connecting into the DNO equipment.

3.29 JM asked whether the customer isolator (labelled DNO isolator on the diagram) would be necessary or whether they could just have the customer switch fused isolator. Members agreed it would not be necessary.

3.30 DF and WL questioned whether this would need to be signed off by DNOs as they would not need to be involved and their demarcation is not changing.

3.31 DM suggested that, as this set up increases the risk of theft, a check meter could be installed at the cut out that can be references against the actual meter the customer is billed on. Members agreed that this would be the Suppliers decision. Members noted that this risk already exists with BNO set ups.

3.32 MG asked if the scope of this will cover single occupancy only. DF noted that originally they raised the issue in relation to single and multi occupancy, however that it has become clear that the solution is already allowed in multi occupancy and that the issue is more surrounding the information being provided by call centres and how these customers are managed.

3.33 MG added that G87 is already in place for multi occupancy.

3.34 Members discussed next steps and where documentation/guidance regarding this should sit. One member suggested that this could sit in the REC or the BSc. WL noted that in 2025 the ENA and AMO created supply arrangement diagrams that are now in the REC metering hub and suggested these should be reviewed. Members agreed to consider this further once the guidance has been drafted.

3.35 Members agreed that DCUSA guidance should be created to be used as an interim solution.

3.36 DNOs took an action to check within their businesses whether the agreed solution would be acceptable.

Action 04/01 – DNOs to check within their businesses whether the solution agreed at meeting 04 would be acceptable.

3.37 WL questioned how this fits in with the RFI and whether that is still valid. Members agreed that they are now moving away from using SIPs for the solution, however that the RFI should remain open and responses will be reviewed.

3.38 The Chair took an action to begin drafting guidance based on discussions at the meeting.

Action 04/02 – The Chair to begin drafting guidance document on moving meters, based on discussions held at meeting 04.

3.39 The next meeting will be held on 19 January at 1pm. The purpose of the meeting will be to review the RFI responses and review/develop the guidance document.

4. Any Other Business

4.1 The Chair asked the group whether there were any other items of business to discuss. There were no other items raised.

New and Open Actions

Action Ref.	Action	Owner	Update
03/02	RH and CV to present potential solutions discussed by the DIF 72 subgroup at the next AMO meeting. Feedback to be provided at the next DIF 72 subgroup meeting.	RH and CV	**Action ongoing.**
04/01	DNOs to check within their businesses whether the solution agreed at meeting 04 would be acceptable.	DNOs	**New action.**
04/02	The Chair to begin drafting guidance document on moving meters, based on discussions held at meeting 04.	The Chair	**New action.**

Closed Actions

Action Ref.	Action	Owner	Update
03/01	The Chair to provide a list of the activities SIPs are permitted to perform and to explore whether those responsibilities can be expanded upon.	The Chair	**Action closed.** *Action complete.*
03/03	The Chair to draft an email to all Parties; outlining the subgroup's discussions, outlining their consideration of using SIPs or electricians (leaning towards SIPs), and asking Parties for their feedback.	The Chair	**Action closed.** *Action complete. Responses due by 17 December 2025. To be discussed at the next meeting on 19 January 2026.*

DCUSA