

Interventions Working Group - Meeting 84

05 November 2025 at 10:00am

Teleconference

Attendees	Company
Angela Copeland [AC]	SPEN
Chris Varney [CV]	OVO
David Brown [DB]	AMO
Jordan Hills [JH]	SSEN
Matt Baker [MB]	ENA
Michael Gorewoda [MG]	EON
Michael Turrington [MT]	EDF
Paul Morris [PM]	UKPN
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

1. Administration

- 1.1 The Chair welcomed attendees to the 84th 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 83 – 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 Chair advised that on 01 October they had circulated a draft leaflet for members to review. The Chair advised they had not received any feedback so far but would follow up shortly and schedule another meeting.

Moving Meters Guidance - DIF 72 Subgroup

- 4.3 The Chair advised that this is now progressing under the DIF 72 Subgroup. The last meeting was held on 29 October.
- 4.4 The subgroup discussed the background of the issue and potential solutions. Specifically either getting an electrician to complete this work or potentially looking to increase the SIP scope to include this work. The Chair of that group will be issuing an informal RFI to Parties shortly asking for feedback on these options.
- 4.5 The subgroup also considered looking at call centre scripts and trying to align these. This will be discussed more at future meetings. The next meeting has been scheduled to be held on 10 December at which members will discuss RFI responses.

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 the Energy Networks Association (ENA) are currently completing analysis on around 10 phenolic cut outs in the SSEN region and that hopefully results will be available in January. MB noted that once results are available they will share them with the IWG. MB added that results will inform any further analysis to be completed in 2026. MB advised that the ENA also have a separate work group looking at the wider situation.
- 5.3 RH highlighted the incident that occurred in April in the Scottish Power area, noting the meter was recovered and sent away for testing. RH advised they have received a report and are currently liaising with John Orr who is speaking to their legal team to establish what they can release.

6. Operational, Safety and Reporting Issues

Misreporting of BNO Issues

- 6.1 PM advised that in multi occupancy domestic buildings, they are seeing a large number of BNO issues being reported as category B codes. PM noted that this is primarily an issue in London where there is a high percentage of multi occupancy buildings, however also occurs in other areas as well.
- 6.2 PM noted that the percentage of domestic multi occupancy properties in SPN is 20%, EPN is 16-17%, and around 50% in London. PM added that the misreporting of category B codes is similar to those percentages.
- 6.3 PM advised that when discussing this with a Supplier in a bilateral, they noted that when an operative finds an issue on site that prevents them from installing the meter, they only have the option of the defect codes. PM noted that if, for example, they find a loose meter board or a fused neutral, there is no additional facility to report a BNO issue. PM noted that this Supplier has agreed to take this away and hopefully improve.
- 6.4 PM asked members whether they had any thoughts on this.
- 6.5 CV advised that they have been focussing on ensuring engineers can identify what equipment belongs to the DNO and BNO. CV noted however that in London in particular, staff turnover is higher and new staff could be getting confused.
- 6.6 CV highlighted they advise engineers that if they identify a BNO issue, to give the customer and landlord/managing agent an advisory notice clearly saying what the issue is. CV added that all engineers should know not to raise a DNO code on BNO equipment.
- 6.7 PM asked if it would be possible to introduce a facility to report BNO issues back to the Supplier. CV confirmed they do have this in place, and that when the engineer gives the advisory notice they need to upload an image and capture notes.
- 6.8 PM asked if there was a team who looked at these reports and completed land registry checks to identify the BNO. CV agreed but noted that there are often challenges in identifying who the BNO is. PM advised that the land registry can be used to check who the BNO is.
- 6.9 MG noted that they have also been focusing on education surrounding DNO and BNO equipment. MG advised they were unsure on whether there was the ability to report to the BNO, and agreed to look into this.
- 6.10 RH asked whether, it would be possible for UKPN to provide a list of multi occupancy buildings they own so it would be possible to see which were not UKPN owned and therefore have a BNO. PM noted that these buildings would be labelled, however that they could investigate whether it would be possible to collate a list of MPANs.

84/01 - PM to look into the possibility of collating a list of MPANs for which UKPN is the BNO, to aid engineers when reporting issues.

- 6.11 Suppliers agreed to go away and investigate whether they have facilities for engineers to report BNO issues.

84/02 - Suppliers to investigate whether they have facilities for engineers to report BNO issues.

7. 2025 Work Plan

- 7.1 The Chair advised that at the January meeting, they will present a paper summarising the activities of the IWG in 2025. The Chair also asked members to consider what items they would like to add to the 2026 Work Plan ahead of that meeting.

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

Extra Validation Across the DTN

- 7.3 The Chair advised that he has arranged a call with PM, RH, JH and MG on 14 November to discuss progressing a change request to be submitted to the DTS User Group.

Improving Customer Journey via Online Forms

- 7.4 The Chair advised that PM has submitted a CP proposing mandating the use of the online forms. This will be presented for initial assessment at the November DCUSA Panel meeting.

Cage Clamp Isolators Guidance

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

RTS

- 7.6 The Chair asked members for any updates.

- 7.7 RH advised there has been a freeze on switch offs over the winter, but this will recommence in March/April 2026.

- 7.8 PM highlighted that there is a tracker which suggests that if they continue how they are, they would clear the high-risk RTOs by December/January. Regarding the lower risk RTOs, PM noted that the data they have access to suggests there are chunks of RTOs on the network. PM noted that many of the RTOs are used for lighting on blocks of flats and asked whether these are being focussed on and whether issues with multi occupancy buildings are more prominent in London.

- 7.9 CV advised that communal RTS is a big issue. CV added that in their portfolio, there are not as many in London as they expected, however there are a large number in the Manchester area. CV noted in many of these situations, when they lose signal, most of the flats within the property will lose their heating. CV added that some customers do not understand the importance of getting the BNO to come and change the communal RTS.

- 7.10 MT noted that they have a solution that they have been using and agreed to discuss this with CV after the meeting. MT and CV agreed to discuss this at the next AMO meeting.

SIP Issues

7.11 The Chair advised that this had been discussed under the actions.

8. Opportunity for Updates on Related IWG Activities

8.1 The Chair advised there were no further updates.

9. Smart Meter Installs

9.1 [Smart meter installations for September 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 by MG regarding the ENA group discussing fuse upgrades for low carbon technologies. MG advised that Meter Operators may potentially be able to upgrade fuses on low carbon technology so long as they follow certain guidelines.

10.2 MG noted that sometimes they come across heavy duty 200amp cut outs with 160amp or 200amp fuses in, and asked if there is the potential to downgrade the fuse. MG noted that contacting the DNO to ask for a downgrade can take a while so allowing the Meter Operator to do this would improve the customer journey.

10.3 MT advised they had completed the RFI on fuse upgrades and had stated they would also like greater flexibility in regards to downgrading as well as upgrading. MT added that the ability to downgrade fuses would provide a greater benefit to their business than upgrading.

10.4 WL advised this was discussed at the last STIG meeting, and an action was taken for DNOs to go back to their businesses to see how they would want to respond to these situations.

10.5 AC advised that their Scotland delivery team have flagged they are receiving a large number of B07s with notes asking to downgrade the fuse. AC advised that they have started talking to their connections department about this as they have resolved these in the past. AC noted that customers are getting frustrated that the Meter Operator on site is not able to do the downgrade.

10.6 MT noted that this was discussed previously at the REC EOMF and RB had produced a flow chart. MT added that most commonly, the issue is on a typical three phase supply and one fuse is on 160amp and two are on 200amp.

10.7 MT highlighted an example in which a customer was not able to have their RTS meter exchanged for a smart meter by Meter Operators as one of the fuses was oversized. MT noted that this customers situation has been ongoing for four years. MT noted that the DNO did not want to downgrade any fuses because they wanted to future proof their network.

10.8 Members noted that once this is discussed further at the STIG they could provide an update.

11. Next Meeting

11.1 The next IWG meeting is scheduled to be held on 07 January 2026. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 83 Final Minutes v1.0
- Attachment 2 - IWG 84 Actions
- Attachment 3 - Operational, Safety and Reporting Issues & Work Plan