

Interventions Working Group Meeting 85 – 2025 Yearly Review

1. Background

- 1.1 The below provides an overview of the Intervention Working Group's (IWG) activities during 2025. The Work Plan for 2026 will be discussed and finalised during the January 2026 meeting.

2. 2025 Overview

- 2.1 Six IWG meetings were held in 2025, all of which were held on Microsoft Teams.
- 2.2 Discussions included items on the 2025 Work Plan, a variety of operational, safety and reporting issues and several standing agenda items.

3. Work Plan Items – End of 2025 Summary

Extra Validation on the DTN

- 3.1 A small group of IWG members have been meeting with the Chair to discuss this matter further. The group are considering raising a change request with the DTS User Group but are exploring some potential process considerations first. This will progress into 2026.

Improving Customer Journey via Online Forms

- 3.2 [DCP 467 'Online reporting tools for Category A and B defects'](#) was raised by Paul Morris in October 2025. The change seeks to mandate that relevant DCUSA Parties utilise online reporting tools where DNOs have made them available for the purpose of reporting Category A and B situations.
- 3.3 A Working Group has been formed to assist in refining the solution and they will meet for the first time on 12 January 2026.

Cage Clamp Isolators Guidance

- 3.4 The current guidance was reviewed by members ahead of the IWG meeting in July and members decided that it did not need to be updated. Members agreed for the guidance to be circulated more widely and the Chair is currently in the process of liaising with Electrical Safety First to ensure this is completed.

Radio Teleswitch Service Switch-off

- 3.5 Members have been monitoring the progress of this, but have noted that there are existing groups that are specific to the programme.

SIP Issues

- 3.6 Members agreed that due to interactions with the REC, further cross code discussions need to be held.

4. Operational, Safety and Reporting Issues

- 4.1 In addition to the pre agreed matters included on the 2025 Work Plan, IWG members discussed a variety of operational, safety and reporting issues. These included the following.

- Reporting safety incidents following a Safe Isolation Provider (SIP) visit
- A Code queries
- Supplier meter disposal process
- Unhinged metal clad cut out embargo
- Policy for cut out fuse replacement
- 63A fuses
- Asbestos meter boards
- Hexagon key sizes for heavy duty cutouts
- Cable colours
- Cat A03 Defective Fuse Contacts
- Incoming DNO supply cable only secured on a single terminal screw in the cut-out when there are 2 present by design
- RTS volumes and interventions, and Category A&B unresolved jobs
- Landline numbers in data flows
- Over Voltage Relay
- Misreporting BNO issues as category B codes

- 4.2 Details on these topics and outcomes can be found within the Operational, Safety and Reporting Issues spreadsheet.

5. Additional IWG Activities

Phenolic Cut outs

- 5.1 The IWG received updates at each meeting from the Energy Networks Association (ENA) regarding their ongoing project relating to the phenolic cut out incidents.
- 5.2 As of the November 2025 IWG meeting, the ENA are currently completing analysis on approximately 10 phenolic cut outs in the SSEN region and results will hopefully be available in January 2026. Results will inform any further analysis to be completed in 2026.
- 5.3 Analysis on a meter involved in an incident in the Scottish Power area in April 2025 has been completed and discussions are ongoing regarding how much of the report can be released.

Restricted Access Customer Letter Subgroup

- 5.4 The subgroup met five times during 2025, at which members drafted two letters to be issued to customers regarding restricted access to their metering equipment. Discussions were also held regarding drafting a third letter outlining potential consequences if the issues were not resolved, and the possibility of disconnection. Members concluded that this step would require further consideration and should be paused.
- 5.5 Members have not yet circulated the letter templates to Contract Managers as they are in the process of drafting a leaflet that can be handed out on site, as a first step. Work will continue into 2026.

Moving Meters Subgroup

- 5.6 The subgroup met once in 2025 to discuss the issue and possible next steps.
- 5.7 It was agreed for the matter to progress under the DIF 72 Subgroup. The subgroup has begun discussing potential solutions including getting an electrician to complete this work or potentially looking to increase the SIP scope to include this work. The group issued an RFI to Parties asking for feedback and responses will be discussed in January 2026.

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