

Smart Interventions Online Reporting - URL

DCUSA DCP 467

Draft June 22nd

Online Reporting Tool for Cat A & B

- Live from October 2021
- Cat A raised online – no need to call
- Cat B now real time reporting
- Available to all Meter Operators & SIPs
- Cat A reports in May 811 (65%) Jan 806 (60%)
- Cat B reports in May 503 (37%) Jan 484 (35%)

Please select the category type you would like to report to us.

[Report a Category A →](#)

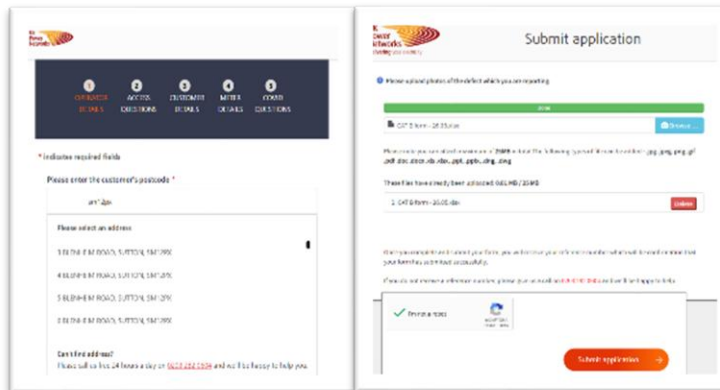
There's no need for you to call us, you can now report your Category A asset condition using this online form. To help our engineers get a better understanding of the asset condition and the work involved, you can also attach pictures to the form.

[Report a Category B →](#)

To help our engineers get a better understanding of the asset condition, the work involved and to help us fix the issue on our first visit, this form allows you to add photos and additional information. A D0135 work flow will still be required to process the work. Once received, we will contact the customer within 10 working days to arrange a suitable time to visit them.

7 Pages Cat A & 6 B

- Landing Page
- Operator Details
- Access Availability
- Customer Details
- Service Details
- Attachments
- Confirmation Reference



Your report has been submitted successfully

Thank you

Thank you for logging your Category A job with us, please see reference below.

Your reference number
CALL-87359-5

URL accessed via internet on toughpads or phones

Quicker for meter operators / reduces call centre impact / "includes photos" / improves first time fixes

Training Page

<https://forms-prep-aks-uks.tangentlabs.co.uk/smart/assetcondition>

Live Link

<https://eforms.ukpowernetworks.co.uk/smart/assetcondition>

Online Tool Changes - Making it Better

Cat B Improvements

- Jan 2025 - Cat B Automatically Raises jobs
- Immediately - Generally 24 -48 hours earlier than the D0135 Flow
- Improved Customer Contact Details
 - Zero missing – D flows up to 6%
 - Landlines under 1% - 20% ave on Dflows
 - Small supplier 42% landlines
- Pictures added automatically to the job
- Benefits
 - 30% less technical aborts
 - 40% less disputed reports
 - Improved customer contact - less closed as unresolved

Controls

- One job per MPAN rule avoids Duplication
- Ref no. provided for online confirmation
- D0126 completion and D0368 appointment flows - still get sent even if D0135 is not
- Improved Quality Control Feedback

Future

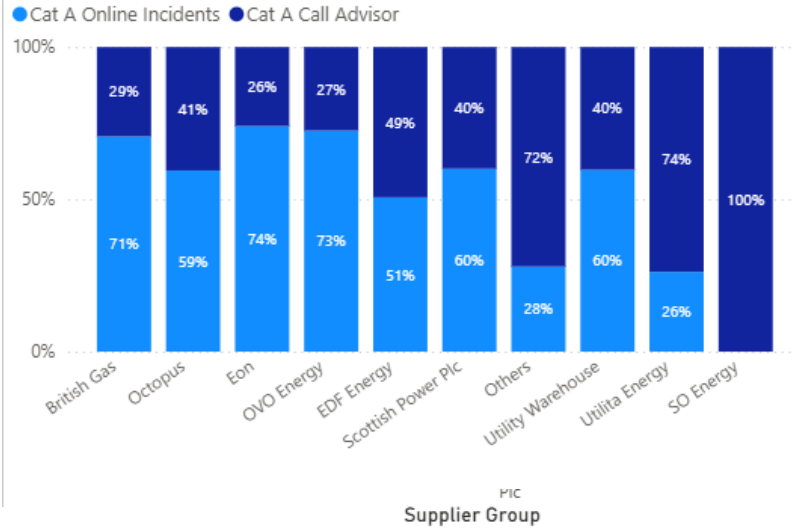
- Extra in URL guidance..
- Cat C facility possible
- Possible De Energisation - Live Notification

Challenge

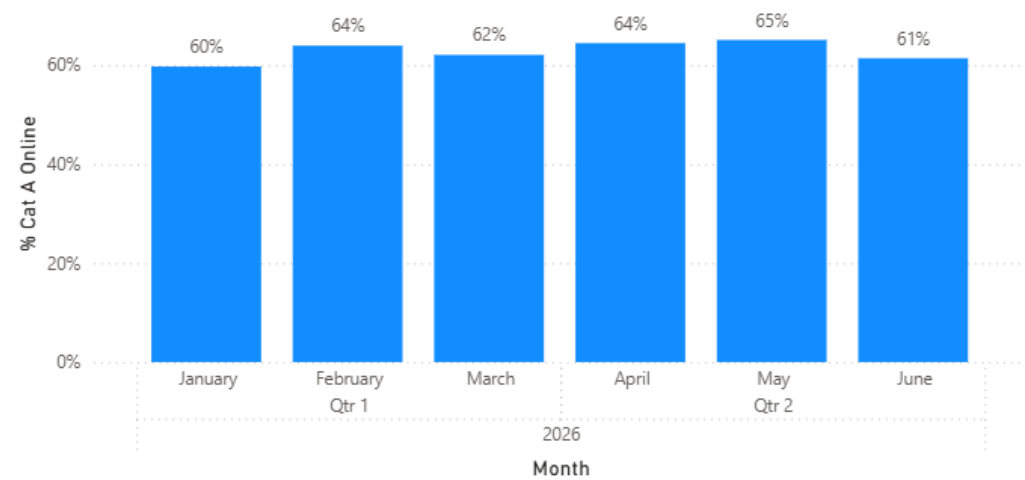
- Suppliers Commitment to adopt 100% in UKPN Area & Better Supports RTS !

Cat A & B Transition to Online Progress

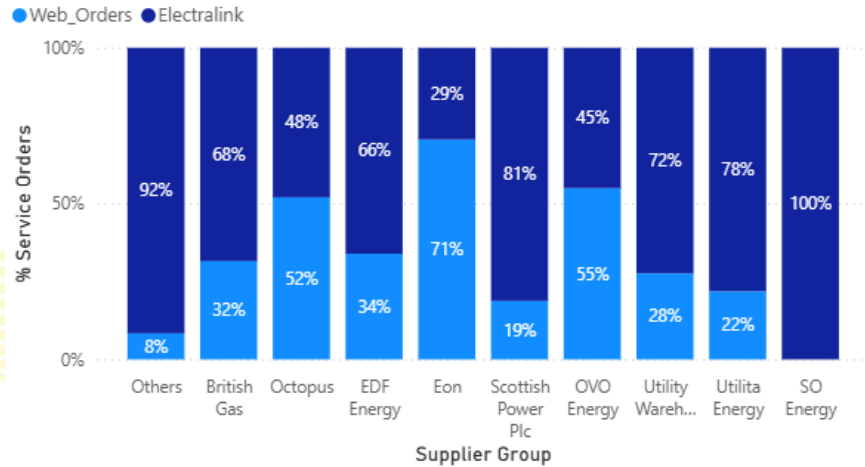
% Cat A Incidents



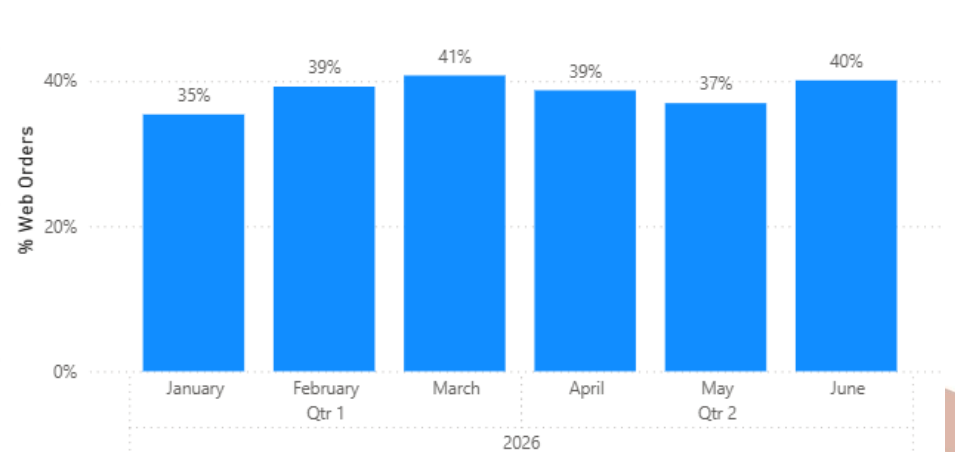
% Cat A Online



% Category B Orders



% Monthly Web Orders - Category B



Service Termination Defect Reporting

Report issues with electricity service terminations in your area.

Postcode Search:

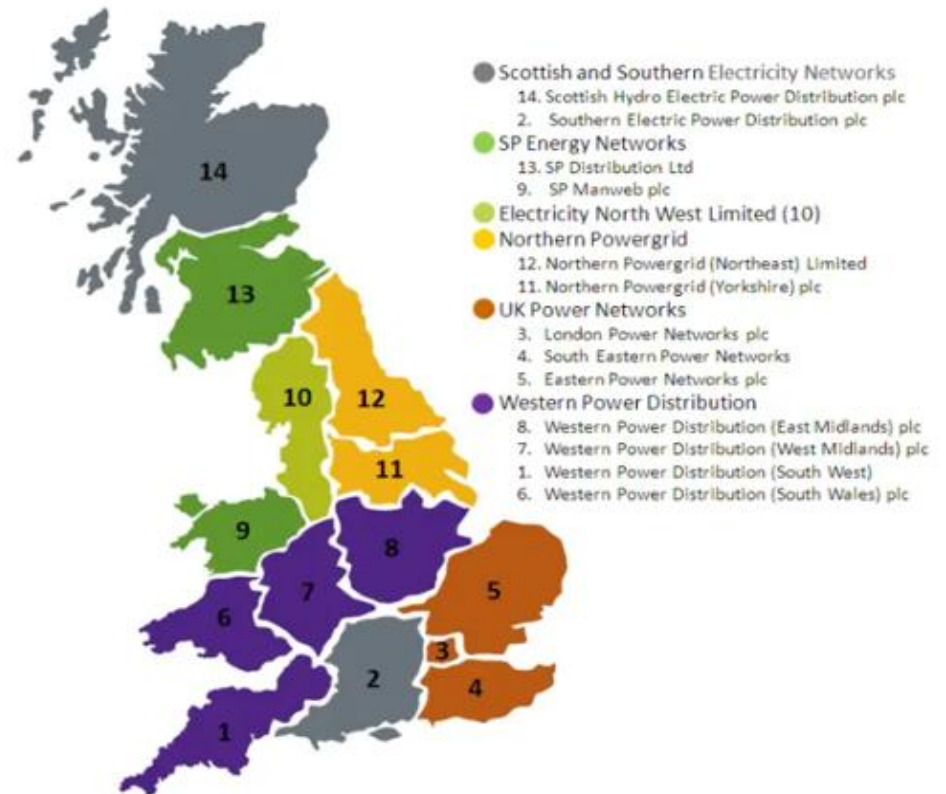
MPAN Search (DNO Lookup):

We'll identify your local network operator and route your defect report.

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The following map shows the 14 electricity distribution network regions:

Click on the DNO to Confirm Reporting Links



Suppliers / SIP Online Tool Users In February 2025

EDF Energy

British Gas

EON

Octopus

OVO

Utility Warehouse

Scottish Power

Utilita

Out Fox The

Market

Total Energies

Energy Asset

Yu

E Gas & Electricity

Positive Energy

Haste

Mpaas

SMS

Seimans

AES

Without Supplier IT Development Cost

A decorative graphic at the bottom of the slide consisting of several curved, overlapping lines in shades of yellow, orange, and brown, creating a sense of movement and depth.

DCP 467

- Whats the Change?

Faster & Better Quality Communication for Operational defect reporting – Better information and pictures improves customer service, safety, resourcing and efficiency

- Why the Change ?

To fully embrace the improved communication and improve the business case for other DNO's to develop – fast efficient better quality operational communication path.

- Impact to Suppliers and SIPs ?

Dual process in transition to online tools - some DNO's do not currently have plans to develop online tools .

If we tried to add photograph to the D Flows it would be very expensive and IT changes for all suppliers and SIPS -

The URL facilities are instant access for Suppliers MEMS SIPS - subject in some instance to whitepage. lions share of the IT set up costs are with the DNO's - hence the change to enable the business case to work.

Suppliers CORE impact - roll out communications - contract management changes - process - Process impact review for data handshakes .

SIPS can adopt for reporting without significant IT set up costs .