

Interventions Working Group - Meeting 89

02 September 2026 at 10:00am

Teleconference

Attendees	Company
Angela Copeland [AC]	SPEN
David Brown [DB]	AMO
Jordan Hills [JH]	SSEN
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
Apologies	
Matt Baker [MB]	ENA

1. Administration

- 1.1 The Chair welcomed attendees to the 89th IWG meeting.
- 1.2 The Chair advised the meeting would be recorded for the purpose of aiding the Technical Secretariat in producing the minutes. 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 88 – 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. Phenolic Cut-outs Update

- 4.1 The Chair advised that MB had sent his apologies ahead of the meeting and had advised he would be able to provide a full update at the next meeting in November.
- 4.2 JH added that the report is currently still a draft and that once the review is complete MB will be able to provide feedback to the IWG.

5. Operational, Safety and Reporting Issues

- 5.1 The Chair asked members if they had any issues for discussion. Several matters were raised, discussions are summarised below.

A19 Testing Update

- 5.2 PM asked for an update on the A19 testing that British Gas had planned to complete.
- 5.3 RH advised that the previous shortage of testers has been resolved and that testers would be issued to all relevant British Gas engineers through the existing equipment distribution process.
- 5.4 RH noted that they are issuing a technical bulletin and a supporting video demonstrating the test on a DNO cut-out. RH advised that the new tester differs from the former basic lamp-style equipment, so the practical demonstration is intended to show the revised operating method.
- 5.5 RH added that they expect the rollout and continued compliance with industry guidance to reduce the number of A19 reports, with British Gas monitoring the resulting statistics.
- 5.6 PM asked whether the training video could be shared outside British Gas, as it could be a useful resource. RH agreed to check whether wider distribution is permitted.

Earthing of Current Transformers (CTs)

- 5.7 Associated slides (slides 1-4) are included as **Attachment 3**.
- 5.8 MG advised that as part of Consolidated Metering Code of Practice (CoMCoP), EMOs (Electricity Metering Operatives) must check the CTs are earthed. MG noted that historically they have done this via visual assessment, however a recent audit has raised that even though the CTs were earthed they were not earthed back to the network.

- 5.9 MG noted that due to this, in certain areas DNOs will have seen an increase in B12s. MG advised that they have now started to do a continuity test against the secondary on the CT and then to the earth on the panel to confirm it is definitely earthed.
- 5.10 MG asked the group how DNOs test that the CTs are earthed on a TT system and presented a slide showing some current arrangements and explained the issues with them.
- 5.11 Regarding the picture on slide 4, RB advised that for the arrangement shown, NGED would move the earth connections to the neutral point using its established procedure. WL confirmed that Northern Powergrid uses the same general approach, connecting the earths back through the neutral to the transformer star point.
- 5.12 WL agreed that if there is no spike or anything to connect those earths, then they are not earthed and agreed that the Meter Operation Code of Practice Agreement (MOCOPA) does say to check the earth.
- 5.13 WL noted that installations such as the one shown would justify a B12 report because the CTs are not effectively earthed. MG suggested the B12 code may need further review because it covers several different conditions.
- 5.14 PM asked that meter operators include photographs and clear explanatory notes in the URL or DO135 submission so the DNO can identify the defect without requiring repeated visits.

DNO SLAs

- 5.15 Associated slides (slides 4-6) are included as **Attachment 3**.
- 5.16 MG highlighted the DNO SLAs for Category A and B response times within Schedule 24 of DCUSA and asked whether the three-hour or four-hour deadlines apply only when a customer is off supply.
- 5.17 WL explained that the DCUSA service levels contain conditions and caveats relating to forecasts and volumes, meaning they are not always contractually enforceable. Nevertheless, DNOs continue to measure performance against them and maintain internal targets.
- 5.18 WL noted that from a DCUSA perspective it does not matter if the customer is off supply, it is just whether it is an A or B code. WL stated that internally, customers off supply tend to be given priority.
- 5.19 JH confirmed that their organisation would attend an A code within the relevant timescale whether or not the customer is off supply, in order to establish that the situation is safe.
- 5.20 MG noted that different areas are doing different things which is adding complications. MG explained that from a Supplier perspective, if they report an A code they need to wait on site for the DNO and sometimes they can be waiting all day. MG advised that after three hours they attempt to contact the DNO again then need to make a decision on whether to stay on site. MG highlighted the operational and commercial impact of revenue-protection warrants when personnel remain on site for several hours.

- 5.21 PM advised that warrant attendance must be clearly identified in the call and notes so the DNO can prioritise reaching the site while the warrant officer is present; operators may also call to check attendance and obtain an update.
- 5.22 The most recent version of the spreadsheet is included as **Attachment 4**.

6. 2026 Work Plan

- 6.1 The Chair noted that most of the items on the 2026 Work Plan are being progressed through the ongoing actions. The Chair highlighted the Building Network Operator (BNO) item and asked members for any updates.
- 6.2 Members agreed that misidentified BNO equipment is primarily an education issue. PM noted that they had previously provided a slide outlining the basics of how to recognise BNO equipment and agreed to send this to the Secretariat so that it can be recirculated.
- 6.3 MT also agreed to send the Secretariat a document he had previously produced with PM relating to identification of BNO equipment. This is included as **Attachment 5**.
- 6.4 PM suggested that putting together a short video could make the identification guidance more practical, potentially using material being developed with meter operators. The group also noted that guidance should be refreshed periodically because knowledge can fade after initial training.

7. Opportunity for Updates on Related IWG Activities

- 7.1 The Chair provided the following updates.
- IWG 'Restricted Access Customer Letters' Subgroup
- 7.2 The Chair noted that a meeting has been scheduled for 07 September for the subgroup to review the documentation and discuss next steps.
- DIF 72 'Meter Moves' Subgroup
- 7.3 The Chair noted that the subgroup had met on 02 September and had completed a review of the draft guidance document. The document will be circulated for a final review by members before being issued to Supplier and DNO parties for feedback.
- 7.4 The Chair also took an action at that meeting to investigate the possibility of introducing an obligation into DCUSA to follow the guidance.
- Data Quality on the DTN
- 7.5 The Chair took an action to email those involved to set up a meeting to progress the work.

Action 89/01 – The Chair to organise a meeting to progress the work regarding Data Quality on the DTN.

8. Smart Meter Installs

- 8.1 [Smart meter installations for July 2026 can be found at this link.](#)

9. Any Other Business

- 9.1 The Chair asked whether there was any other business, to which two matters were raised.

Energy Networks Association (ENA) Fuse Upgrades RFI

- 9.2 MT asked for an update on the ENA fuse-upgrade RFI. MT recalled that an action was taken to look at whether NSAP were going to develop a competency for it and whether there was a mechanism for reporting it back through the DTN or a similar method. MT asked if there has been an outcome to this action.

- 9.3 MG advised that on 01 September there had been a meeting held with REC and EUSR to go through the G150 document that has been put together by the ENA. MG noted that the document has not been finalised yet but outlines the training requirements for a SIP. MG added that EUSR have put together a course for SIPs regarding upgrading fuses.

SIP Governance

- 9.4 PM asked whether there is a DCUSA group aligned with the REC working group looking to make the SIP a standalone party. PM noted that initially the requirement for a SIP to be a Metering Equipment Manager (MEM) was linked to ensuring parties had training/experience working on cut-outs. PM questioned what changes would need to be made to the DCUSA if the REC change went ahead.
- 9.5 The Chair noted that the REC have been identified as the lead code and that the DCUSA change is expected to be straightforward. The key change within DCUSA would be to the definition of a SIP. The Chair added that the party will still need to meet requirements under REC before acceding to DCUSA.
- 9.6 PM noted that the training requirements for these parties must be considered. The Chair agreed, noting that the training/experience requirements will sit in the REC.
- 9.7 The Chair noted that DCUSA representatives have been attending the REC working group meetings. RB advised that he also attends the working group and that work is currently in the early stages.
- 9.8 PM suggested that the impacts to DCUSA should be considered and fed back to REC, for example there may be a significant increase in the number of parties acceding to DCUSA. The Chair agreed, noting that a number of applications have halted due to the party not wanting to become a MEM.
- 9.9 The Chair agreed to add a standing item to the agenda to provide a paper and update regarding the progress of the SIP change at every IWG meeting.

Action 89/02 - The Chair to add a standing item to the agenda to provide a paper and update regarding the progress of the REC SIP change at every IWG meeting.

10. Next Meeting

- 10.1 The next IWG meeting is scheduled to be held on 04 November 2026. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 88 Final Minutes v1.0
- Attachment 2 - IWG 89 Actions
- Attachment 3 - Earthing CTs-DCUSA
- Attachment 4 - Operational, Safety and Reporting Issues & Work Plan
- Attachment 5 - TBT ELEC 038 - BNO