Interventions Working Group - Meeting 90

04 November 2026 at 10:00am

Teleconference

Attendees	Company
Angela Copeland [AC]	SPEN
Boz Laird-Clowes [BLC]	BEIS
Chris Varney [CV]	OVO
Jordan Hills [JH]	SSEN
Michael Gorewoda [MG]	EON
Michael Turrington [MT]	EDF
Paul Morris [PM]	UKPN
Richard Hill [RH]	Centrica
Shuba Khatun [SK]	SSEN
Warren Lacey [WL]	NPg
Secretariat	
Richard Colwill [RC] (Chair)	ElectraLink
Hannah Proffitt [HP] (Secretariat)	ElectraLink
Apologies	
David Brown [DB]	AMO
Matt Baker [MB]	ENA

1. Administration

1.1 The Chair welcomed attendees to the 90th 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 89 – 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 was unable to attend the meeting and therefore an update would be provided at the next meeting.

4.2 RH noted that British Gas have reported one event in the last week and believe EON have reported one too. RH advised that these incidents will be investigated and they will provide more information when possible.

4.3 MG noted that EON have two cases that they are looking into and that they will also provide more information when they can.

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.

Meter Exchange Creating a C21 Code

5.2 CV presented a set of slides (**Attachment 3**) outlining a scenario in which they had attended a meter exchange and found the meter supply neutral to be bunched in with the customer's earth cable.

5.3 CV advised that their engineer had separated the customer's earth from the supply neutral via a block, and raised a C21 code. CV asked DNOs whether they are happy for this to be done going forward.

5.4 PM advised that the purpose of the C21 scenario is to allow the meter exchange to proceed where the wider arrangement is not changed, and therefore CV's example appears to be the appropriate course of action. JH agreed that the proposed treatment was reasonable.

5.5 PM highlighted that the two looped services must not be disconnected because their neutrals could become live unless isolation was completed at the other end. The C21 output is appropriate because the meter operator cannot perform the required impedance testing or make a wider decision about the earthing arrangement.

5.6 MG and RH noted that as Suppliers, they would not normally disconnect the earth and would abort that job. CV noted that most meter engineers would not disconnect an earth, but a limited group trained on the EZ165 socket tester can perform before-and-after socket and loop tests.

5.7 MG ang RH proposed taking this testing approach to the next Electricity Metering Forum (EMF) meeting for further discussion.

Lucy Crutch Cover Centre Screw Safety Issue

5.8 RH presented the below photos to the group and described an incident where an engineer tightened a centre screw on a loose crutch cover and this penetrated a lead sheathed cable.







5.9 RH explained that some crutch covers are secured by a centre screw which is positioned directly in line with the incoming cable. Tightening this screw can lead to penetrating the lead sheath and potentially contacting the live conductor, creating a serious electrical fault.

5.10 RH advised that a centre screw should be tested as extraneous metalwork because it may be live. Engineers should not tighten a loose cover; where a hazard is identified, it should be reported to the DNO.

5.11 PM distinguished solid cut-out units with a back plate from covers that fit directly over the service-cable entry and suggested other black, grey or series-type cut-outs should also be reviewed for similar screw arrangements.

5.12 RH advised that he would present this at the next Metering UK EMF and following that meeting, the information will also be distributed more broadly, including to meter operators who do not attend the forum.

CT Metering B12 Defects

5.13 PM presented a set of slides, explaining that they have seen a substantial increase in B12 CT metering defects. PM reported that B12 records had risen from roughly 100–150 jobs in earlier years to approximately 385 during the first nine months of 2026, suggesting around 500 jobs for the year. The increase was seen across regions, with London and Eastern showing the largest proportions.

5.14 PM explained that these defects can have significant commercial consequences, particularly as associated meters gain improved smart capabilities. The increasing workload requires a more robust process and stronger support for defect resolution.

5.15 PM identified whole current customers incorrectly reported as B12 cases and repeated or duplicated reports as major data quality problems. PM proposed reopening an existing job when new information is received rather than creating another linked job, preserving the complete history and reducing duplication.

5.16 PM stressed that Suppliers should use the URL and attach clear site photographs because this helps service-delivery partners diagnose defects and issue precise instructions. Members were asked to provide specialist B12 contacts, which some members provided.

5.17 MG advised that their organisation had recently introduced continuity testing of CT secondary earthing rather than relying only on visual inspection, which could explain some of the increase, particularly in Scotland. MT noted that EDF's improved quality-assurance regime was another possible explanation and PM agreed to review recent reports and share examples.

Category A Reporting

5.18 PM explained that Category A emergencies require a three hour response and that delayed batching of reports can prevent a rapid attendance. PM cited two jobs submitted within minutes of one another late in the day, despite being geographically separate, with photographs that did not show the relevant issue.

5.19 PM asked for the message to be passed through Suppliers to Meter Operators that Category A issues should be reported at the beginning of the job, even where the operator has temporarily mitigated the issue and intends to continue the work. Early notification may allow the DNO to attend before the operator leaves site.

5.20 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.

6.2 No further comments were raised.

7. REC SIP Change Update

7.1 The Chair advised that a REC Working Group is currently developing arrangements for the SIP to become a standalone party rather than requiring SIPs to qualify through the existing meter-operator route.

7.2 The Chair advised that the work has progressed into detailed requirements covering safety reporting, training, competency, audits and the relevant financial or operational arrangements. The Chair noted that the next Working Group meeting on 9 November would focus on audit and training, with a further session in December expected to consider accession arrangements.

7.3 The Chair explained that DCUSA will wait until the solution is sufficiently defined before progressing a DCUSA change.

8. Opportunity for Updates on Related IWG Activities

8.1 The Chair provided the following updates.

IWG 'Restricted Access Customer Letters' Subgroup

8.2 The Chair noted that the final versions of the letters and leaflet had been circulated on 27 October 2026 to Contract Managers.

DIF 72 'Meter Moves' Subgroup

8.3 The Chair advised that the group are close to finalising the guidance document however that there are a few outstanding points for decision. The group agreed that a meeting should be scheduled to finalise the draft, ready for it to be issued for industry consultation.

8.4 The Secretariat agreed to send out a poll with possible meeting dates.

Action 90/01 – The Secretariat to send a poll containing possible dates for a DIF 72 'Meter Moves' Subgroup to finalise the guidance document.

Data Quality on the DTN

8.5 The Chair advised that a meeting to progress this was going to be held immediately following the IWG and that updates would be given at the January IWG meeting.

DCP 467

8.6 PM provided a summary of the Working Groups' progress, including some of the challenges raised around consistency.

8.7 PM described a proposed central landing page where users could enter a postcode or MPAN to identify the relevant network region and access the correct Category A or B defect-reporting facility. PM noted that it had not yet been agreed where this page would be hosted.

8.8 PM noted that the proposed framework would standardise the information requested across reporting tools, including MPAN-linked address information, Supplier or meter operator details, customer contact information, defect category and incident description, photographs or videos

where available, and access or warrant information. Reports would be time-stamped and generate an automatic confirmation reference.

8.9 PM stated that the framework should remain focused on information needed to support the customer journey, with optional fields kept separate from mandatory requirements. They favoured tools that allow photographs to be taken and attached directly rather than requiring users to save, rename and manually upload files.

8.10 PM advised that the Working Group are currently finalising the Change Report and this will be submitted for voting on whether the DCP should be approved.

9. Smart Meter Installs

9.1 Smart meter installations for July 2026 can be found at this link.

10. Agree January 2027 Meeting Date

10.1 The Chair suggested that, as the January 2027 meeting date falls the first week after Christmas, it could be beneficial to move it to 27 of January. The group agreed.

10.2 The Chair advised that the invites for the 2027 IWG meetings would be issued in the coming weeks.

11. Any Other Business

11.1 The Chair asked whether there was any other business, to which nothing was raised.

12. Next Meeting

12.1 The next IWG meeting is scheduled to be held on 27 January 2027. The meeting will start at 10am.

Attachments

- Attachment 1 - IWG 89 Final Minutes v1.0
- Attachment 2 - IWG 90 Actions
- Attachment 3 - Meter exchange creating a C21 code
- Attachment 4 - Operational, Safety and Reporting Issues & Work Plan