I0312 WG - Meeting 1

28 Apr - 27 May 2026

Poll results

slido

Table of contents

- Should both Import and Export Suppliers be able to request meter works from the MOA, or should there be a Lead Supplier?
- Is this the case for all meter works or certain meter works only? - Meter installation/exchange/removal? - Energisation/de-energisation? - Fault investigations? - Meter inspections? - Accuracy tests? - Etc.
- If there is a Lead Supplier, is this the Import Supplier?
- Does this work where the Export supply is the main supply?
- What communication is needed between the Import and Export Supplier?
- What communications should come from the MOA vs Suppliers?
- Are there any use cases that should be reviewed in-depth as part of this Working Group?

Should both Import and Export Suppliers be able to request meter works from the MOA, or should there be a Lead Supplier?

0 0 9

(1/2)

- Both, if the export supplier manages the export they need to be able to conduct the works required
- I don't see an issue with it being either way round, provided the boots on the ground are the same for any and all works. Customer experience needs to be factored in here too, multiple visits from different parties doesn't inspire confidence.
- The supplier with the map relationship
- Would prefer that the lead supplier is the supplier with the highest consumption. I'm not sure both should be able to request works, this could lead to conflicting requests?
- Yes
- There should be a lead supplier
- I think both suppliers should be able to request works, but if there is a ‘lead supplier’, there should be

Should both Import and Export Suppliers be able to request meter works from the MOA, or should there be a Lead Supplier?

(2/2)

009

rules regarding responsiveness - like an SLA to ensure requests from the non-lead supplier are actioned in a timely manner

- The supplier with the map relastionship
- Both suppliers should be able to request meterworks, the export supplier may experience detriment where an import supplier hasn't commissioned a smart meter and export suppliers should have the ability to drive these types of work
- Both - better service to consumers

Is this the case for all meter works or certain meter works only? - Meter installation/exchange/removal? - Energisation/de-energisation? - Fault investigations? - Meter inspections? - Accuracy tests? - Etc.

0 0 6

(1/2)

- Any works should be carried out by an individual with the appropriate competencies, signal or comms equipment must also not be adversely impacted by an export companies engineer. (i.e. Alt HAN Bridges)
- Safety and theft issues may need to be considered separately. If the meter is removed early a supplier may be subject to early termination charges unnecessarily. Therefore that supplier should be responsible for meter exchanges
- Should be restricted - not allowed to complete installation or removal of meters unless on behalf of import supplier
- Export should be able to request work that relates to them (eg accuracy tests, investigations,

Is this the case for all meter works or certain meter works only? - Meter installation/exchange/removal? - Energisation/de-energisation? - Fault investigations? - Meter inspections? - Accuracy tests? - Etc.

(2/2)

0 0 6

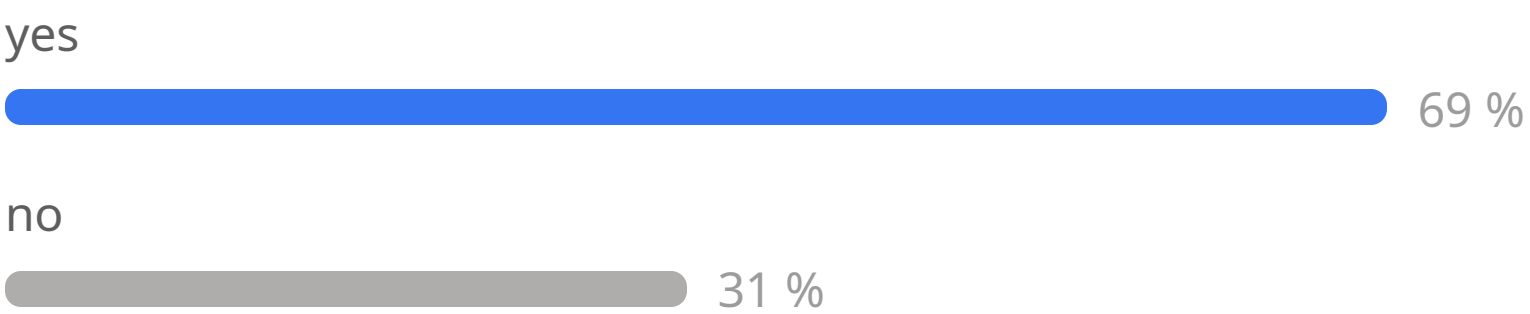
repairs) but not things like energisation as this feels like a ‘lead supplier’ role

- Meter exchange / installation should be requested by the lead supplier (open to interpretation) - energisation / de-energisation should be based on lead supplier (presumably Import supplier) but Fault investigation / meter inspections should be both as export suppliers are audited on fault investigations as part of BSC audit
- Keep it simple - either they can request work or they cannot.

Multiple choice poll

If there is a Lead Supplier, is this the Import Supplier?

0 1 3



Does this work where the Export supply is the main supply?

0 0 2

- There may be grounds to consider if a significantly larger export supply exists, it should be decoupled from the Import MPAN to allow it to be the 'lead' supply?
- The lead supplier should be the highest consuming. As of today, it defaults to the Import supplier but I think this should change.

What communication is needed between the Import and Export Supplier?

004

- It is manual today but some automation should be considered in future developments
- Can we use SDEP to maintain secure record of comms between Suppliers? This could then notify of planned works
- Planned works(in advance), possible faults, safety issues, theft issues, works outcome, changes in energisation status and or meter.
- Ideally the suppliers would inform each other of anything that they have requested from the MOA, but in practice I'm not sure how these information notices would work.
- Notification of works needed / faults identified, whether this be a SDEP query type or some other mechanism. If works have to be approved by a 'lead' supplier - some way of approval of siteworks going ahead?

What communications should come from the MOA vs Suppliers?

005

- Ideally robust communications required including meter details, potential faults, safety and theft issues
- This is where you need a more intelligent system than we currently have for sending what is contained in data flows today. Should be a joined up industry solution
- Ideally you'd want flows issued to both - eg after a meter exchange, D0149/150 sent to both so they have what they need to process the MEX
- Ideally you would want the MOA to communicate with both. But this only works if the MOA has contracts with both suppliers. I'm not sure how this would work in practice.
- Yes, notice from the MOA would be useful as a contingency if either supplier doesn't notify the other of planned works / issues. Potentially a D0001?

Are there any use cases that should be reviewed in-depth as part of this Working Group?

005

- Private network non-final demand sites e.g storage, batteries
- Cross code impact. Will any changes that are made have an impact on the bsc
- Possibly DNO interfaces, Asset condition code reporting, in particular the feedback loops off issue aware and post resolution feed back
- Customer Direct Agents - linked to the same concerns on SLA / ability to request meter works / investigations
- Complex Sites
- Export New Connections - different imp/exp suppliers. Operational procedure for Metering Services to provide MTDS