

## Good progress, a very busy quarter ahead

Welcome to the autumn edition of our quarterly newsletter.

Despite the challenge of the vast majority of teams continuing to work remotely for the last three months we have continued to make good progress towards our targets for 2020 of proving the technology and transitioning to an enduring business. One of the highlights of the last quarter is that energy suppliers representing four-fifths of UK homes are now on their Alt HAN journey. Suppliers to almost 60% of consumers have acceded to their Alt HAN contract, and discussions are in train with suppliers representing another 20%.



**Paul Cooper**  
Managing Director

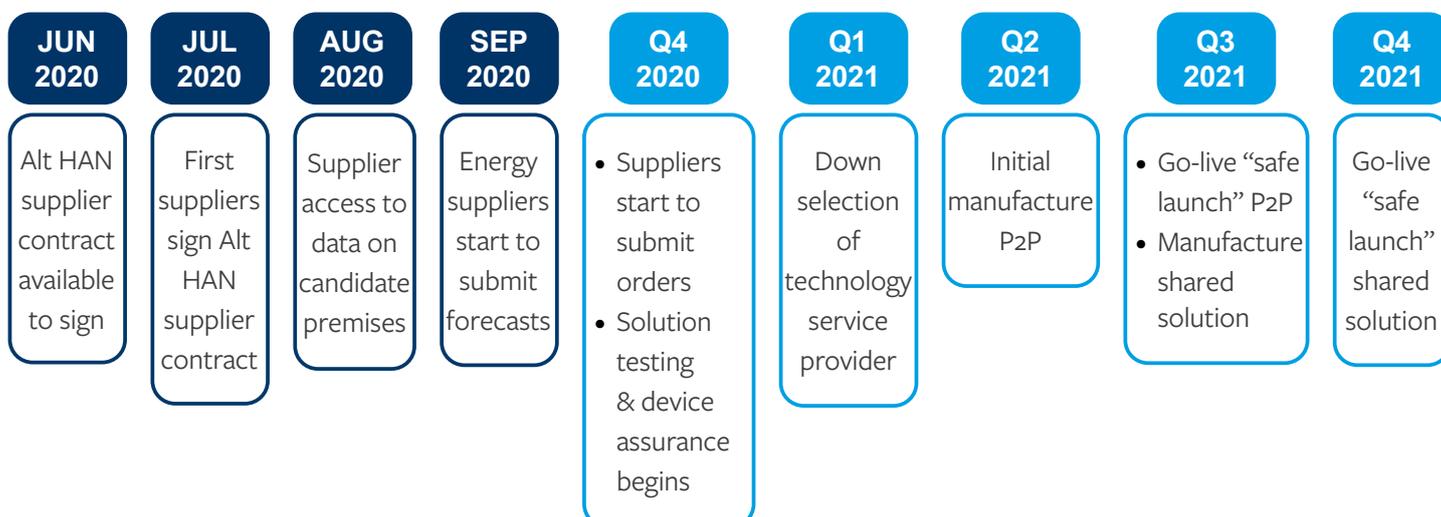
Where the pandemic has inevitably continued to have an impact is on our technology suppliers' ability to progress testing, and following consultations with our Forum of energy supplier representatives and wider stakeholders we now have an agreed way forward as highlighted in the timeline below. There is now a very intense period of activity ahead of the down selection decision in Q1 2021.

In the meantime we have continued the complex transition from a project to an enduring business, marking important milestones in terms of standing up operational services. Suppliers which have acceded to their Alt HAN contract and onboarded now have access to the inventory, or candidate list, of premises and buildings likely to need an Alt HAN solution. And in recent weeks, those same suppliers have begun using their access to the inventory to provide pre-forecast estimates of their demand for devices. Not only does this provide a useful test of the services, it also helps facilitate a more detailed understanding of supplier requirements and shapes the wider technology demand of the Alt HAN solutions.

The process of building Alt HAN Co's enduring management team continues, and in this edition of the newsletter we introduce another new recruit, Customer Operations Director Chris Perry.

I look forward to continuing to work with all our stakeholders towards our goal of delivering a solution for the 1m-plus GB properties currently unable to access smart meters.

## “At a glance” timeline to Alt HAN services & progress highlights



## Activity highlights in the last quarter:

### Product Design - Complete

We funded the development of Alt HAN equipment because there was nothing appropriate available “off-the-shelf”.

We contracted two companies, Siemens and Landis & Gyr, to compete to develop the best technology solution and both have now completed their designs.

### Market Sizing - Complete

Premises that will need Alt HAN equipment are not easily identifiable. As an industry we do not have complete, centralised data on key items like meter location. With our operational services partner, Capgemini, we have developed an inventory of building and premises classifications to serve this purpose.

### Interim Supplier Services

We are helping energy suppliers be ready for when our services begin to go live. The first service is file-sharing of the emerging data on whether a premise is predicted to need our solutions (the “Alt HAN inventory”). Recent progress:

- in August, made available the inventory, or candidate list, of GB homes predicted to require an Alt HAN solution for smart metering, to enable energy suppliers to plan our technology into their smart meter roll-out
- in October, received the first pre-forecasts for Alt HAN equipment from suppliers based on the inventory
- suppliers to nearly 60% of GB homes have already signed their Alt HAN contracts while suppliers to another 20% are in discussions to accede.

### Technology Proving

We funded the development of Alt HAN equipment because there is nothing appropriate “off-the-shelf”, and have contracted both Siemens and Landis+Gyr to compete to develop the best technology solution. Our top priority for 2020 is to prove their technology solutions, and test the associated end-to-end operational processes. In recent months we have:

- worked with our potential technology suppliers to mitigate the impact of Covid-19 on our ability to test both technology solutions with the final down select decision now planned for Q1 2021
- lab and on-premises testing continuing
- work continuing with a small number of energy suppliers for end-to-end process and device testing
- in October AHC began working with our vendors on the “offer update”, refining requirements for the down selection and technology vendor involvement in testing and trials of the equipment in the field.



## Introducing Chris Perry, Customer Operations Director

Well, a month in and it feels like I've been here a whole lot longer! It's been a huge learning curve to get up to speed with the progress that Alt HAN has made to date and the challenge that we have ahead of us.

I have joined from Arqiva having spent the last 20 years working in that organisation in various different guises. I have run significant rollout programmes for 3g, 4g and most recently 5g networks, as well as the Arqiva Smart Metering Network for the DCC and the DCMS Mobile Infrastructure Project.

I'm also halfway to completing my MBA which has given me a great insight and a passion for how a business functions and operates.

Coming to Alt HAN is a great opportunity for me to bring all of this together. My experience of large-scale deployment and management of ongoing operational services combined with my passion for business will enable me to assist Paul Cooper in shaping Alt HAN's future and making it a success.



**Chris Perry**  
Customer Operations  
Director

## Upcoming Alt HAN Co Events



- o **Alt HAN Co Board**  
26 November, 17 December, 28 January
- o **Alt HAN Co Forum**  
19 November, 15 December, 21 January
- o **Delivery Sub-Group (DSG)**  
18 November, 9 December, 27 January
- o **Finance Sub-Group (FSG)**  
4 November, 9 December, 27 January
- o **Health and Safety Advisory Board (HSAB)**  
24 November, 16 December, 19 January
- o **Testing Sub Group (TSG)**  
11 November, 9 December, 20 January
- o **Supplier Contract Governance and Regulatory Sub-Group (SCGR)**  
5 November, 3 December, 14 January
- o **Operational Sub-Group (OSG)**  
12 & 25 November, 12 & 26 January

**Want to understand more, or get more involved?**

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