



Paul Cooper MD Alt HAN Co

Building the right foundations

Welcome to the Autumn edition of the Alt HAN Co newsletter.

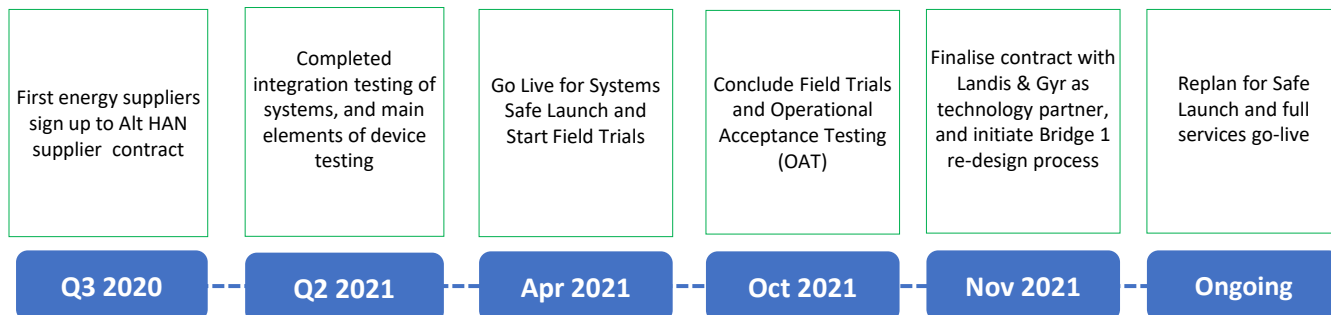
The quarter has been another busy period of activity towards our mission to create products and services that extend the Home Area Network range and integrate seamlessly into energy suppliers' smart meter rollout plans. The highlight has been signing the device manufacturing contract with our technology partner, Landis + Gyr (L+G). AHC has also been working closely with energy suppliers and government on how to optimise our design to support the best experience for the end customer

Finalising the contract with L+G is a huge milestone and the culmination of a technology procurement, development and proving process that began in 2018, and has moved from design concept through to successful field trials. It secures a solid platform for delivering the enduring solutions at an overall cost that remains net beneficial for GB energy consumers. In parallel, we also finalised our contract to build a new independent test facility for AHC devices. This is a key resource to provide ongoing end-to-end assurance for energy suppliers using Alt HAN devices.

The second big challenge this quarter has been working through the costs and benefits of refining our device design. Specifically, to enable installation on the network side of a customer's meter. Government has indicated this as its preferred option for mass rollout. The trade-offs with cost and time are complex, but we are working closely with all of our stakeholders to find the best outcome. And then working through the plans to deliver that outcome at the most efficient cost.

This quarter has also seen Alt HAN continuing to mature as an organisation. We are well advanced in the transition to an employee-based organisation, and this quarter completed the process of bringing our Secretariat function in-house. In October we celebrated the anniversary at our Norwich Street Hub office, which is proving to be a valued and flexible resource to support our hybrid working model.

"At a glance" progress tracker



Activity highlights since start of Q4:

Finalising our supply chain

In November we signed the contract with Landis + Gyr (L+G) for the manufacture of Alt HAN devices. This is a key milestone, and the culmination of a competitive procurement that started in 2018. The stage-gated process of design, assurance and testing prior to making this commitment gives us confidence on technical performance and value-for-money – with L+G providing the strongest offering at every step. The contract establishes L+G as Alt HAN's long-term technology partner. It underpins the ordering and forecasting of Alt HAN equipment by energy suppliers, alongside creating a stable commercial framework for managing change and ongoing improvements.

Completing field trials

This quarter also saw the successful conclusion of field trials with our two energy supplier partners, Octopus Energy and Scottish Power. This saw Alt HAN devices installed in customer premises as part of smart meter installs, for customers who would not otherwise be able to access smart metering. Although small scale and targeted at the most straightforward “use cases” it was an important stage in demonstrating real-world operation. Feedback from suppliers about the installation process has been positive, and the equipment is working as expected. The exercise also generated valuable learnings to help inform the next stages of Alt HAN deployment.

Impact of market developments

The exit from the market of a significant number of energy suppliers during this quarter has had some limited impacts on Alt HAN Co. We have “off-boarded” those suppliers who had previously acceded to the AHC Supplier Contract. Further, the proportion of customers served by suppliers who are signed up to Alt HAN has increased to over 90% as an outcome from the Supplier of Last Resort (SOLR) process. There has not been any disruption related to equipment orders given the stage of our delivery plans. Similarly, the funding available for Alt HAN has also been unaffected, given that the DCC collects Alt HAN charges from energy suppliers in proportion to market share.

Refining our device designs

This quarter we have worked closely with energy suppliers and government to explore the pros and cons of potential refinements to our solutions. The more significant change is to enable our core device to be installed on either side of a customer's meter – a refinement which government has indicated would be more consistent with other devices that form part of smart metering installations. We recently kicked off the development work to support this. The other refinement we decided to begin developing this quarter is a longer battery life device for remote gas meters, which based on our testing activities will represent the most universal solution for the market.



Introducing Amit Sheth, Head of Commercial

It has been a busy and enjoyable 6 months since joining, and I am very proud of what we have achieved in that short space of time.

In my career I have spent a number of years delivering large scale transformations, initially as part of Deloitte and then more recently for a major drinks manufacturer. I joined Alt HAN Co to grow and establish a first-class commercial team, both delivering the needs of wider Alt HAN Co business and supporting the smart roll out to some of the most vulnerable customers. Our key focus will be on managing the delivery of the Technology Services, Operational Services and Energy Supplier contracts, but also focussing the wider contracts needed to run the business.

I am also excited to use our position with Energy Suppliers for delivering democratic led transformation to GB energy retail. I have really enjoyed working with the rest of the leadership team on shaping Alt HAN Co's future and making it a success. Outside of work I have two young children who keep me busy, I also enjoy woodworking and making furniture. Many people will see me on video calls in my garden shed I built early this year.

Getting involved

Our mission for Alt HAN products and services to integrate seamlessly into smart rollout plans of energy suppliers relies on close partnership working. As an energy supplier there are different ways to get involved, depending on what you are interested in understanding or supporting:

- **Supplier Contract & Regulatory Issues:** The sub-group (SCGR) will be focusing on the regulatory impacts arising from the crowded meter room work, Supplier Contract releases 2.1 and 3 and emerging industry changes.
- **Operational issues:** The focus of the sub-group (OSG) following the steer from Forum was to re-explore the packaging solution for the Bridge 1 device. Potential methods have been explored with our technology services provider and members provided with three comprehensively reviewed packaging options for consideration.
- **Delivery and Safe Launch:** The focus of the Delivery Sub-Group (DSG) this quarter will be monitoring the closure and transition of existing programme activities alongside supporting the planning activity for the refining of the device design and its roll-out.
- **Technology Proving & Testing:** The sub-group (TSG) will continue to support and advise on the outcomes from Device Assurance testing, Field Trails, approach to Safe Launch and the AHC Enduring Test approach.

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