



Paul Cooper MD Alt HAN Co

## Ramping up rollout

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

Our mission at Alt HAN is to deliver products and services that extend the range of the Home Area Network and integrate seamlessly into the smart meter rollout plans of energy suppliers.

This is the first full quarter of mass rollout for Alt HAN devices. Energy suppliers are ramping up their orders and deploying Alt HAN devices in increasing numbers. There are now approaching 1,000 households with fully functioning smart metering made possible by Alt HAN. The solutions are working as expected and feedback from energy supplier has been positive. The order book for future delivering continues to grow, as does the number of energy suppliers placing orders. We are looking forward to this translating into Alt HAN devices making a material contribution to smart installs in 2024 and beyond.

We are not standing still though. This quarter also saw energy suppliers give the green light to expand our services to include our most technically complex solution – for apartment blocks where gas meters are co-located but remote from the smart meter comms hubs. We have also completed our pilot project for a service to create space in meter rooms, designing and delivering pre-works on behalf of all energy suppliers to make impacted buildings “smart ready”. We are currently evaluating the findings of the pilot with our energy supplier members.

## POSITION TODAY

**870**

Smart installs  
with Alt HAN

**5**

Suppliers  
installing Alt  
HAN

**61k**

Devices  
delivered

**10**

Suppliers  
with orders

## Complex Settings, Simple Solutions

The most technically challenging set up for Alt HAN is in apartment buildings with a room for gas meters and a separate room in a different part of the building for electricity meters. The connectivity can be lost if pairs of gas meters using the Alt HAN bridges attempt to communicate at the same time.

The solution lies in programming the gas meters to “wake up” in sequence. A simple idea, but complex to develop and implement. We were delighted to see this solution deployed for the first time in October, and to perform as expected. A great result and endorsed by energy supplier for mass rollout.



*Our “time offset” solution for co-located gas meters*

## Smart-ready Meter Rooms

During 2023 we have been running a pilot project in apartment buildings where the Alt HAN solutions are needed, but where there is not enough space in meter rooms. The idea being proven is for Alt HAN to co-ordinate works on behalf of all energy suppliers to make the building “smart ready”. Without joint action there is a risk that around 100,000 customers are left behind in the switch to smart metering.

The operational phase of the pilot has now completed. Working in partnership with three different Meter Equipment Managers and multiple energy suppliers the pilot converted over fifty building to be smart ready. Customers are already taking up the new opportunity to have their smart meters installed. The pilot has also generated valuable evidence on value-for-money and the customer experience. Energy suppliers will now decide on whether to stand up the full service in 2024.

## Three Peaks Challenge

A band of nine Alt HAN adventurers took on the Surrey Three Peaks Challenge on 11th October 2023. It was a gruelling 37.5km and took a total of 10 hours, with 8 hours walking time. The team has raised over £700 for National Energy Action, our charity partner. With more than 20% of our employees taking part it is another example of the strength of our culture based on people, passion and pride!



## Introducing our people



### Nicola Salt – Secretariat Facilitator

I joined Alt HAN Co in Feb 2019 as part of the Gemserv Business Support Team and was proud to become an Alt HAN Co employee in November 2021, with a recent promotion to Secretariat Facilitator. I have been a part of the Alt HAN journey from the early stages and seen the development along the way.

My role allows me to get involved in various projects within the company and has given me opportunities to expand my experience, getting involved in all things Governance, PA related, team building, office facilities and more! No day is the same! Before Alt HAN Co, I worked for 5 years at a top 10 Financial Services company gaining a Company Secretarial qualification.

Behind the scenes I love to bake! I never miss a baking opportunity in the office which my Alt HAN colleagues love. In my spare time, I love to travel, play tennis, yoga & go to the gym. My weekends are filled with watching the mighty Hammers at the London Stadium with my dad, brother, uncles and friends, we never miss a game and are massive West Ham fans!

## 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:

### Planning, Operations & Testing

The Planning, Operations & Testing Sub-Group (“POTSG”) is the consolidated forum for Energy Supplier Members to engage on the full range of live operational, testing and delivery issues. It receives monthly updates on technology services, testing and assurance and engagement activities plus papers on specific topics as needed.

The areas of focus during this quarter have been to share and discuss learnings from Safe Launch installations of Alt HAN devices, and from the Crowded Meter Room (CMR) pilot. For example, to discuss options for making longer-than-standard leads to connect the Bridge 1 device available to energy suppliers as an accessory, and to discuss the difference approaches to communicating with customers in buildings with CMRs ahead of works being done.

### Supplier & MEM Agreement

The Supplier Contract Sub-Group (“SCSG”) is the forum through which Alt HAN engages with users of Alt HAN services on the standard contractual terms for our services. The Sub-Group plays a key role in considering changes, and in some instances can approve changes.

The areas of focus during this quarter has been preparations for the next release of the Supplier Contract and associated Meter Equipment Manager (MEM) agreement. In particular, to discuss and finalise changes to the contracts to refine the arrangements under which MEMs can forecast and order Alt HAN devices directly on behalf of energy suppliers who appoint them to this role. This will allow greater access to Alt HAN services to more Energy Suppliers who utilise MEM services in this way.