



Paul Cooper MD Alt HAN Co

Ready for mass rollout

Welcome to the Summer 2023 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 quarter we are completing the final pieces of the jigsaw to start delivering this mission at scale. Our Safe Launch phase is closing out and orders for mass rollout will start being delivered in July. With Alt HAN solutions available, customers currently being left behind will be able to access the benefits of smart.

The Safe Launch phase started in January and while installation volumes are designed to be low, the learnings have been hugely valuable. Our three participating energy suppliers have completed over 100 installs at customer premises using Alt HAN devices. The installation process has been smooth, and post-installation performance has been strong.

The last three months have also seen a big step up in activity under our Crowded Meter Room (CMR) pilot. It is great to be able to use the collective governance of Alt HAN to design and test ways of creating enough space for smart in shared meter rooms. We are working with three Meter Equipment Managers (MEMs) and by end of July we hope to have evidence across around 30 buildings to inform a decision on whether this type of coordinated solution can be justified on value-for-money grounds.

Integrating Alt HAN seamlessly into smart installs

AFTER BOOKING A SMART METER INSTALLATION, AN INSTALLER FROM SUNIL'S ENERGY SUPPLIER ARRIVES.



IN SUNIL'S CASE ALT HAN EQUIPMENT IS REQUIRED AND FITTED BY THE INSTALLER.



ALL UK SUPPLIERS WILL BE ABLE TO OFFER THEIR CUSTOMERS ALT HAN EQUIPMENT.

FINALLY, ALONG WITH AN IN HOME DEVICE, THE ENGINEER PROVIDES AN ALT HAN PLUG IN DEVICE IN SUNIL'S HOME TO COMPLETE THE NETWORK.



SUNIL CAN NOW ENJOY THE BENEFITS OF A SMART METER.

Closing out Safe Launch

Since the start of 2023 we have been working with three energy suppliers to deploy Alt HAN devices in small volumes ahead of mass rollout. The phase is called Safe Launch. It is designed to test and refine the end-to-end operational processes and systems, while also starting to deliver benefits directly to energy customers.

The phase is close to completion with over 100 successful installs across a range of building types, locations and use cases. We have seen excellent post-install technical performance, and feedback from energy suppliers and customers has been consistently positive. The phase will run for another month or so, and we plan for the close-out to be endorsed by our energy supplier members in July. Providing the green light for mass rollout by a wider range of energy suppliers in the second half of 2023.

Our values and culture

It is an exciting time for Alt HAN organisationally, as we step up to the demands of being a “live” operational business. It means a sharp focus on delivering what our customers and stakeholders need. For example, this month we improved our website to adopt best practice for accessibility. We have also upped our communications through LinkedIn.

We are enjoying the challenge of creating and evolving our culture around the themes of People. Passion. Pride. The range and diversity of initiatives led by our people continues to grow, with examples this month being Bike Week, a litter pick event and our regular Wellness Walks. We also formalised our commitments with our ED&I Statement and by signing the Menopause Workplace Pledge.

Insights from the CMR Pilot

In the current quarter we have also made strong progress in our Crowded Meter Room (CMR) pilot, with the first wave of resolution works starting. Our three regional partners (IMServ, MDS and SMS) have completed survey work, and begun to suggest designs on how best to create enough space in meter rooms where smart installs would otherwise be blocked.

The first batch of the approved designs have been completed generating valuable insights on cost and deliverability, but further evidence is needed before the value-for-money case can be assessed fully in the coming quarter.

By the end of the pilot, we will have surveyed around 100 buildings and resolved around 30-40 meter rooms.





Athana Leeson, Compliance Assurance Officer

Alt HAN has a unique legal and regulatory structure, and my role is all about helping to create the right compliance culture across the organisation. It covers all the usual areas of compliance such as Health & Safety and Information Security, but also the finer points of how our collective governance works. This is a broad canvass for a small organisation, and I love the challenge, from creating training packs through to advising on change.

I am motivated positively by Alt HAN's mission to make smart metering more accessible and to avoid leaving customers behind. I also value Alt HAN's commitment for the culture of the organisation to be driven by us, the employees, and see this in practice as chair of the Wellbeing Committee.

Outside of work I am a big theatre fan and active in the Masque amateur theatre group in Northampton. Alongside reading, live music, and my rescue dog Harvey, I am also about to welcome my first child into the world. My life is pretty busy!

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.

The main areas of focus currently for POTSG are Safe Launch, the preparations for mass roll out, and the Crowded Meter Rooms pilot. The group receives regular updates on how Safe Launch installs are progressing and discuss emerging evidence and insights.

Looking ahead, POTSG will be key in supporting the Alt HAN Forum to make the decision to exit Safe Launch and proceed with mass roll out of Alt HAN devices, as well as supporting the Alt HAN Forum to decide on how to progress crowded meter rooms beyond the pilot phase. The next meeting is 10th July.

Supplier Contract

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 focus of the Supplier Contract Sub-Group this quarter is to continue the process of integrating Meter Equipment Managers ("MEMs") contractually, in circumstances where Energy Suppliers wish to appoint a MEM to access Alt HAN services on their behalf.

The group is also looking at the upcoming changes that are being progressed for Mass Roll Out and establishing what changes will be needed for the Supplier Contract. The next meeting is scheduled for 12th July.