



Paul Cooper MD Alt HAN Co

Starting to deliver benefits to customers

Welcome to the Winter 2022/23 edition of the Alt HAN Co newsletter.

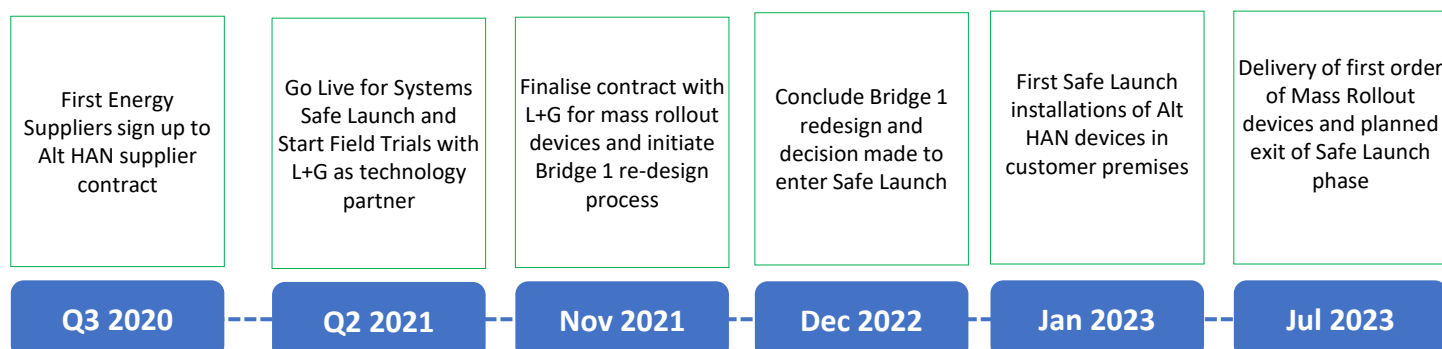
This quarter we reached the key milestone of Safe Launch. From the perspective of our delivery programme, and the collective efforts of our energy supplier members and delivery partners, it represents the culmination of over five years' work to develop the Alt HAN technology and stand up Alt HAN operationally. But more importantly it begins the process of delivering benefits to customers. Specifically, the hundreds of thousands unable to access smart metering without Alt HAN's solutions.

Safe Launch installation volumes are low by design. The purpose is to test and, if necessary, refine the end-to-end operational processes and ensure that we meet our mission for Alt HAN devices to integrate seamlessly into the rollout plans of energy suppliers. This phase will run for a number of months, but the early signs are encouraging. The feedback from participating energy suppliers and customers is positive. And the high levels of technical performance demonstrated in our purpose-built test lab are being replicated in "real world" smart installations. During this coming quarter we will see the extension of Safe Launch into the full range of Alt HAN solutions and a larger number of participating energy suppliers.

Another illustration of our transition to an operational business this quarter has been the start of our crowded meter room pilot. The availability of Alt HAN devices unlocks eligibility for smart metering for thousands of customers, but in some larger buildings this opportunity can be thwarted by a lack of space. We have led the industry-wide work to explore ways of solving this problem, and are now surveying buildings and beginning to explore possible technical solutions. The pilot will inform a decision later in the year on whether an enduring service can be justified on value-for-money grounds.

Finally, this quarter saw the completion of the latest ordering and forecasting window for Alt HAN devices. It was encouraging to see the ramp up in demand for devices for December delivery. It was also the first window when new rules and commercial arrangements enabled Meter Equipment Manager (MEMs) to place orders with us directly. This route for accessing our services is particularly useful for smaller energy suppliers.

"At a glance" progress tracker



Positive start to Safe Launch

In December our Energy Supplier members gave the green light to start Safe Launch. This is when customer installations using Alt HAN devices begin, and the final step before mass rollout. During Safe Launch participating Energy Suppliers deploy Alt HAN devices in a controlled way, in relatively low volumes allowing us to capture learnings and fine tune our systems and processes.

At the end of January our first participating Energy Supplier started installations of Alt HAN devices successfully and with positive customer feedback. Our second participating Energy Supplier started their installations in February, and we continue to monitor progress. We are already learning new things about the types of buildings that need Alt HAN devices. A third Supplier will join Safe Launch later this month.

Meter Room Pilot kicks off

In January we moved into an operational phase in our Crowded Meter Room pilot. The project seeks to test the cost and operational viability of coordinated works where space in meter rooms would otherwise prevent the installation of smart meters and Alt HAN equipment for customers.

The Project pilot was enabled by regulatory changes and the use of the REC "Sandbox" facility and will involve surveys and potential works in up to 100 meter rooms. We are partnering with three Meter Equipment Managers to deliver the pilot, and it will run for around six months. This will generate evidence to inform a decision on standing up a full service later in the year.

Energy Suppliers are other stakeholders are updated on progress through the Forum, and the Smart Metering Operations Group.

Opening up access to Alt HAN

This quarter saw us deliver a key change to make Alt HAN services more accessible to a wider range of users. The MEM (Meter Equipment Manager) Contract went live on 16th January 2023 allowing for MEMs to forecast, order and store devices on behalf of Energy Suppliers. This enables MEMs to aggregate the requirements of individual smaller suppliers and support a more efficient operation.

Energy Suppliers wishing to use this service will need to provide AHC with a Letter of Appointment for their chosen MEM, thus allowing the MEM to accede to the MEM Contract. This service will be particularly relevant and useful for smaller Energy Suppliers who might otherwise be hampered in providing the Alt HAN solution to their customers by the logistics of minimum order quantities.

Run for National Energy Action



November saw Alt HAN staff run in the London Half in the Olympic Park, raising £1,670 for NEA our charity partner. Well done Mike, Steph, Loren, Glyn, Nas, Andrew, Matt and Michael!

Introducing Sara Hughes, Customer Operations Manager

As Customer Operations Manager, I am responsible for the delivery of operational activities to our Energy Suppliers, ensuring Alt HAN integrates seamlessly into their optimised smart meter roll-out plans. I also work closely with our technical and operational service providers to achieve this.

I am also responsible for the delivery of Safe Launch, a key activity for Alt HAN which provides our participating Energy Suppliers with the opportunity to install Alt HAN equipment their customers' homes, whilst ensuring that the systems and processes work as expected ahead of our targeted date of July 2023 for Mass Roll Out of our devices. Since joining Alt HAN over two years ago, I've enjoyed problem solving with my colleagues who are all talented individuals and am proud of our achievements and the journey so far.



Before Alt HAN I worked for Centrica for nearly 25 years in roles supporting Customers as part of British Gas Services. With multi-site, multi departmental responsibility for Customer service teams. I have experience of working closely with field teams, planning teams and had responsibility for regional complaints teams, growth performance and worked within customer journey teams. Outside of work the majority of my spare time is spent travelling the country in support of my youngest son who plays for our local basketball team, The Leicester Riders.

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 a route for Energy Supplier Members to engage on the full range of live operational, testing and delivery issues. Chaired by our Operations Director, Chris Perry, it meets monthly.

The focus this quarter has been on emerging findings from survey work on Alt HAN candidate, and how best to build further operational insights. And operational preparations for the Crowded Meter Room pilot. Next quarter the focus will be on tracking the progress of Safe Launch and associated operational insights.

Other Groups and Engagement Opportunities

There are also opportunities for energy suppliers to contribute subject matter expertise through our Finance Sub-Group, and through our Health & Safety Advisory Board. Both groups meet monthly and provide advice and support to the Alt HAN team and to the Board. In addition, we meet regularly on a bilateral basis with a wide range of energy suppliers where additional information, help and support are needed. So please get in touch.

Supplier and MEM Contracts

The Supplier Contract Sub-Group ("SCSG") supports the ongoing process of reviewing and updating the contracts under which our services are made available to Energy Suppliers and their appointed Meter Equipment Managers ("MEMs"). Chaired by our Commercial Director, Amit Sheth, it meets monthly.

The focus this quarter has been on developing and implementing the MEM Contract to sit alongside the Supplier Contract. Next quarter the focus will be on potential refinements to reverse logistics and how to reflect those contractually.