



Each Home Counts Implementation Plan Template

1. Name of Workstream

Recommendation 21: Industry should work together to ensure that the capacity and skills of smart meter installers deliver a safe and efficient roll-out.

2. Purpose and Objectives

- To ensure that the relevant training is in place to support the needs of suppliers to meet their smart meter installation objectives.
- To monitor smart meter installations to ensure that they are being completed safely.
- To analyse smart meter installation health and safety data and raise any arising issues to be addressed at the relevant fora.
- To ensure that all suppliers and agents acting on their behalf participate fully in relevant industry initiatives, including the National Skills Academy for Power's installer referencing and accreditation schemes.
- To ensure that all relevant industry initiatives are effective in ensuring health and safety standards are upheld.

3. Workstream Lead

Audrey Gallacher- Energy UK

4. Members of the Workstream

Nominated representatives from all Energy UK Supplier members involved in the rollout of smart meters, working alongside existing SMICoP workstreams, EUA Skills/NSAP working groups, the Energy Networks Association (ENA) and the BEIS Smart Meter Operations Group (SMOG). As well as engagement with Gas Safe.

5. Connection with other workstreams

This workstream is related to recommendation 20 and recommendation 22, as these recommendations assert the need for smart meter installations to be installed to a certain standard and at a certain rate, respectively. These recommendations therefore relate directly to the capacity and skills of the smart meter installation workforce.



Compatibility Review
Sheet.xlsx

6. Key Activities (with timings and outputs)



Group	Timing	Activity	Relevant output
SMICoP	Monthly	The Smart Metering Installation Code of Practice sets out members of SMICoP's responsibilities in relation to training and accreditation.	Requirement for National Skills Academy for Power accreditation or equivalent training and accreditation, and Gas Safe registration.
Smart Meter Operations Group (SMOG)	Monthly	Discuss operational challenges related to the roll out, including installer training and related initiatives. NSAP are part of this group to ensure clarity around training and accreditation expectations, as well as providing updates on progress in relation to installer training and competency.	NSAP training and accreditation scheme; NSAP referencing scheme; Gas meter installing party identification labels initiative, to help networks report issues to suppliers.
SMOG Health and Safety Forum	Every 10 weeks	Monitor and analyse metering safety data. Discussing any arising issues that related to both networks and suppliers.	Monthly meter installation health and safety data from suppliers and networks; Meter Installation issues contact database for networks to report urgent issues to suppliers;
Retail Health and Safety Forum	Monthly	Discuss emergent health and safety concerns relating to supplier activity.	Good practice guidance on a number of relevant areas, including ways of working, fatigue management and asset management

7. Resourcing

Outline how will activities be resourced?

Resourcing contributions are made up of nominated representatives of each of Energy UKs Supplier Members.

8. Risk Management

Set out the top 3 risks/issues to delivering the workstream and outline how these will be mitigated. Identify any key dependencies.

Risks:

1. Due to the reduced smart meter installation timescales there is potential for some smart meter installations being hurried and not being carried out in a way which

satisfies the current recognised industry standards and procedures, including health and safety related standards.

Mitigation:

1. EU Skills/NSAP have implemented a nationwide installer training and accreditation scheme, with the aim of seeking to ensure that a high and consistent standard of training and accreditation is delivered to all smart meter installers;
 2. Suppliers have their own competency frameworks in place, these include mentoring schemes;
 3. Installers Industry are monitoring the number of health and safety issues associated with installs. Through this monitoring any supplier-specific issues will be identified, and the need to mitigating action from the supplier will be specified. Industry has established fora to endeavour to resolve common issues identified.
2. Due to the reduced smart meter installation timescales there is pressure on suppliers to recruit the required number of smart meter installers to meet their regulatory-based rollout targets. There is a potential risk that the related market pressures could result in installers with insufficient capability and experience being recruited, leading to a risk of mistakes being unwittingly made during the smart meter installation process resulting in installations not being completed in a way which satisfies the current recognised industry standards and procedures.

Mitigation:

1. EU Skills/NSAP have implemented a nationwide installer training and accreditation scheme, with the aim of ensuring that a high and consistent standard of training is delivered to all accredited smart meter installers.
 2. Through the monitoring of SMOG Health and Safety data any supplier-specific issues will be identified, and the need for mitigating action from the supplier will be specified. Industry has established fora to endeavour to resolve common issues identified, including identifying best practice in relation to suppliers' installer competency frameworks.
3. There is a risk that smart meter installers who are dismissed for certain conduct may be able to find employment as a smart meter installer with another employer.

Mitigation: EU Skills/NSAP are developing a referencing scheme around smart metering installer accreditation to ensure that employers are able to see where an installer's accreditation has been revoked.

Energy UK will facilitate engagement with its members to investigate potential options to deliver against the objective, whilst seeking to further address the key risks highlighted above.

9. Activities in the last month

Energy Suppliers and Meter Operators continue to recruit, train and accredit meter installers using the EU Skills/NSAP schemes.

Energy UK and the ENA continue to collect Health & Safety Incident data from Suppliers/Meter Operators and Network Operators, and submit to BEIS on a monthly basis.

The Retail Health and Safety Forum is working in sub-groups collected industry data on a number of supplier practices with a view to informing good practice guidance.

10. Activities in the next month

Energy UK and the ENA continue to collect Health & Safety Incident data from Suppliers/Meter Operators and Network Operators, and submit to BEIS on a monthly basis.

SMOG and RHSF meet monthly.

Various EU Skills/NSAP workstream meetings on a monthly basis.