PPMID COMMISSIONING BRIEFING PACK

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CUSTOMERS 'simply better'

EDF ENERGY

PPMID INSTALLATIONS: COMMISSIONING & BATTERY PERFORMANCE

OUTLINING THE PROBLEM:

- The IHD / PPMID does not always hold enough battery charge to ensure that the IHD / PPMID can be successfully installed.
- IHDs / PPMIDs that are low on battery are therefore failing to install successfully – resulting in rework, replacement appointments and a poor customer experience.

SOLUTION:

- Ensure that IHDs / PPMIDs are connected to a live power supply before and during the IHD/PPMID installation steps.
- Emphasise to the customer the need / benefit of the IHD / PPMID remaining powered for 7 days following the installation to ensure that all post-commissioning activity can be completed successfully.

COMMUNICATIONS:

FIELD OPERATIVES (WhatsApp/ToughPad messaging):

- **TOUGHPAD:** To get the IHD / PPMID working during your customer appointment please ensure that IHD / PPMID is connected to a live power supply before and during the IHD / PPMID installation steps. IHD / PPMIDs that are low on battery are failing to install successfully causing rework and replacement appointments . Please emphasise to the customer the need / benefit of the IHD / PPMID remaining powered for 7 days post installation to ensure that all post-commission activity can be completed successfully. This message will also be sent via WhatsApp from your FDM

- **WHATSAPP:** To get the IHD / PPMID working during your customer appointment please ensure that IHD / PPMID is connected to a live power supply before and during the IHD / PPMID installation steps. IHD / PPMIDs that are low on battery are failing to install successfully causing rework and replacement appointments . Please emphasise to the customer the need / benefit of the IHD / PPMID remaining powered for 7 days post installation to ensure that all post-commission activity can be completed successfully. This message will also be sent via email to your ToughPads.

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FDMs and TSS (Briefing note):

- In normal circumstances, a IHD / PPMID should be working successfully before the installer leaves site. The electricity consumption should be available with 10 minutes. The gas consumption could take longer, 15-45 minutes to display. The reason for the increased time for the gas consumption is whether the meter is still in its commissioning or sleepy mode. If data is still not available it could be due to a failure in either the electricity or gas workflow.

- Please re-iterate the benefit of the installer making use of the *Joined* button on the HHU once they see that the IHD / PPMID has joined the HAN (Solid Wi-Fi symbol, clock shows current time success / triple beep). This could save up to 10 minutes on IHD / PPMID install time as the next service requests are sent at that point. It also gives the triage teams a positive confirmation that a IHD / PPMID has joined to the HAN rather than a default position, effectively it 'didn't not join!'.

- We have received some comments from installers (covered in the myth-busting below). When I attempt to install a IHD/PPMID without further interaction with it following the HAN join (as per the current training) it usually results in failure. This is even more pronounced when not using the 'Joined' button on the HHU. Either keeping the IHD/PPMID alive via button presses, or on mains power is a critical component in preventing the failure in the first place as well as being necessary to resolve any resulting failures.

NB. The main takeaway, which is also going out by WhatsApp, is power up the PPMID during install and thereafter.

Additional Considerations:

Myth Busters:

1. Had always been told it takes up to 24 hours for data to appear on IHD / PPMID. For a SMETS1 install it was instant:

- This is not true if joins are running cleanly. It could be as soon as within 10 minutes for the electric data to appear. If service requests have failed and need to be re-worked there could be a delay, in a large part exacerbated by a IHD PPMID not being powered up.

2. Because of the above – once an installer sees the IHD / PPMID has joined (time sync) they thinks their job is done and leaves it:

- Consumption appearing on the IHD / PPMID is not automatic following the HAN join (Solid Wi-Fi, time and triple beep) that the installer looks for. It is dependent on the IHD / PPMID being powered up and available to have its connections configured to the other devices on the HAN.

3. Sometimes plugs in the IHD / PPMID if there is a plug – or asks the customer to plug it in when he leaves, but doesn't watch them do it:

- It is highly recommended that a IHD / PPMID is on mains power from installation through to 7 days post-installation to allow post commissioning activities to be completed successfully. An IHD / PPMID has a limited amount of battery power. On a happy path, this is more than enough to allow all the service requests to run. If the IHD / PPMID is not fully charged it will switch off after 6 minutes of inactivity to conserve power which, even on a happy path, may be insufficient time for the all of the commissioning activities to happen.

4. Analysis of jobs shows in a lot of cases the join button on the HHU is auto-pressed after 10 minutes rather than the engineer doing this when they see the device joining:

- Although it is not necessary to press the *Joined* button on the HHU, it will shorten the time taken to install the IHD / PPMID and could potentially shorten the time on site if this is pressed after the PPMID is seen to have joined the HAN. Doing so is a positive confirmation that the joining activities can continue rather than just happening by default.