

## A clear way forwards

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

The turn of a calendar year always seems a good moment to take stock, and what a unique year it has been, with Covid-19 and the subsequent lockdown posing tremendous challenges. But despite these hurdles I believe the Alt HAN Co programme, business and its partners have been agile in seeking to maintain progress, and indeed we finished 2020 having achieved a great deal.

### Progress in 2020

As we move towards creating an enduring customer-focused business, we have taken the important steps of standing up interim and then the permanent Alt HAN Co services through which we will interface with the energy suppliers.

Having completed the market sizing exercise in the first half of the year, by June the Alt HAN Co contract was made available, and the following month the first energy suppliers were acceding and onboarding with our operational services provider (OSP) Capgemini. I am delighted to say that today suppliers representing almost 85% of the consumer market have now signed the Alt HAN Co contract.

In August onboarded suppliers were – for the first time - able to access the inventory of premises likely to need an Alt HAN solution, providing a more accurate understanding of the scale of the nationwide requirement. The inventory, or candidate list, broadly confirmed the conclusions of our earlier market sizing exercise, with some 1.2m homes or 4.4% of the housing stock predicted to require an Alt HAN to realise the full smart metering experience.

Using the inventory data, in September the onboarded energy suppliers started to submit indicative “pre-forecasts”, the first formal opportunity using the live service to supply estimates of device requirements, beginning a cycle of forecasting and ordering for Alt HAN equipment. The pre-forecast process also provided a safe, real-time live test of the service, allowing suppliers and Alt HAN Co to work together to refine the system before firm forecasts and orders are submitted for “safe launch” of Alt HAN installations next year.

The year concluded with the Alt HAN Forum, comprised of energy supplier representatives, approving the milestone transition to end-to-end testing. This phase of the programme – which started before Christmas - incorporates testing of the onboarding experience for energy suppliers which have acceded to the Alt HAN contract; successful identification of premises requiring an Alt HAN solution; and the forecasting and ordering process by which suppliers request the equipment.

Progress has also continued on the technology front. The two technology service providers (TSVs) competing to provide the Alt HAN solution – Landis+Gyr and Siemens – have continued to refine and test their devices. Following lab assessments both companies had to devise innovative ways to circumvent the constraints imposed by Covid-19 to replicate a wide range of real-life home installations; and in October we started the final procurement stage with the two TSVs, refining requirements for enduring provision of AHC equipment and services as well as technology vendor involvement in testing and trials of the equipment in the field.

At an organisational level, Alt HAN Co also took significant strides to transform from a consultant-led technology programme towards an enduring business, recruiting permanent management and moving into the organisation’s first dedicated offices near Chancery Lane, central London.



**Paul Cooper**  
Managing Director

### The challenges this year

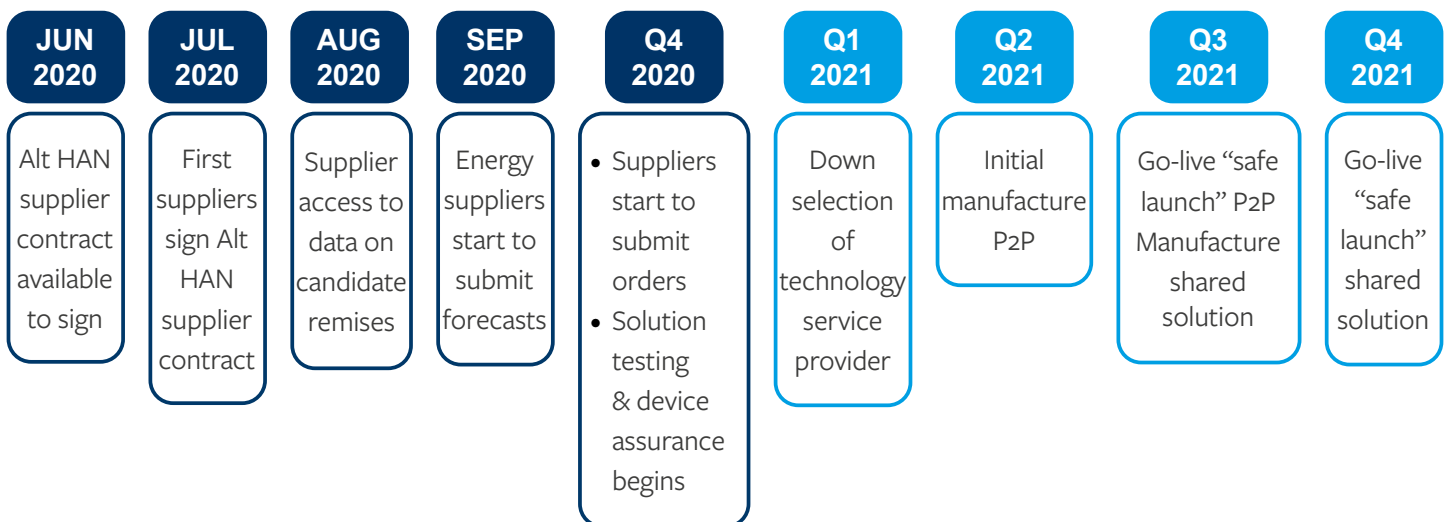
So while much has been achieved in 2020, I am excited to look forward to a busy 2021, when the transition to becoming an established business is completed.

In the first quarter of 2021 the final stage of the procurement process aims to choose one or more technology to provide the Alt HAN solution, enabling us to complete the rest of end-to-end testing and begin manufacturing in the second quarter. At the same time, we will be partnering with “early adopter” energy suppliers for the initial go-live “safe launch” installation of devices in to real homes, planned for the second half of the year. And in terms of how we work with energy suppliers, 2021 will see us transition the interim arrangements for accession, forecasting, ordering and supply chain management into the enduring solution with improved functionality for our customers.

All that we achieved in 2020 was only possible with the support of the wider industry and particularly our partners at the energy suppliers, so I would like to thank them all and also look forward to working with all our stakeholders in 2021 to successfully complete the Alt HAN journey to go-live.

Paul Cooper, Alt HAN Co Managing Director

## “At a glance” timeline to Alt HAN services & progress highlights



## Activity highlights in the last quarter:

### Product Design - Complete

#### Supplier Services

We are helping energy suppliers be ready for when our services begin to go live. The first service is file-sharing of the emerging data on whether a premise is predicted to need our solutions (the “Alt HAN inventory”). Recent progress:

- in August, made available the inventory, or candidate list, of GB homes predicted to require an Alt HAN solution for smart metering, to enable energy suppliers to plan our technology into their smart meter roll-out
- in October, received the first pre-forecasts for Alt HAN equipment from suppliers based on the inventory
- in December, moved into the end-to-end testing phase of the programme, including the onboarding experience, successful identification of premises requiring an Alt HAN, and equipment forecasting and ordering processes; then next year following the selection of the final technology, installation of devices for field trials
- suppliers to around 80% of GB homes have now signed the Alt HAN contract to use our services and solutions.

### Market Sizing - Complete

#### Technology Proving

We funded the development of Alt HAN equipment because there is nothing appropriate “off-the-shelf”, and have contracted both Siemens and Landis+Gyr to compete to develop the best technology solution. Our top priority for 2020 is to prove their technology solutions, and test the associated end-to-end operational processes. In recent months we have:

- worked with our potential technology suppliers to mitigate the impact of Covid-19 on our ability to test both technology solutions with the final down select decision now planned for Q1 2021
- continued lab and on-premises testing
- from October to December, issued the six offer update requirement sections to the TSVs, refining requirements for the down selection and technology vendor involvement in testing and field trials of the equipment
- in December work also commenced on integration testing between an energy supplier to the OSP; whilst not completed yet the initial outcomes look positive.



## Introducing Rob Angus, Technical Director

It's been a great first three months and I am very proud of what we have achieved in that short space of time!

I joined Alt HAN Co after spending the past seven years in energy retail working on smart metering and supporting technology to help field forces be successful in their smart rollout. Prior to that I worked at Telefonica, most notably on the smart metering bid team.

I joined Alt HAN Co because the technology gap that we are looking to resolve currently prevents some of the most vulnerable people in the UK from getting the benefits of smart metering. I feel it is crucial we are able to offer smart to those who may be able to benefit the most. Despite having spent the past 16-plus years working for several large, international companies, I started out in the world of start-ups and I relish the challenges that each day brings.

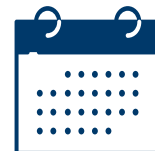
Looking to the future I am interested to see what other challenges we may be able to help solve as a dynamic and ambitious business.

Outside of work I love the great outdoors and you will typically find me in the mountains surrounded by snow, or on the banks of a river fishing.



**Rob Angus**  
Technical Director

## Upcoming Alt HAN Co Events



- **Alt HAN Co Board**  
28 January, 25 February, 25 March
- **Alt HAN Co Forum**  
21 January, 18 February, 18 March
- **Delivery Sub-Group (DSG)**  
27 January, 24 February, 24 March
- **Finance Sub-Group (FSG)**  
27 January, 24 February, 24 March
- **Health and Safety Advisory Board (HSAB)**  
19 January, 16 February, 16 March
- **Testing Sub Group (TSG)**  
20 January, 10 February, 10 March
- **Supplier Contract Governance and Regulatory Sub-Group (SCGR)**  
14 January, 17 February, 4 March
- **Operational Sub-Group (OSG)**  
12 January, 26 January, 9 February, 23 February, 9 March, 23 March

**Want to understand more, or get more involved?**

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