

## Preparing for Safe Launch of Services

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

When Alt HAN Co embarked on its journey a number of years ago we summarised our intent in our mission statement: “to create products and services that seamlessly integrate into energy suppliers’ smart meter rollout plans”. I am pleased to say that we are now bringing that aspiration to life as we make strong progress on all fronts. Technically, operationally, commercially and organisationally we are moving steadily towards safe launch of the solution this year.



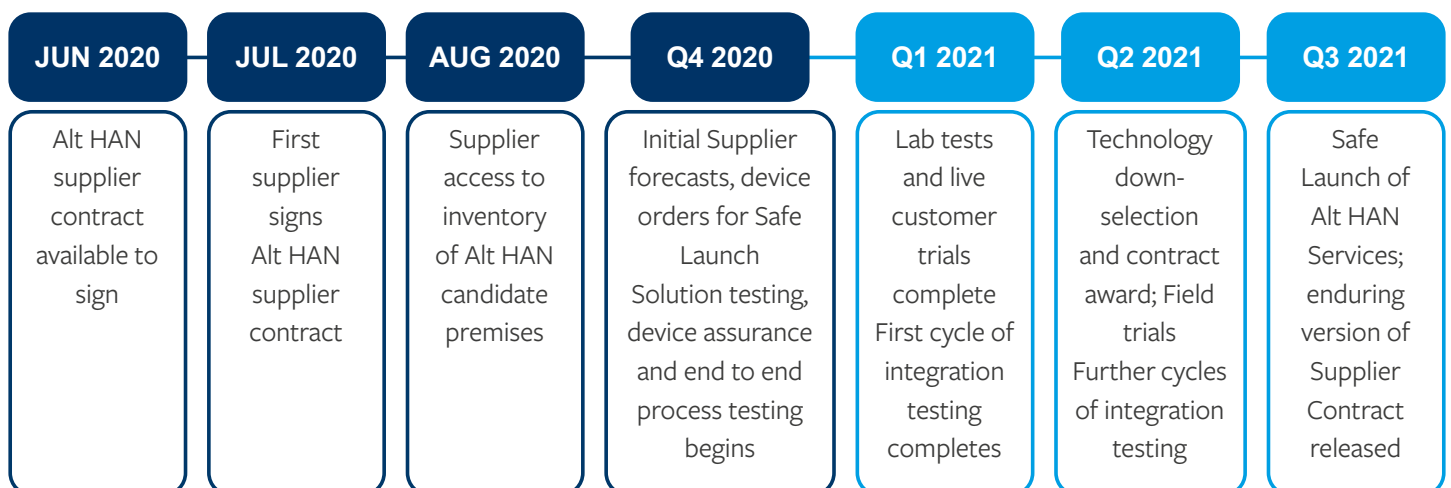
**Paul Cooper**  
Managing Director

That journey has not been without its obstacles but with the support of our partners we are steadily and surely overcoming them. Our technology suppliers adapted to the Covid challenge by developing innovative solutions to how and where we could test their equipment, and we have been using remote meetings extensively to harness the valuable time and knowledge of our energy supplier members to support an intensive period of evaluation, assurance and decision making.

Whilst challenges remain in the run up to planned safe launch in July, confidence is increasing as we continue to hit milestones in our plan. To pick out just a couple of highlights from the last quarter, suppliers representing 83.5% of the market have now signed the Alt HAN contract, while Ofgem, in an open letter to the industry at the end of March, again reminded those yet to engage with Alt HAN that it is “...imperative that all suppliers meet their obligations to contribute to the collective effort and ensure that they are fully prepared to actively roll out Alt HAN services for their customers.”

The second success I would highlight is around our first live customer trials, which yielded outstanding results; where an installation could take place and the meters were not restricted, the devices installed and ran for the duration of the test without issue. This conveys a real sense of momentum towards Alt HAN becoming an operational reality which will only grow as we make our technology choice and progress into field trials. You can read more about our recent progress overleaf.

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



## Activity highlights in the last quarter:

### Integration Testing

Getting Alt HAN to the point of operational readiness is complex, and requires processes spanning Alt HAN, its operational and technology service providers, each individual energy supplier, and the Data Communications Company (DCC).

This quarter we have made huge strides in integration testing, the task of assuring that all the component processes work end-to-end. At the end of January, we completed the first part of end-to-end testing; testing functionality that links the operational service provider (OSP) and our first participating energy supplier (PES). The second part of this cycle kicked off after the Easter break. This brings the OSP, PES, and Technology Service Vendors together, as well as some early testing of the downstream DCC systems.

Future cycles of end-to-end testing during this coming quarter will give us coverage of the scope required to get to Safe Launch, and to enable the more immediate goal of Field Trials.

### Supplier Contract Development

Since the release of the Alt HAN Co Supplier Contract in June 2020 we have had suppliers representing over 83.5% of the market accede to the contract and suppliers representing 77.7% of the market have also onboarded to Alt HAN operational services. This is a huge milestone to have achieved within the first 10 months of the supplier contract being live. We are continuing to support the remaining suppliers in their journey to accession and onboarding.

The content of the contract is also being updated and expanded to include more operational detail. During this quarter we have been progressing changes to Schedule 2 (Operational Services) to facilitate ordering and forecasting. We have also started work on Schedule 3 (Technology Services). This will provide details on the Alt HAN products, supply chain, delivery and returns arrangements, installation and training arrangements, and service management.

### Alt HAN Technology Proving

This quarter has seen an intensive period of activity with our two competing Technology Services Vendors to demonstrate and test their respective solution sets. Strong progress has been made through lab testing, and in external facilities designed to simulate “real world” conditions, including high-density meter rooms (the “50 HAN test”) and Accelerated Life Testing (ALT).

The strong progress, including in obtaining the necessary regulatory approvals such as CE markings, has allowed us to move from the lab into successful completion of Live Customer Trials [working with Octopus Energy and E.ON. Although only very small volumes, this represents a significant milestone.

The next phase, Field Trials, is targeting a step up in volumes and will cover the E2E customer journey from appointment generation through to post installation monitoring. Through this stage we are working in partnership with Octopus Energy and ScottishPower.

**1.15**

Estimated number of energy customers (millions) needing Alt HAN equipment

**83.5%**

Suppliers who have already signed up to Alt HAN contract, by market share

**62**

Working days between now (27 April) and planned Safe Launch of Alt HAN services

## Introducing Emike Ogowewo, Account Manager

My role is focused on establishing and managing effective operational relationships with Energy Suppliers and key industry bodies. The goal is that we collaboratively establish Alt HAN arrangements that integrate seamlessly into the optimised smart metering roll-out plan of Energy Suppliers. Just over a month into the role (it seems longer – but for all the right reasons!) and I am encouraged by the progress we have already made, and excited by the challenges ahead.

Before joining Alt HAN I worked in various energy consultancies for over 15 years in variety of roles in a B2B capacity covering operations, energy procurement & risk management, supplier relationship management and account management with a client base of industrial and commercial energy users.



**Emike Ogowewo**  
Account Manager

Alt HAN has a truly bright and exciting future ahead and I look forward to using my experience to play a proactive role in shaping the necessary systems, processes and procedures with our customers at the heart of our approach and journey.

When not at work I enjoy walking and running in some of the amazing green spaces of south-west London, where the odd herd of deer have also been known to join me if I'm lucky.

## 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:

### o Alt HAN Supplier Contract

The focus of the Supplier Contract, Governance & Regulation (SCGR) sub-group this quarter will be to complete the Schedules for Operational and Technology Services. The next meeting is 6th May. This task will be supported by the Legal Review Group (LRG).

### o Operational issues

The focus for the Operational Sub-Group (OSG) this quarter is on discussing any design implications from testing and field trials. Also providing a forum for discussing potential future design changes. The next meeting is 27th April.

### o Delivery and safe launch planning

The focus for the Delivery Sub-Group (DSG) this quarter is the development of Safe Launch ways of working, including forms of hyper-care support, triage set-up and premise selection principles. The next meeting is 26th May.

### o Technology Proving & Testing

The focus for the Testing Sub-Group (TSG) this quarter is to continue to support and advise on successfully execute device, system and interface testing, as we step through integration testing and field trials. The next meeting is 12th May.

**For more information contact**

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