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SMi present...

Meter Asset Management and Operations

23 - 24 JUNE 2014

Holiday Inn Regent's Park, London

INDUSTRY CHALLENGES ADDRESSED!

- Keeping track and **repatriation** – installing replacement meters and managing asset flows
- Meter testing: dealing with a mixed asset base of **approved and certified assets**
- Managing hard-to-reach environments and the associated **M2M communication challenges**
- Overcoming the challenges of meter installation in a **multi-manufacturer environment**
- Managing **workforce training and retention** to deliver a smart meter installation programme
- **Improving the management of time slots** for meter installation and maintenance appointments
- Maintaining the customer experience and acceptance: Delivering smart meter **aftercare excellence**
- Asset interoperability – **keeping the meter on the wall!**

KEY SPEAKERS INCLUDE

- **Eric Fowler,** Head of Commercial and Regulatory Affairs, **National Grid**
- **Vickie Gibson,** Managing Director, **Energy Assets**
- **Alan Doody,** Head of Asset Management, **British Gas**
- **Dr. Thomas Perry,** Meter Operations Manager, **E.ON**
- **Harri Hauta-aho,** Project Manager, Smart Metering, **Fortum**
- **Simon Harrison,** Product Innovation Technology & Trialling Manager, Smart Programme, **RWE npower**
- **Neil Harper,** Metering Strategy Manager, **United Utilities**
- **Vic Tuffen,** Vice President, **Energy and Utilities Alliance**
- **Roger Stoney,** General Manager Metering, **SmartMOp**
- **Dr. Howard Porter,** Chief Executive Officer, **BEAMA**
- **Dave Gregson,** Director of Operations, **Calvin Capital**
- **Matthew Oakley,** Development Manager, **ElectraLink**
- **Julian Anderton,** Head of Operations, **Energy UK**
- **Jo Gilbert,** Director, **Smart Change**

PLUS AN INTERACTIVE FULL-DAY POST-CONFERENCE WORKSHOP

Wednesday 25th June, 2014, Holiday Inn Regent's Park, London, UK

UK Smart Meter Roll Out

08.30 - 16.30
Workshop Leader:
Vic Tuffen, Technical Director, Tuffentech Services Ltd

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08.30 REGISTRATION & COFFEE

09.00 CHAIR'S OPENING REMARKS
Eric Fowler, Head of Commercial and Regulatory Affairs, National Grid

Asset identification and tracking and database maintenance

09.10 The foundation of smart meter roll out success - asset identification and the cradle-to-grave database
- Standardising the serial number of assets – to whom does it belong and where is it?
- Keeping records of other components of installation
- Standardising data and identification of assets between meter asset management operators and energy suppliers

Stuart Haughton, Director, Calvin Capital
Dave Gregson, Director of Operations, Calvin Capital

09.50 Using industry data to improve asset information
- Importance of accurate asset information
- Opportunities for greater visibility
- What does the future hold?

Matthew Oakley, Development Manager, ElectraLink

10.30 MORNING COFFEE

Developing stakeholder relationships to deliver smart meter programmes

10.50 Implementing best practice to protect the energy supplier-customer relationship
- Managing the supplier's meter installation, industry data and ongoing asset integrity effectively - How to turn unwelcome intrusion into something more positive
- How can meter asset management companies (MAMs) project and enhance the supplier brand – uniformed or white branded?
- Openness, data quality, communication, visibility and delivering best practice are key to managing supplier, customer and supply-chain expectation – How to deliver against a seemingly impossible challenge

Vickie Gibson, Managing Director, Energy Assets

11.30 Smart Metering Device Assurance (SMDA): Interoperability testing and certification
- What is the SMDA and what service does it offer?
- Who is the scheme operator, and what is the testing scheme?
- Who benefits from the SMDA testing and certification?

Dr. Howard Porter, Chief Executive Officer, BEAMA
Jeremy Yapp, Manager, Mandated Smart Metering Products Group, BEAMA

12.10 NETWORKING LUNCH

The challenge of meter maintenance in a mixed asset environment

13.30 The impact of smart metering on triage and reverse logistics
- Gearing up for the increased complexity of smart meter maintenance
- Does smarter technology mean smarter and more complicated aftercare and maintenance issues?
- How will the challenge of meeting the needs of dual fuel customers be met?
- Will maintenance workforces need to be split along specialist lines or will a one team fits all approach be possible?

Alan Doody, Head of Asset Management, British Gas

14.10 Smart meter asset management: Implementing PAS55: 2008 / ISO55000/1/2
- Managing the asset lifecycle value chain
- Managing asset data
- Preventing asset stranding and losses through 'churn'
- Smart metering: predicting and preventing failures
- Asset knowledge and information systems
- Managing asset risk

Jo Gilbert, Director, Smart Change

14.50 AFTERNOON TEA

15.10 Managing hard to reach environments and the associated M2M communication challenges
- What are the M2M communications challenges?
- Finding the right communications solutions for all of the meter locations
- Experience from the technology trials that RWE npower are undertaking

Simon Harrison, Product Innovation Technology & Trialling Manager, Smart Programme, RWE npower

15.50 Creating a competitive virtual franchise: Co-operation without regulation, can we do it without dictation?
- Delivering a competitive and well served meter operator service nationally
- What can and can't be done to deliver the level of co-operation and co-ordination required
- An open standard of data interchange between field and retailer – does the meter operator still matter
- Maintaining the customer service experience - the same but different

Roger Stoney, General Manager Metering, SmartMOp

16.30 CHAIR'S CLOSING REMARKS AND END OF DAY ONE

Register online at: **www.smi-online.co.uk/meter.asp** • Alternatively fa

08.30 REGISTRATION & COFFEE

09.00 CHAIR'S OPENING REMARKS
Eric Fowler, Head of Commercial and Regulatory Affairs, National Grid

Training and organising your workforce for efficient meter installation

09.10 SMICOP – The Smart Installation Code of Practice
• The development of SMICOP.
• What's in the Code?
• The governance around the Code
• How is it being implemented?
Julian Anderton, Head of Operations, Energy UK

09.50 Maintaining the customer experience and acceptance: Managing customer-facing and industry-owned site issues
• What are the issues and who will deal with them?
• What are we doing to establish ownership and understand what action to take?
• How will field staff be trained and informed to ensure issues are dealt with and the installation is a success for the customer?
Paul Smith, Consultant, Association of Meter Operators

10.30 MORNING COFFEE

Delivering an excellent customer experience

10.50 Case Study: Fortum smart meter installation roll out project in Finland
• Examining the challenges of installing 610,000 smart meters over the course of three years in Fortum's distribution areas
• What were the key ingredients for success in delivering the project on time and the great customer feedback about the installation technicians
Harri Hauta-aho, Project Manager, Smart Metering, Fortum

11.30 Passive drive-by: Is it viable?
• Is there an alternative to a smart grid?
• What challenges and risks need to be overcome?
• What does the journey look like?
• Who benefits?
Neil Harper, Metering Strategy Manager, United Utilities

12.10 NETWORKING LUNCH

13.30 Examining the challenges of formalising the relationship between meter asset managers (MAMs) and energy network operators
• Interfacing with networks and gaining accreditation
• The Impact of NSAP Accreditation
• Understanding the GT2 process
• What are the most important challenges for MAMs in adhering to MAMCoP/MOCoPA/OAMI Codes of Practice?
• Ensuring that MAMCoP/MOCoPA regulations form an integral part of workforce training and development
Vic Tuffen, Technical Director, Tuffentech & Vice President, EUA

Meter specifications and interoperability

14.10 Managing workforce training and retention to deliver a smart meter installation programme
• What does a "standard" installation look like?
• How to ramp up training programmes significantly and ensure quality
• What do you need to consider when assessing the essential ingredients of a successful retention strategy?
Dr. Thomas Perry, Meter Operations Manager, E.ON

14.50 AFTERNOON COFFEE

15.10 Keeping track and repatriation – installing replacement meters and managing asset flows
• Asset ownership vs. responsibility
• Tracking assets: identifying the supply chain
  - Including 'reverse logistics' (repatriation)
• Scaling out to meet the challenge
James Charlton, Solution Architect, Core Systems, British Gas

15.50 Sustainability in the distribution network – will smart meters help to deliver this?
• The potential of SMETS2 specification and load shedding
• Smart meters as information providers not behaviour changers
• The impact of a successful smart meter roll out programme on sustainability – what role MAMs and energy suppliers in educating consumers?
Speaker tbc

16.30 CHAIR'S CLOSING REMARKS AND END OF CONFERENCE

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Supported by

UK Smart Meter Roll Out

In association with

Workshop leader
Vic Tuffen, IEng MIGEM , Technical
Director, **Tuffentech Services Ltd.**

Overview of workshop

With less than 2 years now to the Enduring Phase of the UK Smart Meter Programme, preparations are now moving into a critical phase. The challenges facing any organisation planning to participate at any level in the programme are many and complex.

Whether you are seeking to employ and train more meter installers or specify and purchase smart meters, gaining a detailed understanding of the processes involved and the scope of the work is vital. This master class will equip you with the knowledge and understanding required so that your planning can be underpinned by informed decision making.

Why you should attend

You should attend this workshop if you are involved in planning a smart meter programme
• You will have a better understanding of the status of the DECC projects
• You will understand what the smart system is and have an appreciation of the equipment requirements
• You will understand what the resource implications are and the routes to accreditation
• You will have an awareness of the challenges facing you, during mobilization

Agenda

08.30 Registration

09.00 What is Underpinning the Foundations?
In this session we will look at the background to the project and the current status. We will review progress to date and describe the organisation of the programme, the players and their responsibilities and interactions.

10.30 Coffee break

10.45 What is the UK smart metering system?
In this session we will take a detailed view of the system and equipment requirements. We will look at how the UK smart system will work and the system structure. We will look at the hardware requirements, the specifications and variations that may exist.

12.15 Lunch

13.15 What resources does my business need in place?
In this session we will consider what the resources requirements will be for a successful programme. We will review the latest forecasts on manpower requirements and look at the options for training and accreditation.

14.45 Coffee break

15.00 What are the challenges for Mobilisation?
In this session we will look at some of challenges facing installers during the installation phase and look at what has already been done to ensure that the programme can progress with the minimum of disruption for consumers.

16.30 End of Workshop

About the workshop leader

Vic is widely acknowledged as one of the foremost authorities on meter lifecycle management in the industry. Few people have the breadth and depth of experience that he has amassed over 30 years in the Industry. He joined British Gas North Western in 1980 as a Gas Engineering Technical Apprentice and after completing the 4 year course held several positions in the Regional Service Department both in the domestic but specialising in the non-domestic market.

He left the region in 1993 and joined the Emergency and Meterwork Project. In 1996 he joined Transco where he progressed to Principle Engineer for Metering before moving to Advantica where he managed the R&D and technical support teams for metering. In 2002 he moved to GWi as their Divisional Head of Engineering where he remained until he established Tuffentech Services in 2008 providing consultancy and technical solutions to the Energy and Utility sector.

Today he is actively involved at committee level for both IGEM and the EUA whom he represents at the **DECC Smart Metering Group for Consumer Engagement and Roll Out.**

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European Shale Gas
5th - 6th March 2014,
London, UK

European Smart Grid Cyber and SCADA Security
10th - 11th March 2014,
London, UK

Gas to Liquids North America
12th March to 13th March 2014,
Houston, USA

Oil and Gas Telecommunications
19th - 20th March 2014,
London, UK

APRIL

Social Media in the Utilities Sector
2nd - 3rd April 2014,
London, UK

M2M for Oil and Gas
28th - 29th April 2014,
London, UK

Smart Water Systems
28th - 29th April 2014,
London, UK

JUNE

Oil and Gas Cyber Security
3rd - 4th June 2014,
Oslo, Norway

Utility Energy Storage Europe
18th - 19th June 2014,
London, UK

Gas Storage and Transmissions
18th - 19th June 2014,
London, UK

Meter Asset Management and Operations
23rd - 24th June 2014,
London, UK

JULY

Big Data Analytics for E&P
9th - 10th July, 2014,
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METER ASSET MANAGEMENT AND OPERATIONS

Conference: Monday 23rd & Tuesday 24th June, 2014, Holiday Inn Regent's Park, London, UK   Workshop: Wednesday, 25th June, 2014, London

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