

DISTRIBUTION BUSINESS INFORMATION

**FOR METER OPERATORS
WORKING UPON
UK POWER NETWORKS'
DISTRIBUTION SYSTEMS**

TABLE OF CONTENTS

	Page
1 INTRODUCTION	4
2 GENERAL ARRANGEMENTS.....	5
3 OPERATIONAL AND SAFETY MATTERS.....	6
3.1 Contacts	6
3.2 Distribution Safety	6
3.3 Competent Persons	7
3.4 Access to UK Power Networks' Distribution Substations	8
3.5 Reporting of Defects, Incidents and Dangerous Occurrences.....	8
3.6 Removal and Replacement of Cut-out Fuses	9
3.7 Operation of UK Power Networks' Service Termination Switchgear/Isolators	10
3.8 Testing of customer electrical installations prior to connection or energisation.....	10
4 TECHNICAL	15
4.1 Meter Operator Equipment Attachment	15
4.2 Service Termination Access – Meter Operator Obligations.....	15
4.3 Communications Links	15
5 COMMERCIAL	17
5.1 Removed Meters	17
5.2 Charges.....	17
5.3 Site-Specific Information	17
5.4 Essential Commissioning Information and Certificate of Completion	17
APPENDIX 1 – CONTACT DETAILS.....	18
1.1 Urgent problems to report	18
1.2 Non-Urgent problems to report	18
1.3 Meter Box damage reporting.....	19
1.4 Network Safety Advice Contacts.....	19
1.5 Distributor Site Information Flow	19
1.6 Distributor meter point information	20
1.7 Distributor meter point information	20
1.8 Illegal Connections and Rogue Services to report.....	20
1.9 Return of UK Power Networks' meters	21
APPENDIX 2 – KNOWN SERVICE TERMINATION/METERING SYSTEM DEFECTS.....	22
2.1 Safety related defects on UK Power Networks' service terminal equipment.....	22
APPENDIX 3 – SERVICE EQUIPMENT RISK ASSESSMENTS.....	23

CHANGE HISTORY

Issue	Date	Details
1.0	01/11/2010	First version covering all UK Power Networks' distribution systems.
1.1	08/01/2013	Updated to cover illegal services, change of urgent and non-urgent fault reporting arrangements and general housekeeping changes.
1.2	28/04/2014	Update to Appendix 1 contact details
1.3	10/06/2014	Update to Appendix 1 meter return details
1.4	23/07/2014	Update to Appendix 1 meter return details
1.5	28/07/2014	Update to Appendix 1 meter return details
1.6	28/01/2016	<p>Update to clarify references to customer earth blocks, that these may be pre-installed by the Distribution Business or the customer and critically that UK Power Networks by default will make the connection of the customer earth wire to the UK Power Networks neutral-earth terminal.</p> <p>Clarification on the specification of cut-out fuse size solely by the Distribution Business</p>

1 INTRODUCTION

This document provides UK Power Networks' Distribution Business Information for Meter Operators, in accordance with the Meter Operator Code of Practice Agreement (otherwise known as MOCOPA[®]), relating to the basis of Meter Operator activities at premises connected to UK Power Networks' distribution systems.

UK Power Networks owns three Distribution Systems and holds Distribution Licences under the Electricity Act to distribute electricity from its Distribution Systems, these being;

- Eastern Power Networks Plc - serving the East of England
- London Power Networks Plc - serving the London area
- South Eastern Power Networks Plc - serving the Southeast of England

Meter Point Administration Numbers (MPANs) for exit points registered by UK Power Networks' commence with two digits which vary according to distributor and distribution system.

- Eastern Power Networks Plc - MPANs commence with 10
- London Power Networks Plc - MPANs commence with 12
- South Eastern Power Networks Plc - MPANs commence with 19

Other exit points provided by other licensed distributors may exist in the vicinity with assigned MPANs commencing with different digits and in those cases enquiries should be made to those other licensed distributors as appropriate.

Meter Operators should be aware that UK Power Network's offers its registration services in respect of customers embedded within license exempt distribution networks and that not all customers with UK Power Networks' MPANs are directly connected to UK Power Networks' Distribution System. Embedded settlement metering points directly connected to license exempt distribution networks fall outside the scope of MOCOPA[®] and the Meter Operator will have to establish communications directly with the relevant license exempt distributor should any site specific issues arise. Where the matter prejudices the safety of UK Power Networks' Distribution System then UK Power Networks should be contacted.

2 GENERAL ARRANGEMENTS

All Meter Operators who wish to work on UK Power Networks' distribution systems shall hold a valid registration certificate and must be a signatory to the Meter Operator Code of Practice Agreement before undertaking any works within UK Power Networks' distribution systems.

All Meter Operators must comply with the Balancing and Settlement Code's Metering Codes of Practice. All Meter Operators must ensure that their Meter Operatives are aware, as necessary, of the requirements of all relevant legislation and all relevant UK Power Networks policies and other documents so as to secure their own safety and the safety of others.

The Meter Operator shall provide a contact name, address and telephone number where a responsible person can be contacted at all reasonable times for the notification of accidents/incidents and the discussion and resolution of other safety matters.

Meter Operators are required to provide the following information to UK Power Networks in accordance with the Meter Operator Code of Practice prior to commencement of activities within UK Power Networks' distribution systems.

(a) **At least 10 working days before commencement of first works: -**

- Copy of Meter Operator Licence.
- Copies of operatives' Certificates of Competency.
- Copy of Insurance Certificate.
- Safety contact name, address and telephone number.

(b) **Within 5 working days of installation of a new meter: -**

Full commissioning details as specified in the Code of Practice.

3 OPERATIONAL AND SAFETY MATTERS

3.1 Contacts

A list of contacts, addresses and telephone numbers for UK Power Networks' distribution systems are given in Appendix 1.

3.2 Distribution Safety

It is the responsibility of the Meter Operators to ensure that all work on or in the vicinity of electrical equipment undertaken by the Meter Operator is carried out in a safe and competent manner to a level complying with or exceeding the requirements of health & safety and electricity related legislation and, in particular, relevant requirements of the Electricity Act 1989 (as amended), the Utilities Act 2000, Electricity At Work Regulations 1989 (as amended) and the Electricity Safety, Quality and Continuity of Supply Regulations 2002.

It is the responsibility of the Meter Operator to take note of distribution business information provided by UK Power Networks and to circulate all relevant aspects to their operatives including, not exhaustively, such aspects as UK Power Networks' emergency contact phone numbers, equipment risk assessments and notices of equipment defects and notifications of unsafe areas where special access arrangements through UK Power Networks may apply.

Contact details for advisory support, in relation to distribution asset related matters only, are listed in Appendix 1.

UK Power Networks' responsibilities as asset owner, having no contractual client relationship with Meter Operators who have separate licensed rights of access in fulfilling electricity supplier activities, are broadly limited to the provision of appropriate safety information relating to distribution equipment in relation to electrical, physical or other risks of which Meter Operators should be aware so as to ensure the safety of their operatives. As such, UK Power Networks will:

- Provide emergency contact information for reporting of dangerous occurrences and for reporting of defective distribution equipment.
- Provide safety information, defect information and risk assessment information so far as deemed relevant and appropriate to the service termination assets upon which Meter Operators are entitled to work. Relevant Defect Information and Risk Assessment information is contained in Appendices 2 and 3 of this document.
- Reserve the right to audit Meter Operator organisations, including management, safety officers, competency appointing officers and meter operatives.

As asset owner and distribution meter point administrator, UK Power Networks will also:

- Provide contact information for essential site commissioning information.
- Provide contact information for return of UK Power Networks' meters from UK Power Networks' distribution systems.

3.3 Competent Persons

UK Legislation requires that all persons put to work on electrical equipment must be 'Competent Persons'. The nationally accepted definition related to work control is that:

“No person shall be engaged in any work activity where technical knowledge or experience or supervision is necessary to prevent a danger or where appropriate, injury, unless he possesses such knowledge or experience or is under such supervision as may be appropriate having regard to the nature of the work.”

The Meter Operator has a duty to its employees of ensuring their competence for particular tasks they may be instructed to undertake.

As the employing organisation it is the responsibility of the Meter Operator to assess competence of their own employees and sub-contractors, including initial and refresher assessments and any other form of validation and supervision that the Meter Operator deems necessary to ensure compliance with legislative requirements.

As UK Power Networks has no client responsibility for uncontracted Meter Operator organisations, no responsibility towards assessing the competence of meter operatives exists and undertaking such assessment and certification would increase UK Power Networks' liability in the area of assessing uncontracted third parties where such liability upon UK Power Networks need not exist.

The Meter Operator's prime client contractual relationship is with the contractually appointing electricity supplier. It is through the existence of a contract with an electricity supplier that a Meter Operator may undertake activities on UK Power Networks' distribution network. The responsibility for assuring competence of meter operatives and sub-contractors resides fully with the relevant Meter Operator and with their contracting electricity supplier client.

It is therefore UK Power Networks' policy that it will not assess or certify the competence of operatives of independent uncontracted Meter Operator organisations.

UK Power Networks does, however, fully reserve distribution network operator rights to suspend or prohibit any activities of registered Meter Operators and any other parties with legitimate rights/licence to work upon UK Power Networks' distribution system equipment and to eject such persons from site in such cases that dangerous activities, unacceptable condition of completed works or evidence of serious deficiency in competence are observed, assessed or reported by, or to, UK Power Networks. The implicated party(parties) will not be allowed to complete any further work on UK Power Networks' distribution systems unless exonerated by a formal inquiry undertaken jointly by UK Power Networks and the Meter Operator and / or following satisfactory further training / retraining and assessment to the satisfaction of UK Power Networks.

3.4 Access to UK Power Networks' Distribution Substations

Unsupervised access to UK Power Networks' Distribution Substations by parties not undertaking contracted works on behalf of UK Power Networks will not be granted under any circumstances.

Distribution keys shall not be issued to any party other than for the purposes of allowing a party to conduct distribution network activity being undertaken under contract to UK Power Networks.

Where access is required by the Meter Operator requests for supervised access should be made to UK Power Networks. The points of contact and telephone numbers are given in Appendix 1.

Where service termination and metering equipment are housed in customer buildings access should be made by arrangement with the customer, as controller of the premises, and with supervision provided by the customer as appropriate according to the nature of their property and their installation. In such cases UK Power Networks will generally not provide supervised access.

3.5 Reporting of Defects, Incidents and Dangerous Occurrences

Any equipment owned by UK Power Networks found to be defective, such as to present the possibility of danger or any part of the site or situations which are, or which might reasonably be, believed may become hazardous should be reported immediately by the Meter Operative. The points of contact and telephone numbers are given in Appendix 1.

A list of known defects on service termination equipment for which the Meter Operator should make their operatives aware is provided in Appendix 2. More specific asset type defects are advised separately via the MOCOPA secretary and the MOCOPA web site www.mocopa.org.uk.

In addition, it is also a requirement under relevant safety legislation to report accidents and dangerous occurrences to the relevant reporting authority and such accidents and dangerous occurrences that relate to UK Power Networks distribution systems must also be reported to UK Power Networks at the earliest possible opportunity. The points of contact and telephone numbers are given in Appendix 1.

3.6 Removal and Replacement of Cut-out Fuses

Where the work to be done on behalf of the appointed electricity supplier, by their registered meter operator, requires the removal and subsequent re-insertion of the main supply fuses then this may take place without reference to UK Power Networks, other than the requirement for any incident or accident to be reported immediately in accordance with Paragraph 3.5 above and for the Meter Operator to reseal all distribution service termination equipment in accordance with the Meter Operators' Code of Practice and relevant Elexon codes of practice.

The rating of any fuse inserted or re-inserted shall be that specified by UK Power Networks, typically upon the fuse carrier. The fuse size is chosen by UK Power Networks to both protect the distribution system and to enable the Customer's agreed level of import or export capacity to be utilised. Under **no** circumstances shall a Meter Operator alter the fuse size if their chosen metering system is not suitably rated to be placed into the circuit supplying the Customer unless expressly directed to do so on a site by site basis by UK Power Networks. The Meter Operator should abort the installation of the metering system and not Energise the premises and should advise the Customer to discuss with UK Power Networks alternative capacity and/or metering arrangements that would be compatible with their electricity requirements.

Where the Meter Operator intends to replace an existing whole current meter, for example rated at 160A, then the Meter Operator should not replace the existing meter with a lesser rated meter, typically 100A, without first establishing from UK Power Networks that the Customer's agreed import and export capacities can be safely delivered through a lesser rated replacement meter and where the existing required fuse size is greater not replacing the meter with a lesser rated meter without UK Power Networks first modifying its distribution system by controlled and authorised amendment to service fuse sizing on a site by site basis.

For the avoidance of doubt;

1. the insertion or reinsertion of a fuse into a cut-out controlling an Exit/Entry Point directly connected to UK Power Networks' distribution system that is of a different rating to that specified by UK Power Networks constitutes interference and is liable to lead to operational and safety impacts upon the customer for which the Meter Operator shall be held fully liable by UK Power Networks to the fullest extent possible under UK law, and
2. the insertion into a circuit by the Meter Operator of a meter that is rated at less than the rating of the controlling Cut-Out fuse represents a safety hazard with clear safety impacts for the Customer and the premises supplied by it, for which the Meter Operator will be liable under UK law.

Persons removing or replacing main supply fuses must:

- Be assessed and certified as competent by the Meter Operator
- Be appointed in writing to carry out this activity at the property concerned on behalf of the Meter Operator on behalf of their appointing supplier.
- Be in receipt of formal work instructions from, or arising from, instructions from the property's appointed electricity supplier to undertake activity that necessitates the operation of the main supply fuse.
- Comply with relevant UK Power Networks policies, including but not limited to Health and Safety.

3.7 Operation of UK Power Networks' Service Termination Switchgear/Isolators

Whilst the majority of UK Power Networks' service terminations are cut-out fused, there are other types of service termination at low voltage, high voltage and extra-high voltage that have switchgear or isolators as the exit point's means of energisation and de-energisation of the main current carrying electrical circuit to the customer's installation.

Where the meter operator is instructed to conduct works that require the de-energisation or re-energisation of an UK Power Networks service termination, whose isolation device for the main current carrying electrical circuit is a distributor locked switchgear or isolator, the meter operator should refer the request back to their supplier and not proceed with their works. The appointed electricity supplier must arrange for UK Power Networks to effect the de-energisation or energisation of service terminations with these types of isolation equipment.

3.8 Testing of customer electrical installations prior to connection or energisation

Where the work to be done by the Meter Operator, on behalf of the appointed electricity supplier, involves the connection, energisation, or re-energisation of customer's electrical installations the safety of the installation must be assured prior to such connection, energisation, or re-energisation.

Under regulation 25 of the Electricity Safety, Quality and Continuity Regulations 2002 (ESQC Regulations), UK Power Networks does not give consent to make or alter connections of customer installations where we have reasonable grounds that the customer's installation does not comply with the British Standard Requirements ¹ and the ESQC Regulations themselves.

Accordingly, UK Power Networks requires that all Appointed Electricity Suppliers and all appointed Meter Operators ensure, given the nature of installation being connected, energised or re-energised, that the installation is safe to connect and complies with the British Standard Requirements and the ESQC Regulations.

Where the Meter Operator is fitting or connecting an isolating switch on the installation side of the metering system, to enable a third party to later connect wires into the fitted isolator these items generally form part of the customer's electrical installation.

Accordingly, UK Power Networks requires that the Meter Operator shall ensure that the isolator switch and any further wiring which the Meter Operator elects to connect leaves the customer installation safe to be made live, and that may include being unearthed if the nature of the customer's installation does not require earthing at that time, and in all other respects complies with the British Standard Requirements and the ESQC Regulation 25.

The Meter Operator is not employed by UK Power Networks and the Meter Operator is solely liable for its acts or omissions in adequacy of checks or tests that they conduct or receive to be able to be confident of not causing danger when making the connected installation live from the Supplier's supply terminals.

Where customer's installations at the time of requested connection comprise a very limited extent of electrical lines and plant that has been demonstrated through tests and certificates to comply with British Standard Requirements and the installation does not need to be

¹ British Standard Requirements means the British Standard Requirements for Electrical Installations BS 7671 : [2008 IEE Wiring Regulations 17th Edition (ISBN 978-0-86341-844-0)] as incorporated in the Electricity Safety, Quality and Continuity Regulations 2002 by the Electricity Safety, Quality and Continuity (Amendment) Regulations 2009 (SI 2009/639);

earthed, then connection of the electrical installation can be made without the customer installation being earthed. For example, where a customer's initial installation comprises;

1. a double pole double insulated isolator with tails, provided by either the customer or the Meter Operator, ready for connection to the metering system, and
2. a customer earth block already connected to the UK Power Networks' PME terminal by UK Power Networks (or the installation does not require any customer earth conductor to be made before energisation of the supply), or
3. a double pole double insulated isolator with tails, provided by either the customer or the Meter Operator, ready for connection to the metering system and a customer earth wire and earth block provided by the customer or optionally by the Meter Operator, then

if the extent of the customer's installation to be made live complies with British Standard Requirements, then connection ought not be refused.

For the avoidance of doubt UK Power Networks' PME system ends at the neutral termination within UK Power Networks cut-out. Any earth conductor and/or earth block connected to it, whether installed by UK Power Networks or another party, will not be under the ownership of UK Power Networks, whether delivered before or after the installation of a metering system or the making live of the supply.

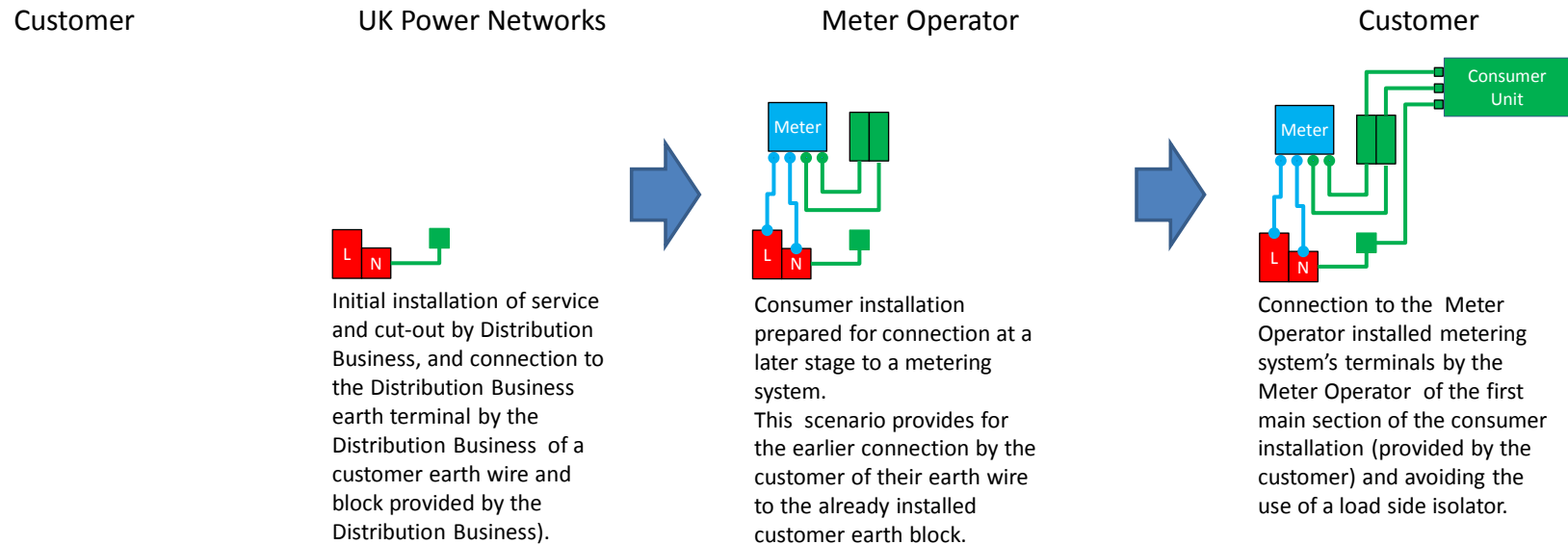
The following three diagrams illustrate typical installation sequencing of Distribution Business works, Meter Operator works and final Customer works.

Distribution Business Information for Meter Operators

Scenario 1 - Installation of and Connection of Customer earth wire and earth block by UK Power Networks.

This is UK Power Networks current default service provision.

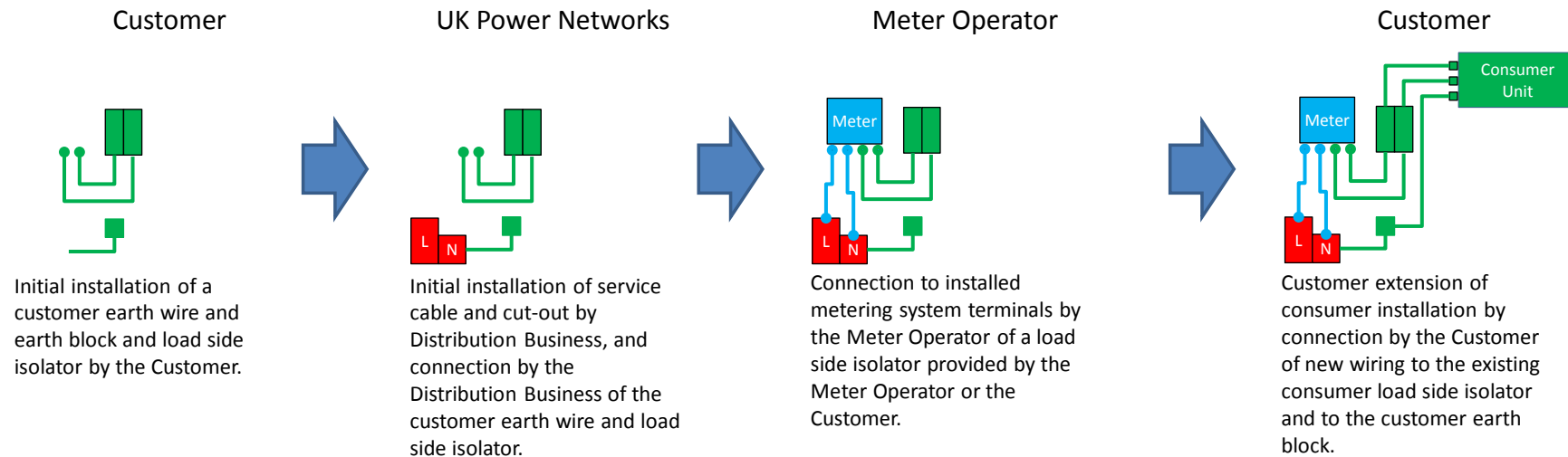
This arrangement overcomes deficiencies in method of connection of the Customer by various Meter Operators, installing only a load side isolator and no Customer earth wire and earth block, which would otherwise leave the Customer, under our approach to prohibiting uncontrolled parties access to our equipment, without an approved means of making the connection of the remainder of their Customer earthing system. UK Power Networks install the Customer earth wire and earth block for ongoing ownership by the Customer, and UK Power Networks connect it to UK Power Networks neutral earth terminal.



Distribution Business Information for Meter Operators

Scenario 2 - Provision of Customer earth wire and earth block and load side isolator by the Customer.

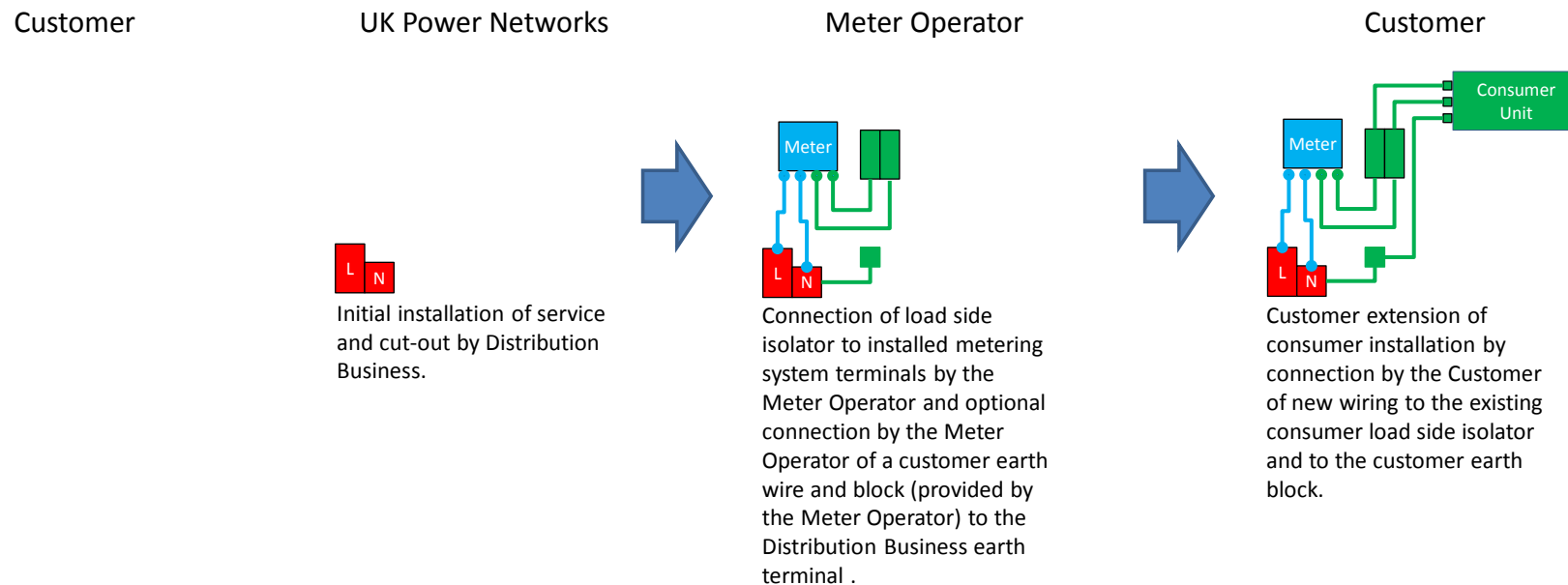
Under this scenario UK Power Network would connect the pre-installed Customer earth wire in preparation for the later installation of the complete Consumer Installation.



Distribution Business Information for Meter Operators

Scenario 3 - Installation of customer earth wire and earth block and load side isolator by the Meter Operator.

Whilst we stress that in accordance with MOCOPA there is no obligation upon the Meter Operator to provide a Customer earth wire or Customer earth block or to make the connection of the Customer earth wire to the Distribution Business' neutral earth terminal, this remains a valid commercial customer service option that is beneficial to the Customer.



Following the Meter Operator's connection of a customer's electrical installation demonstrated to be compliant with the ESQC Regulation 25 the liability for subsequent modifications to the customer's installation resides fully with the customer. It is the customer's responsibility to liaise with their appointed electricity supplier and electricity distribution company if they plan to make changes to their electrical installation which are likely to affect, or exceed, the customer's previously agreed requirements of the distribution system or metering equipment. They must liaise with the relevant parties before any such material changes to their electrical installation are made.

4 TECHNICAL

4.1 Meter Operator Equipment Attachment

The Meter Operator's meters and associated equipment must not obstruct or restrict access to UK Power Networks' distribution equipment, or be attached to it without the prior written agreement of UK Power Networks.

The Meter Operator's meters must not be fixed upon UK Power Networks' equipment or property, such as metering panels, without the prior written agreement of UK Power Networks.

For the avoidance of doubt 'meter boards' are the property of the occupier and, unless ownership is declared by UK Power Networks, no permission would be required from UK Power Networks for the appointed Meter Operator to fit meters upon the meter board. The occupier provides meter boards with the intent to house both distribution and metering assets and consent is implicitly given for the fitting of such assets as a precondition of enabling a supply of electricity to be provided.

It is the responsibility of individual Meter Operators and/or their contractors, to satisfy themselves as to the wiring arrangements at any particular location, to ascertain the nature of the connections at the site and act accordingly. UK Power Networks does not accept any liability whatsoever for independent Meter Operators' actions on site and the Meter Operator and / or their contractors must bear entire responsibility in all respects.

4.2 Service Termination Access – Meter Operator Obligations

The Meter Operator shall not allow, nor do anything so as to allow, any third party access to the distributor's equipment, including, not exhaustively service fuse cut-outs, service isolator switches, multi-way service distribution panels and any associated distribution service termination equipment and conductors.

Where the Meter Operator is fitting an isolating switch on the installation side of the metering system, whereby a third party may connect wires into the fitted isolator, the Meter Operator shall ensure that all appropriate arrangements are made, including fitting a customer accessible PME terminal block to the distributor's neutral terminal, such that the third party can perform all his work without touching the distributor's equipment. The Meter Operator will have responsibility for any such occurrence unless the supplier has otherwise accepted it. Where the Meter Operator fits customer accessible isolating switches, or customer accessible PME terminal blocks, he shall leave a clear safety notice or label with the equipment describing the state in which it has been left.

4.3 Communications Links

Any equipment which is required to be installed by the Meter Operator for communications must be installed in a proper manner and not obstruct or restrict access to UK Power Networks' equipment or the customer's installation.

Under no circumstances shall UK Power Networks' equipment or communications links, if present, be disconnected without permission. Any resultant costs incurred by UK Power Networks from such unauthorised disconnections will be charged to the party responsible for the disconnection.

Under no circumstances shall UK Power Networks' communication links be utilised by a Meter Operator without prior written agreement of UK Power Networks.

In all circumstances, where an existing communication link is not owned by UK Power Networks, the Meter Operator should gain prior written agreement from the owner if utilisation of that communications link is desired.

Where a radio/wireless communication system needs to be fitted to a substation, the position is to be agreed with the owner of the substation prior to installation. The fitting of radio/wireless communication systems and associated cabling must be carried out with care to ensure that it does not impair the building structure or weatherproofing or proper functioning of existing distribution equipment or metering equipment in any way whatsoever.

5 COMMERCIAL

5.1 Removed Meters

Any of UK Power Networks Energy's meters or other equipment removed from site shall be returned to us within 30 days of its removal. Removed meters/equipment shall be transported in a way that avoids interference or damage and can be returned to the address given in Appendix 1. Meter Operators should contact UK Power Networks by telephone before making arrangements to return any meters/equipment. The meters/equipment should be clearly marked with the name and address of the site from which they were removed.

Returned meters should be accompanied by a listing of the serial numbers so returned, preferably in electronic format (MS Excel). Please provide details of the number of meters and pallets to be supplied in each delivery and details of delivery company vehicle to be used. We have forklifts on site to assist in unloading.

PROVISION OF INFORMATION

The Meter Operator shall send all relevant data flows in accordance with the MRA End to End diagrams within 10 working days.

Wherever one of UK Power Networks' meters is installed or removed, or if the Supplier or Meter Operator at a premises containing one of UK Power Networks' meters changes, the Meter Operator shall inform UK Power Networks (as MAP) using the relevant Data Flows, including the D0303. Wherever the Meter Operator fits a meter at a premises, the Meter Operator shall send the relevant Data Flows to UK Power Networks (as distributor), including the D0304.

5.2 Charges

Where a Meter Operator requests the attendance of UK Power Networks staff to provide technical support or assistance then a charge of £30 per hour, or part thereof, will be made, subject to a minimum charge of £60.

5.3 Site-Specific Information

Site-specific information will be provided only where the request for information is received by Data Flow D0170.

The information will be provided using Data Flow D0215.

5.4 Essential Commissioning Information and Certificate of Completion

This information should be sent to the address given in Appendix 1 within 5 working days after completion of any metering installation.

APPENDIX 1 – CONTACT DETAILS

Network control & management

1.1 Urgent problems to report

<ul style="list-style-type: none"> • Reporting of Defects, Hazards or other Operational and Safety Problems that are inherently dangerous and require immediate rectification specifically for safety reasons. <p>Where the problem's urgency requires, an immediate phone call should be made to the following numbers. Where supplementary information such as mobile phone camera photographs need to be communicated the email to be used should be agreed during the phone call.</p>	
Eastern Power Networks Plc East of England	Emergency Number 0203 282 0604
London Power Networks Plc London area	
South Eastern Power Networks Plc Southeast of England	

1.2 Non-Urgent problems to report

<ul style="list-style-type: none"> • Reporting of Operational Problems that are not inherently dangerous but result in inability of Meter Operator to carry out a Meter Operator activity. • Requesting supervised access to distribution operational property/building which houses metering equipment. • Requesting supervised access to shared customer / distribution areas which houses metering equipment to undertake metering works where independent customer access arrangements do not exist. <p>Where the problem is not immediately urgent all reports should be reported as a 'category 'B' or 'C' D0135 flow as the nature of the problem requires, and when time allows. Where supplementary information such as mobile phone camera photographs need to be communicated the email address below is to be used.</p>	
Eastern Power Networks Plc East of England	SmartmeteringInterventionsD0135SupportEPN@ukpowernetworks.co.uk
London Power Networks Plc London area	SmartmeteringInterventionsD0135SupportLPN@ukpowernetworks.co.uk
South Eastern Power Networks Plc Southeast of England	SmartmeteringInterventionsD0135SupportSPN@ukpowernetworks.co.uk

1.3 Meter Box damage reporting

Reporting of damaged Meter Boxes <u>only</u>.	
Eastern Power Networks Plc East of England	08456 014 516 *
London Power Networks Plc London area	08452 340 040 *
South Eastern Power Networks Plc Southeast of England	08456 014 516 *
* Meter boxes are customer owned fixtures to their premises. Repairs or replacement conducted by UK Power Networks may be subject to charges.	

1.4 Network Safety Advice Contacts

Contacts for the provision of general distribution safety advice	
Eastern Power Networks Plc East of England	Correspondence Address; Senior Safety Advisor UK Power Networks (Operations) Limited Newington House 237 Southwark Bridge Road London SE1 6NP
London Power Networks Plc London area	
South Eastern Power Networks Plc Southeast of England	

1.5 Distributor Site Information Flow

Site Specific Information - Only by Data Flow D0170
Correspondence Address Income Services UK Power Networks Energy House, Hazelwick Avenue Three Bridges, Crawley, RH10 1EX

1.6 Distributor meter point information

Eastern Power Networks Plc East of England	Correspondence Address; Income Services UK Power Networks Energy House, Hazelwick Avenue Three Bridges, Crawley, RH10 1EX
London Power Networks Plc London area	
South Eastern Power Networks Plc Southeast of England	

1.7 Distributor meter point information

Essential Commissioning Information	
Eastern Power Networks Plc East of England	<p><u>Half-Hourly</u> registered sites Use Data Flow D0268</p> <p><u>Non-Half-Hourly</u> registered sites Use Data Flow D0150</p>
London Power Networks Plc London area	
South Eastern Power Networks Plc Southeast of England	

1.8 Illegal Connections and Rogue Services to report

Eastern Power Networks Plc East of England	<p>Send request by email to;</p> <p>service.integrity@ukpowernetworks.co.uk</p> <p>0800 587 2262</p>
London Power Networks Plc London area	
South Eastern Power Networks Plc Southeast of England	

1.9 Return of UK Power Networks' meters

<p>Eastern Power Networks Plc serving the East of England</p> <p><u>Only</u> where labelled;</p> <p>'EASTERN' 'EDF ENERGY NETWORKS' 'EEB' 'EPN' 'EPN DISTRIBUTION LTD'</p>	<p>Delivery Address UK Power Networks Unit 16 and 17 Childerditch Industrial Estate Childerditch Hall Drive Little Warley Essex CM13 3HD</p> <p>Tel 01277 811823 during working hours only 09:00 – 17:00</p> <p>Arranging deliveries Contact Names and e-mail addresses</p> <p>Dan Burnett Email: Daniel.Burnet@cevalogistics.com</p> <p>Mark Seaby Email: Mark.Seaby@Cevalogistics.com</p>
<p>London Power Networks Plc serving the London area</p> <p><u>Only</u> where labelled;</p> <p>'EDF ENERGY NETWORKS' 'LE' 'LEB' 'LE GROUP' 'LPN'</p>	
<p>South Eastern Power Networks Plc serving the Southeast of England</p> <p><u>Only</u> where labelled;</p> <p>'EDF Energy Networks' 'SEEB' 'SEEBOARD' 'SPN'</p>	

APPENDIX 2 – KNOWN SERVICE TERMINATION/METERING SYSTEM DEFECTS

2.1 Safety related defects on UK Power Networks’ service terminal equipment

These notes are to assist Meter Operators to identify defects associated with UK Power Networks’ service terminal equipment.

Below are some examples of cut-out and service cable defects that MUST be reported. This list is not extensive and any defect that may put the public, operator’s staff or equipment at risk, whether listed in this Appendix 2 or not, MUST be reported. Urgent faults should be reported as soon as reasonably possible.

Some examples of defects	Report to:
Reverse Polarity at the cut-out (i.e. Phase Voltage with respect to ground on the neutral terminal of the cut-out)	UK Power Networks in accordance with Appendix 1
High Earth Loop Impedance	
Hot service cable or cut-out (or any signs of overheating or burning)	
A report from a customer that they are experience flickering lights.	
Loose connection(s)(which may or may not be caused by working on/moving any part of the service or metering equipment)	
Damaged cut-out	
Exposed service cable conductors	
Fuse holder jammed in cut-out	
Rewireable fuse type cut-out (all sizes)	
Link or any type of fuse in cut-out neutral	
Leaking bitumen from cut-out	

APPENDIX 3 – SERVICE EQUIPMENT RISK ASSESSMENTS

Risk assessments will be listed in this Appendix where:

- relevant to Meter Operator activities and,
- where the nature of the activity given the nature of the specific equipment and the resultant magnitude or nature of risk are such that formal documentation and communication of such risks are necessary, or,
- where recommended safe working methods are materially different or more onerous than normal nominal work method utilised by distribution and meter operator staff in conducting actual work or operation on similar electrical equipment in a healthy state, such that formal documentation and communication of such work methods are necessary.