INFORMATION FOR METER OPERATORS

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1. Introduction

This document constitutes the Distribution Business Information for Grid Line Power Networks Ltd, in accordance the Meter Operator Code of Practice Agreement (MOCOPA).

Gridline Power Networks Ltd (GLPN) is an Independent Distribution Network Operator (IDNO) and holds a distribution licence under the Electricity Act 1989. GLPN's registered meter point administration numbers (MPANs) have the prefix 52.

2. General Arrangements

All Meter Operators must be a signatory to, and comply with, the Meter Operator Code of Practice Agreement (MOCOPA). They must be accredited within the areas in which they operate.

All Meter Operators who wish to work on GLPNs' distribution systems shall hold a valid registration certificate and must be a signatory to the MOCOPA before undertaking any works within GLPNs' distribution systems.

All Meter Operators shall be deemed to have agreed to work to this document if they undertake work on GLPNs' network. They are responsible for the application for any contractors they employ, and both they and their contractors must comply with the Health and Safety at Work etc. Act 1974 and all subordinate and associated legislation.

Meter Operators are required to provide the following information to GLPN in accordance with the Meter Operator Code of Practice prior to commencement of activities within GLPNs' distribution systems:

10 working days before commencement of first works:

- Copy of Meter Operator License
- Copy of Insurance Certificate
- Safety contact name, address and telephone number.

5 working days of the installation of a new meter:

- Full commissioning details as specified in the Code of Practice.

3. Operational and Safety Matters

The Meter Operator shall comply with the General Operational and safety considerations as detailed in Appendix 6 of the MOCOPA.

All contact numbers for GLPN are listed in Appendix 1 of this document and on the MOCOPA website.

Accidents which happen whilst working on GLPN equipment must be reported as soon as possible and without delay. This requirement is extended to the reporting of incidents, dangerous occurrences and defective equipment.

Where necessary the Meter Operative shall shroud any exposed terminals during work to prevent accidental contact. Also, the Meter Operative must ensure that all exposed live terminals are in a safe

condition should they leave the work position unattended, and all permanent covers replaced and seals applied on completion of work.

All dangerous occurrences, damaged equipment, faulty equipment (inclusive of suspected fault

equipment) shall be reported immediately to GLPN on 0808 196 2603.

Removal of cut-out fuses prior to work or insertion after work shall only be carried out by persons specifically authorised for these activities by Grid Line Power Networks.

When access is required to a GLPN-owned distribution substation, a request for access and accompaniment shall be made to GLPN (contact details provided in Appendix 1, and on the MOCOPA website).

Access to distribution business metering panels and cubicles shall be restricted to those meter operatives who have been specifically authorised for this purpose and issued with the appropriate authorisation. Where exposed conductors are encountered, and they cannot be proved dead (not live), advice shall be sought from GLPN via contact details provided in Appendix 1.

Any indication of tampering with the supply shall immediately be reported to GLPN via contact details provided in Appendix 1.

4. Technical

Before work commences the Meter Operator shall ensure all relevant CTs are shorted and voltage transformer supplies are isolated.

For details of CT and VT limits of error to be applied, please contact GLPN.

Approved Meter Operatives may remove seals from GLPNs' distribution equipment to facilitate the changing of meters. All equipment is to be re-sealed on completion of the work and all seals disposed of adequately and in such a way as to prevent reuse.

Tampering, suspected interference or missing seals should be reported to GLPN via contact details provided in Appendix 1.

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 GLPN's equipment or the customer's installation. Under no circumstances shall Grid Line Power Networks' equipment or communications links, if present, be disconnected without permission.

Any resultant costs incurred by GLPN from such unauthorised disconnections will be charged to the party responsible for the disconnection.

Under no circumstances shall GLPNs' communication links be utilised by a Meter Operator without prior written agreement of GLPN.

In all circumstances, where an existing communication link is not owned by GLPN, 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

Where GLPN metering and timing devices are removed, the meter operator shall return the items at no cost to GLPN within 15 days or as otherwise agreed between the Supplier and GLPN.

Where a GLPN meter is being replaced by another, any associated timing device should be removed and returned.

Where the Meter Operator requires a member of GLPN staff to attend site, a charge may be levied. A minimum charge shall be made for all site visits.

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.

Reporting of technical or condition issues associated with Distribution Network Operators equipment shall follow the information provided within the current edition of the MOCOPA Guidance for Service Termination Issue Reporting. This Guide is intended to support meter operatives in making a correct diagnosis, give direction on the actions meter operatives should take, and help meter operatives to determine the most appropriate asset condition code for reporting purposes.

All commissioning information and certificate of competition shall be sent via Data Flow D0383 and/or to the contact details provided in Appendix 1.

Appendix 1 – Contact Details

Urgent issues to report

Reporting of defects, hazards or other operational and safety problems which are inherently dangerous and require immediate rectification specifically for safety reasons – e.g. category A codes within the 'MOCOPA Guidance for Service Termination Issue Reporting'.

Where the urgency of the problem requires, an immediate phone call should be made to:

Emergency Number 105

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.

Non-urgent issues / information to report

Category B and C codes within the 'MOCOPA Guidance for Service Termination Issue Reporting' - situations in which the issue prevents the metering work being carried out or is service termination equipment information. These should be reported using the standard D0135 dataflow.

Non-Urgent problems to report

- Reporting of Operational Problems that are not inherently dangerous but result in the inability of the 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.

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:

Email: connections@glpn.co.uk Other issues to report Telephone: 0808 196 2603 (working hours 08:30 – 17:00)