Issue History

This is a Reference document. The current version is held on the LENL Document Library.
It is your responsibility to ensure you work to the latest version this document.

Date	Issue	Author(s)	Details
May 2017	1.0	Dave Ball	First version of the document that provides additional information to meter operators than that contained in LENL's DBI
February 2019	1.1	Dave Ball	Name change only from PENL to LENL
August 2019	1.2	Dave Ball	Updated contact details
August 2020	1.3	Dave Ball	Updated contact details
October 2025	1.4	John Wood	Updated contact details

Issue Authority

Author(s)	LENL Owner	LENL Approver
Name: Dave Ball Paul Tasker **Signature:** **Title:** Engineering Consultants	**Name:** Stuart Booth **Signature:** **Title:** Head of Asset Management	**Name:** Brian Loft **Signature:** **Title:** Director of Operations **Approved Date: October 2025**

LENL Information for Meter Operators

Additional information for Meter Operators not provided in LENL Distribution Business Information document

Leep Electricity Networks Limited
Version 1.4 October 2025

1. INTRODUCTION

This document provides information for Meter Operators working upon Peel Electricity Networks Ltd electrical distribution networks, which they operate as an Independent Distribution Network Operator. This document should be always used in conjunction with the Meter Operator Code of Practice Agreement (MOCOPA).

It is the responsibility of Meter Operators to comply with the Meter Operators Code of Practice Agreement and to ensure that their Operatives are aware of the requirements of relevant legislation. Operatives shall act in such a way as to secure the safety of themselves and others.

1.1 Contacts

A list of contact addresses and phone numbers are listed in Appendix 1.

1.2 Operational Safety Policy and Practices

Meter Operating Companies must:

- Be members of the Association of Meter Operators
- Be signatories to the Meter Operators Code of Practice Agreement

Meter Installers:

- Be trained and competent and be able to demonstrate compliance with the Smart Metering Installation Code of Practice.
- Be registered to install Smart Meters (Electricity) with Energy & Utilities Skills.

For Meter Operators who cannot meet the above criteria then the following authorisation process must be complied with.

It is LENL policy that all work on or adjacent to the LENL System be carried out in accordance with the LENL Safety Rules.

The general procedure for authorisation consists of a request being submitted to LENL for authorisation. LENL's Authorising Officer will then assess the request and verify the following:

- Adequacy of training
- Experience
- Technical knowledge

Where Meter Operators have adequately demonstrated to LENL's Authorising officer they will be authorised to remove and replace cut-out fuses and work on isolated metering equipment. Meter operatives shall not be authorised to carry out live meter changes.

Requests for authorisation must be made to LENL at the address given in Appendix 1.

The LENL Request for Authorisation Form is found in Appendix 2

1.3 Reporting of Incidents, Accidents and Dangerous Occurrences or Defects, Evidence of Tampering

A list of points of contact is given in Appendix 1.

1.4 Insertion and Removal of Cut-out Fuses

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 LENL.

This authorisation will normally include permission to short circuit CTs via a test block and remove/ replace voltage (potential) metering panel fuses.

Note: SMICOP authorisation to remove cut-out (service) fuses does not include permission to short circuit CTs via a test block and remove/replace voltage (potential) metering panel fuses.

1.5 Access to Substations

When access is required to a LENL owned distribution substation a request for accompaniment shall be made to the LENL service desk. See Appendix 1 for LENL contact details. Further details can be found in Appendix 3.

1.6 Access to Metering Panels and Cubicles

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 keys. If on opening a panel door exposed conductors are encountered which cannot be proved not Live and, taking account of the work to be carried out, are so near that danger may arise, advice shall be sought from LENL before work continues. See Appendix 1 for LENL contact details.

1.7 LENL Operational and Safety Considerations to adopt at the LENL/ MOCOPA Operator Interface

Appendix 3 provides details of the arrangements that LENL will be employed between LENL and the MOCOPA Operator at the interface of their respective equipment.

2. TECHNICAL

2.1 CT/VT Connections

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 LENL (see Appendix 1).

2.2 Security Seals

Seals may be removed from network equipment to allow the metering equipment to be changed. The following sealing points may be encountered on site:

- ☐ Meter case
- ☐ Meter terminal cover
- ☐ Panel to wall
- ☐ Test terminal block
- ☐ Fuse carriers and links
- ☐ Data collection outstations
- ☐ Meter cubicles
- ☐ Multicore termination boxes
- ☐ Load control boxes
- ☐ Voltage transformer distribution points
- ☐ Cut-out
- ☐ Reset devices
- ☐ Spreader boxes (two feeder sites)

- Security covers
- Section Boards
- Time-switches
- Tele-switches
- Isolator switches
- RCDs

Any seals removed during installation of metering equipment shall be replaced by the Meter Operator. All broken or damaged seals shall be removed from site and the site left in a tidy manner.

If the distribution business metering equipment shows signs of interference then the Meter Operator shall report the details immediately to LENL (see Appendix 1).

2.3 Impulses

If a customer who has been receiving impulses from LENL appoints a Meter Operator it shall be assumed the customer has made alternative arrangements to receive these impulses.

Any work carried out on metering equipment connected to the LENL distribution system shall be in accordance with standards set out in Pool & Settlement Agreement Code of Practice 4 (P&SA CoP4).

2.4 Communications Link

Antennae and Communication Equipment installed by Meter Operators within or on LENL Substations shall not impair the building structure or integrity, nor shall it impair the normal operation of LENL equipment or in any way compromise safety.

2.5 Auditing of Installations

LENL shall undertake appropriate audits of metering installations and when a Meter Operator's installation is considered to be unsafe and requires immediate action, the cost shall be re- charged to the Meter Operator. Defects not requiring immediate action shall in the first instance be reported to the Meter Operator.

3. COMMERCIAL

3.1 Use of Existing Panels or Cubicles

Meter Operators may mount their meters on the doors of LENL owned metering panels or cubicles provided:

(a) Access to distribution business equipment is not infringed

(b) Any holes left by the removal of metering equipment are blanked off

(c) Removed metering equipment belonging to the LENL is returned in accordance with Section 3.2 below.

(d) On completion of work the panels or cubicles are left in a safe and secure condition.

All appropriate sections of MOCOPA Code of Practice, and the relevant LENL Safety Rules and Smart Meter Installation Code of Practice shall be followed for all sites.

3.2 Removed Meters

Removed metering equipment belonging to the LENL shall be returned within 5 working days of removal to LENL or other arrangements can be made with LENL by prior arrangement. Contact numbers and addresses for return are listed in Appendix 1. Equipment shall be protected from damage at all times and must be returned in the same condition as found on site. Equipment shall be labelled with the name, address and MPAN of the site from which it was removed.

3.3 Charges

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

3.4 Site Specific Information

Reporting of technical or condition issues associated with LENL's 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.

If you come across a dangerous situation involving LENL's equipment that is not covered here, telephone LENL immediately (see Appendix 1).

The reporting codes are categorised as follows:

A. **Emergency Codes** – a situation in which LENL equipment does (or is likely to) pose a danger, including danger of death of or injury to persons and/or danger of damage to or destruction of property. You must report these issues immediately to LENL by telephone, whilst you are on Site.

B. **Remedial Work Codes** – a situation in which the condition of the LENL equipment generally prevents metering work from being carried out or prevents a meter from being exchanged but where the situation is not a Category A issue. You must stop work, make the Site safe, and report these issues to the LENL using the data flow process.

C. **Asset Condition Codes** – a characteristic of the LENL equipment that is neither a Category A issue nor a Category B issue. Report these characteristics to the LENL using the data flow process. It is not generally necessary to inform the customer of an Asset Condition Code reported as this may create an unreasonable expectation of LENL intervention.

The Data Transfer Catalogue contains the definitive list of codes. Changes to codes and their descriptions can only occur through the Data Transfer Catalogue (DTC) change proposal governance. The data flows and business processes relating to the codes in this Guide are D0126 and D0135, which are explained in the MOCOPA document '*Guideline for Service Termination Asset Reporting - by telephone and the use of D0126 & D0135'*.

The Meter Operator shall provide essential commissioning information to meet the requirements of COP4 to the distribution business and supplier within 5 working days of the meter being installed. Contact numbers and addresses are listed in Appendix 1.

Appendix 1 – Contact Numbers and Addresses

Issue	Contact number (and name)	e-mail address and additional information
Urgent issues	LENL 24/7 emergency call number: 0345 122 6786	LENL@leeputilities.co.uk
CT/VT test / commission documents and commission assistance	LENL General enquiry number: 0345 122 6786	LENL@leeputilities.co.uk Please provide: MPAN; Address – to verify MPAN; Nature of request i.e. CT/VT documents or commission assistance; Supply voltage; CT ratio; Requestor name, Company, Tel number; & E-mail address - for return correspondence.
Revenue protection issues	LENL General enquiry number: 0345 122 6786	LENL@leeputilities.co.uk
System authorisation and training	LENL General enquiry number: 0345 122 6786	LENL@leeputilities.co.uk
Network safety advice / safety bulletins	LENL Head of Operations 0345 122 6786	LENL@leeputilities.co.uk
Distributor meter point information	LENL General enquiry number: 0345 122 6786	LENL@leeputilities.co.uk
General enquiries	LENL General enquiry number: 0345 122 6786	LENL@leeputilities.co.uk
Return of LENL meters	LENL General enquiry number: 0345 122 6786	LENL@leeputilities.co.uk

Appendix 2 – Authorisation Request Form

LENL Request for Authorisation

SECTION 1 - NOMINATION
Details of Nominee

Name (in full): _____

Ni Number _____

Company: _____

Employed as _____ _____

I confirm that the above person is competent to carry out the work indicated below:

Description of work individual is to be Authorised for:

The following documents have been provided to support this request:

(a) Training Records and certificates — Yes/No

(b) CV detailing experience — Yes/No

(c) Copies of current Authorisations with other DNOs and IDNOs — Yes/No

(d) Copies of previous Authorisations held — Yes/No

(e) Copy of valid First Aid Certificate — Yes/No

Voltage	Authorisation Required
LV	
6.6/11kV	
33 kV	

I confirm that the above person has sufficient technical knowledge and experience to avoid danger; is conversant with Section 7of the Health and Safety at Work Act 1974 and the requirements of the Electricity at Work Regulations 1989; is over the age of 18 and is a fit and proper person to undertake the duties detailed on this form and the activities will be regularly undertaken

Signed:_____(Nominating Manager)

Date: _____

APPENDIX 3 - LENL Operational and Safety Considerations at The Distribution Business/ MOCOPA® Operator Interface

This Appendix describes the operational and safety requirements that apply to work activities on or near those parts of LENL's System where a MOCOPA® Operator is likely to be working.

These requirements have been specified to enable LENL to minimise, to an acceptable level the "duty of care", that we have to give a MOCOPA® Operator who wishes to install, operate and maintain meters in accordance with MOCOPA.

LENL's preferred approach is that the Meter Operator will train their employees and contractors to meet the competency requirements appropriate for operation of Low Voltage fuses.

Where a Meter Operator requires entrance to a LENL substations, LENL will provide a competent person to accompany their operative(s).

Inspection and reporting of unsatisfactory apparatus

Whilst LENL endeavour to maintain all their apparatus in a satisfactory condition, circumstances will arise where apparatus has been damaged or has faulted without LENL being immediately aware.

It is important that the person responsible for work on or near any LENL apparatus follow the simple steps to ensure their safety:

- makes a visual inspection of the apparatus,
- check if there are any smells of burnt insulation,
- check if there are signs of melted compound
- listen for the sounds that indicate electrical discharge

If any apparatus is found to be in an unsatisfactory condition LENL must be contacted immediately.

If the apparatus is unsafe the work shall be suspended until LENL can provide a representative to attend and rectify the problem.

Contact details for how to get in touch with LENL are given in Appendix 1 of this document

Work in proximity to service terminations

LENL service termination apparatus is usually designed to withstand inadvertent contact by persons who are working near to it.

Operatives must undertake a risk assessment prior to commencing work to ensure the work they are undertaking is done in a safe manner. Special care should be taken where sharp tools such as electric drills and the like, are being used in close proximity to live LENL equipment. In these circumstances the risk assessment may deem it necessary to place temporary, additional mechanical protection between the point of work and the Live LENL apparatus to prevent the sharp tool from piercing the insulation/screening of the apparatus.

If, upon assessing the risks that might arise from conducting works, the MOCOPA Operator considers that there is a higher than normal risk of disturbing LENL and/or the Customer's Equipment (and terminations) then the MOCOPA® Operator must consider what preventative measures (e.g. cable clips) or reactive measures (retightening terminations) would be necessary to reduce risks arising from their intended works and leave open the option to not conduct the works until further advice is sought from LENL or the Customer as is required in the circumstances.

Removal of covers

Persons responsible for Site safety should be aware that access covers, doors etc. on LENL apparatus may not be specifically marked with notices warning that removal of the cover, door etc. may allow access to bare live conductors. Any person who removes any cover, door etc. must treat all exposed conductors as live until proved not live. Before any work takes place all appropriate precautions must be taken to prevent danger of shock and injury, from arc energy associated with a short circuit.

Any covers which are removed shall be properly replaced on completion of the work. The work area must not be left unattended whilst any covers are removed.

Removal and replacement of cut-out fuses

When working on LENL's Low Voltage system control procedure may allow the removal or replacement of LV cut-out fuses to take place without reference to LENL's control other than the requirement to report immediately any incident/accident (see below).

Persons removing or replacing cut-out fuses must be competent to recognise which LV fuse gear can be safely operated using the correct protective personal equipment. Persons must also be competent to recognise if an incorrect type of fuse is in place or if any interphase insulating barriers are missing. It is expected that the LENL will attend in these circumstances.

Where work is to be carried out at a location remote from an appropriate point of isolation a "caution notice" (in the form agreed with the LENL) shall be placed at the point of isolation whilst the fuses are removed and work/testing is being carried out.

After the LV fuses have been replaced, a check shall be made that supply has been properly re-established, i.e. a fuse has not failed through being mechanically disturbed (e.g. if dropped on the floor). LENL may agree to provide a MOCOPA® Operator with spare fuses and fuse holders. All requests should be made to LENL via the contact details provided in Appendix 1.

Cut-out fuses shall be properly tightened and covers/seals correctly re-applied.

Access to LENL substations

In the case of a joint access LENL/Customer substation, the Customer will provide access to the substation for the MOCOPA® Operator.

Where joint access to a LENL substation is required, suitable dual locking may be agreed between the LENL and the MOCOPA® Operator.

In the unlikely evet that a access is required to a LENL owned substation. The MOCOPA® Operator will need to contact LENL to make suitable arrangements for LENL's staff to provide supervised access to the substation. See Section 1.5 of this document for details.

Any person with authority to enter a LENL substation shall do so with caution and shall:

1. (i) look out, particularly at night, for temporary obstructions and excavations due to work in progress and also for any reduced electrical clearances due to damaged or broken conductors;
2. (ii) note the emergency exits;
3. (iii) examine the exterior of any apparatus being worked on and associated buildings for any signs of damage by vandalism, fire, explosion or electrical breakdown and report the existence of any of these to LENL using contact details in Appendix 1;
4. (iv) listen for any unusual noise coming from transformers, switchgear, cable terminations, overhead connections or any other apparatus;
5. (v) make a point of sniffing the air inside the substation building for any smell of damaged insulation, overheating vapour or gas or other evidence of damage to apparatus or danger;
6. (vi) refrain from switching on lights, operating any electrical equipment, using the telephone, smoking or causing any form of ignition until satisfied that no gas or flammable vapour is present; and

7. (vii) if the presence of gas or other flammable vapour is suspected, ventilate the substation by opening as many doors as possible without entering the building. LENL must be immediately notified using contact details in Appendix 1.

Access to fire protected zones

The following action shall be taken before access to work, or other activities are carried out in any enclosure protected by automatic fire extinguishing equipment:

1. (i) precautions shall be taken to render the automatic control inoperative. The equipment shall be left on hand control and a caution notice (in the form agreed with LENL) fitted. The conditions under which automatic control may be restored shall be noted on any written work instructions used; and
2. (ii) the automatic control shall be restored immediately after the persons engaged on the work or other activity have withdrawn from the protected enclosure.

NOTE: Appropriate warning notices should be provided by the Site owner on all fire protected areas, but they may have been removed/obscured by vandalism.

Work where exposed live Low Voltage conductors are present

If work or other activity is to be carried out in the vicinity of exposed LV conductors, suitable screening to prevent danger shall be installed by the MOCOPA® Operator between the work area and the exposed LV conductors. The screening/barrier will need to be adequate to prevent mechanical as well as electrical contact.

Reporting of incidents/accidents/specified events

If work being carried out by a MOCOPA® Operator affects LENL's apparatus such that the safe and secure operation of the LENLs System is or may be put at risk, LENL must be immediately notified using contact details in Appendix 1.

Access/operational restrictions

If a LENL has to place an access/operational restriction on any of its Distribution System apparatus or premises, such that it affects a MOCOPA® Operator, LENL notify the MOCOPA® Operator in accordance with Appendix 2 of the MOCOPA.