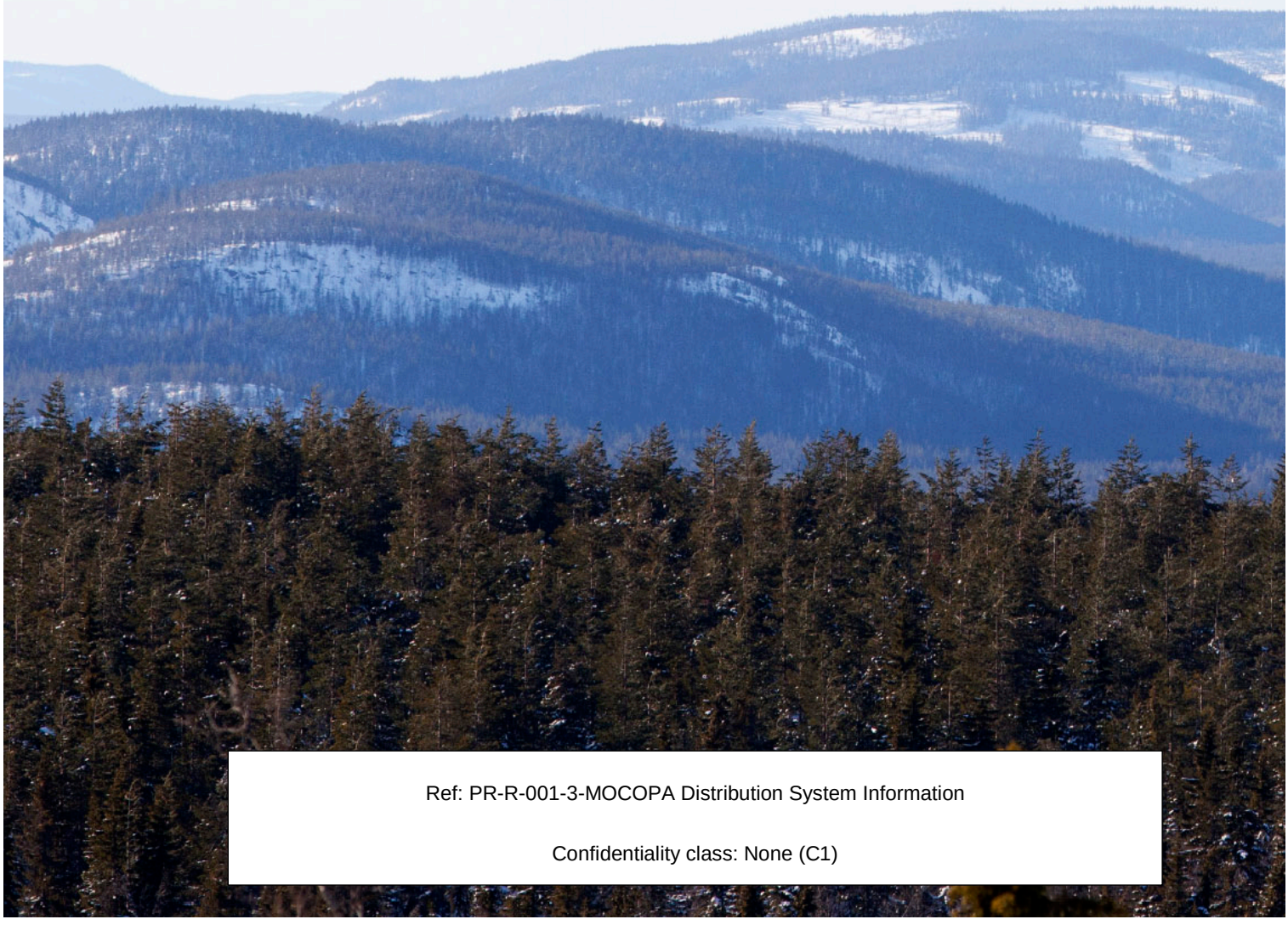
MOCOPA Distribution Business Information

Vattenfall Networks Ltd



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1. Introduction

This document provides information for Meter Operators working on Vattenfall Networks Limited distribution systems, in accordance with the Meter Operators Code of Practice Agreement (MOCOPA)[1].

Vattenfall Networks Limited (Vattenfall) is an Independent Distribution Network Operator (IDNO) and holds a distribution licence under the Electricity Act 1989. Meter Point Administration Numbers (MPANs) beginning with the number 36 are Vattenfall registered MPANs.

In this document, terms have the meaning given to that term in the MOCOPA.

2. General Arrangements

All Meter Operators who wish to work on Vattenfall 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 Vattenfall 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 Vattenfall 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 Vattenfall Networks in accordance with the Meter Operator Code of Practice prior to commencement of activities within Vattenfall 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.

[1] https://mocopa.org.uk/

3. Operational and Safety Matters

3.1. Contacts

A list of contacts, addresses and telephone numbers for Vattenfall 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 Vattenfall and to circulate all relevant aspects to their operatives including, not exhaustively, such aspects as Vattenfall's emergency contact phone numbers, equipment risk assessments and notices of equipment defects and notifications of unsafe areas where special access arrangements through Vattenfall may apply.

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

Vattenfall 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, Vattenfall 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 Appendicix 2 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, Vattenfall will also:

- Provide contact information for essential site commissioning information.
- Provide contact information for return of Vattenfall's meters (when applicable) from Vattenfall's distribution systems (please see 5.1).

3.3. Health and Safety

In accordance with the Electricity Safety, Quality and Continuity Regulations 2002, it is Vattenfall policy to ensure accidents and dangerous occurrences on relevant network assets are reported to the Health and Safety Executive. Vattenfall shall report any problems on assets under its control including the cut-out, CT/VTs, associated wiring up to and including the test terminal block, associated metering panel and upstream distribution network.

Vattenfall shall use the Registration Authority to provide Health and Safety Bulletins/ Announcements to MOCOPA Operators which require urgent or non-urgent variations to the existing information requirements. Vattenfall will provide access to such H&S Bulletins & Announcements on the MOCOPA Website and will notify the Registration Authority of such Bulletins & Announcements for onward communication to all MOCOPA Operators.

3.4. Competent Persons

Vattenfall requires that all appointed electricity suppliers, all appointed meter operators and all persons put to work on electrical equipment must be 'Competent Persons'.

UK Legislation 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."*

Given the nature of installation being connected, energised or re-energised, operators must ensure that the installation is safe to connect and complies with the British Standard Requirements and the Electricity Supply Quality and Continuity Regulations 2002, as amended.

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 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.

Vattenfall has no client responsibility for un-contracted Meter Operator organisations, no responsibility towards training of meter operatives but Vattenfall will retain the right for assessing competence of meter operatives associated with providing a valid authorisation certificate appropriate to the requirements of each operative.

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 Vattenfall 's 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.

Subcontracted Meter Operators shall require the same level of authorisation as the principle meter operator but the subcontractors authorisation will be restricted to work only for the principle meter operator.

Vattenfall 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 Vattenfall 's 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, Vattenfall. The implicated party(parties) will not be allowed to complete any further work on Vattenfall's distribution systems unless exonerated by a formal inquiry undertaken jointly by Vattenfall and the Meter Operator and / or following satisfactory further training / retraining and assessment to the satisfaction of Vattenfall.

3.5. Access to Vattenfall's Distribution Substations

Unsupervised access to Vattenfall's Distribution Substations by parties not undertaking contracted works on behalf of Vattenfall 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 Vattenfall.

Where access is required by the Meter Operator requests for supervised access should be made to Vattenfall. 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 Vattenfall will generally not provide supervised access.

3.6. Reporting of Defects, Incidents and Dangerous Occurrences

Any equipment owned by Vattenfall 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 Vattenfall distribution systems must also be reported to Vattenfall at the earliest possible opportunity. The points of contact and telephone numbers are given in Appendix 1.

3.7. Damaged and defective equipment

Where Vattenfall (or its agents) identifies damaged metering equipment at a customer connection to its network, Vattenfall will report such damage to the relevant Supplier. Where there is a need for damaged Metering Equipment to be replaced, then such Metering Equipment shall not be destroyed or otherwise disposed of without the permission of any relevant party and Vattenfall will reserve/set aside the original equipment and make available for subsequent investigation.

Vattenfall will store such equipment for 6-months and will engage with any relevant parties regarding investigation requirements accordingly. Where Vattenfall finds apparent evidence of deliberate tampering/

interference with metering equipment, Vattenfall and its agents shall comply with the relevant provisions of the Revenue Protection Code of Practice.
In potentially dangerous situations, Vattenfall (or its agents) shall take appropriate action to make the site safe, and seek to avoid damaging any evidence of tampering/interference.

MOCOPA Operators should immediately notify Vattenfall's operational point of contact (see Appendix 1) of any Distribution Business Equipment which they find to be defective and presents the possibility of danger; or any parts of the Distribution Business Sites or situations which are or which they reasonably believe may become hazardous. Vattenfall will log all notifications received from MOCOPA Operators and promptly arrange for repairs to implemented to address such defects or hazards.

Vattenfall will keep MOCOPA Operators informed in accordance with the Service Level Agreement for Resolving Network Operational Issues as detailed within DCUSA.

Vattenfall will send an appropriate person to the affected Premises within the DCUSA Prescribed Period. If the report is received outside of Working Hours the report will be deemed to have been received at the commencement of the next period of Working Hours. Where an appropriate person is unable to attend the affected Premises on behalf of Vattenfall within the DCUSA Prescribed Period, then (as soon as reasonably practicable after becoming aware that this is the case) Vattenfall will telephone and inform the MOCOPA Operator when an appropriate person will attend the Premises on Vattenfall's behalf.

Where Vattenfall is unable to remedy the situation during the initial visit to the affected Premises, then the defect/hazard will be made safe, and Vattenfall will:

(a) agree an appointment date with the Connectee to re-visit the Premises to remedy the residual situation;
(b) ensure that the date of such appointment is within the Prescribed Period; and (c) attend the Premises on the agreed appointment date and remedy the residual situation.

Vattenfall will inform the MOCOPA Operator by telephone or email upon completion of all remedial works undertaken to remove the defects or hazards as originally notified by the MOCOPA Operator as required by Schedule 5, paragraph 3.7 of MOCOPA. Such notifications will be provided according to the requirements of the Service Level Agreement for Resolving Network Operational Issues contained in DCUSA.

3.8. 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 replacement of the main supply fuses then this may take place without reference to Vattenfall provided the meter operator is suitably authorised to carry out the task, other than the requirement for any incident or accident to be reported immediately in accordance with Paragraph 3.6 above and for the Meter Operator to reseal all distribution service termination equipment in accordance with the Meter Operators' Code of Practice and relevant codes of practice.

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 authorised by Vattenfall to carry out the task
- 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.

3.9. Operation of Vattenfall's Service Termination Switchgear/Isolators

Whilst the majority of Vattenfall's 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 a Vattenfall 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 Vattenfall to effect the de-energisation or energisation of service terminations with these types of isolation equipment.

3.10. Provision of new supplies

- Vattenfall's standard process for customer, supplier and MOCOPA Operator liaison in relation to new supplies is as follows:
- Customer/developer agrees connection offer with Vattenfall;
- Vattenfall creates unique MPANs for each service/connection and provides details to customer/developer;
- Customer/developer enters energy supply contract with a Supplier;
- Supplier registers MPAN and appoints MOCOPA Agent for meter installation;
- Vattenfall (or agent) site attendance to determine service position location and meter cabinet requirements;
- Vattenfall (or agent) installs and commissions service to premise(s) with meter panel and relevant test terminals for use by MOCOPA Operator;
- MOCOPA Operator installs metering equipment and informs Supplier;
- Supplier instructs MOCOPA Operator or Vattenfall to energise the connection, dependent on connection voltage; Service energised by MOCOPA Operator or Vattenfall who then inform Supplier to update Energisation Status of the MPAN within MPAS.

Liaison with Vattenfall Principal Engineer will address the following issues:

- Provision of site specific information including service labelling and all conductor marking conventions;
- Service position and meter cabinet location;
- Service cable and cut-out provision;
- Access to relevant fuses/carriers for cut-out, CT and CT/VT metering;
- Access arrangements to Vattenfall Distribution System equipment;
- Site attendance and commissioning requirements;
- Energisation works; and
- Any general service related notifications.

Where metering interface equipment or the meter position is situated in a substation where access is restricted under the relevant Distribution Safety Rules, Vattenfall will notify the MOCOPA Operator of the preferred option for the MOCOPA Operator to gain access to the relevant substation and to fuses within 5 Business Days following provision of the general information MOCOPA Operator by the Distribution Business.

3.11. 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 as detailed in F, I, K, L & M of the MOCOPA rules (see Appendix 2).

Under regulation 25 of the Electricity Safety, Quality and Continuity Regulations 2002 (ESQC Regulations), Vattenfall 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[2] and the ESQC Regulations themselves.

Accordingly, Vattenfall 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 an isolating switch and customer accessible PME terminal block on the installation side of the metering system, to enable a third party to later connect wires into the fitted isolator and customer accessible PME terminal block, these items form part of the electrical installation.

Accordingly, Vattenfall requires that the Meter Operator shall conduct such tests as are necessary and sufficient to ensure that the fitted isolator switch and customer accessible PME terminal block is safe to connect and complies with the British Standard Requirements and the ESQC Regulations. The Meter Operator shall retain records of such tests and results.

For the avoidance of doubt, where customers' 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, then connection of the electrical installation should be made. For example, where a customer's initial installation comprises a double pole isolator with meter tails ready for connection to a metering system and a customer earth block with conductor ready for connection to a PME terminal and the customer's installation complies with British Standard Requirements then connection should not be refused.

Following the Meter Operator's connection of a customer's electrical installation demonstrated to be compliant with the ESQC Regulations 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.

[2] 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)

4. Technical

4.1. Meter Operator Equipment Attachment

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

The Meter Operator's meters must not be fixed upon Vattenfall Networks' equipment or property, such as metering panels, without the prior written agreement of Vattenfall Networks.
For the avoidance of doubt 'meter boards' are the property of the occupier and, unless ownership is declared by Vattenfall Networks, no permission would be required from Vattenfall 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. Vattenfall 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. CT/VT

Vattenfall will comply with Schedule 5 of the MOCOPA guidelines as below;

Where Vattenfall provides an earth terminal for the Customer, it is Vattenfall's policy to for an earth terminal to be accessible to the Customer or contractor, or take responsibility for making the earth connection. Vattenfall will ensure that the Customer has ongoing access to the earth terminal in order to carry out routine tests of the installation.

The normal MOCOPA Operator interface point with Vattenfall's Distribution System for CT and CT/VT metering, will be the outgoing connections from the test/isolating facilities and associated voltage fuses. Vattenfall will provide test/isolating facilities to enable operations to be undertaken via a safe electrical connection and without the need to disturb any wiring.

Vattenfall (or its appointed agents) shall agree with the Customer (or developer) the position and space for the Metering Equipment, and shall, in so much as it is within its reasonable control, ensure it remains reserved. This location will be accessible to the Customer so they can read their meter and to the MOCOPA Operator (via the Customer). Vattenfall's service termination equipment and the Metering Equipment shall be located between 0.5 and 1.8m above finished floor level, subject to unavoidable constraints such as security, vandalism or fire risk mitigation.

Interface test/isolating facilities for HV and LV CT metered supplies, will be installed in an accessible position near to the location of the Metering Equipment and with labels to be attached in accordance with A2.3 of Appendix 2 of MOCOPA. CT and VT secondary circuits shall be connected to earth on Vattenfall's side of the interface.

For whole current supplies, a means of isolating voltage supplies (e.g. cut-out) shall be installed in an area to which the MOCOPA Operator has access.

Vattenfall (or its appointed agents) will provide access to fuse carriers and fuses for cut-out controlled supplies. Where these cannot be left on site (e.g. risk of unlawful energisation), Vattenfall will ensure the

MOCOPA Operator has access the required fuses/carriers in a timely and acceptable manner to energise the connection.

Vattenfall (or its appointed agents) shall determine the rating of cut-out fuses. For whole current metered supplies, the Meter Operative shall check the conductors being provided by the Customer are suitably rated for the cut-out fuses provided before he connects them, or Energises the supply.

Vattenfall (or its appointed agents) will be responsible for commissioning the service, e.g. checking voltage, earth loop impedance, phase rotation, polarity and any protection settings, etc at the cut-out/switchgear.

For HV and LV CT-metered supplies, before connecting Customer conductors, or facilitating the Customer's contractor safe access to suitable terminals, Vattenfall (or its appointed agents) shall check the conductors being provided by the Customer are suitably rated for the cut-out fuse or circuit breaker protection.

For circuit breaker-controlled LV and HV metered supplies, Vattenfall (or its appointed agents) shall Energise the supply, in response to a request from the Supplier. New connections shall not be energised until the connection is appropriately metered. This policy also applies to Vattenfall's agents and MOCOPA Operators.

Vattenfall and its appointed agents shall adopt the conductor colouring and marking conventions as described in Schedule 5, Appendix 11 of MOCOPA.

4.3. Ferrule Markings

Vattenfall's appointed agents will adopt the Energy Networks Association Technical Specification 50-19 standard ferruling marking at the Distribution System interface (test terminal block and/or fuses/link) for all new and altered wiring.
At Vattenfall's Distribution System terminations, the markings shall be as follows:

Markings	Details
CTs	D11, D10, D31, D30, D51, D50 (odd is "feed") *Note: Where a common return is used, then D10, D30 & D50 will become D70*
Metering Potentials	E10 or E11, E30 or E31, E50 or E51 Note: Metering potential ferrule markings will depend upon whether the interface is a fuse/link or a test terminal block after the fuse.

Vattenfall will issue CT & VT test certificates to MOCOPA Operators where these are available, upon request.

4.4. Resealing Meter Equipment

Vattenfall will re-seal Metering Equipment after it has removed MOCOPA Operator seals in order to carry out any work upon Metering Equipment, including where it carries out post-commissioning testing. Such re-sealing may be undertaken only by its appointed agents. It will be the appointed agents responsibility to manage the sealing equipment.

4.5. 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.

4.6. 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 Vattenfall Networks' equipment or the customer's installation.

Under no circumstances shall Vattenfall Networks' equipment or communications links, if present, be disconnected without permission. Any resultant costs incurred by Vattenfall Networks from such unauthorised disconnections will be charged to the party responsible for the disconnection.
Under no circumstances shall Vattenfall Networks' communication links be utilised by a Meter Operator without prior written agreement of Vattenfall Networks.

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

In the event that Vattenfall inherits any historical meters which require removal any of Vattenfall Networks' meters or other equipment removed from site shall be returned 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 Vattenfall 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).

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. All data flow within Vattenfall is coordinated through C&C (our third party service provider).

Wherever one of Vattenfall Networks' meters is installed or removed, or if the Supplier or Meter Operator at a premises containing one of Vattenfall Networks' meters changes, the Meter Operator shall inform Vattenfall 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 Vattenfall Networks' (as distributor), including the D0304.

5.2. Charges

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

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.

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.

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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

Urgent issues to report

Reporting of defects, hazards or other operational and safety problems that 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'[3].

Where the problem's urgency 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 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.

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: idno.operations@vattenfall.com **Telephone: 0203 9555140 (working hours 09:00 – 17:00)**

Other issues to report

For any other issues to report and escalation of issues please contact:

Stewart Dawson – Managing Director
Vattenfall Networks Limited
181 Queen Victoria Street
London EC4V 4EG
stewart.dawson@Vattenfall.com
+44 (0)20 3955 5140

[3] https://mocopa.org.uk/documents/

Appendix 2 – Known Service Termination/ Metering System Defects

Safety related defects on Vattenfall Networks' service terminal equipment

These notes are to assist Meter Operators to identify defects associated with Vattenfall 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

- Reverse Polarity at the cut-out (i.e. Phase Voltage with respect to ground on the neutral terminal of the cut-out)
- 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

Report to: Vattenfall Networks Limited in accordance with Appendix 1.