RETAIL ENERGY CODE

# Guidance on Crossed Polarity Reporting to Third Parties

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# 1 CHANGE HISTORY

| Version Number | Implementation Date | Reason for Change |
|---|---|---|
| 0.1 | N/A | Creation of Category 3 guidance document for review by Metering Expert Panel |
| 0.2 | N/A | Internal Review |
| 0.3 | N/A | Amendments made post comments from Metering Expert Panel. |

# 2 INTRODUCTION

## 2.1 PURPOSE

The purpose of this document is to provide REC Parties with guidance on how to report an issue relating to crossed polarity to the responsible company, to enable them to carry out their own internal investigation and implement any necessary procedural changes identified.

## 2.2 BACKGROUND

### 2.2.1 WHAT IS CROSSED POLARITY?

A cross polarity is found when the live and neutral cables have been transposed in DNO, Supplier or customer equipment.

This can go undetected in a healthy installation but may lead to a dangerous situation whereby circuit protection will be by-passed, and equipment will remain live when isolated, increasing the risk of electrocution.

### 2.2.2 WHEN WILL YOU COME ACROSS CROSSED POLARITY?

Prior to installing a meter, the Meter Installer must check the polarity of the installation in line with their respective company procedures.

### 2.2.3 PRIORITIES WHEN YOU COME ACROSS CROSSED POLARITY

When a Meter Installer identifies crossed polarity, the following priorities shall apply:

1. The Meter Installer must manage the immediate risk presented by taking all relevant steps to make the situation safe in line with their capabilities.
2. If polarity reversed on Distribution Network Operator Equipment, inform them via telephone of the Category A situation with asset code A14 and follow the industry guidance in relation to this code.
3. If polarity reversed on Consumer equipment refer to actions described in EA002 within the Guidance for Meter Installation Consumer Facing Issues document.
4. In any cases, if an issue has been caused by a previously appointed Metering Equipment Manager, follow the guidance within this document for reporting the issue to them.

# 3 PRINCIPLES AND GUIDANCE

## 3.1 GUIDANCE

The following process diagram is for guidance only and is not placing an obligation on any Parties. It is to be followed when parties are not certain on what would constitute best practice when they encounter a cross polarity event which is not the responsibility of the Registered Supplier.

Within this document we use the term ‘responsible party’, means the party who has caused the cross polarity event.

The meaning of defined terms used within this guidance document can be found within the REC Interpretation Schedule (Link below).

If you have any queries relating to the contents of this document or think we are missing a diagram, please visit the REC Portal to raise an enquiry to the REC Service Desk.

## 3.2 USEFUL LINKS

Links to background information which may assist in understanding this document.

- REC Interpretations Schedule
- REC Portal – Party Operations Page
- Energy UK/Association of Meter Operators Guidance for Electricity and Gas Meter Installation Consumer Facing Issues

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# 4 PROCESS DIAGRAM FOR REPORTING

