

# **Guidance for Service Termination Issue Reporting**

## **A guide for MOCOPA® Operators on reporting and acting on Distribution Business asset condition issues**

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### Change History

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1.2	Draft		Following MOCOPA Review Panel May 2013	
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2.6	Draft	04/09/2014	Following workgroup	
2.7	Draft	09/09/2014	Following workgroup	
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3.1	Final	09/10/2015	Following ENA and MOCOPA joint review	
3.2	Final	30/10/2015	Following MOCOPA Review Panel Oct 2015	
3.3	Final	02/11/2015	Correcting formatting errors	
3.4	Final	07/02/2017	Following MOCOPA and ENA Review	Review only includes A04, A07 and C15.
3.5	Final	30/01/2018	Following MOCOPA and ENA Review	Fundamental review to reflect the code changes in MRA

### Quality Assurance

Name	Responsibility	Signature	Date
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Approved:			
MOCOPA Review Panel			

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In the event that there is any conflict or contradiction between this Guide and governing industry documents referenced in this Guide, the terms of the referenced documents will prevail. These include inter alia the Meter Operation Code of Practice Agreement (MOCOPA®), the MRA Data Transfer Catalogue, and the MOCOPA® Guideline for Service Termination Asset Reporting.

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## **1. Introduction**

### **1.1 What is the aim of this Guide and who is it for?**

Recognising the likelihood of increased activity at service positions during the Smart Meter rollout a number of organisations identified a series of defects that meter operatives might come across, and gave each one a unique Code (“asset condition Code”) for reporting purposes. The Codes are used to report defects that relate to Distribution Business (DB) owned equipment.

Meter Operators are authorised under MOCOPA and will be competent to recognise and manage the on-Site safety of any defects identified.

This Guide is intended to support electricity 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. Meter operatives are the primary audience for this Guide; however it is also intended to assist MOCOPA Operator staff, meter readers and other electricity suppliers’ agents (such as revenue protection staff), together with DB staff. It is the staff on site’s responsibility to report the defect, and it is inappropriate to pass this responsibility on to the customer.

If you come across a dangerous situation involving DB equipment that is not covered here, telephone the relevant DB immediately.

### **1.2 Format and Structure of the Guide**

The Guide contains:

- Information on how to identify the Distribution Business;
- A diagram of equipment responsibility;
- A simplified decision flow chart - to help to identify which category of Codes is appropriate;
- A list of the asset condition Codes;
- A “guidance sheet” for each of the asset condition Codes, containing:
  - The Code and description;
  - Guidance details, which describe the issue, give examples, and clearly state the actions to be taken.

### **1.3 Finding your way in and around the Guide**

There are two ways to navigate this document:

- List of Codes – a quick reference for all of the Codes;
- Simplified flow chart – a series of questions, which aims to identify which category of Codes you should refer to in Section 4
- Guidance sheets are presented in the order of the Codes, from A to C.

### **1.4 Principles of reporting**

General principles of reporting the Codes presented in this Guide include:

- Category A Codes shall be reported by telephone and NOT be sent via dataflow
- Category A Situations A01, A05, A10, A14, A17 and A19 must not be left unattended under any circumstances.

- For category A situations, A03, A04, A07, A12, and A15, it is permissible for the Meter Operator to undertake mitigating actions to ensure safety, install the meter and leave site.
- Category B Codes shall ONLY be reported when the situation prevents you from installing and energising the meter.
- Category C Codes are used to inform the DB of an asset condition only and shall NOT prevent metering work from being carried out
- Only report one Code per MPAN e.g. a B flow should NOT be sent if an A code has been reported by telephone
- Where there are multiple Distribution Business related issues at one MPAN, report the most serious one using the relevant Code. Report the additional issues using the free text field or if reporting a Category A issue mention any additional issues to the Distribution Business call agent.
- You must seek to resolve all problems within your remit.
- If you damage the DB equipment or lose any of its components during the course of your work, you must report the matter to the DB via an appropriate code contained in this guide.
- Where the DB equipment defect is noticed on adjacent DB equipment to which the Meter Operator is not appointed, the DB should be contacted by telephone under business as usual processes.
- It is the Meter Operative's responsibility to report the defect, and it is inappropriate to pass this responsibility on to the customer.
- Defects must be reported to the DB as they arise; they shall not be stored up and reported in batches.

Note that the Codes only apply to DB equipment. If an issue relates to Supplier or Customer equipment, you must follow your own organisation's procedures for managing such occurrences. A diagram of equipment responsibility is included in this Guide in Section 2.

Appendix II includes a table with information of how to identify the DB equipment owner by the first two digits of the MPAN number. This is the organisation to contact for reporting any of the codes detailed within this Guide.

## **1.5 Rising Mains and Lateral Services**

DBs have provided guidance on the ownership of rising and lateral mains which should be adhered to. Where facilities are provided to check ownership are made available these should be used as confirmation that the report is provided to the correct responsible party.

Rising mains and lateral services are installed in all areas of GB and are used as a means of providing electricity supplies within multi occupancy buildings. The types of buildings which may have rising mains and lateral services installed within them may vary significantly ranging from buildings with as few as two individual properties to large multi storey buildings with hundreds of individual flats.

Defects should only be reported to the DB where it is clear that they are responsible for the operation and maintenance of rising mains and lateral services within the property where a defect has been identified. If the DB is not responsible for the operation and maintenance of rising mains and lateral services within the property a report will need to be sent to the Building Network Owner. If you are unsure regarding who a defect should be reported to contact your supervisor.

## 1.6 Future updates to this Guidance

This Guide is subject to review to reflect industry changes as they arise. You should check for revisions to the document on the MOCOPA® website from time to time.

## 1.7 Governance

The control and management of this Guide is held by the MOCOPA Review Panel, in accordance with section 4 of MOCOPA. Any enquires regarding the control and governance of the Guidelines, or any proposals regarding amendments and additions to the Guidelines can be sent to the Registration Authority ([mocopa@gemserv.com](mailto:mocopa@gemserv.com)).

## 1.8 References

You may wish to refer to the following related industry documents/websites for information:

MOCOPA	<a href="http://www.mocopa.org.uk/">http://www.mocopa.org.uk/</a>
Energy UK	<a href="http://www.energy-uk.org.uk/">http://www.energy-uk.org.uk/</a>
Association of Meter Operators	<a href="http://www.meteroperators.org.uk/">http://www.meteroperators.org.uk/</a>
Energy Networks Association	<a href="http://www.energynetworks.org/">http://www.energynetworks.org/</a>

Energy UK Customer Facing Issues Guide

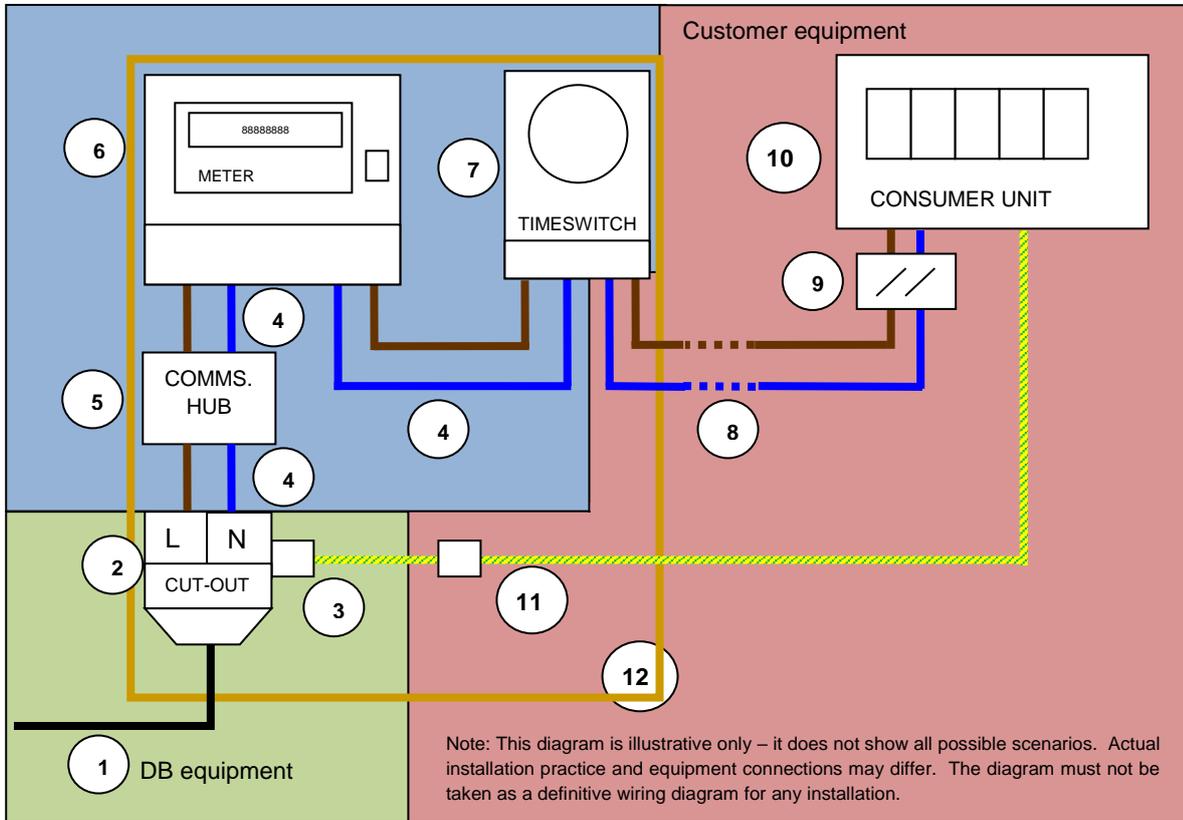
<https://www.energy-uk.org.uk/files/docs/GuidanceforElectricityandGasMeterInstallationCustomerFacingIssues.pdf>

Association of Meter Operator Asbestos Guide Document

[https://www.meteroperators.org.uk/images/Info\\_for\\_Members/Asbestos\\_in\\_metering\\_guidance\\_-\\_Published\\_Version\\_-\\_May\\_19th\\_2014.pdf](https://www.meteroperators.org.uk/images/Info_for_Members/Asbestos_in_metering_guidance_-_Published_Version_-_May_19th_2014.pdf)

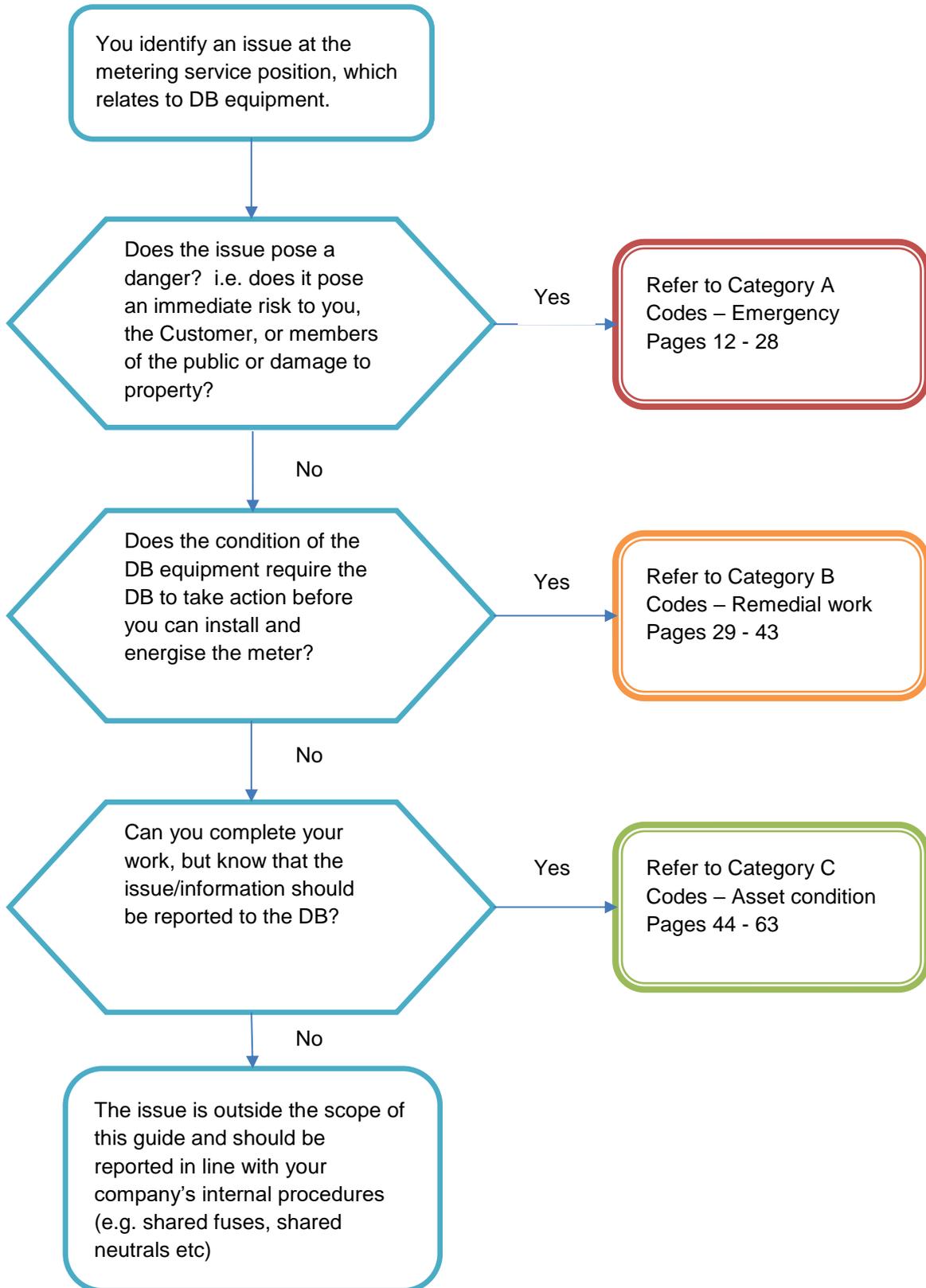
## 2. Diagram of Equipment Responsibility

The following diagram shows a typical domestic set-up. The aim of the diagram is to clarify boundaries of responsibility.



DB equipment	Supplier equipment	Customer equipment
1 - Service cable	4 - Meter tails (cut-out to meter and meter to timeswitch)	8 - Meter tails (between the meter / timeswitch and the Customer equipment)
2 - Cut-out (or main fuse or DB fuse)	5 - Communications hub if fitted (may be within the meter)	9 - Customer isolating switch (if fitted / requested)
3 - DB earth terminal	6 - Meter	10 - Customer consumer unit
	7 - Timeswitch (if fitted)	11 - Customer earthing conductor (and earth block if fitted)
		12 - Meter board (and external meter box if fitted)

### 3. Flow Chart



## 4. List of Asset Condition Codes

The Codes are categorised as follows:

- A. **Emergency Codes** – a situation in which the DB equipment does pose a danger, including danger of death of or injury to persons and/or danger of damage to or destruction of property. You must **stop work** and report these issues immediately to the DB by telephone whilst you are on Site. Refer to “Identifying the Distribution Business” in Appendix II for further details.
- B. **Remedial Work Codes** – a situation in which the condition of the DB equipment prevents metering work from being carried out but where the situation is not a Category A situation. You must **stop work**, make the Site safe, and report these issues to the DB using the data flow process.
- C. **Asset Condition Codes** – an issue with the DB equipment that is neither a Category A situation nor a Category B situation. Report these characteristics to the DB 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 DB intervention.

Colour coding helps to distinguish these categories – red for emergency, amber for remedial work and green for asset condition information.

### Category A - Emergency

Code	Description
A01	DB equipment operating hot (signs of overheating)
A03	Defective/weakened fuse carrier
A04	Physical damage to DB equipment requiring immediate action
A05	Sign of DB equipment burning, smoking or arcing
A07	Exposed live conductor
A10	DB earthing issue at existing installation which presents an immediate risk to Customer/MO
A12	Damaged asbestos component in DB equipment
A14	Polarity identified as incorrect at DB equipment
A15	Immediate risk to the public or Customer due to current service position location
A17	Live unearthed DB metal-encased equipment
A19	Surface voltage found on plastic cut-out

### Category B - Remedial work

Code	Description
B01	Fuse carrier welded in to cut-out base
B02	Cut-out loose
B03	Damaged/missing phase barrier in DB equipment
B04	Damaged/broken cut-out terminal including missing terminal screws
B05	Non-withdrawable fuse by design
B07	DB equipment issue preventing installation/replacement of meter tails
B08	Unhinged metal cut-out cover over un-insulated conductor
B10	Unearthed DB metal-encased equipment
B11	Cut-out with a fused neutral
B12	DB owned CT metering equipment issue

**Category C - Asset condition**

<b>Code</b>	<b>Description</b>
C02	Signs of bitumen compound leaking
C03	Lower rating fuse or cut-out (less than 60A)
C06	Metal-encased cut-out
C07	DB equipment unable to be securely sealed
C11	Asbestos component identified in DB equipment
C14	Fed from distribution board – local/remote from meter
C15	DB cable terminating into DB equipment is VIR/MICC
C16	DB equipment mounted on asbestos board
C17	Black plastic cut-out
C18	Rewirable cut-out fuse
C19	Single insulated DB conductor (phase or non-PME neutral)
C20	Missing combined neutral-earth cover on DB equipment

## 5. Category A Situations

**Emergency Codes** – a situation in which the DB equipment does pose a danger, including danger of death of or injury to persons and/or danger of damage to or destruction of property.

In the interests of customer safety, for Category A situations A01, A05, A10, A14, A17 and A19 the Meter Operator shall upon identification of a defined issue **stop work**, report by telephone immediately and remain on site until the DB arrives.

For Category A situations, A03, A04, A07, A12, and A15, it is permissible for the Meter Operator to undertake mitigating actions, install the meter and leave site after contacting the DB and notifying them of the actions you have taken to mitigate any danger and whether the meter installation has been completed or not.

Only one Code should be reported per MPAN. Where there are multiple Distribution Business related issues at one MPAN, report the most serious one using the relevant Code. When reporting a Category A issue mention any additional issues to the Distribution Business call agent.

When reporting a Category A (emergency) situation, you must always identify yourself as a Meter Operator and that you want to report a Category A (emergency) defect. You should be asked to provide the following information:

- Your full name;
- Your contact telephone number;
- The Customer's name and contact number;
- The Code of the most serious defect being reported;
- Any secondary defects and relevant information;
- The status of the supply;
- Location of defect, i.e. address including postcode;
- Meter Point Administration Number (MPAN);
- Who you are working for;
- The registered Supplier for the property;
- Whether the work is associated with the installation of a Smart Meter;
- Where further evidence, such as photographs may assist the DB, you may be requested to provide such support.

When you report an issue by telephone you will be provided with a unique job reference number by the DB Emergency Contact Centre on the same call.

## Category A – Emergency

Immediately report to the DB by telephone and remain on site until the DB arrives

<b>Asset Condition Code:</b> <b>A01</b>	<b>Code Description:</b> <b>DB equipment operating hot (signs of overheating)</b>
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### Description:

The DB cut-out/distribution board or service cable is operating hot and/or showing signs of overheating. This might be due to overload on the Customer side, or internal problems within the equipment. Signs include:

- Visual signs of the cut-out or service cable overheating;
- Equipment may smell and be giving off fumes;
- If it is an older type of cable (e.g. paper/lead) it may be discharging an oily substance
- Cut-out leaking bitumen/compound. If you see evidence of minor historic issues do not report A01 and instead refer to Code C02
- Signs of distortion in casing or darkened areas on the outside (modern cut-out).

### Actions:

- Do not operate the DB equipment.
- Keep the immediate area clear of obstructions and keep everyone at a safe distance.
- If the cause appears load-related, advise the customer to reduce their load as appropriate.
- Contact the DB immediately by telephone – report Code A01.
- Tell the DB what actions you have taken.
- Remain on Site until the DB staff arrive.
- Ensure that you have provided all the details to the DB as specified in Section 5 *Category A Situations*.
- Continue to monitor the situation and inform DB if the situation deteriorates.

**Cut-out with visual signs of overheating**



**Cut-out with signs of bitumen leaking**



### **Bitumen**

Bitumen has been used for many years to fill voids and seal joints in electrical equipment. It has a relatively low melting point, so bitumen leakage may indicate overheating. The cause of any leakage may be historic, e.g. if previous load patterns or the ambient temperature at the service position are very different to present day arrangements. Alternatively the cause may be related to

an ongoing issue. Recent dust and dirt on the bitumen may help you to distinguish between ongoing and historic issues.

When load is high, bitumen may become hot enough to soften and start to leak, often dripping onto the wall or floor below. Bitumen may also be softened by oils from an oil impregnated cable, which combines with the bitumen and causes it to leak.

If you have any immediate concerns, where the DB equipment is showing serious signs of distress, refer to the actions above. If the DB equipment is not hot but there is minor evidence of historic issues, refer to Code C02.

Note: All electrical equipment will experience some degree of heating when current flows. This Code should be used when the heating is considered excessive – this will come down to operative experience. Equipment should not be touched to gauge the temperature, but radiated heat may be sensed. This should prompt more detailed checking for the conditions above

**Category A – Emergency**  
Immediately report to the DB by telephone

<b>Asset Condition Code:</b> <b>A03</b>	<b>Code Description:</b> <b>Defective/weakened fuse carrier</b>
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**Description:**

When you inspect and/or remove the fuse carrier and you see that the fuse carrier contacts are damaged or in such poor condition that arcing has previously occurred or is currently taking place under load conditions.

Other signs include:

- The fuse carrier does not fit firmly within the fuse carrier contacts – the fuse may be loose and may easily fall away;
- The contact in the DB equipment that the fuse inserts into may be broken, cracked or damaged and so overheating and arcing may occur;
- Heat discolouration and/or pitting of the fixed contact or carrier contact.

This Code should also be used to report instances:

- Where inappropriate materials (e.g. copper wire) are discovered in place of the correct fuse-wire or cartridge fuse (where it is not possible for the MO to replace);
- Incompatible fuse carrier used which has led to poor condition due to overheating and/or arcing

See the next page for a photo example of damaged fuse carrier contacts.

Where it is not safe to replace the fuse carrier which then leaves exposed live conductors, this shall be reported as A07 – Exposed live conductors.

**Actions:**

- Do not restore the Customer's supply.
- Where possible and safe to do so:

For **plastic** cut-outs:

- Remove the fuse from the fuse carrier;
- Replace the fuse carrier into the cut-out, to make the cut-out safe and remove exposure to live contacts;
- If there are no exposed parts, secure the empty fuse carrier using appropriate seals (as MOCOPA® Appendix 8).

For **metal**-encased cut-outs and distribution boards:

- Remove the fuse from the fuse carrier;
- Close the cut-out or distribution board cover and re-seal to ensure that the installation is secure;

In all cases, you must:

- Contact the DB immediately by telephone – report Code A03;
- Tell the DB what actions you have taken, if any.

- Remain on Site until the DB staff arrive unless you have been able to take any mitigating actions to prevent danger in accordance with your company's risk assessment policy (see note below).
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

**Note:** The DB recommends that you remain on Site. If you leave site, leaving an unsafe situation, you may be breaching your legal obligations under the ESQCR with respect to, but not limited to, (Duty of Cooperation - Part 1, Section 4). You may also be liable for any damage or injury caused as a result of not remaining on site to allow the DB to gain access.

If you choose to leave site, it should be in strict adherence with your company's risk assessment policy. This needs to take into account that by leaving site the DB may not gain access for an unspecified period of time and you may be taking responsibility for the electrical safety associated with this work until such time as the DB gains access. If you are leaving site, ensure you have informed the DB that you are leaving.

**Photo example:** Weakened fuse carrier contacts



When fuse carriers become overheated they lose their "springiness".

**Photo example:** Pitted blade, due to making poor contact:



**Category A – Emergency**  
Immediately report to the DB by telephone

<b>Asset Condition Code:</b> <b>A04</b>	<b>Code Description:</b> <b>Physical damage to DB equipment requiring immediate action</b>
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**Description:**

The DB equipment is damaged e.g. broken or severely cracked casing. (See detailed guidance below).

Example of a damaged cut-out casing is shown in the photo below:



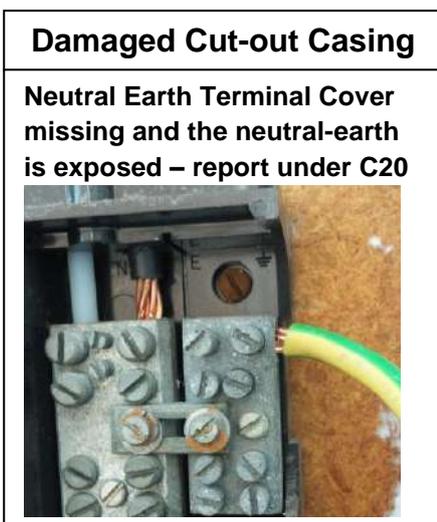
Examples of damaged service cables include:

- Squashed / deformed service cables (e.g. the cable is squashed flat)
- Cables with severely damaged outer sheathing (e.g. where the conductor itself is visible)

Circumstances where there are exposed live conductors should be reported under code A07.

Damaged/broken hinges not presenting an immediate danger should be reported using Code B08 when it prevents metering work being undertaken.

**This fault Code should NOT be used to report removed knock-outs or missing earth terminal access covers from cut-out for the provision of an earth connection, photo examples shown below:**



**Actions:**

In all cases, you must:

- Contact the DB immediately by telephone – report Code A04;
- Tell the DB what actions you have taken, if any.

- Remain on Site until the DB staff arrive unless you have been able to take any mitigating actions to prevent danger in accordance with your company's risk assessment policy (see note below).
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

**Note:** The DB recommends that you remain on Site. If you leave site, leaving an unsafe situation, you may be breaching your legal obligations under the ESQCR with respect to, but not limited to, (Duty of Cooperation - Part 1, Section 4). You may also be liable for any damage or injury caused as a result of not remaining on site to allow the DB to gain access.

If you choose to leave site, it should be in strict adherence with your company's risk assessment policy. This needs to take into account that by leaving site the DB may not gain access for an unspecified period of time and you may be taking responsibility for the electrical safety associated with this work until such time as the DB gains access. If you are leaving site, ensure you have informed the DB that you are leaving.

**Category A – Emergency****Immediately report to the DB by telephone and remain on site until the DB arrives**

<b>Asset Condition Code:</b> <b>A05</b>	<b>Code Description:</b> <b>Sign of DB equipment burning, smoking or arcing</b>
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**Description:**

Burning or smoking or audible sound of arcing from the DB equipment indicate that there is a severe problem with the equipment and action must be taken immediately.

**Actions:**

- Do not operate the DB equipment.
- Keep the immediate area clear of obstructions and keep everyone at a safe distance.
- If the cause appears load-related, advise the customer to reduce their load as appropriate.
- Contact the DB immediately by telephone – report Code A05.
- Tell the DB what actions you have taken.
- Remain on Site until the DB staff arrive.
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.
- Continue to monitor the situation and inform DB if the situation deteriorates.

**Category A – Emergency**  
Immediately report to the DB by telephone

<b>Asset Condition Code:</b> <b>A07</b>	<b>Code Description:</b> <b>Exposed live conductor</b>
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**Description:**

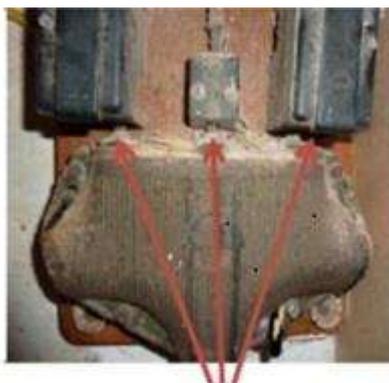
This Code should be used for reporting exposed live conductors or terminals only when associated with DB equipment; this means:

- Reporting exposed phase conductors
- Reporting exposed neutral conductors associated with non-PME supplies
- Reporting broken fuse carriers with access to live conductors

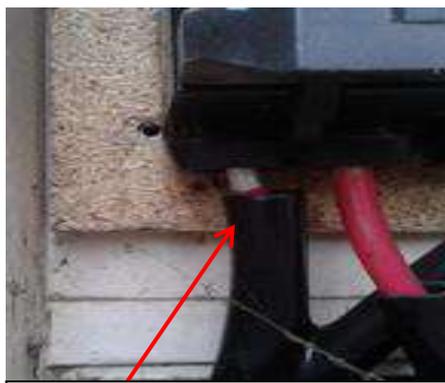
Examples of what is reportable and is not reportable are shown in the photos below as well as the section 'Explanation of earthing arrangements'.

**Photo examples – Exposed conductors**

These are examples of cut-outs showing visible bare conductors from the cable termination to the fuse unit.



Visible bare conductors



Example of exposed live conductor where the insulated trousers have slipped exposing the live conductor



Visible bare conductors

**Code A07 should NOT be used where:**

- Earth terminals are exposed by design (e.g. some distribution boards and cut-outs have external earth terminals or where cut-outs have knock-outs for the provision of an earth connection).
- Combined neutral-earth conductors or terminals forming part of the cut-out or the incoming service cable are exposed (not by design). Use Code C20.
- The cut-out structure may be defective but live terminals are undisturbed and cannot be touched or interfered with without using tools. This should be reported under the appropriate Code e.g. C20 or C07.
- There are missing combined neutral-earth covers. Use Code C20.
- There are issues with designed access points to protection chambers but the live conductors or terminals cannot be touched or interfered with without using tools etc.
- Blanking plugs are missing from meter tail access points – these access points should be made safe by the MOCOPA® Operator.

- The installed meter tails do not completely fill the cable entry access on the DB equipment – in these situations it is the responsibility of the MOCOPA® Operator to take appropriate remedial action which may include in the first instance to re-terminate the meter tail. Other options which should be considered include the use of an appropriate sealant, grommets and/or security/safety collars where appropriate.
- Any live single insulated DB service conductor does not have any other mechanical protection provided. This type of issue should be reported under Code C19.

**Examples of non-reportable events taking account of the earthing arrangement**

Where cut-outs have missing 'knock outs or earth terminal access covers' as shown below; these should NOT be reported under any code as they are specifically designed to provide access to the earth terminal.

Earth Terminal cover in place	Earth Terminal Cover missing and the neutral-earth is exposed – Do not report	Knock out missing and the neutral-earth is exposed – Do not report
		

**Actions:**

- Do not operate the DB equipment.
- Keep the immediate area clear of obstructions and keep everyone at a safe distance.
- Contact the DB immediately by telephone – report Code A07;
- Tell the DB what actions you have taken, if any.
- Remain on Site until the DB staff arrive unless you have been able to take any mitigating actions to prevent danger in accordance with your company’s risk assessment policy (see note below).
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

**Note:** The DB recommends that you remain on Site. If you leave site, leaving an unsafe situation, you may be breaching your legal obligations under the ESQCR with respect to, but not limited to, (Duty of Cooperation - Part 1, Section 4). You may also be liable for any damage or injury caused as a result of not remaining on site to allow the DB to gain access.

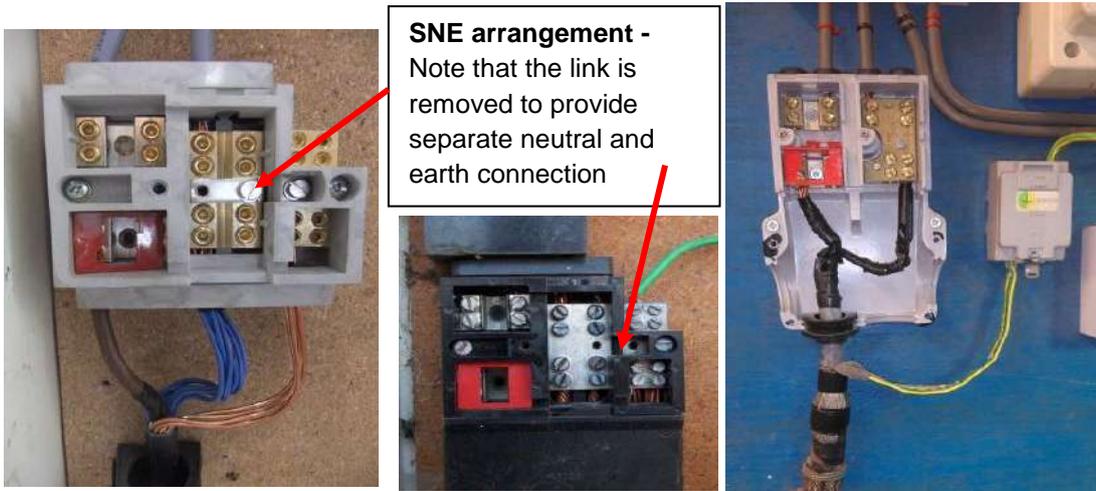
If you choose to leave site, it should be in strict adherence with your company’s risk assessment policy. This needs to take into account that by leaving site the DB may not gain access for an unspecified period of time and you may be taking responsibility for the electrical safety associated with this work until such time as the DB gains access. If you are leaving site, ensure you have informed the DB that you are leaving.

## Explanation of earthing arrangements

The vast majority of earthing arrangements encountered in the UK will be either TN-S (SNE), TN-C-S (PME) or TT.

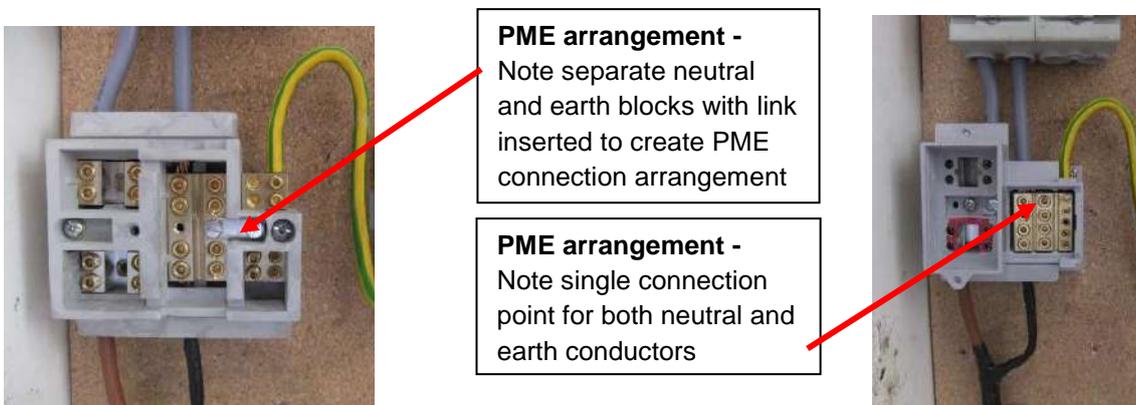
### **TN-S (SNE) earthing arrangement**

This is where the service cable has a separate neutral and earth conductor at the service position. The earth is usually provided by the metallic cable sheath or a dedicated conductor as part of the cable design. Examples shown below are for presentation purposes only which includes intentional removal of the terminal and crutch covers.



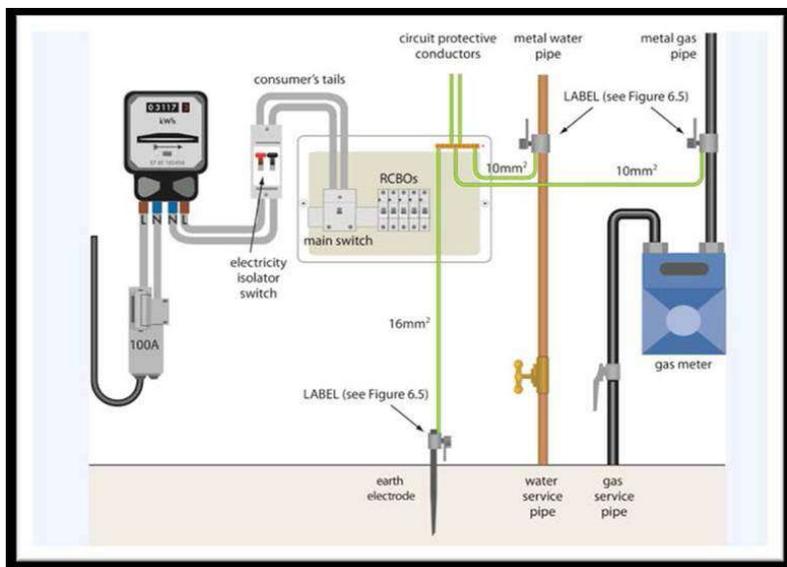
### **TN-C-S (PME) earthing arrangement**

This is where the service has a combined neutral and earth conductor terminated at the service position and bonded to the Customer's installation or in the case of new supplies, is ready for connection. Examples shown below are for presentation purposes only which includes intentional removal of the terminal and crutch covers.



### TT earthing arrangement

This is where the DB does NOT provide an earth connection via their DB equipment and is normally recognised by the lack of any earth connection to the incoming supply cable or cut out.



## Category A – Emergency

**Immediately report to the DB by telephone and remain on site until the DB arrives**

<b>Asset Condition Code:</b> <b>A10</b>	<b>Code Description:</b> <b>DB earthing issue at existing installation which presents an immediate risk to Customer/MO</b>
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**Note:**

This code does not relate to the provision of new earthing facilities. Requests for new earthing connections follow a different process: they should be applied for by the Customer or their representative.

**Description:**

There is an immediate risk to the Customer due to deterioration of, or damage to, an earth terminal provided by the DB. For example, there is clearly a DB earth terminal used to protect the Customer’s installation but you have reason to believe that it is ineffective (e.g. high earth loop impedance) OR the DB earth has been previously provided, but has been removed or become otherwise defective.

Examples of reasons for believing the earthing is ineffective include:

- A nil/low/intermittent lamp glow with test lamps (phase-earth terminal);
- A loose earth clamp (do not attempt to tighten);
- Severely corroded DB earth connection.

Where there are earthing problems with the Customers’ installation, notify the Customer, who may need to ensure an electrician attends to check their installation.

Note that live unearthed Distribution Business metal-encased equipment should be reported under Code A17. Report unearthed but not LIVE DB metal-encased equipment under Code B10.

**Actions:**

In all cases, you must:

- Identify whether this is an issue to report to the DB or discuss with the Customer (see guidance below).
- If it is a DB issue, contact the DB immediately by telephone – report Code A10;
- Tell the DB what actions you have taken, if any.
- Remain on Site until the DB staff arrive.
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

**Guidance: Is this a DB or Customer Issue?**

It is always the Customer’s responsibility to make sure that their installation is effectively earthed. Any concerns over whether their installation has been effectively earthed (e.g. shocks from light switches or broken or missing leads) must be raised with the Customer.

Many properties will never have used a DB earth – so just because you cannot see an earth connection, does not mean that there is a problem. For example, many properties use their own earth stake with an earth leakage protective device.

For those properties where a DB earth terminal has clearly been provided and was previously used by the Customer's electrician to provide a main earth, then:

- a) If the earth lead away from the DB earth terminal is damaged, you must tell the Customer; or
- b) If the DB earth terminal itself is damaged, you must ring the DB immediately, reporting this under A10 (above).

In any case, if you think that there is no effective earth, remove the fuse from the carrier, replace the carrier and re-seal.

### **What other actions could I take?**

The photos (below) illustrate an earth connection using an earth clip around the sheath of the service cable. If the clip is loose, do not tighten it, as there is the risk that the cable will be damaged and this could lead to an explosion.



Tighten any loose earth terminals, except earth clamp connections on service cables, where they can be checked and/or tightened without any risk (e.g. such as on a terminal on the side of a cut-out).

**Category A – Emergency**  
Immediately report to the DB by telephone

<b>Asset Condition Code:</b> <b>A12</b>	<b>Code Description:</b> <b>Damaged asbestos component in DB equipment</b>
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**Description:**

There is asbestos in the DB equipment (e.g. cut-out, distribution board) and it is damaged. If asbestos is present but not damaged, refer to Code C11.

**Note 1:** Defects to asbestos meter boards that do not have DB equipment attached should not be reported to DBs.

**Note 2:** If the cut-out is mounted on an asbestos board you should report these to the DB using asset condition Code C16.

**Actions:**

If you inspect the DB equipment and discover that there is asbestos material in it, and it is damaged:

In all cases, you must:

- Keep the immediate area clear of obstructions and keep everyone at a safe distance.
- Contact the DB immediately by telephone – report Code A12;
- Tell the DB what actions you have taken, if any.
- Remain on Site until the DB staff arrive unless you have been able to take any mitigating actions to prevent danger in accordance with your company's risk assessment policy (see note below).
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

An AMO document "Guidance to manage asbestos during metering activities" provides guidance to companies in developing their own asbestos safe working procedures. This will allow your company to update their asbestos procedures, which you must follow in the event of encountering asbestos-based materials

**Note:** The DB recommends that you remain on Site. If you leave site, leaving an unsafe situation, you may be breaching your legal obligations under the ESQCR with respect to, but not limited to, (Duty of Cooperation - Part 1, Section 4). You may also be liable for any damage or injury caused as a result of not remaining on site to allow the DB to gain access.

If you choose to leave site, it should be in strict adherence with your company's risk assessment policy. This needs to take into account that by leaving site the DB may not gain access for an unspecified period of time and you may be taking responsibility for the electrical safety associated with this work until such time as the DB gains access. If you are leaving site, ensure you have informed the DB that you are leaving.

**Category A – Emergency****Immediately report to the DB by telephone and remain on site until the DB arrives**

<b>Asset Condition Code:</b> <b>A14</b>	<b>Code Description:</b> <b>Polarity identified as incorrect at DB equipment</b>
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**Description:**

You discover incorrect polarity on the incoming service cable to the DB equipment when you are carrying out the polarity check.

Any cross polarity beyond the outgoing side of the DB equipment is the responsibility of the MOCOPA Operator or customer dependent upon the point at which the cross polarity is identified. Follow your company policy.

Note: In PME installations, exposed metal work may still be live (and remain live with the fuse removed) and this should be part of your risk assessment when making the Site safe (leave the cut-out fuse in).

**Actions:**

- Isolate the Customer's supply by switching off the consumer unit/double pole isolator, where possible.
- Consider whether other customers may be affected e.g. due to a shared or looped service and advise DB of this when making your report.
- Contact the DB immediately by telephone – report Code A14.
- Tell the DB what actions you have taken.
- Remain on Site until the DB staff arrive
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

**Category A – Emergency**  
Immediately report to the DB by telephone

<b>Asset Condition Code:</b> <b>A15</b>	<b>Code Description:</b> <b>Immediate risk to the public or Customer due to current service position location</b>
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**Description:**

You discover that the service position is unsafe and poses an immediate risk to the Customer or public. Examples of unsafe locations and situations include:

- Service position insecure or exposed to immediate weather damage.
- In a shower, near a toilet or reaching distance from a bath.
- In a flooded cellar.
- Where there is a flammable environment or an explosive atmosphere, which cannot be addressed by the Customer.
- Near a car jet washing facility that is not adequately separated.
- In close proximity to machinery, making it unsafe to work on the service.
- Where the structure to which the service is attached is in danger of collapse.
- Buildings that are not secure against third party access, e.g. abandoned warehouses.
- Where the DB equipment has become detached and is hanging unsupported from its normally secured position.

Note - Where the DB equipment is loose on the meter/backboard and in such a condition that you cannot safely rectify the situation report under Code B02.

**Actions:**

- Do not operate the DB equipment.
- Contact the DB immediately by telephone – report Code A15;
- Tell the DB what actions you have taken, if any.
- Remain on Site until the DB staff arrive unless you have been able to take any mitigating actions to prevent danger in accordance with your company's risk assessment policy (see note below).
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

**Note:** The DB recommends that you remain on Site. If you leave site, leaving an unsafe situation, you may be breaching your legal obligations under the ESQCR with respect to, but not limited to, (Duty of Cooperation - Part 1, Section 4). You may also be liable for any damage or injury caused as a result of not remaining on site to allow the DB to gain access.

If you choose to leave site, it should be in strict adherence with your company's risk assessment policy. This needs to take into account that by leaving site the DB may not gain access for an unspecified period of time and you may be taking responsibility for the electrical safety associated with this work until such time as the DB gains access. If you are leaving site, ensure you have informed the DB that you are leaving.

**Category A – Emergency****Immediately report to the DB by telephone and remain on site until the DB arrives**

<b>Asset Condition Code:</b> <b>A17</b>	<b>Code Description:</b> <b>Live unearthed DB metal-encased equipment</b>
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**Note:**

All metalwork associated with the supply should be earthed. Although not ideal, metal-encased covers are generally considered earthed when attached to an earthed box.

**Description:**

Any circumstances on the Site involving DB equipment that has the potential for electric shock or electrocution, which has not been covered in other Codes, including live service or cut-out metalwork, and unearthed service metalwork (e.g. metal-encased cut-out, distribution board, cable gland box).

If unearthed Distribution Business equipment is not live report under B10.

**Actions:**

- Do not operate the DB equipment.
- Keep the immediate area clear of obstructions and keep everyone at a safe distance.
- Contact the DB immediately by telephone – report Code A17.
- Tell the DB what actions you have taken.
- Remain on Site until the DB staff arrive.
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.
- Continue to monitor the situation and inform DB if the situation deteriorates

**Category A – Emergency**  
**Immediately report to the DB by telephone and remain on site until the DB arrives**

<b>Asset Condition Code:</b> <b>A19</b>	<b>Code Description:</b> <b>Surface voltage found on plastic cut-out</b>
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**Note:**

A potential safety issue has been identified with both single and three phase black plastic cut-outs made from phenolic materials, installed by DBs across the UK between 1967 and 1992, whereby the plastic casing can in some circumstances become conductive leading to a risk of electric shock and/ or excessive heat.

If as part of your risk assessment of the work area, you identify that the cut-out is a plastic cut-out that may contain phenolic material then follow these actions:

- Before the operation of a cut-out - check for surface voltage on the body of the plastic cut-out using an appropriate direct contact voltage measuring device(do not operate the DB equipment if a voltage is detected).
- If a sustained voltage is identified record the voltage value and report this to the DB.
- Reports based on readings from a single point of contact voltage indicator must be confirmed by a second test using a volt meter.
- If you are uncertain on the interpretation of your tests, contact your supervisor for further advice.
- A proximity voltage indicator should not be used.

**Description:**

The DB equipment shows the presence of a voltage on the plastic cut-out casing.

**Actions:**

If you discover sustained voltage on the surface of the plastic cut-out:

- Do not operate the DB equipment.
- Keep the immediate area clear of obstructions and keep everyone at a safe distance.
- If the cause appears load-related, advise the customer to reduce their load as appropriate.
- Contact the DB immediately by telephone – report Code A19.
- Tell the DB what actions you have taken.
- Remain on Site until the DB staff arrive.
- Ensure that you have provided all the details to the DB as specified in Section 5 Category A Situations.

Continue to monitor the situation and inform DB if the situation deteriorates.



**Example of Black Plastic Cut-out**  
  
 (cut-outs such as these can be constructed of phenolic material)

## 6. Category B Situations

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

Category B Code shall ONLY be reported when the situation prevents you from installing the meter.

Where there are multiple Distribution Business related issues at one MPAN, report the most serious one using the relevant Code. Report the additional issues using the free text field.

Only report one Code per MPAN eg a B flow should NOT be sent if an A code has been reported by telephone.

Before commencing work the meter operative shall ensure that they have all the necessary tools and equipment to complete their task and leave the DB equipment in a safe and serviceable condition.

In the case where a defect is both a B11 (cut-out with a fused neutral) and also another B code, report the prime Code as a B11 with reference to other issues in the free text field.

You must seek to resolve all problems within your remit.

Where the network equipment defect is noticed on adjacent DB equipment to which the Meter Operator is not appointed, the DB should be contacted by telephone under business as usual processes.

### **In the case of all B codes your actions should be:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system.
- Provide the DB with the Customer's name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card (where available) to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

In certain circumstances it may be helpful to the DB to obtain a photograph of the condition being reported. Some DBs may have a process to facilitate the transfer of imagery. If this is available details can be found within the specific DB area of the MOCOPA website.

<b>Category B – Remedial Work</b> DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B01</b>	<b>Code Description:</b> <b>Fuse carrier welded in to cut-out base</b>

**Description:**

On attempting to remove the DB fuse, in any situation, you are unable to remove the fuse carrier safely. This could be due to corrosion, previous arcing or overheating. The carrier cannot be moved and any further effort exerted could cause further damage to the DB equipment.

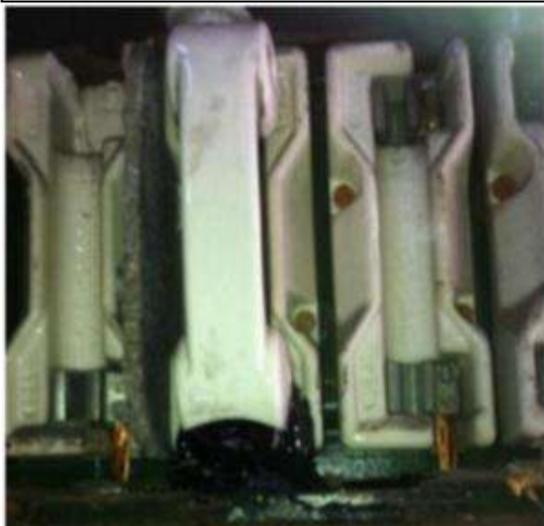
Note: If you discover that an incompatible fuse carrier has been inserted into the cut-out or distribution board, report under A03.

If there are immediate signs of arcing or overheating report under Code A01.

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B01
- Provide the DB with the Customer’s name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

**Photo example – fuse carrier welded into cut-out base**



A fuse has become stuck due to bitumen compound rising up from the cable box beneath and gluing the fuse contacts

**Category B – Remedial Work**  
DB work required for you to complete your work

<b>Asset Condition Code:</b> <b>B02</b>	<b>Code Description:</b> <b>Cut-out loose</b>
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**Note:**

During your risk assessment you may discover that the meter/backboard is in a loose or poor condition. You must seek to resolve all problems within your remit.

If you are satisfied that you **can safely make the DB equipment and meter secure**, you may decide to proceed with your work, in which case do not report.

**Description:**

Examples of environments where this code may be used are situations where damp environments, e.g. cellars, sheds or alleyways have resulted in the meter/backboard decaying and the DB equipment has become loose.

If the **DB equipment is insecure** and that continuing with your work may result in damage to equipment or risk to yourself, a visit is required by the DB to re-fix their equipment before you can proceed with your work, report as B02.

Note: If the condition puts the Customer or public at immediate risk report using Code A15.

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B02
- Within the free text field on the dataflow, please identify what equipment is located on the meter/backboard (including any customer equipment)
- Provide the DB with the Customer’s name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.



Examples of a cut-out that is clearly not securely fixed onto a wall.



Category B – Remedial Work DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B03</b>	<b>Code Description:</b> <b>Damaged/missing phase barrier in DB equipment</b>

**Description:**

Internal barriers/covers between phases or phase and neutral or phase and earth metalwork are:

- Significantly damaged (i.e. they cannot perform their function); or
- Missing from the cut-out or other DB equipment.

This will prevent you from removing the fuse, or fuses, safely.

If you suspect that the damaged phase barriers are an asbestos material then report as Code A12.

If the equipment is not damaged, but contains asbestos components then report as Code C11.

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B03
- Provide the DB with the Customer’s name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

**Examples of cut-outs with removable phase barriers**

Cut-out designs are reliant on a form of phase barrier. In some designs of cut-outs the phase barrier is removable to allow easier access to terminals. The below image is just one example of a cut-out with missing phase barriers – you should note that there are many other types of metal-encased cut-outs with similar internal arrangements.



**Left photo:** Missing phase barriers – note the proximity of the incoming “stalks” to the metal cover.

**Right photo:** Missing phase barriers – shrouds (in red) have been used by the Meter Operative to cover the live terminals.

Category B – Remedial Work DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B04</b>	<b>Code Description:</b> <b>Damaged/broken cut-out terminal including missing terminal screws</b>

**Description:**

Following removal of the DB fuse and neutral or neutral/earth cover it is clear that the condition of the outgoing phase and neutral connections will prevent metering work being undertaken.

This will include where terminal screws are missing, but ONLY where spare ways aren't available or where there is more than one outgoing cable terminal and only one has missing screws you should proceed with your work by either; using the terminal that is complete or by utilising screws from an unused terminal.

If a terminal screw is found sheared off and unable to be removed but the cable is found fit for purpose and shows no signs of overheating; it can be assumed it sheared off when being fully tightened and you should not report a defect to the DB.

Should meter tails need to be changed and screw is found to be sheared off and can't be removed cease work and report as Cat B04.

The screws are designed to be tightened by hand with the appropriate sized screwdriver or tool. If in the course of tightening you shear the screw you may be using excessive force and the screw will be adequately tight. These would not need to be reported under this code.

If during the course of your works you shear off a termination screw and you cannot confirm tightness report as Code A01 and remain on site for the DB to attend.

**Note:** In circumstances where spare screws and terminals can be utilised the meter exchange can take place and you should not report a defect to the DB, providing any redundant entry points can be made safe, e.g. by insertion of a blanking plug.

<p>Example of missing screw, Meter Operator able to continue with work – <b>Do not report</b></p>	<p>Example of screw sheared off, Meter Operator able to continue with work – <b>Do not report</b></p>
	

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B04
- Provide the DB with the Customer's name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

<b>Category B – Remedial Work</b> DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B05</b>	<b>Code Description:</b> <b>Non-withdrawable fuse by design</b>

**Note:**

This code should not be used in circumstances where the withdrawal of the cut-out fuse is prevented by an external obstruction such as built-over cupboard etc.

**Description:**

Any cut-out where the equipment is designed such that the fuse cannot be removed for isolation purposes. Cut-outs with non-withdrawable fuses must not be worked on, as the only way to “operate” the cut-out is to work directly on the live terminals.

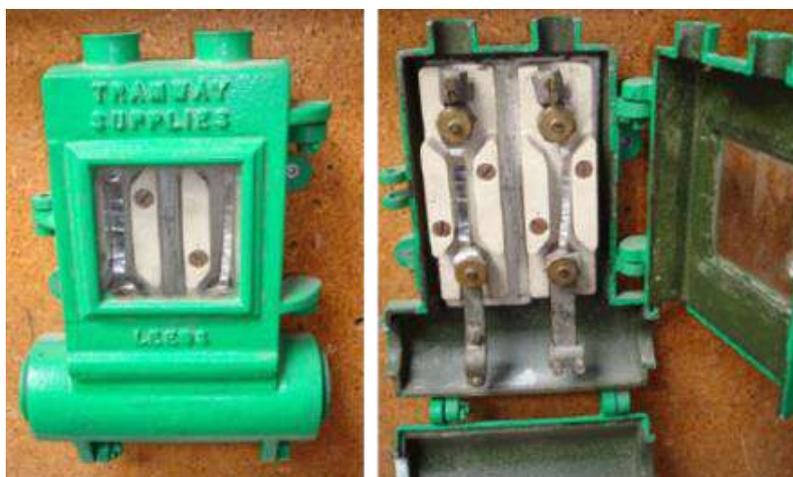
Note that in all cases cut-outs with a fused neutral should be reported under Code B11.

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B05
- Provide the DB with the Customer’s name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

**Photo example – Non-withdrawable fuses**

The photos below show an example of a cut-out where the fuse wire terminals are attached to the cut-out, hence the fuse is non-withdrawable by design. Although note that this particular cut-out also contains a fused neutral and would therefore be reported under Code B11



<b>Category B – Remedial Work</b> DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B07</b>	<b>Code Description:</b> <b>DB equipment issue preventing installation/replacement of meter tails</b>

**Note:**

**Do not use** this code:

- If you are not permitted by your company to work on metal-encased cut-outs. Report the issue to your supervisor as per your company procedures.
- For situations where a shared fuse or shared neutral exists. Such situations should be managed in accordance with your company's procedures.
- Where the meter operative is not deemed to be competent to undertake the work, i.e. they are not trained to undertake specific work by their company e.g. operate/work on metal-encased cut-outs. This is a meter operator issue and does not relate to DB equipment.
- If you do not have the specific tools (e.g. crimper) needed to terminate the meter tails.
- Where the issue involves meter tails between the meter and the Customer equipment and is not DB related. These should be discussed with the Customer.

**Description:**

The meter tail connection from the DB equipment to the meter needs to be replaced. You require the intervention of the DB in order to complete your work. Examples include:

- The connection terminals on the outgoing side of the cut-out are unable to accept a minimum conductor (tails) size of 16mm<sup>2</sup>.
- The connection in the DB equipment is welded in.
- Terminal screws cannot safely be slackened (e.g. neither fixed nor temporary shrouds are available).
- Holes would be left in metal DB equipment if the tails were to be exchanged and grommets or bushes to fill the entry point are not available.
- There are non-standard cable terminations in the DB equipment (excluding lugged connections, see note below)

**Note:** In some circumstances, it may be necessary to make a lugged connection if the DB equipment requires it. If this is the case do not report to DB and obtain the appropriate tools to make the connection.

- The incoming neutral is found to be wired directly to the meter with no termination at the cut-out (excludes supplies provided by rising mains and lateral services, see section below).
- There is (not immediately hazardous) debris within the cut-out or distribution board that poses a risk to its safe operation. Use Code A04 to report situations where hazardous debris provides an immediate risk.

**Rising Mains and Lateral Services**

See also section 1.5.

Rising mains and lateral services are installed in all areas of GB and are used as a means of providing electricity supplies within multi occupancy buildings. The types of buildings which may have rising mains and lateral services installed within them may vary significantly ranging from buildings with as few as two individual properties to large multi storey buildings with hundreds of individual flats.

Defects should only be reported to the DB where it is clear that they are responsible for the operation and maintenance of rising mains and lateral services within the property where a defect has been identified. If the DB is not responsible for the operation and maintenance of rising mains and lateral services within the property a report will need to be sent to the Building Network Owner. If you are unsure regarding who a defect should be reported to contact your supervisor.

There are many different types of rising main and lateral service installations that have been installed across GB. The methods used will typically depend upon; the date of installation, the geographic location and the number of properties within the building. If you need further information regarding these installations contact your supervisor.

In modern installations it is common for isolation to be available adjacent to the meter.

For older installations there may be issues associated with supplies provided by rising main and lateral service installations that differ significantly from other types of supply. These may include:

- No isolation (fuse) or neutral connection (block) is available at the meter position, i.e. the lateral service connections are made direct into the meter
- No isolation (fuse) is available at the meter position, i.e. the lateral service connections are terminated into connector blocks
- Isolation is located remotely usually via a multi-phase cut out or within a multi-way distribution board (BEMCO/ Ryfield etc.)
- Typical lateral service connections into the meter may include:
  - PVC/ XLPE single core cables
  - VIR insulated single core cables
  - MICC (pyro cables)
- Isolation is available at the meter position via a red link isolator or fuse unit but no separate neutral block

Where isolation or neutral connections are not available at the meter position this should not prevent a meter operative from installing metering equipment. Refer to your own company's procedures.

**Note:** In circumstances where the isolation point is located remote from the meter and can be identified, meter operatives should apply any isolation required and undertake their metering work.

Do not report these situations to the DB using code B07.

Where appropriate report using a Category C code, typically:

- C14 (Fed from distribution board – local/remote from meter)
- C15 (DB cable terminating into DB equipment is VIR/MICC)

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B07
- Provide the DB with the Customer's name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

<b>Category B – Remedial Work</b> DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B08</b>	<b>Code Description:</b> <b>Unhinged metal cut-out cover over un-insulated conductor</b>

**Description:**

There is a risk of flash-over where there are un-insulated live conductors and the removal/replacement of the cover is not effectively guided/controlled. For example an uncommon type of pressed steel metal-encased cut-out (photo below), probably from the 1940s, is known to have this issue.

Examples of where Code B08 should be used, following **initial visual inspection**, are:

- The cut-out or DB distribution board cover is unhinged and it is of a type that it is known that un-insulated live conductors will be present.
- The cover hinges are damaged or broken.

Where the DB equipment **cover has been removed** and the following scenarios are identified, use the associated Code to report the issue/information:

- There is a potential risk of flash-over – report Code A07.
- The hinges are discovered to be broken – report Code A04.
- Phase barriers are not present or are damaged – report Code B03.
- A healthy but unhinged metal-encased cut-out with phase barriers in place as designed – report Code C06.

You can proceed with your work where the cut-out is unhinged and:

- The DB equipment has adequately insulated live conductors, and
- There are insulated barriers in place, so that the DB equipment cover cannot inadvertently come into contact with exposed un-insulated live conductors.

**Actions:**

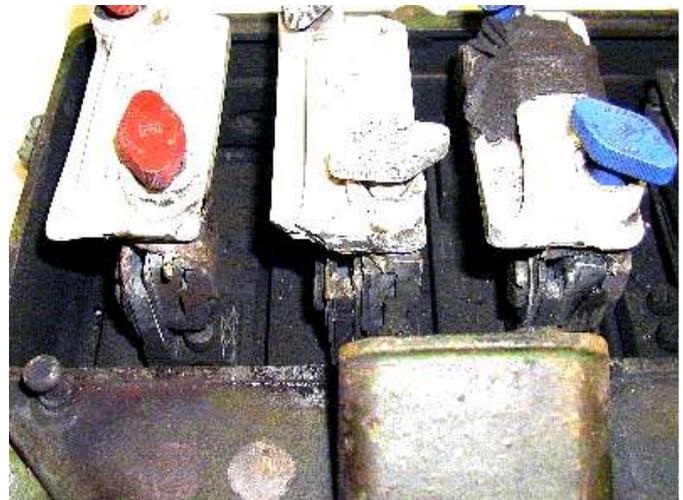
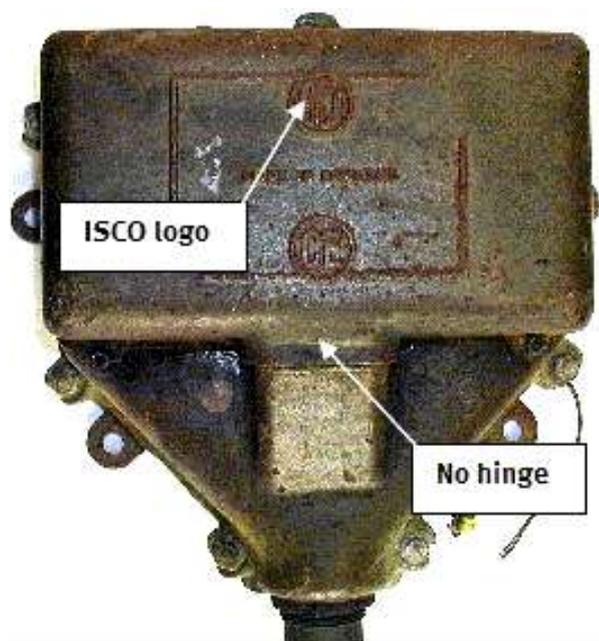
- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B08.
- Provide the DB with the Customer’s name and contact number using the data flow system.
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

### Photo example – Unhinged metal cut-out over uninsulated conductors

An uncommon type of pressed steel metal-encased cut-out, probably from the 1940s.



A typical example of a Metal Clad Cut-Out which has known design deficiencies is the ISCO Type cut out and extreme caution must be exercised when removing or replacing lids on this type of equipment. This particular example also had the phase barriers removed. All cut-outs must be assessed individually prior to attempting any live work on them ensuring that the phase barriers are in place.



<b>Category B – Remedial Work</b> DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B10</b>	<b>Code Description:</b> <b>Unearthed DB metal-encased equipment</b>

**Description:**

Any circumstances on the Site involving DB equipment that has been identified as unearthed and NOT live (e.g. metal-encased cut-out casing). If live report under A17.

Note that if the DB equipment which is unearthed is an immediate risk to safety you should report this issue via Code A10 and not this Code.

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B10
- Provide the DB with the Customer’s name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

**Notes:**

All metalwork associated with the supply should be earthed. The earth connection can be checked with one probe of a test lamp connected to a phase. Although not ideal, metal-encased covers are generally considered earthed when attached to an earthed box.

**Category B – Remedial Work**  
DB work required for you to complete your work

<b>Asset Condition Code:</b> <b>B11</b>	<b>Code Description:</b> <b>Cut-out with a fused neutral</b>
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**Description:**

Any electricity service cut-out which, when opened, has fuse protection in both the phase and neutral ways. In most cases, these cut-outs will have been installed in pre-1937 properties.

The Electricity Safety, Quality and Continuity Regulations (ESQCR) states that, as of 31st January 2013, fused neutrals shall not be retained. There is an HSE requirement for fused neutral cut-outs to be removed within 28 days of being identified.

If you encounter electricity service cut-out which you suspect has withdrawable fuse protection, or a removable link, in the neutral, do not proceed with your work. Make the area safe and immediately report the issue to the network operator via the data flow system using asset condition Code B11

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the data flow system – report Code B11
- Provide the DB with the Customer’s name and contact number using the data flow system
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.

**Photo examples:**



Category B – Remedial Work DB work required for you to complete your work	
<b>Asset Condition Code:</b> <b>B12</b>	<b>Code Description:</b> <b>DB owned CT metering equipment issue</b>

**Notes:**

Current transformer (CT) operated metering equipment may be owned by parties other than the DB (e.g. the customer) – irrespective of ownership, issues involving this equipment should be reported under this Code B12.

Issues with the incoming service cable and/or cut-out should be reported using the appropriate A, B and C code.

This code is not to be used to report a lack of or incomplete DB owned CT metering equipment commissioning or documentation as required under the Balancing and Settlement Code (BSC) CoP4, or where the DB metering equipment does not meet the accuracy requirements of the relevant BSC CoP, but is otherwise safe.

This code should not be used to inform the DB of installation issues prior to commissioning new CT metering equipment on Site as these defects should be communicated via the business as usual processes for new connections.

Where you discover that the building / enclosure housing metering equipment is unsafe you should liaise with the customer to request that these issues are addressed.

**Description:**

In addition to the supply cut-out / industrial service unit (ISU), for CT operated metering systems, the DB can provide metering equipment typically consisting of, CTs, voltage transformer (VT) (for high voltage systems), test terminal block, local isolation metering potential fuses and link, associated wiring up to and including the test terminal block, and a metering panel. The CTs may be housed in DB switchgear, a CT chamber, ISU or the meter panel.

This code should be used where the DB owned CT metering equipment is damaged or faulty such that it prevents metering work and/or any subsequent commissioning from being carried out.

**For example:**

- Damaged or insecure meter panel or CT chamber.
- Damaged CT or VT.
- Damaged wiring loom (up to the point of interface, such as the test terminal block and/or fuses/link).
- Shorting links on CT applied that cannot be accessed by MO.
- Test terminal block missing or faulty.
- VT primary fuse blown.
- Inaccessible or non-standard types of VT secondary and LV metering potential fuse blown  
Although VT secondary fuses and metering potential fuses up to and including the point of interface are the responsibility of the DB, normally it would be sensible for the MO to replace blown fuses, assuming safe access and the operative is confident it is safe to replace. (i.e. cause of blown fuse established)
- CT or VT secondary circuit not connected to earth.
- Unexpected voltages or currents at the interface which the MO is unable to resolve (e.g. indicative of a fault or wiring alterations on the DB side of the interface).

**Actions:**

- Wherever possible, for safety and security reasons ensure the DB equipment is sealed before leaving site.
- Stop work and do not commence your meter installation activity
- Report the issue to the DB via the dataflow system – report code B12. As this code can be used for a variety of issues please provide a full description in the free text field.
- Provide the DB with the Customer's name and contact number using the data flow system.
- To ensure the customer is fully aware of next steps, leave a Category B Customer Notification Card to advise the Customer to expect communication from the DB requesting an appointment to visit Site to inspect the DB equipment.



## 7. Category C Situations

**Asset Condition Codes** – an issue with the DB equipment that is neither a Category A situation nor a Category B situation. Report these characteristics to the DB using the data flow process.

Category C Codes are used to inform the DB of an asset condition only and shall NOT prevent your work being carried out

It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

Only report one Code per MPAN e.g. a B flow should NOT be sent if an A or a B code has already been reported.

Where there are multiple Distribution Business related issues at one MPAN, report the most serious one using the relevant Code. Report the additional issues using the free text field or if reporting a Category A issue mention any additional issues to the Distribution Business call agent.

Ensure that safety and other issues are properly resolved.

When reporting Category C (asset condition) characteristics, as you can only report one code per service position, you should report using the highest the highest priority code and use the free text field to report any additional characteristics/information.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C02</b>	<b>Code Description:</b> <b>Signs of bitumen compound leaking</b>
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**Description:**

A situation where:

- There is no evidence of the DB equipment currently operating hot;
- The DB equipment appears in all other respects to be in good condition; and
- Compound has obviously leaked from the cut-out previously, but is not currently leaking.



If the compound is currently leaking, refer to Code A01.

As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that there are historic signs of bitumen leaking providing there are no other higher priority issues/characteristics, Code C02 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)**
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C02.
- Provide the DB with the Customer’s name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C03</b>	<b>Code Description:</b> <b>Lower rating fuse or cut-out (less than 60A)</b>
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### Description:

Any service DB equipment where when the fuse carrier is removed or the DB equipment cover is opened, it is evident that the fuse has a maximum rating of less than 60 amps, look for:

- Indication on the face of the cut-out that the rating is less than 60 amps.
- Indication on the fuse that its rating is less than 60 amps.

As well as being used to report small fuses, this Code must also be used to report situations where the cut-out is rated at less than 60 amps. Look for an indication on the DB equipment (moulding or name-plate) by the manufacturer that the cut-out rating is less than 60 amps.

As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the fuse or cut-out is rated at less than 60A providing there are no other higher priority issues/characteristics, Code C03 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral) (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)**
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

### Actions:

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C03.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C06</b>	<b>Code Description:</b> <b>Metal-encased cut-out</b>
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### Description:

Any property where

- The electricity service cut-out is manufactured from a metallic base material; and
- This has not been identified as an A (emergency) or B (remedial work) Code issue.

For avoidance of doubt, DO NOT report metal-encased distribution boards.

Examples of a metal-encased cut-out include:

- Pressed steel boxes.
- Cast metal boxes

As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out is metal-encased providing there are no other higher priority issues/characteristics, Code C06 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral) (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)**
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

### Actions:

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C06.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C07</b>	<b>Code Description:</b> <b>DB equipment unable to be securely sealed</b>
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### Description:

Where the sealing tag on the DB equipment is broken, or the DB equipment is otherwise unable to be effectively sealed.

### Sealing

Sealing achieves four purposes:

- To ensure basic safety – access to live conductors should require a tool;
- To provide an indication of responsibility and/or the right to operate;
- To aid with the prevention of tampering/illegal abstraction; and
- To indicate the MOCOPA® Party and individual to last access the Metering Equipment or Distribution Business equipment at the Site, in the event of a dispute.

MOCOPA® describes the obligations on parties regarding sealing metering equipment such as the use of individually issued and registered sealing pliers. Cut-out fuse carriers can be fitted with “tags”, e.g. top and bottom. Where they are, this enables wire and ferrule seals to be applied.

The following photos show where the tags are broken and it is not possible to seal the cut-out properly.



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out cannot be effectively sealed providing there are no other higher priority issues/characteristics, Code C07 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- Single insulated DB conductor (phase or non-PME neutral) (C19)
- Missing combined neutral-earth cover on DB equipment (C20)
- Rewirable cut-out fuse (C18)
- Lower rating fuse or cut-out (less than 60A) (C03)
- Asbestos component identified in DB equipment (C11)
- Metal-encased cut-out (C06)
- Signs of bitumen compound leaking (C02)
- DB equipment mounted on asbestos board (C16)
- DB equipment unable to be securely sealed (C07)**

- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Consider alternative means of sealing, to leave the Site safe. Adhesive sealing labels are an appropriate temporary alternative if one or more sealing points are damaged or if the remaining sealing points do not restrict access.
- Report the issue to the DB via the data flow system – report Code C07.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C11</b>	<b>Code Description:</b> <b>Asbestos component identified in DB equipment</b>
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**Description:**

On removing the cut-out or distribution board cover or fuse (usually in metal-encased cut-outs) materials used for the phase barriers or as arc suppression or protection from heat are suspected to be manufactured from asbestos containing material.

Note that if the asbestos is damaged; refer to Code A12.

For more information on asbestos procedures, refer to the note on the guidance sheet for Code A12.

As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out contains asbestos components providing there are no other higher priority issues/characteristics, Code C11 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. **Asbestos component identified in DB equipment (C11)**
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C11.
- Follow your company procedure for dealing with asbestos.
- Provide the DB with the Customer’s name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

An AMO document “Guidance to manage asbestos during metering activities” provides guidance to companies in developing their own asbestos safe working procedures. This will allow your company to update their asbestos procedures, which you must follow in the event of encountering asbestos-based materials

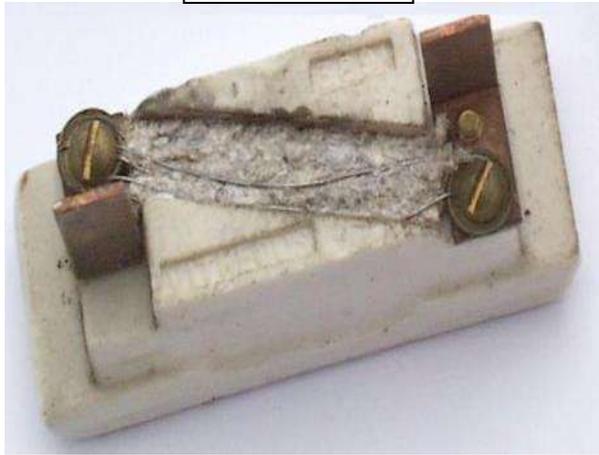
Photo examples are shown overleaf.

**Photo examples – Asbestos component in DB equipment**

The photos below show examples of asbestos phase barriers.



Asbestos Wool



Coating and labels



## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C14</b>	<b>Code Description:</b> <b>Fed from distribution board – local/remote from meter</b>
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**Description:**

The service cable is fed from an internal distribution board within the building. Use this Code when the distributors' fuse, which supplies the Customer, sits in a distribution board. This includes:

- Landlord distribution boards (Building Network Operator);
- Meters relying on a distribution board fuse for protection, regardless of whether the meter has local isolation; and
- DB owned distribution boards.



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the service cable is fed from a distribution board providing there are no other higher priority issues/characteristics, Code C14 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral) (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)**



Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C14.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

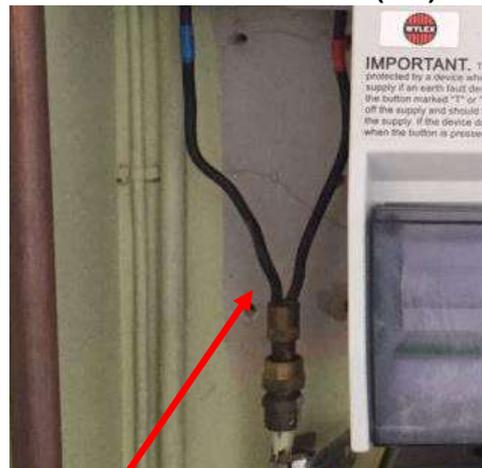
Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C15</b>	<b>Code Description:</b> <b>DB cable terminating into DB equipment is VIR/MICC</b>
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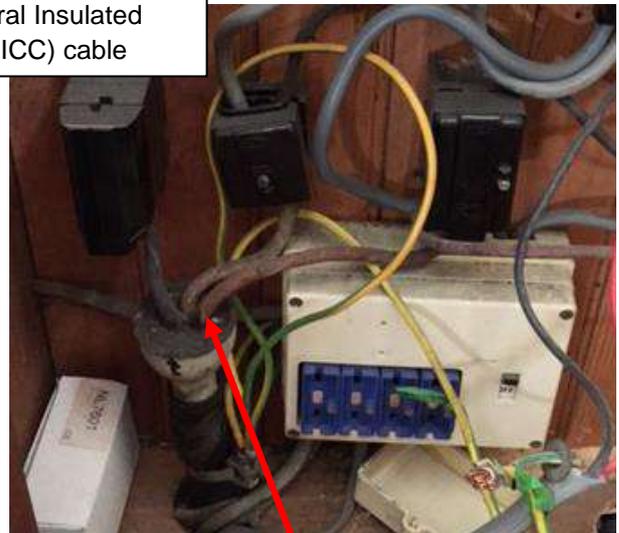
This code should be used for reporting service cables which are in a serviceable condition but provided via:

- Mineral Insulated Copper Clad cable (MICC, sometimes known as Pyro);
- Vulcanised India Rubber (VIR) conductors.

**Photo examples – Mineral Insulated Copper Clad (MICC) and Vulcanised India Rubber (VIR) cables**



Example of Mineral Insulated Copper Clad (MICC) cable



Example of Vulcanised India Rubber (VIR) covered conductors

### Description:

The final service cable to the cut-out (sometimes referred to as 'lead-in') can be:

- The cable between the overhead line and the cut-out; or
- Looped from another cut-out.

VIR installations are commonly:

- Found in older properties;
- Fed by an overhead service; or
- Found in multiple-occupancy buildings.

**Note that this Code should only be used to report DB service cable information, not landlord (Building Network Operator) equipment.**

Old overhead (VIR) service neutrals were sometimes terminated directly into the meter (no neutral block). Do not attempt to carry out any work, but refer to Code B07 (Meter tails need to be replaced but cannot be changed safely by competent staff).

As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the service cable is fed from a distribution board providing there are no other higher priority issues/characteristics, Code C15 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)**
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C15.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C16</b>	<b>Code Description:</b> <b>DB equipment mounted on asbestos board</b>
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**Description:**

Following an on-Site assessment you identify that the board to which the DB equipment is fixed is manufactured from asbestos containing materials.



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out may be mounted on an asbestos board providing there are no other higher priority issues/characteristics, Code C16 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral) (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)**
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C16.
- Record in the free format text field if you believe the ACM board is damaged.
- Provide the DB with the Customer’s name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

**Category C – Asset Condition**

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C17</b>	<b>Code Description:</b> <b>Black plastic cut-out</b>
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**Description:**

Black plastic cut-outs made from phenolic materials were installed by DBs across the UK around the period 1967 and 1992. A potential safety issue has been identified with black phenolic plastic cut-outs, whereby the plastic casing can in some circumstances become conductive leading to a risk of electric shock and/ or excessive heat. This particular situation shall be reported under code A19.

The purpose of this code is to identify all cut-outs that might be of a black plastic phenolic type.

**Initial Checks:**

If as part of your risk assessment of the work area, you identify that the cut-out is a black plastic cut-out that may contain phenolic material then follow these actions:

- Before the operation of a cut-out - check for surface voltage on the body of the black plastic cut-out using an appropriate direct contact voltage measuring device (do not operate the DB equipment if a voltage is detected).
- Where the test has been confirmed in accordance with the guidance in Code A19, do not operate the DB equipment, and contact the DB immediately by telephone reporting code A19.
- Only operate the DB equipment when you are satisfied there is no sustained surface voltage present
- Where no sustained surface voltage is recorded and it is safe to continue with your work, it is appropriate to use this Code.

**Actions:**

- Only operate the DB equipment when you are satisfied there is no sustained surface voltage present
- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C17.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

Examples of black plastic cut-outs that might be a phenolic type are shown below.



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out is black plastic, providing there are no other higher priority issues/characteristics, Code C17 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral) (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)**
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

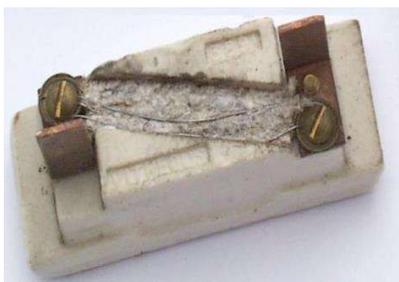
## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C18</b>	<b>Code Description:</b> <b>Rewirable cut-out fuse</b>
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**Description:**

Any DB service equipment where, when the fuse carrier is removed, or the DB equipment cover is opened, it is evident that the fuse is of the rewirable type (of any rating).



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out has a rewirable fuse, providing there are no other higher priority issues/characteristics, Code C18 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. Single insulated DB conductor (phase or non-PME neutral (C19)
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)**
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C18.
- Provide the DB with the Customer’s name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

Category C – Asset Condition	
Continue with your work but report the issue to the DB via dataflow	
<b>Asset Condition Code:</b> <b>C19</b>	<b>Code Description:</b> <b>Single insulated DB conductor (phase or non-PME neutral)</b>

**Note:**

For clarification of a non-PME neutral/service, refer to 'Explanation of earthing arrangements' in Code A07.

**Description:**

This code should be used for reporting incoming service cables to the DB equipment which are in a serviceable condition but have single insulation covering the conductor and not mechanically protected.

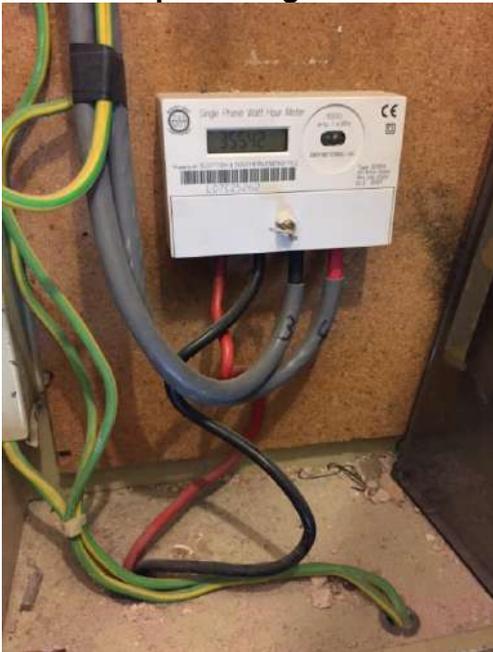
Examples where there is no mechanical protection include:

- Missing service cable crutch cover (on non-PME service).
- Insulated trousers which have slipped down the service cable crutch.

Do not report single insulated combined neutral-earth conductors associated with PME electricity services as these are not considered to be live conductors.

Report exposed combined neutral-earth conductors associated with PME electricity services using Code C20 if not mechanically protected.

**Photo example – single insulated service cables associated with multi-occupancy building**



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have

identified that the cut-out has a single insulated conductor, providing there are no other higher priority issues/characteristics, Code C19 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- i. **Single insulated DB conductor (phase or non-PME neutral (C19))**
- ii. Missing combined neutral-earth cover on DB equipment (C20)
- iii. Rewirable cut-out fuse (C18)
- iv. Lower rating fuse or cut-out (less than 60A) (C03)
- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C19.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

## Category C – Asset Condition

Continue with your work but report the issue to the DB via dataflow

<b>Asset Condition Code:</b> <b>C20</b>	<b>Code Description:</b> <b>Missing combined neutral-earth cover on DB equipment</b>
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### Description:

This code should be used for reporting combined neutral-earth covers on DB equipment that by design should not be missing.

This code should only be used for combined neutral-earth (PME) systems.

Examples where Code C20 **should** be used are:

- Missing combined neutral-earth covers forming part of the DB equipment.
- Missing cut-out crutch cover where no other protection is installed (e.g. insulated 'Y piece' shroud) and the neutral-earth conductor is un-insulated.
- Missing neutral-earth terminal access covers that cannot be remediated by the MOCOPA® Operator.

Examples where Code C20 **should not** be used are:

- All exposed neutral conductors associated with non-PME supplies (this should be reported as Code A07).
- By design un-insulated earth blocks.
- Missing insulated earth block covers.



As you can only report one code per service position, the priority of the below issues/characteristics is in the order that they should be reported. So, for example, if you have identified that the cut-out has missing CNE cover, providing there are no other higher priority issues/characteristics, Code C20 should be reported with details of any other reportable characteristics in the free text field.

The priority of C code reporting is below:

- Single insulated DB conductor (phase or non-PME neutral) (C19)
- Missing combined neutral-earth cover on DB equipment (C20)**
- Rewirable cut-out fuse (C18)
- Lower rating fuse or cut-out (less than 60A) (C03)

- v. Asbestos component identified in DB equipment (C11)
- vi. Metal-encased cut-out (C06)
- vii. Signs of bitumen compound leaking (C02)
- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. Black plastic cut-out (C17)
- xi. DB cable terminating into DB equipment is VIR/MICC (C15)
- xii. Fed from distribution board – local/remote from meter (C14)

Note: Category A and B code reports must always take priority over Category C code reports.

**Actions:**

- Continue with your work.
- Report the issue to the DB via the data flow system – report Code C20.
- Provide the DB with the Customer's name and contact number using the data flow system.
- It is not generally necessary to inform the Customer of an Asset Condition Code reported as this may create an unreasonable expectation of DB intervention.

# Appendix I

## Commonly Used Terms

AIB	Asbestos Insulated Board
ACM	Asbestos Containing Material
AMO	Association of Meter Operators
BNO	Building Network Operator
DCUSA	Distribution Connection and Use of System Agreement
DB	Distribution Business
DNO	Distribution Network Operator (referred to as DB in MOCOPA and this document)
DTC	Data Transfer Catalogue
ENA	Energy Networks Association
ESQCR	Electricity Safety, Quality and Continuity Regulations
HSE	Health and Safety Executive
IDNO	Independent Distribution Network Operator
MICC	Mineral Insulated Copper Clad
MO	Meter Operator/Operative
MOCOPA	Meter Operation Code of Practice Agreement
MPAN	Meter Point Administration Number
MRA	Master Registration Agreement
PME	Protective Multiple Earthing
PPE	Personal Protective Equipment
SFIC	Safety and Faults Information Centre
SLA	Service Level Agreement as defined in DCUSA
VIR	Vulcanised India Rubber

## Appendix II

### Identifying the Distribution Business

The DB can be identified from the first two digits of the MPAN number:

<b>S</b>	<u>00</u>	<u>111</u>	<u>222</u>
	<u>13</u>	<u>1234 5678</u>	<u>345</u>

First 2 digits	Area	Distribution Network Operators (DNOs)
10	Eastern England	UK Power Networks (UKPN) – Eastern Power Networks (EPN)
11	East Midlands	Western Power Distribution (WPD) – East Midlands
12	London	UK Power Networks (UKPN) – London Power Networks (LPN)
13	Cheshire, Merseyside and North Wales	SP Energy Networks (SPD) – Cheshire, Merseyside and North Wales
14	West Midlands	Western Power Distribution (WPD) – West Midlands
15	North Eastern England	Northern Powergrid (NPg)
16	North Western England	Electricity North West (ENW)
17	Northern Scotland	Scottish and Southern Electricity Networks– Scottish Hydro Electric Power Distribution
18	Southern Scotland	SP Energy Networks (SPM)
19	South Eastern England	UK Power Networks (UKPN) – South Eastern Power Networks (SPN)
20	Southern England	Scottish and Southern Electricity Networks – Southern Electric Power Distribution
21	South Wales	Western Power Distribution (WPD) – South Wales
22	South West England	Western Power Distribution (WPD) – South West
23	Yorkshire	Northern Powergrid (NPg)
	<b>Independent Distribution Network Operators (IDNOs)</b>	
24	Independent Power Networks Ltd	
25	ESP Electricity	
26	Energetics Electricity Limited	
27	The Electricity Network Company Ltd	
29	Harlaxaton Energy Networks Limited	
30	Leep Electricity Networks Ltd	
31	UK Power Distribution Limited	
32	Utility Distribution Networks Limited	
33	G2 Energy IDNO Limited	

Current emergency telephone numbers are available on the MOCOPA® website:

<https://mocopa.org.uk/parties-area/distribution-business-information/>

The link is only available to users with access to the MOCOPA® Parties Area.

Please note: emergency telephone numbers are liable to change from time to time.