RETAIL ENERGY CODE

Consolidated Metering Code of Practice (CoMCoP)

RETAIL ENERGY CODE

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Consolidated Metering Code of Practice (CoMCoP)

Scope and Responsibilities

1 Scope

1.1. **Scope of this Code of Practice**

(a) This Consolidated Metering Code of Practice (CoMCoP) specifies the minimum requirements that apply to the undertaking of specification, design, installation, operation, maintenance and removal of Metering Equipment .

(b) This CoMCoP forms part of the Retail Energy Code (REC), and consolidates the four separate codes of practice (Gas Metering Codes of Practice (MCoP), Meter Operator Code of Practice (MOCoP), Automated Meter Reading Service Providers Code of Practice for Gas Meter (ASPCoP) and the Smart Meter Installation Schedule (formerly SMICoP) into one.

(c) This CoMCoP is aimed at anyone (including Independent Gas Transporter) acting as:

i. an approved Metering Equipment Manager (MEM),

1) in respect of gas the MEM is identified as Meter Asset Manager (MAM); or

2) in respect of electricity the MEM is identified as Meter Operator Agent (MOA);

ii. an Approved Meter Installer (AMI);

iii. an approved Electricity Metering Operative (EMO);

iv. a Safe Isolation Provider (SIP);

v. a Distribution Network Operator (DNO);

vi. an AMR Service Provider (ASP); and

vii. an Energy Supplier (ES).

(d) This CoMCoP document is structured such that metering activities are dealt with in the order they occur in the life cycle of the meter installation.

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(e) The term Consumer when used within this CoMCoP document can relate to a Domestic or Non-Domestic Consumer, unless otherwise specified.

(f) Schedule 1 (Interpretations and Definitions Schedule) of the REC applies to this CoMCoP and capitalised terms not defined in this CoMCoP will be interpreted accordingly. Additional definitions which also apply in this CoMCoP are set out in Appendix 24 at the end of this CoMCoP.

(g) In order to operate as a MEM, AMI, EMO and/or SIP, an organisation must first accede as a Party under the Qualification and Maintenance Schedule of the REC, and gain approval in respect of that role under the Metering Accreditation Schedule of the REC.

(h) The processes for investigating alleged breaches, for determining disputes in relation to compliance, and for suspending or withdrawing approval in respect of this CoMCoP are set out in the Metering Accreditation Schedule of the REC. The relevant Party's approval may be withdrawn by the REC Performance Assurance Board (REC PAB) in accordance with the Metering Accreditation Schedule and the Performance Assurance Schedule.

(i) Any statute or statutory provision includes any subordinate legislation made under it, any provision which it has modified or re-enacted, and any provision which subsequently supersedes or re-enacts it (with or without modification).

1.2. **Specific Scope**

Gas Specific

(a) Gas meter installations are designed to operate with specific characteristics, e.g. pressure and flow-rate, and different technical standards apply depending upon such design characteristics. The different categories of installation and therefore works are specified in Appendix 1.

(b) The table provided in Appendix 1 shows the legislation and technical standards applicable to each category of work. Legal requirements listed are those that relate most specifically to that category; these are not exhaustive. Wherever references are made to legislation as acts or regulations, such reference shall be to the latest version of the act or regulation. The obligations within legislation together with any associated licences, take precedence over this CoMCoP where a conflict is identified.

Smart Specific

(c) The aim of the provisions of this CoMCoP which deal specifically with Smart Meter installations is to:

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i. ensure the Consumers experience of the Smart Meter installation process is positive;

ii. protects Consumers during the process;

iii. ensure Consumers are given appropriate assurances over what will take place during the installation process; and

iv. delivers Smart Metering Implementation Programme benefits, including long term behavioural changes.

(d) The provisions of this CoMCoP which deal specifically with Smart Metering Installations are written in the context of the first gas and/or electricity Smart Metering System installed for a site. The pertinent sections must also be applied to subsequent Smart Metering System installations.

1.3. **Exclusions**

(a) The temporary disconnection of a meter, and its reconnection, to allow for safe working on gas installation pipework downstream of the meter installation, is not deemed to be meter installation work within the scope of this CoMCoP. Such work is subject to the requirements of the Gas Safety (Installation and Use) Regulations 1998 (GS(I&U)R) See Gas Safe Bulletin TB-127 'Gas Industry guidance on work on meter installations'. This exclusion does not apply to the re-location of a meter installation, as this is to be considered within the scope of this CoMCoP.

(b) This CoMCoP does not seek to restrict the commercial practice of ASPs but instead sets a standard that all participating ASPs must demonstrate compliance with thus promoting enhanced confidence in the market.

(c) For ASPs this CoMCoP is a voluntary code of practice that ASPs can elect to comply with. In relation to ASPs this CoMCoP is not underpinned by legislation and therefore does not confer any new legal obligations or rights in relation to ASPs. Its purpose is to inform on best practice and establish a minimum set of standards for ASPs.

(d) Meter operation services relating to private networks do not apply for networks not covered by the REC.

(e) The information given in sections dealing with safety responsibilities is for guidance only and is not intended to be exhaustive, nor as a substitute for the legislation concerned.

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2 Responsibilities

2.1. **Overall Responsibilities**

(a) Changes to this CoMCoP will be made in accordance with the REC Change Management Schedule procedures, generally overseen by the Metering Expert Panel . Additionally, the REC PAB will be responsible for the operational governance of this CoMCoP, including investigating alleged matters of non-compliance, but not for arbitration of any commercial disputes.

(b) The Metering Expert Panel provides a forum to manage this CoMCoP including the management of a formal change process, decision making and communications (for further information go to www.retailenergycode.co.uk).

(c) In the event of conflict or inconsistency between this CoMCoP, and either the Distribution Connection and Use of System Agreement (DCUSA) or the Distribution Code, then the latter agreement and code shall prevail to the extent of such conflict or inconsistency. After becoming aware of such a conflict or inconsistency, the REC Metering Expert Panel shall meet as soon as reasonably practicable to consider what changes, if any, should be made to this CoMCoP to address such conflict or inconsistency.

(d) This CoMCoP assumes the Energy Supplier, GT, DNO or Consumer has commercial arrangements in place with MEMs/AMIs/EMOs to undertake meter work and/or asset management activities.

(e) Further specific responsibilities and obligations for signatories to this CoMCoP are continued in section 2.2 to 2.4 below with further references available in Appendix 23.

2.2. **Smart Metering Responsibilities**

(a) This CoMCoP applies in respect of the installation of Smart Metering Systems, for both electricity and gas, where covered by Condition 41 or 42 of the Electricity Supply Licence or Condition 35 or 36 of the Gas Supply Licence. These Conditions apply to installations at the properties of Domestic Consumers and Micro-Business Consumers. The requirements can be applied on a voluntary basis for Smart Metering Systems not installed under licence obligations.

2.3. **Gas Responsibilities**

(a) The MAM shall be responsible for ensuring the design, installation, commissioning, maintenance, removal and disposal of gas supply meter installations is performed by competent, suitably qualified persons or organisations in accordance with industry standards and shall ensure that all

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such works are undertaken in accordance with this CoMCoP.

(b) The AMI shall be responsible for ensuring that they understand and comply with the scope of work required in relation to installation, replacement, maintenance and/or removal of meters and/or meter installation components and shall ensure that all such works are undertaken in accordance with this CoMCoP.

(c) The AMI and MAM shall be responsible for:

i. the secure and safe handling of any Metering Equipment in their control; and

ii. for the passing of relevant information (including any meter losses or the illegal use of meters) to;

1. the meter owner;

2. the MAM;

3. Gas Supplier; and/or

4. GT.

(d) The ASP shall be responsible for providing confidence to users of relevant services covered by this CoMCoP such that, when they purchase an AMR service from a CoMCoP signatory they know it will be compliant with and operate to a set of agreed and defined standards:

i. to enable competition, where possible by use of “open standards”;

ii. to promote Interoperability and the use of standard data formats;

iii. to provide reliable data, safe AMR Device installation and Interoperability; and,

iv. to encourage recognition, reference to and use of this CoMCoP both by participants in the energy market and Consumers.

2.4. **Electricity Responsibilities**

(a) A SIP, MOA or EMO is only able to break the seals on and work upon Metering Equipment and DNO Equipment, if:

i. at the relevant Metering Point, they are the appointed MOA (or they are the

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EMO contracted by the appointed MOA) and are instructed by the Electricity Supplier appointed to the relevant Metering Point; or

ii. for whole current metering only, at the relevant Metering Point, they are not the appointed MOA, but they are required, by a third party Electricity Supplier or by the Gas Supplier responsible under the DCUSA for the equipment used for the communications with gas meters at the Site, to carry out the following work at the Metering Point (excluding replacing meters):

1. minimal reposition of third party Supplier's meter in communal meter position, to accommodate space for appointed Smart Meter installation;

2. work on looped neutral(s) on Metering Equipment;

3. work on a shared supply;

4. investigation/remedial revenue protection work;

5. installation of an isolator; and/or

6. install, operate, inspect, maintain, repair, renew, reposition, replace and/or remove equipment used for communications with gas meters at the Site (including minimal repositioning of electricity metering equipment as allowed under DCUSA).

(b) The Registration Certificate also allows the MOA to break and re-seal DNOs equipment providing that the Meter Operative has been adequately trained and assessed to carry out this work. The MOA should ensure they comply with any individual DNO requirements.

(c) The principles contained within this CoMCoP form the basis of good practice for meter installation and the operation and maintenance of the Metering Equipment attached to distribution networks.

(d) Any individual DNO's safety information relevant to MOAs should be provided to MOAs via the REC Portal to ensure the on-going safety of the Meter Operative. This generic safety information must be reviewed at least annually. Additionally, a DNO should provide site specific information directly to a MOA as and when requested by the MOA.

2.5. **Responsibilities Indicated by the CoMCoP Tables**

In the tables used in this CoMCoP:

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(a) The columns headed 'Involvement' indicate that the listed categories of Party are involved in the activity, but not necessarily responsible for compliance.

(b) The columns headed 'Auditable Party' indicate that the listed categories of Party are responsible for ensuring compliance.

(c) The columns headed 'Work Category' cross refer to the work categories described in Appendix 1.

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Company Pre-requisites

3 Registration

3.1. **Approval to Operate**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
3.1.1 All relevant Parties may gain REC approval by demonstrating they are able to comply with the relevant requirements of this CoMCoP on an ongoing basis. This will be done via an initial audit followed by a periodic audit regime (see REC Portal).The Party will be assessed against the relevant requirements of this CoMCoP.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
3.1.2 All relevant Parties shall comply with the relevant technical standards in accordance with Appendix 1 and Appendix 6, where relevant, for all aspects of work being undertaken, including, planning, design, installation, commissioning, maintenance, removal and disposal.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
3.1.3 The following types of documentation are appropriate to demonstrate compliance that Metering Equipment is suitable for the intended use in line with regulations and standards at the time of installation:	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	
(a) manufacturer's letters of conformance;	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES,

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					DNO, MOA, EMO
(b) a purchase specification;	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(c) material certificates;	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(d) test certificates;	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(e) equipment suppliers' or manufacturers' literature or warranties, and	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(f) hazardous area certification (i.e. demonstrating conformance to ATEX requirements and CE marked as appropriate for the hazardous area).	MAM, AMI, ASP			C1, C2, C3, C4	MAM, AMI, ASP
3.1.4 All relevant Parties must hold a Registration Certificate or Provisional Certificate, or such other means of demonstrating their accreditation under the REC as may be issued by the Code Manager. This Registration Certificate authorises the parties to work in accordance with this CoMCoP.	MAM, AMI, ASP		MOA, EMO, SIP	C1, C2, C3, C4	MAM, AMI, ASP, MOA, EMO

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3.1.5 The relevant Parties shall only carry out work in respect of the categories of work for which they have been approved and shall not make any false claim in relation to the extent of its approval.	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
3.1.6 The relevant Parties shall provide a relevant contact email address to the Code Manager and shall notify the Code Manager within 10 Working Days if this information changes.	AMI, ASP, MAM	ES	MOA, EMO DNO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, MOA, EMO, DNO
3.1.7 The MAM and AMI shall be compliant with the RGMA baseline and conform with the industry standard methods of communications. Work data flows shall conform to the relevant parts of the RGMA processes.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
3.1.8 The MAM shall confirm to the Code Manager the method of communication it uses to send data required by the RGMA baseline. MAMs shall also provide their Market Participant Short code. This data will be hosted on a secure section of the REC Portal and will be verified as a part of the MAM's audits. The MAM shall notify REC within 10 Working Days if this information changes.	MAM			C1, C2, C3, C4	MAM
3.1.9 Relevant Parties must have Public Liability and Employers Liability Insurance of at least £5,000,000	AMI, ASP, MAM	ES	MOA, EMO DNO, SIP		AMI, ASP, MAM, ES, MOA, EMO, DNO

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4 System Capability

4.1. **Performance Monitoring Policy**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
4.1.1 A policy, procedure and process for monitoring the performance and functionality of Metering Equipment shall be established by the MEM to verify the Metering Equipment is operating as intended. The information obtained from the monitoring should be used to determine the replacement policy.	MAM		MOA	C1, C2, C3, C4	MAM, MOA

4.2. **Data Accuracy & Interoperability**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
4.2.1 Relevant Parties must be able to demonstrate they have adequate measures implemented to assure the accuracy of the data they provide. This will allow them to accurately report the meter register values to the relevant Party automatically. This must include end to end data integrity within their systems including where relevant the AMR Technology capability, data transfer, processing, storage and delivery.	AMI, ASP, MAM	ES	MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, MOA, EMO

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4.2.2 The data format must provide for the delivery of consumption and interval data.	ASP				ASP
4.2.3 Through Interoperability , enterprises should be able to use the data format for billing, verification, energy management and automatic monitoring and targeting.	ASP				ASP
4.2.4 ASPs must demonstrate they or their agents can:	ASP				ASP
(a) automatically communicate with AMR Technology where present at sites and acquire and store data from AMR Technology (where present); and	ASP				ASP
(b) provide accurate data.	ASP				ASP
4.2.5 The AMR Technology when forming part of the gas Metering Equipment must:	ASP				ASP
(a) provide measured gas consumption data for multiple time periods, and be able to;	ASP				ASP
(b) provide such data for hourly or shorter time-periods; and	ASP				ASP
(c) provide remote access to such data.	ASP				ASP

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4.3. **Disaster Recovery/Business Continuity**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
4.3.1 This CoMCoP requires that all relevant Parties must have a disaster recovery /business continuity plan, such that in the event of catastrophe the service will be retained and data integrity protected.	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
4.3.2 The disaster recovery/business continuity plan must consider events that have a significant impact on an organisation's ability to conduct normal business, and define the policies and procedures for dealing with various types of disasters or disruptions that can affect an organisation, especially the organisation's IT (Information Technology) infrastructure. This plan must include the processes and procedures needed to resume an organisation's operation after an event and should include the following:	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(a) protection of data by backups and cloning;	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(b) mirror systems;	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO

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(c) a formal risk assessment to determine the requirements for the disaster recovery/business continuity plan;	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(d) restoration of all essential and critical business activities;	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(e) scheduled review to ensure the plan is to be kept up to date to consider changing circumstances.	AMI, ASP, MAM	ES	DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO

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5 Regulatory Conformity

5.1. **Legislation**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
5.1.1 Relevant Parties must meet the requirements of relevant legislation and shall comply with relevant standards and codes of practice. There are several general health and safety requirements that apply to the works related to this CoMCoP, in particular:	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(a) The HSWA requires employers to safeguard so far as is reasonably practicable the health safety and welfare of their employees; employers and the self-employed are also required to ensure so far as is reasonably practicable the health and safety of non-employees who may be affected by risks arising from their work activities.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
(b) Relevant Parties shall make each of their Meter Operatives aware of their individual duty of care to themselves and to other persons who may be affected by their acts and/or omissions at work. These duties are more specifically stated within provisions of the HSWA. Parties shall also ensure that their Meter Operatives have an awareness of the duties of other Parties to ensure their safety, particularly their employer (as indicated in the MHSWR) and the occupier of the work	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO

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Site, and of their rights to refuse to carry out work if they consider it unsafe.					
(c) Parties should be aware of the MHSWR, which describe the responsibility for full assessment of the risks inherent in types of work generally, and for specific Sites in particular falling on the employer through its supervisory staff (Regulation 3 refers). In order to assist Meter Operatives in assessing risks associated with work on a particular Site, Appendix 3 contains a decision flow chart for gas and Appendix 4 contains a decision flow chart for electricity. Additional information for gas is contained in Appendix 1.	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
(d) For gas, GS(I&U)R must be applied in all appropriate circumstances. The requirements of the regulations shall also be applied, where relevant, in respect of factories, mines, quarries and agricultural installations, as if they were not excluded from the scope of those regulations.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(e) For gas Installations within Non-Domestic Premises, the DSEAR must be complied with, including hazardous area assessment and provision of reports with drawings in line with IGEM/GM/7 or IGEM/SR/25.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(f) For gas, the PSSR and the PESR must be complied with where applicable, including design control and approval processes, and inspection regimes.	AMI, MAM			C2, C3, C4	AMI, MAM
(g) Whenever a gas meter is connected or disconnected as part of the work covered in this document the requirements of GM(C&D)R must be complied with.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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(h) Where any part of a gas Metering Equipment is located upstream of the ECV the GS(M)R) apply for the upstream part. GS(M)R place additional responsibilities on the MAM and the AMI in several respects, including regarding a safety case.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(i) For electricity works, the provisions of the Electricity Act apply, particularly the relevant parts of Schedule 7.			MOA, EMO, DNO, SIP		MOA, EMO, DNO
(j) For electricity works, the appropriate parts of the M(C)R and the M(APCMI)R apply.			MOA, EMO, DNO, SIP		MOA, EMO, DNO
(k) For electricity works, the relevant provisions of the ESQCR apply.			MOA, EMO, DNO, SIP		MOA, EMO, DNO
5.1.2 The PSSR are applicable to pipelines and pressure systems comprising one or more pressure vessels and associated pipework where the pressure system has an operating pressure of greater than 0.5 barg. There are certain exceptions to the regulations. For example, a pipeline in which the pressure does not exceed 2 barg (or 2.7 barg maximum incidental pressure (MIP) if the normal pressure does not exceed 2 barg and the over pressure is caused solely by the operation of a protective device) are excluded from the Regulations and pressure systems incorporating pressure vessels with an operating pressure above 0.5 barg where the product of the pressure and internal volume is less than 250 bar litres are not required to comply with Regulations 5(4), 8 to 10 and 14 of PSSR. The inspection process is distinct from maintenance.	MAM			C4	MAM

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Note: The meter installation is generally installed downstream of the ECV that terminates the pipeline, however this is not always the case.	MAM			C4	
5.1.3 Under the ESQCR, the relevant Parties will ensure accidents and dangerous occurrences are reported to the Health and Safety Executive. Relevant Parties shall be responsible for reporting problems found on Metering Equipment that is from the outgoing terminals of DNO Equipment (see CoMCoP section 6.2.2) to the out-going terminals of the Metering Equipment. For the avoidance of doubt, the legal owner (Customer, MOA, DNO or anyone else) of the Metering Equipment is irrelevant.			DNO, MOA, EMO, SIP		DNO, MOA, EMO
5.1.4 Under the ESQCR, the DNO will ensure accidents and dangerous occurrences are reported to the Health and Safety Executive. The DNO shall be responsible for reporting any problems on assets under its control – that is the cut-out, CT/VTs, associated wiring up to and including the test terminal block, associated metering panel and upstream distribution network. For the avoidance of doubt, the legal owner (Customer, MOA, DNO or anyone else) of the DNO Equipment or asset is irrelevant.			DNO, MOA, EMO, SIP		DNO
5.1.5 The relevant Parties should also comply with relevant documentation issued under the BSC.			DNO, MOA, EMO, SIP		DNO, MOA, EMO
5.1.6 Special regulations apply in the case of electricity supply to quarries and mines (where substations supplying the latter are not classified as separate Premises). In these cases, the relevant Site manager will need to be consulted regarding safety requirements.			MOA, EMO		MOA, EMO

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5.2. **Electricity at Work Regulations (EWR)**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
5.2.1 Certain specific duties of the relevant Parties, as an employer, regarding work activities on or near electrical installations (in so far as they relate to matters that are within its control), are set out in the EWR. These duties include requirements to provide safe systems of work, to utilise safe practices and provide suitable protective equipment and must be complied with. Where a Meter Operative works at a Site , the Relevant Party shall have direct responsibility for its Meter Operatives, whilst the site Responsible Person will have responsibilities for the Site in general (e.g. safe access and egress).	AMI, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	MAM, AMI, DNO, MOA, EMO
5.2.2 The EWR place duties on employers, the self-employed and employees and must be complied with. The EWR require precautions to be taken against the risk of death or personal injury from electricity in work activities (Appendix 1 and Appendix 6). The duties extend to those persons who design, construct, operate or maintain electrical installations and equipment. This could include earthing, equipotential bonding and the connection of electrical equipment (AMR, converters etc.) to the Metering Equipment.	AMI, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, MAM, DNO, MOA, EMO

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5.2.3 Procedures must be put in place by Parties to manage the risks from electricity in work activities. EWR regulation 4 (Systems) requires that all systems must be maintained to prevent danger so far as is reasonably practicable.	AMI, MAM		EMO, DNO, SIP	C1, C2, C3, C4	AMI, MAM, EMO, DNO
5.2.4 Regulation 16 of the EWR must be complied with. It mandates that no person shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or, where appropriate, injury, unless they possess such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work.			DMO, EMO, SIP		DNO, EMO

5.3. **Data and Confidentiality**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
5.3.1 Relevant Parties must comply with the data protection obligations as set out in the REC Main Body sections 19 and 20 as appropriate.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
5.3.2 The processes and procedures referred to in section 5.3.1 must include without limitation:	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO

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(a) having a documented data protection policy (and such other policies or statements as may be reasonably expected pursuant to published guidance on, or considered best practice for, compliance with the DP Legislation) available to all Customers and no less onerous than that set out in the CoMCoP Supplementary Guidance Document;	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
i) ability to demonstrate compliance and they operate in accordance with all such processes, procedures, policies and statements; and,	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
ii) appointment of an Information Protection Advisor at a senior level with specific responsibility for data protection.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
5.3.3 No Parties shall disclose any Confidential Information, particularly commercially confidential tariff information or consumption information relating to a Customer, which would not otherwise be available to the requester as appropriate.	MAM, AMI, ASP	ES	DNO, MOA , EMO, SIP	C1, C2, C3, C4	MAM, DNO, MOA, AMI, ASP, ES, EMO

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5.4. **Distribution Code Requirements**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
5.4.1 The DNO has a duty of care to those not under the direct employment of the DNO, such as individual Meter Operatives of the EMO authorised under its Distribution Safety Rules (see CoMCoP section 17 (Installation Activity)). This is irrespective of what safety procedures have been established by the EMO.			DNO, EMO, SIP		DNO, EMO
5.4.2 Work on or in the vicinity of DNO Equipment by the staff or agents of the relevant DNO is governed by the relevant Distribution Safety Rules. EMOs shall ensure, if their Meter Operatives are called upon to work on or in the vicinity of DNO equipment under conditions requiring compliance with the Distribution Safety Rules , that the Meter Operatives are sufficiently trained.			DNO, EMO, SIP		DNO, EMO
5.4.3 The relevant Parties acknowledge the Electricity Supplier, or, where appropriate, a Customer who contracts with a MOA, is responsible for ensuring that the MOA complies with any obligation imposed on the Electricity Supplier or Customer by the relevant parts of the Distribution Code and DCUSA. The Distribution Code requires the user's (usually the Customer's) electrical system to comply with relevant provisions of the Distribution Code and the ESQCR. It also requires agreement to ownership boundaries at the interface and lays down technical requirements for connection.			MOA, SIP		MOA

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Associated distribution operating codes cover operational liaison which secures safety at this interface and the need for a safety management system to cover work or tests at the operational interface. There is also a duty on the Party responsible for the network or Site at which the Metering Equipment is located to record who is the Party responsible for the Metering Equipment.					

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6 Qualifications & Training

6.1. **Employee and contractor vetting**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
6.1.1 Relevant Parties shall operate a suitable employee and contractor vetting procedure and ensure that persons attending site are fit and proper persons within the meaning of the standard condition of the Energy Supply Licence.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
Note: The CoMCoP Supplementary Guidance Document provides an example of an employee vetting procedure.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	
6.1.2 Where Meter Operatives are to be given authority to operate DNO Equipment and/or enter DNO controlled substations (as in section 11.2.6(a)), they may be authorised by the DNO under its Distribution Safety Rules. The DNO will carry out the necessary assessment and may refuse to authorise or permit to be authorised any person who fails to meet the standards required by it to operate on its network. The EMO shall be responsible for giving authority to Meter Operatives under section 11.2.6(b) below). Prior to giving such authority, the Meter Operatives will require training in the avoidance of relevant dangers.			DNO, EMO, SIP		DNO, EMO
6.1.3 Work on or in the vicinity of DNO Equipment carried out by DNO employees or agents is governed by the Distribution			DNO, MOA,		DNO, MOA

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Safety Rules of the respective DNO. The MOA shall ensure that its Meter Operatives are aware of the relevant DNO procedures and documentation (see section 6.1.4 below). In order to receive certain safety documentation, Meter Operatives may need to be authorised by the DNO as Competent Persons within the meaning of the Distribution Safety Rules.			EMO, SIP		EMO
6.1.4 In regard to works on DNO Equipment, the DNO addresses these duties for its own employees through the safe systems of work and safety procedures detailed in its Distribution Safety Rules. These require, amongst other things, that persons carrying out work are trained and assessed as competent to avoid danger. However, the general duty extends to ensuring that equipment and Sites within its control are not in a defective or hazardous condition, so far as is "reasonably practicable".			DNO		DNO
6.1.5 Each Energy Supplier shall ensure that a 'basic' criminal record (disclosure) check is undertaken, for each new Installer to be recruited, with the public authority that provides such services in respect of the geographical jurisdiction (in Great Britain) in which the Installer is to carry out their role.		ES			ES

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6.2. **Technical competency**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
6.2.1 Relevant Parties shall ensure that all work under their control is undertaken by competent persons, having the appropriate training, assessment, authorisation and certification.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
6.2.2 Rrelevant Parties shall ensure their individual Meter Operatives working directly on Site comply with relevant requirements imposed on them set out in this CoMCoP and those documented in their own installation and maintenance procedures.	MAM, AMI		EMO, SIP		MAM, AMI, EMO
6.2.3 Relevant Parties shall ensure that its Meter Operatives are familiar with the general practices employed in the installation, testing and maintenance of Metering Equipment and the implications of incorrect connection.	MAM, AMI		EMO, SIP		MAM, AMI, EMO
6.2.4 Additional skills may be required for certain types of installations that use fabricated or welded components or Metering Equipment that incorporates flow computers other conversion systems or other electronic instrumentation and control equipment. The relevant Parties shall ensure that any person performing such work shall possess the necessary skills, qualifications and training to be competent for that work.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
6.2.5 Relevant Parties shall ensure that persons engaged on the design and management of the metering activities provide	AMI, MAM		DNO, MOA,	C1, C2,	AMI, MAM,

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evidence of competence, knowledge and understanding of the design/management activity. This may be achieved by an appropriate combination of education, training and practical experience relating to the activity undertaken.			EMO	C3, C4	DNO, MOA, EMO
6.2.6 Relevant Parties must be able to demonstrate that works covered by this CoMCoP (including ancillary equipment) are completed in compliance with industry safety and technical standards and equipment meets the requirements of the environment in which it is installed e.g. hazardous areas and zoning. A list of standards and procedures can be found in the Appendices. Relevant Parties must ensure that all work under its control is undertaken by Competent Persons as determined by an independently accredited training programme, having the appropriate training, assessment and certification.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA EMO
6.2.7 Installation must be performed by appropriately accredited and Competent Persons in accordance with this CoMCoP, best practice, relevant normative standards, manufacturers' information and appropriate field procedures.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
6.2.8 Employers of people carrying out gas work and self-employed people carrying out gas work must be a member of a class of persons within the requirements of GS(I&U)R approved by the Health and Safety Executive. Persons who work on gas Metering Equipment must be competent to do so.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
6.2.9 The EMO shall require that its Meter Operatives carry on Site with them their certificate of competency detailing the work for which they are authorised, including, where relevant, any certificate issued by the DNO.			DNO, EMO		EMO
6.2.10 In the event that a third-party requests permission to connect ancillary equipment to a meter, the relevant	AMI, ASP,	ES	DNO, EMO	C1, C2,	ASP, MAM, ES,

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Parties shall require that appropriately trained and qualified Meter Operatives undertake the work and specify the appropriate standards to which the ancillary equipment is to be installed.	MAM			C3, C4	DNO, EMO
6.2.11 Relevant Parties shall review the competency of their staff and sub-contractors on a periodic basis in accordance with a documented procedure.	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
6.2.12 The review of the competency shall be led by an engineer or manager who shall possess the appropriate level of relevant operational experience. Within the gas industry, the engineer or manager must be registered with an appropriate professional institution and be at least Engineering Technician (Eng Tech) level. Higher qualifications may be required dependent upon the category of work undertaken by the organisation.	AMI, MAM		MOA, EMO	C1, C2, C3, C4	AMI, MAM, MOA, EMO
6.2.13 Where the Engineer or Manager who leads the competency review does not hold the required registration / qualification, they shall be supported by another person from within the company or an external consultancy which is appropriately accredited.	AMI, MAM		MOA, EMO	C1, C2, C3, C4	AMI, MAM, MOA, EMO
6.2.14 For gas, the competency of the designated engineer or manager shall relate specifically to the category of accreditation. The base line competency for categories 1, 2 & 3 to be at least Eng Tech and category 4 to be at least Incorporated Engineer (I Eng). Where the engineer or manager does not hold the relevant appropriate registration there should be evidence that the engineer or manager is seeking to progress to the required level.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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6.2.15 The supporting person/consultant shall possess the appropriate level of operational experience and within the gas industry hold membership of an appropriate professional institution to at least Eng Tech level or I Eng as appropriate.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

6.3. **Code of Conduct**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
6.3.1 The relevant Party's employees or persons working on their behalf shall follow a code of conduct at least equivalent to that described in the CoMCoP Supplementary Guidance Document.	AMI, MAM		EMO, SIP	C1, C2, C3, C4	AMI, MAM, EMO
6.3.2 Each Energy Supplier shall ensure that before being permitted to install Smart Metering Systems, Installers have received training at a level appropriate to the installation (taking into account the knowledge and skills necessary to fulfil the role), including, in the case of installations for Domestic Consumers, training and accreditation from a National Skills Academy for Power accredited provider or equivalent training and accreditation. Installations that are for training purposes must be supervised by an appropriately qualified Installer;	AMI	ES	EMO		ES
Note: The EMO should also refer to the guidelines of Appendix 9 which provide guidance to the training and/or assessment of Meter Operatives.		ES	EMO		

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6.3.3 Each EMO shall be responsible for the training of its Meter Operatives to meet both the safety requirements and the technical requirements of Appendix 11. The results of any associated trade tests and/or records of such training shall be kept and shall be open to inspection by the Code Manager and where applicable to the relevant DNO authorising the EMO's employees and/or agents.			DNO, EMO		DNO, EMO
6.3.4 Each relevant Party shall be responsible for testing its Meter Operatives to establish their technical and safety competence prior to confirming in writing that they are competent.	AMI, MAM		DNO, EMO, SIP		DNO, EMO, AMI, MAM
6.3.5 The relevant Party shall maintain a register of competent persons authorised by it. This register shall be open to inspection by the Code Manager. The CoMCoP Supplementary Guidance Document provides an example form of certificate of competency for electricity to be issued by Parties to Meter Operatives giving suggested categories of authority, depending upon the experience of the Meter Operative and type of work expected to be undertaken by them. For gas, work categories can be found in Appendix 1.	AMI, MAM		EMO		EMO, AMI, MAM
6.3.6 Each Energy Supplier shall ensure that Installers engaged to undertake gas meter work are appropriately registered with Gas Safe Register.	AMI	ES			ES
6.3.7 Each Energy Supplier shall ensure that Installers are competent in addressing Consumer queries and/or can refer them to an appropriate contact.	AMI	ES	EMO		ES
6.3.8 Each Energy Supplier shall ensure that Installers are trained and competent to provide Energy Efficiency	AMI	ES	EMO		ES

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Guidance that is appropriate to the Consumers needs.					
6.3.9 Each Energy Supplier shall ensure that Installers have a basic knowledge and understanding (appropriate to their role) of data protection and privacy.	AMI	ES	EMO		ES
6.3.10 Each Energy Supplier shall ensure that the Energy Supplier's training materials and standards take into account changes in the market and to goods/services, legislation and regulation.	AMI	ES	EMO		ES
6.3.11 Each Energy Supplier shall ensure that in the case of installations at Domestic Premises, Installers receive training that would enable them to have an understanding of the definition of Vulnerable Consumers, are able to identify potential cases of Vulnerable Consumers, and any guidance offered is responsive to the needs of Vulnerable Consumers (e.g. Priority Services Register).	AMI	ES	EMO		ES

6.4. **ASP Quality of Service**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
6.4.1 The ASP must have in place a formal management system to ensure quality of service and data provision. This must include the following elements:	ASP				ASP
a) competencies, knowledge, and experience of persons employed;	ASP				ASP

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b) management responsibility;	ASP				ASP
c) verification of resources and personnel;	ASP				ASP
d) purchasing policy;	ASP				ASP
e) process control and work management;	ASP				ASP
f) continuous improvement report and corrective action;	ASP				ASP
g) quality records and passing on of information;	ASP				ASP
h) internal quality audits;	ASP				ASP
i) document development;	ASP				ASP
j) training;	ASP				ASP
k) maintenance; and	ASP				ASP
l) technical support for customers and installers.	ASP				ASP

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Consumer Engagement

7 Customer Notification

7.1. **Appointment Booking**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
7.1.1 The MEM or SIP shall establish the person or organisation having site occupier duties.	MAM		MOA, SIP	C1, C2, C3, C4	MAM, MOA
7.1.2 Visits to an Energy Consumer's home shall only be made with prior appointment except where a visit is made in respect of a suspected theft of gas or electricity, disconnection or involuntary prepayment installation for non-payment, an emergency or with the Energy Supplier's consent.	AMI, MAM		MOA, EMO, SIP	C1, C2, C3, C4	AMI, MAM, MOA, EMO
7.1.3 For an Installation Visit that is being scheduled for housing that is known to be sheltered accommodation, approval should be gained from the warden, or other person in authority before making approaches to the residents.	AMI	ES	EMO, SIP		ES
7.1.4 When scheduling a Smart Meter Installation Visit, each Energy Supplier shall ensure that:		ES			ES
(a) the Consumer receives notification prior to the Installation Visit (by whatever method the Energy Supplier deems most appropriate) their meter(s) is due to be replaced with a Smart Metering System, and when the Energy		ES			ES

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Supplier anticipates this will happen;					
(b) the Consumer is provided with the relevant contact details to arrange an Installation Visit;		ES			ES
(c) the Domestic Consumer is advised in advance of the Installation Visit they will not be charged an upfront or one-off charge for the supply and installation of the Smart Metering System;		ES			ES
Note: The Consumer may be subject to an up-front or one-off charge if, prior to the Installation Visit, the Consumer (a) expressly requests the installation of equipment that exceeds the minimum requirements of the Smart Metering System technical specification; and (b) enters into a contract for the provision of such equipment.		ES			
(d) for Micro-Business Consumers, where there is a charge for the Smart Metering System and installation, the Consumer is advised prior to the Installation Visit;		ES			ES
(e) where an installation appointment has been agreed with the Consumer, the date and time band is confirmed with the Consumer, by any appropriate media prior to the Installation Visit;		ES			ES
(f) when scheduling an Installation Visit, the Energy Supplier will accommodate reasonable Consumer requirements (e.g. any arising from specific cultural traditions or religious beliefs, the needs of Vulnerable Consumers, the needs of domestic residents at the property of a Micro-Business Consumer, the needs of Micro-Business Consumers at protected sites, or any operational business needs of a Micro-		ES			ES

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Business Consumer);					
Note: Protected sites are those that are defined as a category A or B gas priority site under the emergency arrangements. They are sites that get left on gas in an emergency as shutting them down would endanger life. This includes hospitals, care homes etc.		ES			
(g) where possible, the Consumer is notified in advance as to how many personnel will attend the Installation Visit, and if a third-party organisation is being used, and the name of the organisation;	AMI	ES	EMO		ES
(h) if the first appointment offered for an Installation Visit is inconvenient, the Consumer is made aware of the range of installation appointment time bands the Energy Supplier operates and that are available to the Consumer;	AMI	ES	EMO		ES
(i) if the Consumer requests to cancel or reschedule an Installation Visit, that is accommodated (in line with existing policies and processes);	AMI	ES	EMO		ES
(j) No charge will be incurred if more than two Working Days' notice is given. The Energy Supplier must make clear to the Consumer during the pre-installation period, any charges that may be applied if the Consumer cancels or reschedules an Installation Visit.	AMI	ES	EMO		ES
(k) the Consumer is informed about their rights in relation to the installation appointment, where relevant;		ES			ES
Note: The above rights as may be set out in regulations made by the Authority under section 33A, 33AA, 33AB, 33D or 47 of the Gas Act 1986 and/or section 39, 39A, 39B, 42A or 60 of the Electricity Act 1989.		ES			

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(l) where appropriate, the Consumer is alerted to the Energy Supplier's password scheme, for example Consumers on the Priority Services Register or other circumstances where it appears appropriate;	AMI	ES	EMO		ES
(m) its communications regarding the Installation Visit should clearly explain to the Consumer what the Installation Visit will entail (including the need for the Consumer to be at the premises, an indication as to how long a typical Installation Visit takes, that safe access, working conditions, and access to the meter will be required, that the gas and/or electricity supply will be shut off, that the operation of the Smart Metering System will be demonstrated, and that Energy Efficiency Guidance will be offered);	AMI	ES	EMO		ES
Note: Section 7.1.4(m) may not apply for situations where work can be carried out without the Consumer being present, for example; the replacement of tampered meters, involuntary prepayment installations for non-payment or aspects of an Installation Visit carried out in Proactive Install and Leave instances.	AMI	ES	EMO		
(n) where both fuels are supplied by one Energy Supplier (or Energy Suppliers in the same Energy Company Corporate Group), all reasonable steps shall be taken to exchange both meters at the same Installation Visit. In instances where this may not be possible, the Energy Supplier will provide an explanation to the Consumer and advise what will happen; and		ES			ES
(o) at sites where different Energy Suppliers (that are not in the same Energy Company Corporate Group) supply the		ES			ES

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electricity and gas, the Energy Supplier will advise the Consumer that the installation of the Smart Metering System may be undertaken on two separate Installation Visits, which meter they are replacing and that the individual Energy Suppliers will make their own contact arrangements.					
7.1.5 When arranging an appointment for an Installation Visit, all reasonable endeavours shall be used as specified in the Energy Supplier Standard Licence Conditions to identify whether the Consumer has specific needs, where appropriate, the installation appointment should be arranged with the carer or the person with legal responsibility over the Consumer, and they should be present during the Installation Visit (if required or requested by the Consumer).		ES			ES

7.2. **Communications**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
7.2.1 All interactions with the Consumer in relation to the Installation Visit (verbal or written) must follow the principles as set out in this section 7.2.		ES			ES
7.2.2. Prior to, or during, the Installation Visit, the Energy Supplier shall take all reasonable steps to inform the Consumer (by whatever means deemed appropriate) the Energy Supplier is bound by this CoMCoP and what this		ES			ES

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means.					
7.2.3 Each Energy Supplier shall ensure that its communication materials regarding Smart Metering System installations and energy efficiency goods and services:		ES			ES
(a) complement the Consumer-engagement material (if any) provided by the Smart Metering Implementation Programme;		ES			ES
(b) are clear, concise and drafted in a way that it is reasonably expected they will be understood by the Consumer;		ES			ES
(c) are made available to the Consumer in a variety of media and in a format appropriate to or tailored for groups with specific needs, such as visual impairment, hearing impairment, low levels of literacy; or other known characteristics of a Vulnerable Consumer;		ES			ES
(d) alert the Consumer to the benefits smart metering can bring, for example, an improved understanding of energy consumption, bills for actual consumption rather than estimated, information and advice about their Smart Metering System and how they can use it to improve their energy efficiency, and the availability and range of energy efficiency goods and services available;		ES			ES
(e) point the Consumer to sources from which they may obtain additional and impartial information or assistance about improving the efficiency with which they use the electricity and/or gas supplied to them; and		ES			ES

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(f) are updated regularly and in a timely way.		ES			ES
7.2.4 Each Energy Supplier shall take all reasonable steps to communicate effectively with Consumers for whom English is not their first language. This includes the Smart Meter Installation Survey, to ensure their responses are captured.		ES			ES
7.2.5 Each Energy Supplier shall take all reasonable steps to provide the Consumer with a copy of the Data Guide, or to make the Consumer aware of the Data Guide commitments, prior to the Installation Visit.		ES			ES
7.2.6 When an Installer leaves the Energy Supplier's service, IDs and any other branded materials related to the role should be returned to the Energy Supplier, and if appropriate, duly destroyed.	AMI	ES	EMO		ES

7.3. **Site** Detail

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
7.3.1 Where the gas meter housing is to be provided by the Consumer, the MAM shall ensure that the Consumer is made aware of the relevant design standards, and of the requirements specific to the installation, including as relevant:	MAM			C1, C2, C3, C4	MAM
(a) size;	MAM			C1, C2, C3, C4	MAM

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(b) access;	MAM			C1, C2, C3, C4	MAM
(c) ventilation;	MAM			C1, C2, C3, C4	MAM
(d) need for explosion relief;	MAM			C1, C2, C3, C4	MAM
(e) need for instrument compartment; and	MAM			C1, C2, C3, C4	MAM
(f) accommodation for any creep reliefs.	MAM			C1, C2, C3, C4	MAM
7.3.2 Where the site occupier or developer has a requirement to approve the design and location of Metering Equipment (for example under DSEAR or for planning applications), the MAM shall co-operate with any reasonable requests for information from the site occupier.	MAM			C1, C2, C3, C4	MAM
7.3.3 A suitable location and housing shall be agreed by the MEM with all interested Parties (e.g. DNO, GT, AMI, Consumer, Developer).	AMI, ASP, MAM		DNO, MOA	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA

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8 Consumer Engagement

8.1. **Representation**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.1.1 The relevant Party shall ensure their Meter Operative is courteous and professional, and maintains a suitable standard of presentation when attending the Consumer premises, for example that they are suitably attired and their clothing is fit for purpose	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO

8.2. **Identification**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.2.1 On attending the premises, the relevant Party's Meter Operative shall identify themselves and where applicable the Energy Supplier they represent, and state the purpose of the visit.	AMI, ASP, MAM	E	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
8.2.2 Members of the public must be able to readily confirm the identity and authority of a representative of a relevant Party. The representative shall carry at all times and show to a Consumer when gaining access to the premises, a valid identity	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO

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card. The issue, use and redemption of identity cards shall be controlled by each relevant Party in relation to their representatives. The identity cards shall:					
(a) include the representative's name (unless the visit is covered by Unbilled Energy Code of Practice Schedule of the REC);	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
(b) include a clear photograph of the representative;	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
(c) where relevant, clearly displays the Energy Supplier's name; and	AMI, ASP, MAM	ES	EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, EMO
(d) where relevant, include a contact telephone number for the relevant Party.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
8.2.3 If 8.2.2 (c) and (d) cannot be complied with (e.g. the Meter Operative or organisation works on behalf of several Suppliers), they must have a process for the Consumer to confirm the Meter Operative is working on behalf of the Energy Supplier or any other organisation where relevant.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
8.2.4 The Consumer is able to check the validity of the Meter Operative with the relevant Party.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
8.2.5 For gas, the Installer shall carry the Gas Safe Registration ID Card when undertaking work on gas Smart Metering System installations. Where the Installer does not have their Gas Safe Registration ID Card, the Consumer must be able to check the validity of the Gas Safe Registration of that Installer with Gas Safe.	AMI, MAM	ES			ES

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8.2.6 Where the Consumer has requested a password is used, it shall be used by relevant Parties.	AMI, MAM	ES	DNO, EMO SIP		ES
8.2.7 On occasions where more than one person attends the Installation Visit, e.g., with a mentor/trainee/auditor, all personnel are to present a valid identity card and each person's role shall be clearly explained to the Consumer.	AMI, MAM	ES	DNO, EMO, SIP		ES
8.2.8 A record shall be maintained of which Installer visited the Consumer.	AMI, MAM	ES	DNO, EMO, SIP		ES

8.3. **Appointment success**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.3.1 Processes shall be maintained for managing abortive or no access Installation Visits, so the Consumer can be made aware that the Installation Visit has failed, the reasons for the failure, what happens next, and what action(s) the Consumer can take.	AMI, MAM	ES	MOA, EMO		ES
8.3.2 No aspect of the Smart Metering System installation should be undertaken (at an occupied premises) on occasions when the Consumer is not in attendance, except for situations where work can be carried out without the Consumer being present, for example; the replacement of tampered meters, under the governance of the Unbilled Code of Practice Schedule of the REC or aspects of an Installation Visit carried	AMI, MAM	ES	EMO		ES

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out in Proactive Install and Leave instances.					
Note: The examples in 8.3.2 are not a definitive list of exceptions.	AMI, MAM	ES	EMO		
8.3.3 Where an Installation Visit is known to be in sheltered housing , approval should be gained from the warden, or other person in authority.	AMI, MAM	ES	EMO		ES
8.3.4 On occasions where the Consumer has requested or requires a carer or other adult who has legal responsibility over them to be present, and they are not, no aspect of the Smart Metering System installation shall be undertaken.	AMI, MAM	ES	EMO		ES

8.4. **Description of Installation**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.4.1 The proposed work schedule and timescales should be agreed with the Consumer or other Responsible Person.	AMI, ASP, MAM	ES	DNO, MOA, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO MOA
8.4.2 Where known, the relevant Parties should ensure the Customer is made aware of any parts of the Metering Equipment , housing or any other equipment in the pulse chain which the Customer owns and advise they shall ensure that it remains accessible and properly maintained.	AMI, ASP, MAM	ES	DNO, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO

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8.4.3 For gas Metering Equipment in Non-Domestic Premises, where substances and materials have been used which require notification in accordance with DSEAR and COSHH, the MAM/AMI should cooperate with the Customer to provide any appropriate information to enable the Customer to comply with these regulations.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
8.4.4 For Smart Installation Visits the Consumer shall be advised that pre-installation checks (see section 11.3.2) will take place.		ES		C1, C2, C3, C4	ES
8.4.5 Ahead of any Smart Meter Installation work starting, if the proposed meter location or configuration is different from the existing location/configuration, the Installer will discuss with the Consumer where the meter and communications module can be installed. Work is not to commence without the Consumer's agreement.	AMI, MAM	ES	EMO		ES
Note: If the Consumer requests to have the Smart Metering System installed in a different location, they may incur cost for the work. If the Consumer will incur cost for the work, they will be made aware of this, and the Energy Supplier will enter into a contract with the Consumer in respect of the activity prior to the Installation Visit. Charging will not occur to recover costs directly associated with a standard installation.		ES			

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8.5. **Vulnerability**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.5.1 In Domestic Premises, where potential cases of Vulnerable Consumers are identified during attendance at the premises, they are to be reported to the appropriate Energy Supplier.	AMI, ASP, MAM	ES	DNO, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
8.5.2 Where the Consumer has been identified by the Energy Supplier as vulnerable, the Energy Supplier shall pass this information onto the MEM, who shall ensure this information is passed to the Meter Operative. The Meter Operative shall ensure that the design of the Metering Equipment is appropriate for the Consumer's needs and complies with the relevant legislation and codes of practice.	AMI, MAM	ES	MOA, EMO	C1, C2 C3, C4	AMI, MAM, ES, MOA, EMO
8.5.3 When undertaking an installation for a Micro-Business Consumer that will impact the supply and the Consumer present has specific needs or, is identified as a Vulnerable Consumer, the Energy Supplier shall take all reasonable steps to minimise the impact on the Consumer.	AMI, MAM	ES	EMO		ES
8.5.4 The Energy Supplier shall ensure that any information provided is available in a variety of media and in a format appropriate to or tailored for groups with specific needs such as visual impairment, hearing impairment, low levels of literacy, or other known characteristics of a Vulnerable Consumer.	AMI, MAM	ES	EMO		ES
8.5.5 The relevant Parties shall take due consideration of the individual needs of all Consumers. In particular, they shall	AMI, MAM		MOA, EMO	C1, C2, C3, C4	AMI, MAM, MOA, EMO

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ensure that a system is in place so their staff are made aware of Vulnerable Consumers, as listed on the Energy Supplier's Priority Services Register, who may be affected as and when meter work is required.					

8.6. **Prepayment Specifics**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.6.1 At the time of installation, the AMI shall draw the gas Consumer's attention to any warning notices and operation instructions for the meter.	AMI			C1, C2	AMI
8.6.2 The AMI shall take into account the ability of the gas Consumer to conveniently access the payment mechanism of any proposed prepayment meter and the security of the payment mechanism against unauthorised access when choosing the meter location.	AMI			C1, C2	AMI
8.6.3 The AMI must not install a Prepayment Meter as a primary meter if there is a secondary gas meter used to render a charge to a Consumer on its downstream side.	AMI			C1, C2	AMI
8.6.4 The AMI must not install a Smart Meter in prepayment mode, as a primary meter if there is a secondary gas meter used to render a charge to a Consumer on its downstream side. The AMI shall advise the MAM of the presence of secondary meters who in turn shall advise the Gas Supplier.	AMI			C1, C2	AMI

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8.6.5 Where a Smart Metering System is to be operated in Prepayment mode, the Consumer must be provided with a demonstration of the prepayment functionality, including, where appropriate, tariff detail, debt screens, releasing emergency credit and re-enabling supply, and guidance (with demonstrations where possible) on getting credit and the topping up process.	AMI	ES	EMO		ES
Note. Section 8.6.5 may not apply for Smart Meters installed in Prepayment Mode when installed under debt warrant visits where the Consumer was not on site. Information should be left for the Consumer as per the SLCs.					

8.7. **Smart Meter System Operations**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.7.1 The Energy Supplier shall take appropriate steps to ensure the full Smart Metering System is operating correctly, including WAN, HAN and IHD (if provided).	AMI	ES	EMO		ES
8.7.2 In the case of Domestic Consumers, each Energy Supplier shall ensure that an IHD is offered at the Installation Visit and if accepted, installed in an appropriate location, taking into account Consumers with specific needs e.g., mobility issues, and set up as far as practicable to meet the needs of the household e.g., tariff and payment type.	AMI	ES	EMO		ES

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8.7.3 In the case of Domestic Consumers, each Energy Supplier shall record instances where the Consumer has opted not to take an IHD.		ES			ES
8.7.4 An IHD does not have to be offered to Micro-Business Consumers. Where an IHD is provided to a Micro-Business Consumer, section 8.9.1 shall apply.		ES			ES
8.7.5 Section 8.7.2 does not apply where the Energy Supplier is derogated from the requirement to offer an IHD pursuant to and in accordance with an Alternative Display Direction.		ES			ES
8.7.6 Section 8.7.3 does not apply where the Energy Supplier has provided an Alternative Display in accordance with an Alternative Display Direction.		ES			ES

8.8. **Fault and Aborted Visit Resolution**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.8.1 For an installation that cannot be commenced or completed (e.g. aborted) during the Installation Visit, each Energy Supplier shall ensure that:	AMI	ES	EMO		
(a) the Consumer is made aware of the reason(s) the installation could not be completed, for example if the site inspection highlighted areas for concern (including any corrective actions that need to be taken by the Consumer) or in Reactive Install and Leave and Proactive Install and Leave instances;	AMI	ES	EMO		ES

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(b) the Site is left in a safe state before departing; and	AMI	ES	EMO		ES
(c) it has processes in place for re-arranging the Installation Visit, if required and clearly and accurately communicating to the Consumer when the Smart Metering System installation is expected to be complete.		ES			ES
8.8.2 If a fault is identified with the Smart Metering System during the Installation Visit, the Consumer must be made aware of the problem, what the resolution is likely to be, who will be resolving the fault, and the approximate timescales of the resolution. In addition;	AMI	ES	EMO		ES
(a) the Consumer must be provided with contact details for additional information related to the Smart Metering System fault, for example should they wish to check progress;	AMI	ES	EMO		ES
(b) it must be made clear to the Consumer that they will not be charged for rectifying the Smart Metering System fault;	AMI	ES	EMO		ES
(c) information must be provided as to who the Consumer is to contact if they identify a further fault with the Smart Metering System; and	AMI	ES	EMO		ES
(d) the Consumer must be informed about their rights in relation to components of the Smart Metering System that are identified to be faulty.	AMI	ES	EMO		ES

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8.9. **Demonstration**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.9.1 Use of the Smart Metering System must be demonstrated to the Consumer in a clear and accurate manner, which is easy to understand, including what information is available from the Smart Metering System, how this can be accessed, and use of the IHD (where provided).	AMI	ES	EMO		ES
8.9.2 When demonstrating the Smart Metering System to a Consumer, the demonstration must be informed by any specific needs such as visual impairment, hearing impairment, low levels of literacy, or other known characteristics of a Vulnerable Consumer.	AMI	ES	EMO		ES
8.9.3 The Energy Supplier shall ensure that if the Consumer requires or has requested someone to be present at the Installation Visit in accordance with section 7.1.5, for example, if the Consumer is known to be a Vulnerable Consumer or has specific needs, that person must be included in the Smart Metering System demonstration.	AMI, MAM	ES	EMO		ES

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8.10. Energy Efficiency Guidance

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.10.1 Energy Efficiency Guidance must be offered to the Domestic Consumer at the Installation Visit.	AMI	ES	EMO		ES
8.10.2 Energy Efficiency Guidance must be offered to a Micro-Business Consumer at a time appropriate to their needs, whether before, during, or after the Installation Visit. Energy Efficiency Guidance shall be offered to the Micro-Business Consumer, not to Vulnerable residents (where identified) at those sites.	AMI	ES	EMO		ES
8.10.3 The Energy Efficiency Guidance must provide the Consumer with information and advice about their Smart Metering System and how they can use their Smart Metering System to improve their energy efficiency. The Consumer must also be directed to additional, impartial sources of information that might, for example, include generic information about the Energy Company Obligation (ECO).	AMI	ES	EMO		ES
8.10.4 The Energy Efficiency Guidance offered to the Consumer must complement any Consumer engagement campaign coordinated by Smart Energy GB.	AMI	ES	EMO		ES
8.10.5 The Energy Efficiency Guidance must be provided in a format that is suitable for the needs of the Consumer that has specific needs such as visual impairment, hearing impairment, low levels of literacy, or other known characteristics of a Vulnerable Consumer.	AMI	ES	EMO		ES

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8.10.6 Where possible, when giving Energy Efficiency Guidance to a Vulnerable Consumer or a Consumer with specific needs, appropriate steps must be taken to ensure a carer or the person with legal responsibility over the Consumer is present (if required or requested by the Consumer in accordance with section 7.1.5).	AMI	ES	EMO		ES
8.10.7 Where the Consumer requests energy efficiency information over and above the Energy Efficiency Guidance provided at the Installation Visit, the Consumer must be given appropriate details of where and how they can obtain tailored or suitable advice.	AMI	ES	EMO		ES
8.10.8 Where the Consumer requests Energy Efficiency Guidance to be given at a later date, the Energy Supplier must record this and follow it up as appropriate.		ES			ES

8.11. **Additional Guidance**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.11.1 Taking account of the circumstances of the installation, the Installer must give the Consumer guidance on electrical safety, for example not storing objects too close to the Smart Meter.	AMI	ES	EMO		ES
8.11.2 Taking account of the circumstances of the installation, for gas Smart Metering System Installation Visits, the Installer must inform the Consumer about the dangers of carbon	AMI	ES			ES

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monoxide (CO) and the need to regularly have all gas appliances serviced and checked by a Gas Safe Registered engineer.					
8.11.3 The Consumer must be made aware of who to contact after the Installation Visit for further information in relation to the Smart Metering System for support, query resolution, or to provide feedback (verbally or in writing), and non-premium rate helpline numbers must be provided.	AMI	ES	EMO		ES
8.11.4 The Consumer must be made aware of any additional sources of help and information, including from independent and impartial sources, help-lines, websites and other appropriate organisations able to offer assistance. This could include any centrally coordinated Consumer engagement programme (related to smart metering or energy efficiency information, goods and services).		ES			ES
8.11.5 Instructions in a written or other suitable material format, on how to use the Smart Metering System and IHD (if provided), must be left with, or sent to the Consumer.		ES			ES

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8.12. **Marketing**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.12.1 Each Energy Supplier engaging in Marketing activity at the Installation Visit, shall ensure that:		ES			
(a) consent has been obtained from the Domestic Consumer prior to the Installation Visit (for chargeable goods and services only). Energy Suppliers may conduct Marketing to Micro-Business Consumers without obtaining prior consent. Consent can be secured by any appropriate, recordable method that allows a freely given and specific indication of the Domestic Consumer's wishes, e.g., by telephone, text, in writing, or electronically (web-form or email);		ES			ES
(b) The Energy Supplier must also inform the Consumer they are under no obligation to receive Marketing.		ES			ES
(c)the Marketing discussion is ended immediately at the Consumer's request or if the Consumer indicates that it is inconvenient, unwelcome or inappropriate;		ES			ES
(d) when obtaining prior consent from a Domestic Consumer to engage in Marketing at the Installation Visit, the Energy Supplier must specify the type of goods and services that may be discussed during such Marketing;		ES			ES
(e) Marketing is conducted in a fair, transparent, appropriate and professional manner;		ES			ES

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(f) the Consumer's inexperience, vulnerability, credulity or loyalties are not exploited;		ES			ES
(g) no high-pressure tactics are used;		ES			ES
(h) details of the goods or services offered are accurately presented and the benefits are not over stated, including any possible constraints on Interoperability;		ES			ES
(i) credible information is provided (drawn from relevant evidence) of performance of energy efficiency goods or services;		ES			ES
(j) Marketing support materials do not give false or misleading information;		ES			ES
(k) it is explained to the Consumer that only the goods and services available from (or through) the Energy Supplier are being offered, and that others are available; and		ES			ES
(l) for a Domestic Consumer that wants to know more about an Energy Supplier's propositions, but has not given prior consent for Marketing at the Installation Visit, the Energy Supplier can leave the Consumer with written information, so that they can initiate further contact with the Energy Supplier or agree that the Energy Supplier will contact the Consumer at a future date to follow-up the discussion;		ES			ES
(m) Energy Suppliers must maintain an auditable record of instances where they have agreed to contact the Consumer at a future date to follow up the discussion.		ES			ES
(n) referrals should be followed up after a minimum period of two Working Days (unless the Consumer requests earlier		ES			ES

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action), allowing the Consumer time to explore alternatives and compare the prices they are being offered.					

8.13. **Sales**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
8.13.1 For a Domestic Consumer, no Sales transactions are to be concluded at the Installation Visit.	AMI	ES	EMO		ES
8.13.2 Energy Suppliers engaging in Sales transactions (Micro-Business Consumer only) at the Installation Visit, must ensure that:		ES			
(a) the key terms and conditions of any agreement or contract are explained, including the Consumer's right to cancel the contract and the period within which this can be done without penalty;		ES			ES
(b) Sales are conducted in a fair, transparent, appropriate and professional manner;		ES			ES
(c) a Consumer's inexperience, vulnerability, credulity or loyalties are not exploited;		ES			ES
(d) no high-pressure tactics are used;		ES			ES
(e) the discussion is ended immediately at the Consumer's request or if the Consumer clearly indicates that contact is		ES			ES

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inconvenient, unwelcome or inappropriate;					
(f) it is explained to the Consumer that only the goods and services available from (or through) the Energy Supplier are being offered, and that others are available;		ES			ES
(g) details of the goods or services offered are accurately presented and the benefits are not over stated, including any possible constraints on Interoperability;		ES			ES
(h) a credible written estimate is provided (drawn from relevant evidence) of performance of energy efficiency goods or services;		ES			ES
(i) Sales support materials must not give false or misleading information;		ES			ES
(j) for a Microbusiness Consumer that wants to know more about an Energy Supplier's propositions, but has not given prior consent for Marketing at the Installation Visit, the Energy Supplier can leave the Consumer with written information, so that they can initiate further contact with the Energy Supplier or agree the Energy Supplier will contact the Consumer at a future date to follow-up the discussion; and		ES			ES
(k) Energy Suppliers must maintain an auditable record of instances where they have agreed to contact the Consumer at a future date to follow up the discussion.		ES			ES

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RETAIL ENERGY CODE

9 Complaints and Concerns

9.1. **Complaints & Concerns**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
9.1.1 Relevant Parties shall ensure that their employees are competent to handle complaints from Consumers. As a minimum, they shall be able to identify the relevant Party for complaints as appropriate e.g., billing and meter accuracy queries/complaints to the Energy Supplier.	AMI, MAM		DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, DNO, MOA, EMO
9.1.2 The Consumer should have clarity as to whom to go to if they have queries or problems and where they can get redress. Each Energy Supplier shall ensure they have processes in place to comply with the Standard Licence Conditions.		ES			ES
9.1.3 The Energy Supplier that receives any complaint related to the Installation Visit makes all reasonable endeavours to investigate the Consumer's concerns and takes appropriate steps to resolve the issue.		ES			ES
9.1.4 All Energy Suppliers will take ownership for managing their own Consumer's complaints arising from the Consumer surveys.		ES			ES

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RETAIL ENERGY CODE

Equipment Selection, Asset Care and Removal

10 Equipment Specification

10.1. Metering Equipment specification

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.1.1 All electricity meters installed must conform to the requirements of Schedule 7 of the Electricity Act, i.e. shall be of a pattern appropriate and, in the case of a Domestic Consumer, shall be certified in accordance with the Measuring Instruments Regulations 2016: Great Britain. The meter shall bear an appropriate marking of conformance. If a refurbished meter is to be installed, then it must have markings relevant to the period when it was approved for use..			MOA, EMO		MOA, EMO
10.1.2 All gas meters installed must conform to the requirements of Section 17 of the Gas Act, i.e. shall be of an approved pattern, and shall be certified in accordance with the Measuring Instruments Regulations 2016: Great Britain. The meter shall bear an appropriate marking of conformance. If a refurbished meter is to be installed then it must have markings relevant to the period when it was approved for use.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
10.1.3 In accordance with Section 17 of the Gas Act, meters which are used under an agreement providing for the supply of a quantity of gas at a rate of flow which, if measured at a temperature of 15 °C and a barometric pressure of 1013.25	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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millibars, would exceed a flow rate of 1600 cubic metres an hour do not need to be approved or badged. For meters not covered under the Regulations, consideration should be given to the accuracy class of the meter.					
10.1.4 An AMR Device or Embedded Meter must be appropriately certified for use in any hazardous area in which it may be installed (i.e. demonstrate conformance to the DSEAR requirements and CE marking).	ASP				ASP
10.1.5 The accuracy of registration of the quantity of gas conveyed through the Metering Equipment must be determined by the MAM from statutory requirements or, when enhanced accuracy is required, in accordance with the contractual requirements.	MAM			C1, C2, C3, C4	MAM
10.1.6 For installations where, to meet the needs of the gas Consumer for an enhanced accuracy requirement, deviation is required from recognised standards of measurement uncertainty, the MAM shall agree the deviation with the gas Consumer and Gas Supplier.	MAM			C1, C2, C3, C4	MAM
10.1.7 Where required, gas volume conversion equipment shall be commissioned in accordance with IGEM/GM/5 but where flow computer equipment is fitted it shall be commissioned in accordance with IGEM/GM/4 & IGEM/GM/5.	AMI, MAM			C3, C4	AMI, MAM
10.1.8 Metering Equipment recording half-hourly electricity values for the purposes of the BSC shall additionally be compliant with the relevant BSC Code of Practice and any dispensation or exemptions as appropriate.			DNO, MOA, EMO		DNO, MOA, EMO

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10.2. **Accuracy**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.2.1 The initial calibration of Metering Equipment must comply with statutory requirements for limits of accuracy if the meter is a certified meter or within definitions set out in the relevant BSC Metering Code(s) of Practice. Copies of records of calibration and commissioning tests kept in accordance with BSC Metering Code of Practice 4 shall be made available upon request to the Code Manager, and/or the relevant DNO.			DNO, MOA		DNO, MOA
10.2.2 Operational liaison between the relevant Parties and the DNO during commissioning of new Metering Equipment shall be covered by the Distribution Safety Rules.			DNO, MOA, EMO		DNO, MOA, EMO
10.2.3 Re-calibration of meters and routine tests shall be undertaken for Metering Equipment recording half-hourly values for settlement purposes in the manner specified in the BSC Metering Code of Practice 4.			MOA, EMO		MOA, EMO
10.2.4 All portable instruments used by EMOs for commissioning purposes shall be fit for their purpose and comply with the BSC Metering Code of Practice 4.			EMO		EMO
10.2.5 All portable measuring instruments used for accuracy testing purposes, for example, measuring voltage and current, shall be calibrated, re-calibrated and traceable to the United Kingdom Accreditation Service (UKAS) standard at least annually to ensure these instruments are operating within specification.			DNO, EMO		DNO, EMO

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10.2.6 Where instruments are used for voltage measurement they shall be equipped with fused leads.			DNO, EMO, SIP		DNO, EMO
10.2.7 Relevant Parties shall ensure that adequate procedures are in place to ensure that Metering Equipment operates correctly and accurately and is not compromised during storage, delivery or installation.	MAM, AMI, ASP		EMO		MAM, AMI, ASP, EMO

10.3. **Testing**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.3.1 Appropriate testing of gas meters shall be carried out using test equipment calibrated to nationally traceable standards and recommended test procedures. Records of results of any such testing shall be maintained such that the requirements to maintain meters in proper working order for registering the quantity of gas supplied can be evidenced to interested parties (for example Ofgem, Relevant UK Government Department, meter manufacturers).	MAM			C1, C2, C3, C4	MAM
Note: To assist in selecting and managing sampling techniques reference can be made to BS 6002-1 Sampling procedures for inspection by variables.	MAM			C1, C2, C3, C4	

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10.4. Transportation, Handling and Storage of Meters and Meter Installation Components

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.4.1 Procedures for the safe, secure and appropriate handling and storage of all Metering Equipment components, (including pipework), fittings, any meter and any tools and equipment, shall be available and used by relevant Parties.	AMI, MAM		EMO, SIP	C1, C2, C3, C4	AMI, MAM, EMO
10.4.2 The Metering Equipment and its installation components are part of a precise measuring instrument and therefore relevant Parties shall handle and store all meters and other components with care and in accordance with the manufacturer's recommendations. Meters and other components shall be stored in a secure manner at all times.	AMI, MAM		EMO, SIP	C1, C2, C3, C4	AMI, MAM, EMO
10.4.3 Relevant Parties shall store, handle and transport meters in their original packaging materials wherever possible, (with any inlet and outlet connections covered to prevent the ingress of dirt and moisture for gas); and otherwise in accordance with the applicable requirements of this CoMCoP. Relevant Parties shall have due regard to the manufacturer's recommendations on stacking and orientation.	AMI, MAM		EMO, SIP	C1, C2, C3, C4	AMI, MAM, EMO
10.4.4 Where the original packaging materials are not available, relevant Parties shall ensure suitable precautions are taken to protect the meter from damage. The meter shall be stored in a clean, dry location.	AMI, MAM		EMO, SIP	C1, C2, C3, C4	AMI, MAM, EMO
10.4.5 Care shall always be taken to avoid damage to any certified/official meter seal other than in circumstances specified	AMI, MAM		DNO, EMO,	C1, C2,	AMI, MAM,

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by section 11.1.5(g).			SIP	C3, C4	DNO, EMO

10.5. **AMR Equipment Specification**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.5.1 AMR Pre-Installation procedures must include ensuring:	ASP				ASP
a) whether there is an existing AMR Device attached or available use of the meter pulse output;	ASP				ASP
b) the installation is to be installed at the appropriate site and to the appropriate meter as stated by the MPRN or other appropriate reference details; and	ASP				ASP
c) the AMR Device and any other ancillary equipment are suitable for the intended purpose.	ASP				ASP
10.5.2 The ASP must make reasonable endeavours to establish the requirements for, and the effect of, any existing equipment which is to interface with the Metering Equipment (for example Converters, other AMR Devices and building management systems). Where any such existing equipment is disconnected (for safety or any other reason) the ASP must inform the Responsible Person of such disconnection.	ASP				ASP

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10.6. **Sealing Equipment**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.6.1 The AMI shall ensure that any sealing equipment, security collars or other security fittings to be used on Metering Equipment are kept secure and only used as directed by the MAM.	AMI, MAM			C1, C2, C3, C4	AMI
10.6.2 Care shall be taken by the MAM and AMI when handling a meter to ensure the official seal or markings are protected from alteration, breakage or defacement.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
10.6.3 Where possible, meter regulators shall be ordered preset and sealed at the authorised metering pressure by the manufacturer, with a seal marked with the manufacturer's trademark or name.	AMI, MAM			C1, C2, C3	AMI, MAM
10.6.4 Where it is not possible to pre-set the meter regulator, or the MAM or AMI has had to break the seal and adjust the regulator, the MAM or AMI shall seal the regulator with a seal marked with the AMI registration number indicated on the GT approval.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
Note: Where it has not been necessary to break a factory fitted manufacturers seal on a pre-set regulator or safety device, it is not necessary to remove it and fit a seal marked with the AMI number on the GT approval, but it is acceptable for the AMI to add an additional seal if desired.	AMI, MAM			C1, C2, C3, C4	
10.6.5 Following closure, any meter by-pass shall be sealed. Any seals used for sealing regulators, safety devices, by-	AMI, MAM				AMI, MAM

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passes or sealed purge points shall be marked with the AMI registration number as indicated on the GT approval.					
10.6.6 For electricity, the requirements for sealing of Metering Equipment must comply with Appendix 19 of this CoMCoP.			DNO, EMO, SIP		DNO, EMO

10.7. **Phase Lamps**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
10.7.1 DNOs are responsible for ensuring any existing Phase Failure Indicator Lamps are kept operational. DNOs should have ceased fitting phase failure indicator lamps at new Metering Points from 1 January 2009. When the DNO or EMO make a material change to the Metering Point, or at their own initiation, any existing Phase Failure Indicator Lamps should be disabled and clearly labelled as such or removed leaving the meter panel safe (e.g. unused holes filled).			DNO, EMO		DNO, EMO

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11 Equipment Transfer, Return & Disposal

11.1. Removal & Disposal

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
11.1.1 The ASP (to the extent they are not also the MAM) should notify the MAM , Consumer and other relevant Parties where the ASP removes the AMR Device.	ASP				ASP
11.1.2 At the end of the operational life of a meter installation, AMR Device, ancillary equipment or any Metering Equipment shall be appropriately disposed of to complete the cycle of whole life management.	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM
11.1.3 For gas, in addition to the requirements of this CoMCoP there are RGMA data requirements which relate to removing meters and Metering Equipment components which should be complied with. These include notifying the Gas Act Owner and/or MAM and MAP of the removal and collection details.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.1.4 Care should be taken to consider environmental impact when disposing of meters, Metering Equipment and AMR Devices.	AMI, ASP, MAM		EMO, DNO	C1, C2, C3, C4	AMI, ASP, MAM, EMO, DNO
11.1.5 For gas, the following factors apply in particular:	AMI, ASP, MAM			C1, C2, C3, C4	
(a) where possible, all components of the meter and any Metering Equipment components should be reused or recycled;	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM

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(b) where appropriate the Metering Equipment shall be purged prior to scrapping;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(c) all meter batteries must be removed and disposed of in accordance with current environmental and waste disposal legislation;	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM
(d) electronics and instrumentation, e.g., loggers, conversion devices, communications hubs, electronic indexes, must be disposed of in accordance with WEEER;	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM
(e) any oil should be drained from the meter and must be disposed of in accordance with current environmental and waste disposal legislation;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(f) Metering Equipment components containing or likely to contain mercury or other hazardous materials/substances must be removed from the meter prior to the disposal and then disposed of in accordance with current environmental and waste disposal legislation. Alternatively, the meter or AMR device or equipment as a whole must be sent to a suitably equipped and competent facility capable of disposing of the Meter in accordance with current environmental and waste disposal legislation, legislation i.e., WEEER; and	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM
(g) when scrapping a meter, official seals shall be permanently defaced, and the meter shall be rendered inoperable, (for example diaphragm meters can be spiked, the index on RPD and turbine meters can be destroyed, and/or the measuring element irreparably damaged).	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.1.6 Evidence shall be retained that the meter has been rendered inoperable. A record of all meters permanently	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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disposed of shall be maintained for a minimum period of 6 years.					
11.1.7 For gas, following disposal of the Metering Equipment and where there is an incoming MAM, the incoming MAM shall notify the owner of the disposal (unless, having taken the steps set out in section 11.2.3, the MAM has not identified the owner).	MAM			C1, C2, C3, C4	MAM

11.2. **Asset Removal & Returns**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
11.2.1 For gas within 30 days after removing a meter and/or Metering Equipment and where there is an incoming MAM, the incoming MAM shall (save where section 11.2.2 applies) provide to the owner details of the meter and/or component which has been removed. At the same time, the MAM shall notify the owner of the address at which the meter and/or component is held and provide contact details to facilitate its collection.	MAM			C1, C2, C3, C4	MAM
11.2.2 For gas, where the owner of a meter and/or other Metering Equipment component which has been removed is not known and cannot readily be ascertained, the MAM shall use reasonable endeavours to identify the owner. This shall include, where applicable, the incoming MAM requesting the identity of the owner from the relevant Gas Supplier.	MAM			C1, C2, C3, C4	MAM

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11.2.3 Where there is an incoming MAM and the Gas Supplier cannot supply the identity of the owner and the MAM has not been able to obtain it through other reasonable means, the incoming MAM shall send an e-mail to all MAMs providing details of the meter and/or other Metering Equipment component and requesting confirmation of the identity of the owner. The MAM shall prepare and keep an auditable record of the steps it has taken to identify the owner.	MAM			C1, C2, C3, C4	MAM
11.2.4 For gas, where there is an incoming MAM, the incoming MAM shall hold any removed meter and/or meter installation component in secure, weatherproof storage (pending instructions from the owner) for at least 30 days from the date it notified the owner of the removal (or, where the incoming MAM has sent an e-mail to all MAMs to identify the owner in accordance with section 22.2.3, for at least 30 days from the date the e-mail was sent).	MAM			C1, C2, C3, C4	MAM
11.2.5 For gas, if any meter and/or other Metering Equipment component has not been collected within the 30-day period set out in section 11.2.4 and alternative arrangements have not been agreed between the incoming MAM (where applicable) and the owner, the incoming MAM may dispose of the meter and/or meter installation component in accordance with section 11.3.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.2.6 For gas, where the MAM agrees with the owner that the Meter and/or other Metering Equipment components will be returned or are being collected by the owner, the MAM shall package the removed meter and/or other component in a reasonable manner. An itemised list shall be provided to the owner detailing each meter and/or other component which is	MAM			C1, C2, C3, C4	MAM

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being returned. For Meters with a domestic market sector code with a capacity not exceeding 16m3/hr, as a minimum the requirement shall be for the Meter Serial Number and the Serial Number of any barcoded installation components to be recorded. If no barcode exists on the Metering Equipment components, then a count of = components returned will suffice.					
11.2.7 For gas, where the AMI comes into possession of a Meter and/or other Metering Equipment component, it shall hold it in the condition in which it was received with the index unaltered and contact the meter owner(s) or the Gas Supplier (if known) for further instructions.	AMI			C1, C2, C3, C4	AMI
11.2.8 For electricity, Metering Equipment which has been removed shall be kept in waterproof and secure storage pending its return to its Meter Asset Provider (or as agreed with the meter asset provider).			DNO, MOA, EMO		DNO, MOA, EMO
11.2.9 For electricity, Metering Equipment must be returned to the Meter Asset Provider (unless subject to alternative commercial arrangements). If the removed Metering Equipment is faulty, damaged, subject to targeted removal (e.g., product recall) or removed as part of an investigation (e.g., safety or revenue protection), then the Metering Equipment should be clearly labelled with the reason of the removal. To minimise the opportunity for revenue protection issues, removed Metering Equipment must not be left at the Customer Premises (except in the event that the Metering Equipment is owned by the Customer).			DNO, MOA, EMO		DNO, MOA EMO

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11.2.10 Return addresses for DNOs are required to be included within DNO Information (see Appendix 13, Part 1).			DNO, MOA, EMO		DNO

11.3. **Transfer of Asset**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
11.3.1 The requirements of this section cover the disclosure of relevant information on transfer of Metering Equipment or components between owner(s). Where a new MAM is appointed as responsible for existing Metering Equipment, the incoming MAM should consider whether the existing Metering Equipment is “fit for purpose”.	MAM			C1, C2, C3, C4	MAM
11.3.2 Where some or all of the existing Metering Equipment is considered to be fit for purpose, prior to undertaking any works, the incoming MAM should investigate whether suitable arrangements can be made with the owner of the equipment for the installation or part of the installation to remain in service. A flow of accurate and relevant information will facilitate a transfer process	MAM			C1, C2, C3, C4	MAM
11.3.3 Where agreement has been reached on the transfer of Metering Equipment or components, the following details of the transferred item shall be provided by the outgoing MAM to the incoming MAM, as appropriate. The level of information to be transferred will vary depending on the complexity of the Metering Equipment and availability of the information to the	MAM			C1, C2, C3, C4	MAM

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outgoing MAM.					
11.3.4 The following supplementary information shall be provided (to the extent relevant to the assets in question) by data flow (or any alternative means of communication agreed between the MEMs in question). This list is not exhaustive, and MEMs can agree additional information to be provided. Where some or all of this information is not available to the outgoing MEM, this lack of availability should be taken into account in deciding whether to agree a transfer, and where so agreed the outgoing MEM need not provide the relevant information.	MAM		MOA		MAM, MOA
(a) Site details:	MAM			C1, C2, C3, C4	MAM
i) MPRN;	MAM			C1, C2, C3, C4	MAM
ii) meter installation address;	MAM			C1, C2, C3, C4	MAM
iii) co-ordinates (using X (Eastings), Y (Northings));	MAM			C1, C2, C3, C4	MAM
iv) details for gaining access to the installation;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
v) contact details of the person responsible for the site; and	MAM		MOA	C1, C2, C3, C4	MAM, MOA
vi) any specific access details (for example location of keys to housing);	MAM		MOA	C1, C2, C3, C4	MAM, MOA

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(b) details of the meter and/or Metering Equipment component:	MAM			C1, C2, C3, C4	MAM
i) pressure tier at which the meter and/or component is connected;	MAM			C1, C2, C3, C4	MAM
ii) meter type (for example, diaphragm);	MAM			C1, C2, C3, C4	MAM
iii) manufacturer;	MAM			C1, C2, C3, C4	MAM
iv) year of manufacture meter model;	MAM			C1, C2, C3, C4	MAM
v) meter serial number or meter module number;	MAM			C1, C2, C3, C4	MAM
vi) maximum badged capacity (Qmax);	MAM			C1, C2, C3, C4	MAM
vii) number of dials or drums for billing purposes;	MAM			C1, C2, C3, C4	MAM
viii) index scaling (for example x1, x10, x100);	MAM			C1, C2, C3, C4	MAM
ix) registration units (for example m3);	MAM			C1, C2, C3, C4	MAM
x) payment type (for example SMART, credit or pre-payment);	MAM			C1, C2, C3, C4	MAM
xi) whether a by-pass is fitted;	MAM			C3, C4	MAM
xii) whether any by-pass which is fitted is open or closed;	MAM			C4	MAM

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xiii) whether a security collar is fitted;	MAM			C1, C2, C3, C4	MAM
xiv) converter details (including pressure transducer, temperature probe and cabling);	MAM			C1, C2, C3, C4	MAM
xv) details of meter diagnostic flags;	MAM			C1, C2, C3, C4	MAM
xvi) whether the installation is a single or multiple streamed installation;	MAM			C3, C4	MAM
xvii) type of any multi stream installation (for capacity/for continuity);	MAM			C3, C4	MAM
xviii) regulator and protection system details;	MAM			C1, C2, C3, C4	MAM
xix) flow computer details;	MAM			C3, C4	MAM
xx) data logger/AMR Device details;	MAM			C1, C2, C3, C4	MAM
xxi) meter pulse utilisation (MPU) Agreement;	MAM			C1, C2, C3, C4	MAM
xxii) component details (make, model, serial number of all significant components);	MAM			C1, C2, C3, C4	MAM
xxiii) most recent available photographs of items being transferred;	MAM			C1, C2, C3, C4	MAM
xxiv) set points, regulators, safety devices and creep reliefs;	MAM			C1, C2, C3, C4	MAM
xxv) cathodic protection (CP) installed;	MAM			C1, C2, C3, C4	MAM

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xxvi) non-return valve (NRV) installed (details); and	MAM			C3, C4	MAM
xxvii) warranty details.	MAM			C1, C2, C3, C4	MAM
(c) design specification information:	MAM			C1, C2, C3, C4	MAM
i) design and quotation technical project records, drawings, initial request for customer information, customer pressure and flow information, and manufacturer's design parameters;	MAM			C1, C2, C3, C4	MAM
ii) GT/1 information (for example inlet pressure tier, etc).; and	MAM			C1, C2, C3, C4	MAM
iii) ancillary pressure agreement;	MAM			C1, C2, C3, C4	MAM
(d) Billing Information:	MAM			C1, C2, C3, C4	MAM
i) contracted metering pressure;	MAM			C1, C2, C3, C4	MAM
ii) meter height above sea level; and	MAM			C3, C4	MAM
iii) conversion factor as defined under G(CoTE)R;	MAM			C3, C4	MAM
(e) location information:	MAM			C1, C2, C3, C4	MAM
i) meter location at the Site; and	MAM			C1, C2, C3, C4	MAM

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ii) location code;	MAM			C1, C2, C3, C4	MAM
(f) approvals and authorisations:	MAM			C1, C2, C3, C4	MAM
i) DSEAR certification record;	MAM			C1, C2, C3, C4	MAM
ii) pressure test certificates;	MAM			C1, C2, C3, C4	MAM
iii) GDN/PM/GT/2 authorisation application form; and	MAM			C1, C2, C3, C4	MAM
iv) GDN/PM/GT/2 Consumer warrant;	MAM			C1, C2, C3, C4	MAM
(g) housing details:	MAM			C1, C2, C3, C4	MAM
i) meter housing details (type, size etc);	MAM			C1, C2, C3, C4	MAM
ii) hazardous area classification and drawing;	MAM			C1, C2, C3, C4	MAM
iii) records of any outstanding issues with housing/Consumer equipment;	MAM			C1, C2, C3, C4	MAM
iv) declaration to the GT concerning suitability of the housing;	MAM			C1, C2, C3, C4	MAM
v) details of status of the ownership of the housing and responsibility for maintenance; and	MAM			C1, C2, C3, C4	MAM
vi) agreements relating to housing;	MAM			C1, C2, C3, C4	MAM

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(h) maintenance records:	MAM		MOA	C1, C2, C3, C4	MAM, MOA
i) record of any Consumer complaints (excluding personal data);	MAM		MOA	C1, C2, C3, C4	MAM, MOA
ii) description of any technical complaint;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
iii) record of all maintenance visits (date, type of visit, outcome);	MAM		MOA	C1, C2, C3, C4	MAM, MOA
iv) record of rectification work undertaken;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
v) maintenance results sheets;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
vi) record of results of functional checks;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
vii) site husbandry form(s); and	MAM			C1, C2, C3, C4	MAM
viii) details of any planned rectification works which are outstanding or confirmation that no rectification works are outstanding;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
(i) PSSR records:	MAM			C4	MAM
i) written schemes of examination;	MAM			C4	MAM
ii) PSSR drawing;	MAM			C4	MAM
iii) record of any PSSR visits (date, type of visit, outcome);	MAM			C4	MAM

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iv) PSSR inspection sheets;	MAM			C4	MAM
v) record of all PSSR failings, and status;	MAM			C4	MAM
vi) all Information held by PSSR competent body; and	MAM			C4	MAM
vii) VS02 inspection reports; and	MAM			C4	MAM
(j) modifications and repairs:	MAM			C4	MAM
i) records of all modifications and repairs, including all GL/5 paperwork.	MAM			C4	MAM
11.3.5 In relation to any Metering Equipment or component which is transferred, the outgoing MAM must confirm to the incoming MAM that the outgoing MAM has the authority to grant the transfer; and the item being transferred is, at the time of transfer, in safe operating condition and compliant with the relevant Technical standards and all applicable legal obligations.	MAM			C1, C2, C3, C4	MAM

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RETAIL ENERGY CODE

11.4. **Removal & Returns On Site Activity**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
11.4.1 The supply of gas at a Site may cease under the terms of the Network Code or under Schedule 2B of the Gas Act 1986 as amended. The terms under which a supply of gas or gas flow may cease are:	AMI, MAM			C1, C2, C3, C4	
(a) discontinuance – an act by a Gas Supplier as a means of stopping the flow of gas at a gas Supply Meter Point; or	AMI, MAM			C1, C2, C3, C4	
(b) disconnection – an act by a GT to ensure that gas cannot be off-taken through a gas Supply Meter Point.	AMI, MAM			C1, C2, C3, C4	
11.4.2 Where the MAM or AMI undertakes the discontinuance of a gas supply on behalf of a Gas Supplier, procedures shall be put in place to undertake the discontinuance in a safe and secure manner and shall take into account any requirement for the purging of the Metering Equipment and the downstream installation pipework. Where purging of the downstream pipework is required, the meter shall not be removed until purging has been carried out or is in progress.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.3 Where a gas meter is removed as part of a discontinuance the gas service shall be labelled with a warning notice to indicate the presence of gas, the serial number of the meter that has been removed, the date of removal and the final meter reading. The Gas Supplier shall be notified once the discontinuance has been carried out.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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11.4.4 Where the MAM is notified that a disconnection has been carried out, the MAM shall make arrangements for the future actions covering the redundant Metering Equipment, such as removal from the Site.	MAM			C1, C2, C3, C4	MAM
11.4.5 Where the MAM or AMI proposes to remove a meter and/or other Metering Equipment component, prior to any removal work being carried out, it shall verify the meter and/or other component to be removed is the correct one. This includes ensuring that the meter records for the Supply Meter Point match the details of the meter on site.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.6 Gas meter removal shall be undertaken using a process by which a meter and/or other Metering Equipment component is removed (including where a complete meter installation is removed) in a safe manner and which leaves the remaining parts of the meter installation (or any other pipework) in a safe condition.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.7 Electrical continuity shall be maintained during and after the removal of the gas meter and/or other Metering Equipment component in accordance with the appropriate and current standards.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.8 Prior to removing any gas meter and/or other Metering Equipment component, the Party undertaking the work shall ensure the meter is decommissioned in accordance with the appropriate and current standards.	AMI			C1, C2, C3, C4	AMI
11.4.9 When removing a gas meter and/or other Metering Equipment component, the MAM and AMI shall take care to ensure the meter and/or other component that is removed is not damaged so that it can be tested in the event of a dispute and, where appropriate, be reused or refurbished. For meters which	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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are the subject of an accuracy dispute, reference should be made to section 22					
11.4.10 Where required in order to implement IGE/UP/1, IGE/UP/1A, IGEM/UP/1B or IGEM/UP/1C, or other IGEM standards or recommendations, the MAM and/or AMI shall purge the removed meter and/or other Metering Equipment component and then cap or seal the inlet and outlet connections, to prevent the ingress of air, dirt or moisture.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.11 Where a gas meter is removed, and a replacement Meter is not to be fitted immediately, disconnection, purging and capping of the supplies and open ends must be carried out by the AMI in accordance with GS(I&U)R as amended.	AMI			C1, C2, C3, C4	AMI
11.4.12 The MAM and AMI shall ensure that any liquid present in any removed Meters and/or other Metering Equipment components shall be drained and disposed of in accordance with applicable legislation. For the avoidance of doubt, the disposal of oil or other liquids present in such meters and/or other components is the responsibility of the Party that removed them.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.13 Any removed gas meter, with the exception of ultrasonic and thermal mass types, shall be stored and transported in the same relative orientation as it was when installed and used. Where any meter is subject to dispute, it shall be stored and transported in the same relative orientation as it was when installed and used.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.14 Where required under IGE/UP/1, IGE/UP/1A, IGEM/UP/1B or IGEM/UP/1C or other IGEM standards or recommendations, outlet pipework shall be purged.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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11.4.15 The MAM and/or AMI shall seal any open ends of pipework (including the ECV) left by the removal of a meter with an appropriate fitting, taking into account the GT's requirements in respect of sealing the ECV.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.16 The MAM and/or AMI must inform The Gas Supplier if the meter is not immediately replaced to enable the Gas Supplier to notify the GT so that it can arrange for the closure of any service valve controlling the supply of gas to that meter if that valve does not supply other meters.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.17 When an incoming MAM is exchanging Metering Equipment, the incoming MAM/AMI shall remove and replace all of the components of the existing Metering Equipment unless and to the extent that prior direct or indirect (i.e., via a third party) commercial arrangements between the incoming MAM and the owner of the meter and/or component provide for an alternative arrangement. Where the arrangement is indirect (i.e., via a third party) the incoming MAM shall have positive confirmation from the existing Metering Equipment owner that there is an arrangement in place.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.18 Where the MAM or AMI has removed a Meter and/or other Metering Equipment component, the MAM or AMI shall ensure that it is removed from the site, subject to any other arrangements with the owner.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
11.4.19 Where there is no written agreement with the owner(s) of the Metering Equipment for the incoming MAM to retain all or part of the Metering Equipment in-service, then the entire Metering Equipment shall be removed and returned to the owner (see section 11.4.17).	AMI, MAM			C1, C2, C3, C4	MAM

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11.4.20 Where electricity Metering Equipment is to be removed, the EMO and/or the DNO shall ensure that any holes left in meter panels are blanked off and any redundant wiring removed.			DNO, EMO		DNO, EMO
11.4.21 It shall be the responsibility of the current MOA to identify and arrange removal of all redundant Metering Equipment for which the appointed MOA is responsible and return the Metering Equipment in accordance with sections 11.2.8, 11.2.9 and 11.2.10.			MOA		MOA

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12 Duty of Care

12.1. Duty of care

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
12.1.1 The relevant Parties shall ensure Metering Equipment, including any associated electrical equipment, does not cause a safety hazard to the public during the life cycle of the Metering Equipment.	AMI, ASP, MAM	ES	DNO, MOA, SIP	C1, C2 C3, C4	AMI, ASP, MAM, ES, DNO, MOA
12.1.2 The interval between safety inspection, maintenance and testing of gas Metering Equipment associated with or in hazardous areas should be no greater than two years unless covered by section 12.1.3.	MAM			C1, C2 C3, C4	MAM
12.1.3 BS EN 60079 Part 17 allows for an extension of the maintenance and testing interval to three years, provided that a regular review of the results of the safety inspections, maintenance and tests can be produced that show the condition of the electrical systems and equipment on Site are to an acceptable standard. Intervals exceeding 3 years shall be based on expert advice, e.g. manufacturer, including an assessment of relevant information; the decision and supporting information shall be documented.	MAM			C1, C2 C3, C4	MAM
12.1.4 The interval between safety inspection, maintenance and testing of gas Metering Equipment, including any associated electrical equipment, not associated with hazardous areas should be no greater than three years.	MAM			C1, C2 C3, C4	MAM

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12.1.5 For gas, comprehensive records of safety inspection, maintenance and test visits shall be kept by MAMs.	MAM			C1, C2 C3, C4	MAM
12.1.6 The AMI or MAM shall determine if the works they carry out, including tightness testing and purging, will mean that the checks contained in regulation 26 (9) of GS(I&U)R need to be carried out. Where it is determined these checks are not necessary there is still a duty of care on the Party to verify that any connected appliances are working correctly when they are re-lit following purging operations by that Party.	AMI, MAM			C1, C2 C3, C4	AMI, MAM
12.1.7 MAMs and AMIs shall have procedures in place for complying with the industry standard on 'unsafe situations' procedures (IGEM/G/11)	AMI, MAM			C1, C2 C3, C4	AMI, MAM

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Pre Installation and Site Works Activity

13 Pre Installation Industry Notification

13.1. **Industry Contact**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
13.1.1 For the purpose of operational, safety, technical and escalation liaison, the MOA shall nominate one or more representatives to offer a "point of contact" with the DNO (Appendix 13, Part 3). This MOA information shall be provided on the REC Portal. This may be achieved by providing a link to the appropriate page of the MOA's own website(s).			DNO, MOA		MOA
13.1.2 For the purpose of operational, safety technical and escalation liaison, the DNO shall nominate one or more representatives to offer a "point of contact" with the MOA (Appendix 13, Part 1). This DNO information shall be provided on the REC Portal. This may be achieved by providing a link to the appropriate page of the DNO's own website.			DNO, MOA		DNO
13.1.3 The DNO "point of contact" shall have responsibility for agreeing with the MOA an appropriate course of action for the situations specified in section 16.2.8 below.			DNO, MOA		DNO
13.1.4 Where a DNO notifies a MOA of any operational restrictions relating to plant or access, the MOA shall ensure that this information is passed on to any affected EMO and/or Meter Operatives. The EMO shall also ensure that its Meter			DNO, MOA, EMO, SIP		DNO, MOA, EMO

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Operatives are aware of their responsibility to report to the DNO any dangerous situations, defects or asset condition information which they encounter pertaining to its equipment or Sites in line with the DCUSA requirement for reporting such issues.					
13.1.5 If a MOA authorises a new agent or Sub-contractor to carry out meter operation services it shall inform the Code Manager in writing within 15 Working Days after such authorisation.			MOA		MOA
13.1.6 In addition to documentation and procedures required elsewhere by this Code, systems of documentation, recording and retention of data shall be established by a MOA or DNO to enable the following:			DNO, MOA		DNO, MOA
(a) requests for information to enable it to fulfil its duties set out in section 13.1.10			DNO, MOA		DNO, MOA
(b) records as required by BSC Metering Code of Practice 4; and			DNO, MOA		DNO, MOA
(c) records of work carried out (indicating which Meter Operative carried out the work).			DNO, MOA		DNO, MOA
13.1.7 Each MOA must review the validity and accuracy of the information it issues to each DNO at least annually or following an organisational or policy change.			DNO, MOA		MOA
13.1.8 Each DNO must review the validity and accuracy of the information it issues to each relevant Party, in accordance with sections 13.1 and 13.2 and Appendix 13, at least annually or following an organisational or policy change.			DNO, MOA, EMO		DNO

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Following any such review, the DNO must send the current version of its information to the Code Manager for distribution to all relevant Parties as soon as practicable.					
13.1.9 In addition, the DNO will ensure this information is available to any new or relevant Party (for example whether held in the REC Portal, on the DNOs own website or provided to a new Party directly when notification is received of accession to the REC as soon as reasonably practicable). This review will include any operational restrictions specified in sections 13.1 and 13.2.			DNO, MOA, EMO		DNO
13.1.10 General information regarding typical equipment and practises of the DNO will be provided by the DNO to the relevant Parties under the terms of the exchange of information agreed by the DNO is section 13.1.2 above. The DNO will also provide the appropriate site-specific information listed in Appendix 13. Certain information required may be obtained directly from a label provided by the DNO in accordance with Appendix 13, Part 3.			DNO, MOA, EMO		DNO
13.1.11 For gas, the AMI and/or MAM shall nominate a suitably competent person who shall be responsible for the co-ordination of work activities, including means of emergency contact, with, as appropriate:	AMI, MAM			C1, C2 C3, C4	AMI, MAM
(a) site occupier;	AMI, MAM			C1, C2 C3, C4	AMI, MAM
(b) Consumer;	AMI, MAM			C1, C2 C3, C4	AMI, MAM

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(c) relevant GT;	AMI, MAM			C1, C2 C3, C4	AMI, MAM
(d) relevant electricity distributors; and /or	AMI, MAM			C1, C2 C3, C4	AMI, MAM
(e) other utilities.	AMI, MAM			C1, C2 C3, C4	AMI, MAM

13.2. **Site Identification**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
13.2.1 The MAM and AMI shall identify the Site and location of the intended meter installation by address and the relevant GT's Meter Point Reference Number (MPRN) or, if the MPRN is not known, the connection reference number.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.2.2 If a MOA requires the DNO to provide Site-specific information, it shall give the DNO as much prior notice as is reasonably practicable.			DNO, MOA		MOA
13.2.3 Upon receipt of a request from a MOA appointed at a specific Site, the DNO shall provide to the MOA the Site-specific information in line with BSC Procedure 515: 'Licensed Distribution'.			DNO, MOA		DNO

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13.2.4 Where the DNO does not have relevant CT and VT details it shall notify the MOA of this fact and instead provide it with appropriate standard errors.			DNO, MOA		DNO
13.2.5 The DNO shall also advise the MOA where it is aware of the existing Metering Equipment being the subject of a dispute as regards meter readings or accuracy and is or may be subject to an investigation by the National Measurement and Regulation Office, such investigation precluding its removal pending such determination.			DNO, MOA		DNO

13.3. **Approval, Appraisal and Authorisation**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
13.3.1 The MAM shall establish and comply with any requirement that the GT has for authorisations or approvals (for example the setting and sealing of the regulator, by-passes and housings). Where another Party is responsible, e.g. the gas Consumer providing a housing, the MAM shall advise them of the need for GT approval.	MAM			C1, C2, C3, C4	MAM
13.3.2 The AMI must only work under the relevant GT authorisations/approvals that the MAM has obtained under 13.3.1.	AMI			C1, C2, C3, C4	AMI
13.3.3 The requirements of any relevant third party relating to approval, appraisal or authorisation of the work should be established and the third party's work management procedures	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM

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shall be taken into account prior to installation. Further guidance is given in the appropriate standards (see Appendix 1).					
13.3.4 The approval (or waiver) of the relevant GT must be obtained by the MAM /AMI where they intend to provide or install a meter housing. Where the Consumer or third party is providing the meter housing, the MAM shall advise the Consumer/third party of the need to obtain an approval from the relevant GT.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.3.5 Where the MAM intends to provide a meter by-pass, the approval of the relevant Gas Supplier and GT must be obtained.	AMI, MAM			C4	AMI, MAM
13.3.6 The activity in section 13.3.5 will normally be undertaken by the MAM, the exception being where the AMI installs Metering Equipment and then seeks to have it adopted by the MAM, in which case the AMI shall obtain the approvals prior to installation and pass them to the MAM prior to adoption.	AMI, MAM			C4	AMI, MAM
13.3.7 The AMI shall obtain confirmation of the GT and Gas Supplier approval (from the MAM where applicable) prior to installing a meter by-pass (see Appendix 14).	AMI			C4	AMI
Note: The completed meter installation may be subjected to inspection and acceptance by the GT.					
13.3.8 Where an inspection is required, which may result in a need to adjust the pressure regulator/ safety devices, the MAM or AMI, as appropriate shall ensure the relevant approval, appraisal or authorisation has been obtained from the relevant GT.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.3.9 Where the GT has in place processes or procedures as a pre-requirement to an authorisation, the MAM and AMI shall co-operate with any reasonable GT requests for relevant	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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information e.g. GT2 process.					
13.3.10 The MAM and AMI shall ensure that a valid authorisation is in place prior to undertaking any works:	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) for Category 1, 2 and 3 Metering Equipment, the MAM gains generic authorisation from the GT to install a meter on the GT's particular gas network with the use of a specified AMI and design on that network.	AMI, MAM			C1, C2, C3	AMI, MAM
(b) for Category 4 installations the authorisations are issued on a site-specific basis. For installations with a metering pressure other than 21mbar, the authorisations are issued on a site-specific basis following the satisfactory completion of a gas Consumer warrant.	AMI, MAM			C4	AMI, MAM
13.3.11 For installations within the scope of GS(I&U)R, meter installation without pressure regulation (for example where the equipment downstream of the meter is a combined heat and power (CHP) plant with an inlet compressor) must only be installed after the MAM has obtained exemption under the requirements of GS(I&U)R from the Health and Safety Executive (HSE). The scope of any exemption shall be limited to that agreed with HSE. When considering an unregulated meter installation, compliance shall be made with the GT's requests for information and any requirements that the GT may impose on the design of the meter installation.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.3.12 The MAM must obtain an authorisation from the relevant GT for the setting, sealing and any subsequent re-setting and sealing of the meter regulator and any associated safety device. As part of the application the MAM shall provide	AMI, MAM			C1, C2 C3, C4	MAM

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information to the GT on the pressure control and safety arrangements, the associated pressure settings and the identity of the AMI responsible for the work.					
13.3.13 Where the GT has a requirement to approve the design of the Metering Equipment, the MAM shall co-operate with any GT request for relevant information. This information may be required to ensure the GT maintains safe operating pressure at the appliance. e.g. GT2 process.	MAM			C1, C2, C3, C4	MAM
13.3.14 ASPs will enter Meter Pulse Utilisation (MPU) Agreements with the relevant Parties where appropriate.	ASP				ASP
13.3.15 The DNO shall have the right (see section 16.2.3 below) to confirm the authorisation referred to in section 5.2 above and to prevent access to its equipment if Meter Operatives refuse or are unable to produce evidence of their authorisation.			DNO, EMO		DNO
13.3.16 DNO policy with regard to authorisation of Meter Operatives in accordance with its Distribution Safety Rules shall be stated in the DNO information provided pursuant to Appendix 13, Part 1.			DNO, EMO		DNO

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13.4. **Planning**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
13.4.1 The relevant Parties shall advise the gas Consumer to formally notify the GT if it intends to use compressors or engines, or any associated compressed air or any other extraneous gases, in accordance with paragraph 17 of Schedule 2B of the Gas Act. The GT may, in these circumstances, decide that it needs to participate in the selection and specification of the protective equipment at the design stage.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.4.2 The relevant Parties shall either specify or determine the metering pressure with reference to the requirements of the Consumer's installation and appliance(s). This will normally be 21 mbar unless it has been agreed between the Consumer, Gas Supplier and GT to meter at an elevated pressure.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.4.3 The relevant Parties shall ensure the responsibility for the provision of any meter box, meter housing or meter compound is determined/agreed.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.4.4 GS(M)R apply to the safe and secure supply of gas through a network of pipes and place duties on a 'conveyor' of gas on the network (see tables in Appendix 1 and 6). Generally, Metering Equipment is installed downstream of the network and the MAM would not normally be required to produce a GS(M)R Safety Case. If, however, a MAM is responsible for	MAM			C1, C2, C3, C4	MAM

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Metering Equipment which is upstream of the ECV, GS(M)R and PSR must be complied with.					
13.4.5 Prior to any meter installation related activities taking place, where the Metering Equipment forms part of the Network, the MAM should contact the gas conveyor, who shall remain responsible for the Metering Equipment unless an alternative arrangement is made. If the MAM or other party takes responsibility for the meter installation, consideration shall be given to re-engineer the Metering Equipment so the Metering Equipment is downstream of the Network and does not attract GS(M)R and safety case duties. If the Metering Equipment remains on the network the MAM shall ensure compliance with GS(M)R and the corresponding GS(M)R Safety Case duties.	MAM			C1, C2, C3, C4	MAM
Note: The MAM may not be required to contact the gas conveyor for each installation in the case where a mutual agreement is in place between that MAM and gas conveyor.	MAM				
13.4.6 The MAM shall ensure that its planning process considers the management of the life cycle of the Metering Equipment; this shall include all the relevant aspects of the design, specification, installation, testing, commissioning, operation, maintenance, modification (including exchange of a meter or other Metering Equipment component), removal, decommissioning and disposal. In addition, the planning process shall take into account the provision and maintenance of Metering Equipment records and, following installation or arising from any subsequent work, the provision of relevant information to all appropriate Parties.	MAM			C1, C2, C3, C4	MAM
13.4.7 The exchange and validation of information between the relevant Parties is essential to the success of the planning	MAM			C1, C2,	MAM

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process. The MAM shall ensure that it obtains all the relevant information regarding the provision and subsequent operation of the Metering Equipment, and any information required is supplied to the AMI.				C3, C4	
13.4.8 In the case of new electricity Metering Points, the following principles shall be adopted:			DNO, MOA EMO		
(a) the DNO and the MOA shall liaise with each other to ensure that new metering work and energisations are completed with the minimum delay; and			DNO, MOA		DNO, MOA
(b) for cut-out-controlled supplies, the DNO is responsible for providing the fuse carriers and fuses. Where these cannot be left on Site (e.g. risk of unlawful energisation), the DNO shall be responsible for providing them to the EMO in a timely and acceptable manner for the EMO to perform the energisation (see Appendix 13, Part 1);			DNO, EMO		DNO
13.4.9 Relevant Parties should take note of any requirements in the relevant DNO's information published as required by Appendix 13.			DNO, MOA, EMO		DNO, MOA, EMO
13.4.10 The MAM planning process shall determine the requirements for any meter box, meter housing or meter compound, particularly with respect to size, access, location, ventilation, provision of explosion relief and gas vent terminations.	MAM			C1, C2, C3, C4	MAM
13.4.11 The size and complexity of meter work covered by this CoMCoP may include components which are not immediately available. The MAM and AMI shall consider this when planning the timescale for such meter work.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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13.4.12 The approval of the installation by the GT will be dependent on an assessment of the implications of the additional load on the system upstream of the Metering Equipment. The MAM and AMI shall take account of the timescale for any reinforcement work that may be required and ensure the Metering Equipment is not commissioned prior to such reinforcement work being completed.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.4.13 While planning the Metering Equipment, the responsibilities of each relevant Party shall be defined or identified. Areas of responsibilities such as boundary fencing, meter housing, earthing, protective (equipotential) bonding, instrumentation and maintenance would typically need to be established. Once established, the MAM shall communicate them to the relevant Parties.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
13.4.14 Where there are incoming Parties and prior commercial arrangements have been made in relation to the continued use of Metering Equipment, the incoming relevant Parties shall ensure they are able to manage the retained meters and/or other components in accordance with this CoMCoP and any requirements set out in legislation. Where Metering Equipment components are retained, the incoming MAM shall accept full responsibility for such retained Metering Equipment components and their ongoing maintenance and the outgoing MAM ceases to have responsibility or liability for that equipment.	MAM			C1, C2, C3, C4	MAM
13.4.15 Where the MEM implements an exchange policy for safety reasons, the MEM shall inform the component manufacturer, the meter asset owner and the Energy Supplier that an exchange policy has been implemented and the reasons	MAM		MOA	C1, C2, C3, C4	MAM, MOA

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for doing so.					
13.4.16 Reliable information relating to the nature and size of the load shall be obtained by the MAM from the Gas Supplier or Consumer or the load shall be assessed using applicable load assessment procedures.	MAM			C1, C2, C3, C4	MAM
13.4.17 The MAM shall obtain details of the gas Consumer's requirements including:	MAM			C1, C2, C3, C4	MAM
(a) minimum and maximum flow rate;	MAM			C1, C2, C3, C4	MAM
(b) the load profile;	MAM			C1, C2, C3, C4	MAM
(c) any major seasonal variations of consumption;	MAM			C1, C2, C3, C4	MAM
(d) range of acceptable pressures at the outlet of the meter installation;	MAM			C1, C2, C3, C4	MAM
(e) any proposed use of compressors or engines,; and	MAM			C1, C2, C3, C4	MAM
(f) the proposed use of any associated compressed air or other extraneous gases.	MAM			C1, C2, C3, C4	MAM
13.4.18 The MAM shall obtain confirmation from the Gas Supplier or GT, as appropriate, of the availability of a gas supply to meet the gas Consumer's requirements, and the range of supply pressures that will be available at the end of the	MAM			C1, C2, C3, C4	MAM

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gas service.					
Note: There is a duty on all GTs to provide information, where requested to do so by a person proposing to carry out work in relation to a gas fitting, about operating pressures of the gas at the outlet of the service pipe. GTs have systems in place for providing such information e.g. /GT/1	MAM			C1, C2, C3, C4	
13.4.19 The MAM shall give consideration to the suitability of the service for the proposed Metering Equipment, for example size, capacity and configuration. Where the suitability of the service is in doubt, advice should be sought from the GT.	MAM			C1, C2, C3, C4	MAM

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13.5. **Prepayment Specific Planning**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
13.5.1 Prior to installation, maintenance, replacement or removal of legacy Prepayment Meters, the MEM shall ensure its Meter Operative is provided with clear instructions regarding the mechanisms of transfer of any outstanding balance e.g. the handling of outstanding credit or the setting of the meter (unless under direct instruction from the Energy Supplier). The Meter Operative shall ensure that they are in possession of such instructions.	AMI, MAM		MOA, EMO	C1, C2	AMI, MAM, MOA, EMO
13.5.2 The Meter Operative shall not install, replace or remove a legacy Prepayment Meter without the approval of the Energy Supplier or the approval of the MEM.	AMI		EMO	C1, C2	AMI, EMO

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14 Design Activity

14.1. Gas Installation Design

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
14.1.1 The relevant Parties shall ensure the design and specification of the Metering Equipment and any Metering Equipment components are suitable for the intended use. The Metering Equipment shall be designed in accordance with, or traceable to, appropriate normative standards. Where no appropriate standard is available then the basis of the design shall be validated by a competent person.	AMI, ASP, MAM		DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
14.1.2 The MAM shall use the information obtained from the upstream (GT) and downstream (gas Consumer) organisations to ensure the design of the Metering Equipment complies with the relevant standards (see Appendix 1 and 6) and provides an appropriate pressure to the Consumer under all circumstances.	MAM			C1, C2, C3, C4	MAM
14.1.3 The MAM design and specification process shall ensure the Metering Equipment and any Metering Equipment components are appropriate to and suitable for use with the gas supply and downstream system.	MAM			C1, C2, C3, C4	MAM
14.1.4 The MAM shall ensure that its design and selection process considers the requirements including:	MAM			C1, C2, C3, C4	MAM

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(a) the appropriate registration of the quantity of gas conveyed through the Metering Equipment;	MAM			C1, C2, C3, C4	MAM
(b) Gas Flow Variations, which could affect the size and type of meter;	MAM			C1, C2, C3, C4	MAM
(c) Large loads at elevated pressures where additional protection equipment may be required by the GT;	MAM			C3, C4	MAM
(d) Any requirement for pigging facilities that may require additional space;	MAM			C4	MAM
(e) the provision of suitable pressure for the safe operation of appliances;	MAM			C1, C2, C3, C4	MAM
(f) the integrity of the Metering Equipment itself;	MAM			C1, C2, C3, C4	MAM
(g) the pressure control and protection system provided to the existing or planned downstream installation; and	MAM			C1, C2, C3, C4	MAM
(h) the future maintenance of the Metering Equipment.	MAM			C1, C2, C3, C4	MAM
14.1.5 The MAM and AMI shall assess any hazards and risks that the design of the Metering Equipment and any Metering Equipment components present to persons who install, operate, maintain or otherwise use, or require access to the installation. The specific requirements of relevant legislation and standards must be satisfied, including that the Metering Equipment does	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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not compromise the means of escape in the event of fire. The risk to persons should be removed or be as low as reasonably practicable.					
14.1.6 For Non-Domestic Premises, the MAM shall assess any Explosion Hazards arising from the Metering Equipment and provide information as to the appropriate precautions that need to be taken by the gas Consumer. The MAM may provide preliminary information at the design stage. Any such information shall be confirmed by the AMI at the time of installation in case anything has changed, e.g. ventilation.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
14.1.7 Under GS(M)R, the GT has responsibility for establishing procedures to restore safely the gas supply to Consumers following an interruption, e.g., for a water ingress incident. The MAM shall establish any special requirement for the operation and maintenance of the Metering Equipment under such circumstances.	MAM			C1, C2, C3, C4	MAM
14.1.8 Where the AMI identifies issues with the design of the Metering Equipment or meter selection, the issues shall be notified to the MAM and if relevant the gas Consumer or GT	AMI			C1, C2, C3, C4	AMI
14.1.9 Where the Metering Equipment is owned by the gas Consumer and the AMI is engaged directly by the gas Consumer (rather than via the MAM) to install the meter, the AMI shall accept all the MAM responsibilities that would apply under this CoMCoP.	AMI			C1, C2, C3, C4	AMI
14.1.10 Any requirement for continuity of supply shall be established by the MAM in consultation with the GT, Gas Supplier or gas Consumer.	MAM			C3, C4	MAM
14.1.11 The relevant Parties shall determine any restrictions imposed by the Consumer in the interests of safety (for example	AMI, ASP,		DNO, MOA,	C1, C2,	AMI, ASP,

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the extent of any hazardous area that the Consumer has identified on the Site that may influence the choice of location of the Metering Equipment, the type of Metering Equipment components used, any restrictions on the venting of gas, etc.).	MAM		EMO	C3, C4	MAM, DNO, MOA, EMO
14.1.12 The MEM shall determine any requirements for accessibility for meter reading, maintenance, operation of the ECV and any ancillary equipment. Any requirement for automatic meter reading (AMR) equipment, volume conversion systems, data logging or telemetry shall be established and included within the design	MAM		MOA	C1, C2, C3, F4	MAM, MOA
14.1.13 The MAM shall determine the requirement for and responsibility for the provision of any additional services, including but not restricted to:	MAM			C1, C2, C3, F4	
(a) electrical supplies;	MAM			C1, C2, C3, F4	MAM
(b) lighting;	MAM			C1, C2, C3, F4	MAM
(c) drainage;	MAM			C1, C2, C3, F4	MAM
(d) environmental protection and control plant or systems;	MAM			C1, C2, C3, F4	MAM
(e) site security;	MAM			C1, C2, C3, F4	MAM
(f) civil engineering;	MAM			C1, C2,	MAM

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				C3, F4	
(g) instrumentation;	MAM			C1, C2, C3, F4	MAM
(h) telemetry; and	MAM			C1, C2, C3, F4	MAM
(i) maintenance.	MAM			C1, C2, C3, F4	MAM
14.1.14 It shall be determined by the MAM whether Metering Equipment is within the scope of the PSSR and, if so, safe operating limits shall be specified, and if required written schemes of examinations must be available prior to commissioning.	MAM			C4	MAM

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RETAIL ENERGY CODE

15 Modification

15.1. Gas Installation Modification

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
15.1.1 The requirements of this section are applicable to modifications being undertaken to Metering Equipment and shall be complied with. The MAM may be required to modify Metering Equipment for which it is responsible, and this may arise as a result of requests, through recognised contractual arrangements, from the GT, Gas Supplier or Consumer. The need may also arise from the MAM's own arrangements for keeping Metering Equipment in proper order.	MAM			C1, C2, C3, C4	MAM
15.1.2 The suitability of the housing, irrespective of final ownership, shall be verified as part of the assessment of the work required. The appropriate Party shall be notified by the MAM or AMI of any changes or modifications required to the meter housing.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
15.1.3 If any modification to the Metering Equipment requires the Metering Equipment to be disconnected, the MAM and AMI must give the relevant formal notifications in accordance with sections 5.1.1 and 18.2.3.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
15.1.4 Where the modification work invalidates the existing design approval, e.g. where the regulator settings are to be modified, or the pressures given on the GDN/PM/GT/2submission are no longer valid, the AMI shall	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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advise the MAM in order that a new authorisation may be obtained. The AMI shall not undertake the modification work until such new authorisation has been received.					
15.1.5 Where Metering Equipment is being modified, the MAM should obtain the load details from the Gas Supplier. Alternatively, a load assessment shall be performed by the MAM prior to undertaking any exchange work to determine the appropriateness of the meter and the other Metering Equipment components.	MAM			C1, C2, C3, C4	MAM

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RETAIL ENERGY CODE

Installation and Site Works Activity

16 Access & Safety Checks

16.1. Entry to Site

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.1.1 The relevant Party may not enter a Consumer's premises to perform work without the Consumer allowing them entry. Exceptions can be made (e.g. for site visits under warrant or part of the Unbilled Energy Code of Practice Schedule where entry can occur without Consumer consent).	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
Note: Relevant Parties only have statutory rights of entry where they are acting as the agents of a licensed GT or Energy Supplier. Otherwise, relevant Parties do not have any other automatic right of entry to a Consumer's property.					
16.1.2 Keys to a premises, or meter housing, may be issued. These shall be kept secure when in the relevant Party's possession and shall be returned promptly. Copies of keys shall not be made, and keys shall not be passed on to a third party.	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO
16.1.3 The relevant Party shall not abuse its opportunity, or the Energy Supplier's obligations, to enter a premise for performing work to promote or sell products, services or advice to Consumers. This does not affect the duties and responsibilities of employees to recognise and respond to unsafe situations as	AMI, ASP, MAM	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, MOA, EMO

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required by the Industry Unsafe Situations Procedure - IGEM/G/11					
16.1.4 In certain circumstances, the DNOs may have rights of access to a premise under Schedule 6 of the Electricity Act.			DNO		DNO
16.1.5 The MEM shall, in the case of access problems, check whether the Customer has an authorised person for the premises who can grant access.	MAM		MOA	C1, C2, C3, C4	MAM, MOA
16.1.6 The relevant Party shall ensure the Site is left in a similar state as found as far as is reasonably possible.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO

16.2. **Access to equipment**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.2.1 Where the MAM or AMI is acting as the agent of a GT or Gas Supplier in reliance on the Gas Supplier's or GT's statutory rights of access, the MAM and AMI must comply with the provisions of the RE(GEB)A and THE GS(RoE)R.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.2.2 To ensure control of safety at the point of work the DNO shall allow Meter Operatives access to its equipment (as defined in 16.2.6) without the need for attendance by its staff, where such equipment is not situated in Premises subject to access control procedures under its Distribution Safety Rules.			DNO, EMO		DNO, EMO

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Such access will be subject to satisfactory evidence the Meter Operative is employed by an EMO which holds a valid Registration Certificate (see section 3.1.4), has proof of identity and has the relevant authorisation, including, where the DNO deems appropriate, authorisation under the DNO's Distribution Safety Rules. The DNO has the right to establish these facts, and to satisfy itself generally of the safety and technical competence of the EMO, and to refuse authority for access if it is not satisfied, provided that such action is not taken in an obstructive or trivial manner.					
16.2.3 Where equipment is situated in shared Premises subject to control procedures or is in Premises where access is restricted to DNO staff, then the procedures of section 11.2.6 shall apply.			DNO, EMO		DNO, EMO
16.2.4 The standard arrangements for CT Metering Equipment shall include accessible test/isolating facilities in accordance with the BSC Metering Code of Practice 4.			DNO, MOA		DNO, MOA
(a) Where test/isolating facilities are required but do not exist, are inaccessible, or the CT and/or VT secondary connections are not connected to earth on the DNO side of the test/isolating facilities, the DNO shall provide suitable and accessible test/isolating facilities, with CT and VT secondary circuits connected to earth (see Appendix 16 - Earthing of Current Transformers), to enable connection of the new metering.			DNO, MOA		DNO, MOA
(b) This work, subject to the Customer's consent where the DNO is required to interrupt the supply, will be carried out within a reasonable timescale after a MOA's request.			DNO, MOA		DNO, MOA

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(c) DNO policy with regard to dealing with the existing Metering Equipment on Site and use of or access to its metering cubicles/panels shall be stated in the DNO information provided as in Appendix 13, Part 1.			DNO, MOA		DNO, MOA
16.2.5 In the majority of cases, EMOs will have unrestricted access to the physical locations of the supply fuses (or switches), test/isolating facilities and voltage fuses necessary to enable control of safety at the point of work as indicated in section 17.7.13 below. Such cases will be deemed not to require the attendance of the DNO, subject to the provisions of section 16.2.2 above.			DNO, EMO		EMO
16.2.6 In any other case where, for example, interface equipment or the meter position is situated in a substation where access is restricted under the relevant Distribution Safety Rules, four options will be available to the EMO. Each option requires the agreement of the DNO:			DNO, EMO		DNO, EMO
(a) the DNO may, in accordance with the procedures of the Distribution Safety Rules authorise a specific Meter Operative of the EMO to enter the substation and carry out the work;			DNO, EMO		DNO, EMO
Note: Option (a) may involve use of a joint access agreement whereby dual (or multiple) locking is provided and each user determines which of his staff has authority to enter.			DNO, EMO		
(b) the DNO may issue an authorisation as in (a) above, but to the EMO, who will then be responsible for providing sufficient training to its Meter Operatives and for granting individual authority under their own procedures;			DNO, EMO		DNO, EMO
(c) a DNO representative may attend, grant access and stand by whilst the work is carried out. If this work requires the			DNO, EMO		DNO, EMO

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removal of supply or voltage fuses, then attendance will also be required to restore supplies when the works are completed (see section 16.6.6 below); or					
(d) the DNO may arrange for interface equipment to be relocated to, or for secondary isolation facilities to be fitted in, a non-restricted area.			DNO, EMO		DNO, EMO
Note: The options (a) to (d) above will also apply in the case of Meter Operatives working on whole-current metering and needing to take safety precautions by removal (and subsequent replacement) of a DNO fuse or fuses. The authorisation in cases (a) and (b) will be required for work to be carried out on relevant equipment. In case (c) the DNO representative will remove and replace fuses under his own authorisation.			DNO, EMO		
16.2.7 The particular option exercised will be confirmed between the relevant Parties and the DNO within 5 Working Days following receipt of the general information provided by the DNO (see Appendix 13, Part 1).			DNO, MOA, EMO		DNO, MOA , EMO
16.2.8 The procedures within this CoMCoP are intended to minimise the need for DNO staff to attend Sites where a EMO is carrying out works. However, the following situations, amongst others, may call for DNO attendance:			DNO, EMO		DNO
(a) lack of the Site-specific information described in section 13.1.10;			DNO, EMO		DNO
(b) access problems as in section 16.2.6 above;			DNO, EMO		DNO

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(c) where the meter is CT or CT/VT-operated and there are no test/isolating facilities and/or the CT or VT secondary circuits are not connected to earth on the DNO side of the test/isolating facilities; or			DNO, EMO		DNO
Note: In situation (c), the DNO shall, at its own expense, provide, or procure the provision of, suitable and accessible test/isolating facilities (note technical requirements as in 17.7.13), and ensure the CT and VT secondary circuits are connected to earth (see Appendix 16 - Earthing of Current Transformers).			DNO, EMO		
(d) where work needs to be carried out in the vicinity of live, bare conductors which cannot be adequately screened			DNO, EMO		DNO
Note: In situation (d), which is likely to involve only Low Voltage supplies, DNO attendance may not be necessary if safety can be secured by isolation of the supply by the EMO.			DNO, EMO		
16.2.9 DNO attendance may also take place at the request of the EMO to provide technical support or assistance.			DNO, EMO		DNO, EMO

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16.3. **Risk Assessment**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.3.1 Any works carried out within the hazardous area (e.g. DSEAR, confined spaces, etc) shall be the subject of a risk assessment and where appropriate be under the control of a Permit to Work.	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
16.3.2 Prior to conducting an installation, pre-installation checks must be undertaken; including risk assessments and method statements where applicable or required and approval from the relevant Parties with respect to this CoMCoP. Any required formal notifications should be made prior to commencing work.	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
16.3.3 Relevant Parties shall establish any requirements that the site occupier has for "safe working" (for example permits to work, risk assessments, method statements, authorisations, personal protective equipment etc.).	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
16.3.4 If there is a need to replace any Metering Equipment component, ancillary equipment or meter housing, a risk assessment shall be undertaken to determine whether to replace with an identical component or to upgrade to current standards.	AMI, ASP, MAM		DNO, MOA, EMO	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
16.3.5 It is the responsibility of relevant Parties to carry out the assessment of risk on Site and to ensure that safety precautions are in place to ensure that its Meter Operatives on Site are given control of safety at the point of work (see section 5.1.1(c) above).	AMI, ASP, MAM		DNO, EMO	C1, C2, C3, C4	AMI, ASP, MAM, DNO, EMO

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Note: In practice, this means that the Meter Operative on Site will carry out such risk assessment. For electricity, the decision flow chart of Appendix 4 is an aid to this assessment and indicates particularly situations which may require referral to a representative of the DNO. For gas, see Appendix 3.	AMI, ASP, MAM		DNO, EMO, SIP		
16.3.6 The MEM shall ensure that its representative or Meter Operatives understand the extent of the works required to be undertaken and undertake a risk assessment of the risks to safety on Site (see section 5.1.1(b) above). The MEM shall ensure that its representative or Meter Operatives shall report to it and do not proceed if they feel unable to because:	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
(a) their level of knowledge or experience is insufficient;	AMI, ASP, MAM		DNO, MOA EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
(b) they have inadequate supervision or need to be accompanied (but are not);	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
(c) they have inadequate information;	AMI, ASP, MAM		DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO
(d) they require the attendance of DNO staff to assist or clarify that there is adequate safety at the workplace; and/or			DNO, MOA, EMO, SIP		DNO, MOA, EMO
(e) they have any other reason to believe that it is unsafe to continue.	AMI, ASP,	ES	DNO, MOA,	C1, C2,	AMI, ASP,

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	MAM		EMO, SIP	C3, C4	MAM, DNO, MOA, EMO

16.4. **Pre-Work Checks**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.4.1 The MAM and or AMI should confirm that a valid supply contract is in place with a registered Gas Supplier before installation.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.4.2 Pre-installation/exchange procedures shall be available and used in accordance with the relevant standards. The procedure shall:	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) ensure that the location and housing comply with the relevant standards (Appendix 1 and 6). In the event that the location does not comply, the AMI shall notify the gas Consumer and/or gas Consumer representative and the MAM.;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(b) ascertain if the proposed meter installation location is in an area classified as hazardous, and the classification zone in such cases, by discussion with the gas Consumer. This may include hazardous areas such as dust, which are not a result of the gas equipment;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(c) ensure that components and ancillary equipment are suitable for intended use and are compliant with the appropriate standards;	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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(d) ensure the Metering Equipment is installed at the appropriate position designated by the MPRN or Connections Quotation Reference Number (CQRN); and	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(e) ensure that the MAM and gas Consumer are notified so that suitable arrangements can be made in instances where equipment connected to the meter such as data loggers or AMR equipment may be affected by the work carried out on the Metering Equipment.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.4.3 The AMI shall ensure that the details provided by the MAM are validated against the Metering Equipment on site.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.4.4 The MAM and AMI shall ensure that any relevant test certificate(s), as required by Industry standards, are available.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

16.5. **Equipment Location**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.5.1 The MAM and/or AMI shall check the location of the Metering Equipment and the ECV. The MAM and/or AMI shall ensure that the meter location, the design of both the housing and the ECV are suitable, taking account of all of the relevant requirements including:	MAM, AMI			C1, C2, C3, F4	MAM, AMI
(a) adequate space for the Metering Equipment;	MAM, AMI			C1, C2,	MAM, AMI

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				C3, F4	
(b) adequate access to the ECV and the meter;	MAM, AMI			C1, C2, C3, F4	MAM, AMI
(c) ventilation;	MAM, AMI			C1, C2, C3, F4	MAM, AMI
(d) hazardous areas;	MAM, AMI			C1, C2, C3, F4	MAM, AMI
(e) sources of ignition;	MAM, AMI			C1, C2, C3, F4	MAM, AMI
(f) not compromising the means of escape in the event of fire; and	MAM, AMI			C1, C2, C3, F4	MAM, AMI
(g) any other requirements the GT may have for approving the housing.	MAM, AMI			C1, C2, C3, F4	MAM, AMI
16.5.2 Relevant Parties shall ensure that the local environment in the vicinity of the Metering Equipment does not have or introduce any hazard that will compromise the safe and effective operation and use of the Metering Equipment.	AMI, ASP, MAM		DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, EMO
16.5.3 The MAM shall establish and comply with any requirement that the GT or other upstream gas conveyor has for safe working.	MAM			C1, C2, C3, F4	MAM
16.5.4 For Non-Domestic Premises, the AMI shall undertake a hazardous area assessment of the meter location. The AMI shall affix appropriate hazardous area labels. The AMI shall also provide a detailed hazardous area drawing to the MAM and gas Consumer, unless the Consumer advises that a more onerous hazardous area classification exists.	AMI, MAM			C1, C2, C3, F4	AMI, MAM
16.5.5 Where an exchange of credit for Prepayment Meter is required, it shall be established that the location is suitable for a	AMI, MAM		DNO, EMO, MOA	C1, C2	AMI, MAM, DNO, MOA,

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Prepayment Meter (see section 8.6).					EMO
16.5.6 Meter Operatives must be aware of the differing levels of technical complexity and potential safety risk to Parties who may work on or in the vicinity of distribution and/or Metering Equipment .	AMI, ASP, MAM		DNO, EMO, MOA, SIP	C1, C2, C3, C4	AMI, ASP, MAM, DNO, MOA, EMO

16.6. **Control of Work**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.6.1 The AMR installation process must ensure that:	ASP				ASP
(a) safe control of work is assured;	ASP				ASP
(b) the AMR Device and any ancillary equipment are installed in accordance with best practice and all relevant standards;	ASP				ASP
(c) the AMR Device and any ancillary equipment are inspected and tested on installation;	ASP				ASP
(d) the AMR Device and any ancillary equipment when installed do not have a detrimental effect on other legacy devices other than where compliance with this condition would compromise safety or not be reasonably practical; and	ASP				ASP
(e) statutory and advisory labels are fitted.	ASP				ASP

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16.6.2 Metering Equipment shall only be installed or modified by an AMI or otherwise the MAM shall make arrangements for the installation to be inspected by an AMI within 20 Working Days.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.6.3 The MAM and AMI shall ensure that equipment installed in a hazardous area or connected to Metering Equipment located in a hazardous area is suitable for use in such areas and is installed in accordance with the relevant standards e.g., BS EN 60079, IGEM/GM/7 or IGEM/SR/25 as appropriate.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.6.4 Where staff of the DNO and the EMO become jointly involved in works, such as in section 16.2.6 (b) above, both Parties will follow the DNO Distribution Safety Rules. This may involve the use of a specific document to ensure that work does not commence before safety precautions have been taken and that the supply is not restored until works are completed or suspended (see 13.1.6(c)).			DNO, EMO		DNO, EMO
Note: Appendix 9 provides guidance to EMOs on typical DNO operational and safety considerations at the interface. This should be read in conjunction with DNO information provided (see section 20.6.and Appendix 13, Part 1.)			DNO, EMO		
16.6.5 There are specific duties in the ESQCR, (in particular regulation 25) and also a general duty of care under health and safety legislation to ensure that members of the public are protected from work carried out.			DNO, EMO, SIP		DNO, EMO
16.6.6 Together, sections 16.6.4 and 16.6.5 place the onus on the EMO and/or DNO to ensure work is carried out safely when it is connecting an installation that is found disconnected, or de-energised, or where it is asked to add additional circuits.			DNO, EMO		DNO, EMO

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16.6.7 EMOs shall establish procedures for ensuring that it is safe to connect installations in compliance with the ESQCR, to cover situations in which it is working on Metering Equipment where it may be reconnecting existing circuits, or adding new circuits.			EMO		EMO

16.7. **Safety Inspections**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.7.1 Where safety inspections are undertaken by the relevant Party by or on behalf of the Gas Act Owner or DNO, the inspections should include:	AMI, ASP, MAM	ES	DNO, EMO	C1, C2, C3, C4	
(a) reading the meter;	AMI, ASP, MAM	ES	DNO, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
(b) inspecting the meter and other Metering Equipment for evidence of tampering;	AMI, ASP, MAM	ES	DNO, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
(c) inspecting the Metering Equipment for any evidence that the meter has not continuously been in position for the purpose of registering the quantity of gas supplied;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(d) arranging for information in respect of any gas leakage identified in the vicinity of the meter to be passed on in accordance with GS(M)R, in particular suspected gas	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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escapes and gas safety related issues should be reported immediately to 0800 111 999 and the owner/Consumer given appropriate gas safety advice;					
(e) inspecting the Metering Equipment for any evidence of deterioration which might affect its function or safety; and	AMI, ASP, MAM	ES	DNO, EMO	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
(f) where necessary and subject to the consent of the owner of the meter, changing any batteries in the meter.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

16.8. **Issue and Safety Reporting**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
16.8.1 ASPs, MAMs and AMIs must have procedures in place for reporting any dangerous occurrences as required by the RIDDOR. There are requirements on Gas Safe Registered Gas Installers to report to the HSE when they become aware of a gas fitting which is dangerous because of its design, construction, manner of installation, modification or servicing.	AMI, MAM, ASP			C1, C2, C3, C4	AMI, MAM, ASP
16.8.2 Any person carrying out work covered by this CoMCoP who becomes aware of an unsafe or dangerous installation or gas leak during the course of that work, has a duty to inform a Responsible Person. However, this duty only extends to those	ASP, MAM, AMI		EMO, DNO, SIP		ASP, MAM, AMI, EMO, DNO

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issues which are within the competence of the person engaged in work and which it is reasonable to expect the person to notice through visual inspection or olfactory sense by that person.					
16.8.3 A meter or other Metering Equipment component may need to be exchanged for a number of reasons (e.g. fault, end of life, change of circumstances of the Consumer). Where the type of meter or other component is recalled by the MEM for safety or other reasons, the MEM shall undertake an initial risk assessment to establish the type of exchange policy to be adopted.	AMI, MAM		MOA	C1, C2, C3, C4	MAM, MOA
16.8.4 Where safety issues are identified, the Gas Industry Unsafe Situations Procedure (IGEM/G/11)) shall be followed.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.8.5 For safety reasons arising from unsuitable gas meter installations, repositioning of the Metering Equipment or its components may be required. In such circumstances, all work undertaken shall be in accordance with current standards (Appendix 1 and 6).	AMI, MAM			C1, C2, C3, C4	AMI, MAM
16.8.6 The MAM shall provide, for use by the Consumer and Emergency Service Provider, a description of the gas Metering Equipment that shall include an explanation as to how the Metering Equipment is isolated, made safe and labelled in accordance with Regulations 15 and 17 of GS(I&U)R. The description shall be updated as necessary. The MAM may delegate this task to the AMI in which case the MAM should obtain assurance that the description has been provided.	AMI, MAM			C1, C2 C3, C4	AMI, MAM
16.8.7 The EMO and DNO shall ensure that its Meter Operatives have access to a current version of the Guidance for Service Termination Issue Reporting document while			DNO, MOA, EMO, SIP		MOA, EMO, DNO

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on Site (this may be a physical or electronic version). The EMO shall also act in accordance with it and report to the DNO:					
(a) any category A asset condition code (emergency codes) as defined in the Guidance for Service Termination Issue Reporting document;			DNO, MOA, EMO, SIP		MOA, EMO
(b) any category B asset condition code (remedial work codes) as defined in the Guidance for Service Termination Issue Reporting document; or			DNO, MOA, EMO, SIP		MOA, EMO
(c) any category C asset condition code (asset issue/information codes) as defined in the Guidance for Service Termination Issue Reporting document.			DNO, MOA, EMO, SIP		MOA, EMO
16.8.8 Where such defects or hazards additionally involve damage to or suspected interference with Metering Equipment, then the procedures detailed section 17.6 below shall also apply.			DNO, MOA, EMO, SIP		DNO, MOA, EMO
16.8.9 The EMO shall also ensure that its procedures require its Meter Operatives to follow the requirements under relevant safety legislation to report incidents/accidents and dangerous occurrences to the relevant reporting authority.			EMO		EMO
16.8.10 Technical problems may have safety implications which should also be referred to the EMO as they may affect the assessment of on-Site safety (see section 5.2.2).			EMO		EMO
16.8.11 Each DNO has an obligation to maintain its equipment in a safe condition, but relies on staff on Site to report any deficiencies (as detailed in section 16.8.7 above), which it will then remedy.			DNO, EMO		DNO
16.8.12 Any DNO to whom a relevant Party reports a dangerous situation, defect or hazard in accordance with			DNO, MOA, EMO, SIP		DNO

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section 16.9 shall repair such dangerous situation, defect or hazard and inform the currently appointed MOA in line with the Service Level Agreement for Resolving Network Operational Issues and Associated Reporting Requirements detailed within DCUSA.					
16.8.13 In the event of serious problems arising on-Site, the EMOs Meter Operative may contact the DNO directly rather than reporting in the first place to the MOA.			DNO, MOA, EMO, SIP		EMO
16.8.14 The EMOs shall ensure that its Meter Operatives report immediately via their MOA, so that the MOA may immediately notify any other MOA who has responsibility for Metering Equipment at the Site but which is not that MOA's Metering Equipment:			MOA, EMO, SIP		MOA, EMO
(a) any Metering Equipment which they find to be defective such as to present the possibility of danger; or			MOA, EMO, SIP		MOA, EMO
(b) any parts of the Metering Equipment or situations which are or which they reasonably believe may become hazardous.			MOA, EMO, SIP		MOA, EMO

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RETAIL ENERGY CODE

17 Installation Activity

17.1. Installation Considerations

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
17.1.1 The process for installation also covers the requirements for exchange or replacement of Metering Equipment components.	AMI, MAM, ASP	ES	DNO, MOA, EMO	C1, C2, C3, C4	
17.1.2 Relevant Parties shall be responsible for ensuring that the Metering Equipment is installed in accordance with the agreed specification and duty and complies with the relevant normative industry standards and manufacturer's instructions (also see Appendices 1 and 6).	AMI, MAM		MOA, EMO	C1, C2, C3, C4	AMI, MAM, MOA, EMO
17.1.3 The AMI and or/MAM shall undertake tests that assure the integrity of:	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) Metering Equipment components (including all fittings, associated pipework);	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(b) any ancillary equipment; and	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(c) electrical and instrumentation systems.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.1.4 Where meter work is undertaken which involves any part of the Metering Equipment or the gas Consumer's pipework being depressurised, the AMI or MAM shall verify its gas tightness in accordance with the industry standards.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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17.1.5. The AMI or MAM shall select the appropriate methods of testing and purging according to the applicable standards for the Metering Equipment involved.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.1.6 Immediately after such testing and examination, purging shall be carried out by the AMI or MAM throughout the Metering Equipment and every fitting through which gas can subsequently flow.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.1.7 Where the gas Consumer has extensive pipework, e.g. large Non-Domestic Premises, the AMI or MAM shall consider maintaining this under pressure with natural gas in a safe manner during metering work. Although this minimises the need to test and purge the gas Consumer's pipework the risks of this approach should be carefully considered through a site-specific risk assessment.	AMI, MAM			C2, C3, C4	AMI, MAM
17.1.8 When a DNO installs new Metering Equipment or changes existing Metering Equipment it shall provide or update, as appropriate, the information on the HV/LV CT metering label described in Appendix 13, Part 3. In addition, the DNO will adhere to the requirements outlined in the BSC Metering Code of Practice 4.			DNO		DNO
17.1.9 Diagrams in relevant BSC Metering Code of Practice 3 and 5 show basic meter connection arrangements, namely Low Voltage CT operated and High Voltage CT and VT-operated. Connections are generally made to separate test/isolating facilities, with on-going connections to the meter and it should be noted there are alternative methods of connection for High Voltage CT/VT-operated metering.			DNO, MOA, EMO		

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17.1.10 The EMO shall ensure that connected burdens are within acceptable limits. The EMO shall use all reasonable endeavours to ensure that no metering other than that of the current MOA, and where required that of the DNO, is connected.			DNO, MOA, EMO		EMO
17.1.11 In dealing with Low Voltage supplies the EMOs operatives must be aware that, in some cases, live conductors may be exposed when covers of the Metering Equipment are removed. In the case of High Voltage, access is restricted to voltage fuses, test/isolating facilities and to the meter position where these are sited within a DNO substation to which the Customer does not have access.			DNO, EMO		EMO
17.1.12 Whenever work is carried out at the meter position (including, but not exclusively, new connections, service alterations, meter changes and connection of additional Customers' circuits), conductors shall be coloured and marked in accordance with Appendix 15.			DNO, EMO		DNO, EMO
17.1.13 In the case of new electricity Metering Points, the following principles shall be adopted:			DNO, EMO		
(a) the DNO shall agree with the Customer or developer the position and space for the Metering Equipment, and shall, in so much as it is within its reasonable control, ensure it remains reserved. The location must be accessible to the Customer so they can read their meter and to the EMO (via the Customer). Consideration shall be given to the accessibility of the location to all users. The DNOs' service termination equipment and the Metering Equipment should be located between 0.5 and 1.8m above			DNO, EMO		DNO

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finished floor level, subject to unavoidable constraints such as security, vandalism or fire risk mitigation;					
(b) for HV and LV CT metered supplies, the interface test/isolating facilities shall be installed in an accessible position near to the location of the proposed Metering Equipment. A label must be fitted in accordance with Appendix 13, Part 3. The CT and VT secondary circuits shall be connected to earth on the DNO side of the interface (see Appendix 16);			DNO, EMO		DNO
(c) for whole current supplies, a means of isolating voltage supplies (e.g. cut-out) shall be installed in an area to which the EMO has access (via the Customer);			DNO, EMO		DNO
(d) it is the responsibility of the DNO to determine the rating of the cut-out fuses. For whole current metered supplies, the EMOs Meter Operative shall check the conductors being provided by the Customer are suitably rated for the cut-out fuses provided before they connect them, or Energise the supply (this is limited to checking at the point of connection without needing to take into account any de-rating for thermal conditions within the installation);			DNO, EMO		DNO, EMO
(e) the DNO is responsible for commissioning the service (e.g., checking voltage, earth loop impedance, phase rotation, polarity and any protection settings, etc at the cut-out/switchgear) in accordance with BSC Metering Code of Practice 4;			DNO		DNO
(f) the EMO shall confirm the voltage, phase rotation and polarity at the supply terminals (metering output terminals or isolator switch terminals);			EMO		EMO

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(g) for whole current metered supplies, the EMO shall make the necessary connections between the DNO Equipment, Metering Equipment and the Customer's equipment;			DNO, EMO		EMO
(h) where the DNO is to provide an earth terminal for the Customer, the DNO shall ensure the terminal is accessible to the Customer or contractor or take responsibility for making the earth connection.;			DNO		DNO
Note: the Customer should have ongoing access to the earth terminal in order to carry out routine tests of their installation.			DNO		
(i) for HV and LV CT-metered supplies, before connecting Customer conductors, or facilitating the Customer's contractor safe access to suitable terminals, the DNO shall check the conductors being provided by the Customer are suitably rated for the cut-out fuse or circuit breaker protection;			DNO		DNO
(j) for whole current and cut-out-controlled LV CT metered supplies, the EMO shall Energise the supply subject to the DNO having previously satisfied 13.4.8(b) and 17.1.12(i);			DNO, EMO		EMO
(k) for circuit breaker-controlled LV and HV metered supplies, the DNO shall Energise the supply, in response to a request from the Electricity Supplier;			DNO		DNO
(l) a relevant Party shall not agree to Energise a supply until it is appropriately metered;			DNO, EMO		DNO, EMO

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(m) the EMO shall not carry out energisation work unless and until authorised under the DCUSA; and			EMO		EMO
(n) Conductors shall be coloured and marked in accordance with Appendix 15.			DNO, EMO		DNO, EMO
Note: Items (b) and (c) above shall be provided by the DNO, chargeable to the Customer, and shall be capable of being sealed to prevent unauthorised access.			DNO		
Note: Due regard shall be paid in siting meters to the requirements for overall Metering Equipment accuracy. These are affected by the burden imposed, which is related to the length of connections between current transformers and meters.			DNO, EMO		

17.2. **Meter and component replacement**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
17.2.1 Where directed by the MAM to undertake gas meter replacement work, the AMI shall assess the connected load and load profile to identify if the size and type of Metering Equipment is appropriate for flow measurement and its associated control.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.2.2 If, as a result of the assessment, a gas meter of a different capacity is required, the AMI shall advise the MAM, and suitable action should be taken to ensure appropriate	AMI, MAM			C1, C2 C3, C4	AMI, MAM

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Metering Equipment is installed.					
17.2.3 Following a risk assessment, where the gas Metering Equipment is considered to operate safely, the AMI or MAM should continue to undertake a component replacement e.g. meter, regulator, filter or strainer (or any combination thereof) by other components of equivalent size, type and performance.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.2.4 when there is a requirement to replace the electricity meter board (or any other surface) onto which the Metering Equipment or DNO Equipment is fixed the following shall be adopted:			DNO, EMO		
(a) where there is only the need to displace the DNO Equipment, then arrangements should be made with the DNO to attend;			DNO, EMO		DNO, EMO
(b) where there is only the need to displace the Metering Equipment, then arrangements should be made for the EMO to attend, via the relevant Electricity Supplier; and			EMO		EMO
(c) where there is the need to displace the DNO Equipment and Metering Equipment, then arrangements should be made with the DNO and with the EMO (via the relevant Electricity Supplier) to attend, as appropriate.			DNO, EMO		DNO, EMO

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17.3. **Gas Ancillary Equipment & Ancillary Replacement**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
17.3.1 As directed by the MAM, the AMI shall provide a suitable connection point, and ensure the ancillary equipment is left on site for reinstallation or reconnection.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.3.2 If directed by the MAM, where the ancillary equipment needs to be temporarily moved or disconnected in order to carry out work on the meter, the AMI shall restore the connections of this equipment and leave it functioning as found.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.3.3 Relevant Parties shall be aware of the requirements for, and the effect of equipment which is to interface with the meter (e.g., (AMR Devices))	AMI, MAM, ASP			C1, C2, C3, C4	AMI, MAM, ASP
17.3.4 The MAM shall maintain records of all Ancillary Equipment the MAM has connected to, or has given authority to be connected to, any Metering Equipment to which it is appointed.	MAM			C1, C2, C3, C4	MAM
17.3.5 Where a MAM is appointed to a meter and third parties have not provided details of their connected ancillary equipment, the appointed MAM should not be obliged to obtain those records.	MAM			C1, C2, C3, C4	MAM
17.3.6 When the AMI and MAM is replacing or installing ancillary equipment, the MAM and AMI shall ensure the ancillary equipment connected to the meter is installed to appropriate standards	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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17.4. **Gas Metering Equipment Commissioning**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
17.4.1. The requirements of this section covers commissioning of the gas Metering Equipment. It is specialised and is normally specific to site, equipment used and the procedure. However, in the case of small low-pressure installations it may be possible to utilise a generic approach.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) Generic commissioning procedures may be acceptable for Metering Equipment in accordance with BS 6400 – 1, BS 6400 - 2 or IGEM/GM/6 as appropriate.	AMI, MAM			C1, C2, C3	AMI, MAM
(b) For non-standard Metering Equipment, installation specific commissioning procedures shall be produced and agreed with interested Parties in accordance with IGEM/GM/8 or IGEM/GM/4 and IGEM/TD/13 as appropriate.	AMI, MAM			C4	AMI, MAM
17.4.2 Commissioning ensures that gas Metering Equipment will operate as intended and within defined parameters. Therefore, all gas Metering Equipment shall be commissioned in accordance with the relevant Standard(s).	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.4.3 The AMI shall ensure no unauthorised use of Gas occurs; the relevant equipment shall be labelled and locked or disabled until such assurances have been given and the installation has been commissioned. In the event where there is no MAM, the AMI shall be responsible for ensuring a Gas Supply contract is in place.	AMI, MAM			C1, C2, C3, C4	AMI

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17.4.4 Where the MAM has a responsibility to restore a Gas Supply following work on the Metering Equipment, the MAM or the AMI shall ensure that any re-commissioning of the downstream system is undertaken in accordance with the appropriate Industry standards.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.4.5 Commissioning procedures shall be developed and shall take into account as appropriate, the requirements of:	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) Legislation;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(b) International, European, British and Industry standards;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(c) Site owner requirements; and	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(d) Manufacturer's instructions.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.4.6 Any pre-initialisation procedures, which may be required in accordance with the manufacturer's instructions, shall be carried out.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.4.7 Suitable and adequate test equipment shall be selected and used.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.4.8 The AMI or MAM shall set the meter regulator operating pressure to the range of pressures detailed in the GT's letter of authorisation.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.4.9 The MAM shall ensure the correct details of the Metering Equipment to be commissioned are provided to the AMI.	AMI, MAM			C1, C2, C3, C4	MAM
17.4.10 Test and Commissioning records shall be created and made available by the MAM and/or AMI, as required. The requirements of GM(C&D) Regs must be met.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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17.5. **Modification**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
17.5.1. The MAM and AMI should establish procedures on the actions to be taken by the AMI where it encounters an unsuitable gas Metering Equipment. The following list, which is not exhaustive, provides specific examples of factors which can result in an unsuitable meter installation:	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) safety or integrity of the Metering Equipment;	AMI, MAM			C1, C2, C3, C4	
(b) access to the ECV;	AMI, MAM			C1, C2, C3, C4	
(c) accessibility to read the meter;	AMI, MAM			C1, C2, C3, C4	
(d) accessibility to maintain the Metering Equipment;	AMI, MAM			C1, C2, C3, C4	
(e) accessibility to exchange the meter or other Metering Equipment components;	AMI, MAM			C1, C2, C3, C4	
(f) proximity and suitability of electrical equipment;	AMI, MAM			C1, C2, C3, C4	
(g) property alterations;	AMI, MAM			C1, C2, C3, C4	

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(h) inappropriate or unsuitable by-pass arrangements;	AMI, MAM			C1, C2, C3, C4	
(i) inadequate ventilation;	AMI, MAM			C1, C2, C3, C4	
(j) suitability for the load;	AMI, MAM			C1, C2, C3, C4	
(k) installation of, or alteration to, third party equipment;	AMI, MAM			C1, C2, C3, C4	
(l) unapproved equipment connected to the Metering Equipment; and	AMI, MAM			C1, C2, C3, C4	
(m) Inappropriate components and pressure controls for the upstream pressure tier.	AMI, MAM			C1, C2, C3, C4	
17.5.2 Where a Metering Equipment component is to be exchanged and the Metering Equipment, although safe, does not conform to current standards, consideration shall be given to updating all of the Metering Equipment (Appendices 1 & 6).	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.5.3 No modification may be made to any Party's electricity Metering Equipment except in accordance with the following provisions of section 17.5.			DNO, EMO		DNO, EMO
17.5.4 Modifications to termination arrangements or Metering Equipment should always meet the requirements of section 17.7.			DNO, EMO		DNO, EMO
17.5.5 In the case of changes initiated by the DNO or by the Customer to an existing electricity Metering Point, the following principles shall be adopted:			DNO, MOA, EMO		
(a) the DNO and the MOA shall liaise with each other to ensure that any work is completed with the minimum delay.;			DNO, MOA		DNO, MOA

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(b) for HV and LV CT metered supplies, the interface test/isolating facilities shall be installed in an accessible position near to the location of the proposed Metering Equipment. A label must be fitted in accordance with Appendix 13, Part 3;			DNO, EMO		DNO, EMO
(c) for whole current supplies, a means of isolating voltage supplies (e.g., cut-out) shall be installed in an area to which the EMO has access (via the Customer);			DNO		DNO
(d) for cut-out-controlled supplies, the DNO is responsible for providing and installing the required changes to the fuse carriers and/or fuses;			DNO		DNO
(e) it is the responsibility of the DNO to determine the rating of the cut-out fuses. Where there is no change to the Metering Equipment, the DNO shall check the meter conductors are suitably rated for the new cut-out fuses provided before they connect them (this is limited to checking at the point of connection without needing to take into account any de-rating for thermal conditions within the installation). Where they are not appropriate, the DNO shall arrange with the MOA for whole current supplies and/or Customer for CT supplies, as appropriate, to install new conductors;			DNO, MOA		DNO, MOA
(f) the DNO is responsible for commissioning the service (e.g. checking voltage, earth loop impedance, phase rotation, polarity and any protection settings, etc at the cut-out/switchgear) in accordance with the BSC Metering Code of Practice 4;			DNO		DNO

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(g) when performing any metering work the EMO shall confirm the voltage, phase rotation and polarity at the supply terminals (metering output terminals or isolator switch terminals);			EMO		EMO
(h) for whole current metered supplies, the EMO shall make the necessary additional connections and/or replacements between the DNO Equipment, Metering Equipment, and the Customer's equipment; and to facilitate de-energisation and energisation as agreed with the Electricity Supplier or Customer;			DNO, EMO		EMO
(i) where the DNO is to provide an earth terminal for the Customer, the DNO shall ensure the terminal is accessible to the Customer or contractor or take responsibility for making the earth connection.;			DNO		DNO
Note: The Customer should have ongoing access to the earth terminal in order to carry out routine tests of their installation.			DNO		
(j) for HV and LV CT metered supplies, before connecting additional load, replacement of Customer conductors, or facilitating the Customer's contractor safe access to suitable terminals, the DNO shall check the conductors being provided by the Customer are suitably rated for the cut-out fuse or circuit breaker protection;			DNO		DNO
(k) when performing any metering work for whole current and cut-out- controlled LV CT metered supplies, the EMO shall De-energise or Energise the supply subject to the DNO having previously satisfied section (d) & (j);			DNO, EMO		DNO, EMO

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(m) for circuit breaker-controlled LV and HV metered supplies, the DNO shall de-energise and Energise the supply, in response to a request from the Energy Supplier;			DNO		DNO
(n) a relevant Party shall not Energise a supply until it is appropriately metered;			DNO, EMO		DNO, EMO
(o) the EMO shall not carry out de-energisation or energisation work unless and until authorised under the DCUSA; and			EMO		EMO
(p) conductors shall be coloured and marked in accordance with Appendix 15.			DNO, EMO		DNO, EMO
Note: Items (a) and (b) above shall be provided by the DNO, chargeable to the Customer, and shall be capable of being sealed to prevent unauthorised access.			DNO		
Note: EMOs should take note of any requirements in the DNO's statement published as required by Appendix 13 of this CoMCoP.			DNO, EMO		
Note: Due regard shall be paid in siting meters to the requirements for overall Metering Equipment accuracy. These are affected by the burden imposed, which is related to the length of connections between current transformers and meters.			DNO, EMO		
17.5.6 The DNO may make a modification to its Distribution System whether at or remote from the interface point without the consent of the MOA. The DNO must provide all relevant details to the MOA for planned work at least			DNO, MOA		DNO, MOA

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15 Working Days before the work is carried out. For unplanned work as soon as possible before or after the work is carried out. The MOA shall use such notifications to determine, if the Metering Equipment will require re-commissioning, and where so determined shall initiate re-commissioning.					
17.5.7 Provided there is no impact on the Distribution System, the EMO may modify if instructed by the MOA Metering Equipment without the consent of the DNO. If the modification changes the details registered with the DNO (Appendix 13, Part 3), the MOA must provide the DNO with the updated details via industry data flows within five Working Days after making the modification.			DNO, MOA, EMO		MOA, EMO
17.5.8 Where the MOA wishes to make a modification to its Metering Equipment that will require modification to the Distribution System, the MOA shall complete and submit to the DNO an application prior to commencing any such modification and shall not carry out any such modification unless and until it has agreed the modification with the DNO.			DNO, MOA		MOA

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17.6. **Electricity Metering Equipment Damage**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
Note: 'Damage' here includes external physical damage and any internal fault which manifests itself externally.			DNO, MOA, EMO, SIP		
17.6.1 Where electricity Metering Equipment on Site is found at any time to be damaged, this shall be reported to all relevant Parties.			DNO, EMO, SIP		DNO, EMO
17.6.2 Where the damage appears to be due to deliberate tampering/interference, the procedures set out in section 22.2.5 shall apply.			DNO, MOA, EMO, SIP		DNO, MOA, EMO
17.6.3 Where there is a need for damaged electricity Metering Equipment to be replaced, then such Metering Equipment shall not be destroyed or otherwise disposed of without the permission of any relevant Party (usually the Electricity Supplier or the DNO) which may be involved in an insurance claim or dispute. Such Party may require the original equipment be reserved/set aside and made available for subsequent investigation; in this case it shall be the responsibility of such Party to notify the initial period for which the equipment shall be kept (typically 6 months) and to advise of its subsequent requirements.			DNO, MOA, EMO		DNO, MOA, EMO
17.6.4 Where the damage or deficiency has been such as to interfere with the correct operation of the electricity Metering Equipment, the Electricity Supplier will subsequently agree with the Customer and the DNO, in consultation with the			DNO, MOA		DNO, MOA

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relevant MOA, the quantity of any electrical energy not recorded.					

17.7. **Operational activities**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
17.7.1 Any works undertaken by the MAM and AMI shall not cause gas consumption to be incorrectly registered. This includes design work and meter selection activities.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.7.2 MAMs and AMIs shall ensure the information relevant to the safe and efficient operation of the Metering Equipment and to the administration and operational processes that support the supply of gas to a Consumer is made available to the appropriate persons	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.7.3 Where the work carried out by/for the MAM is not carried out by an AMI, the MAM takes on the responsibilities as though it were the AMI and must ensure the Metering Equipment is inspected by an AMI within 20 Working Days of the works.	MAM			C1, C2, C3, C4	MAM
17.7.4 The operation of the Metering Equipment must be conducted in accordance with the relevant legislation listed in Appendices 1 and 6, to ensure that all equipment functions as intended when in normal use. The operation of the Metering Equipment shall be conducted in accordance with agreed procedures that conform to the requirements of:	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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(a) procedures for reporting and dealing with gas escapes;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(b) Network Codes;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(c) recognised industry standards;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(d) the GT's safe control of operations procedures;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(e) any safe control of operations procedures operated by the Consumer or site owner; and	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(f) any warrants issued between the respective Parties.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
17.7.5 The MAM shall develop and comply with procedures to manage unplanned events that may affect the operation of the Metering Equipment. The procedures shall include:	MAM			C1, C2, C3, C4	MAM
(a) general enquiries by the Consumer or persons acting on their behalf (for example capacity inquiries or pressure problems);	MAM			C1, C2, C3, C4	MAM
(b) meter accuracy or meter reading disputes including any requests for Official Meter Accuracy Tests;	MAM			C1, C2, C3, C4	MAM
(c) other disputes (for example pressure related disputes);	MAM			C1, C2, C3, C4	MAM
(d) theft of gas incidents;	MAM			C1, C2, C3, C4	MAM
(e) operation of the by-pass;	MAM			C4	MAM

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(f) Metering Equipment operational faults (for example, inadvertent operation of safety devices);	MAM			C1, C2, C3, C4	MAM
(g) gas supply incidents associated with the operation of the gas network (for example water ingress, network overpressure or loss of gas supply), including operation of the flow limiter; and	MAM			C1, C2, C3, C4	MAM
(h) cooperation in the investigation of carbon monoxide (CO) emission and other incidents.	MAM			C1, C2, C3, C4	MAM
17.7.6 Information resulting from such activities in section 17.8.5 shall be sent to relevant Market Participants.	MAM			C1, C2, C3, C4	MAM
17.7.7 Electricity Metering Equipment and related DNO Equipment shall be sealed following commissioning and shall be resealed following any subsequent works by any authorised Party that require the removal of seals, either owned by that Party or the property of another Party. Appendix 19 provides details of the equipment to be sealed, the seals to be used and relevant procedures. Reference should also be made to the BSC and the relevant BSC Procedures.			DNO, EMO, SIP		DNO, EMO
17.7.8 The EMO shall ensure that its Meter Operatives provide timely and accurate information to enable it to keep records and provide other required documentation as specified in section 13.1.6 above, in particular the essential commissioning information referred to in section 13.1.6(c) above.			EMO		EMO
17.7.9 If the DNO wishes to retain its own Metering Equipment for non-settlement purposes, alongside MOA's metering, the DNO shall ensure it is clearly labelled "DNO metering, required until …" or similar.			DNO, MOA		DNO

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17.7.10 The Meter Operative must implement procedures developed by the EMO business. These will include ensuring that:			EMO		EMO
(a) a check of the Metering Equipment is carried out before and after work, including connection configuration for meters and tariff or contract details; in the case of CT and CT/VT-operated metering, the secondary circuits should be tested that they are connected to earth;			EMO		EMO
(b) the polarity and phase rotation of the supply and connections to the Metering Equipment is correct (taking account of, if appropriate, whether the connection is deliberately non-standard);			EMO		EMO
(c) the Metering Equipment is recording the correct measurement of the load;			EMO		EMO
(d) the Site is safe and secure before and on completion of work or inspections;			EMO		EMO
(e) if non-standard arrangements of Metering Equipment are discovered they are reported to the MOA who will advise the Electricity Supplier;			MOA, EMO		MOA, EMO
(f) if any DNO non-settlement metering is encountered at a supply point, providing it is not labelled "DNO metering, required until …", it is to be removed. This includes ancillary equipment, such as time switches, that was part of a previous metering arrangement;			DNO, EMO		EMO
(g) the correct personal protective equipment is available and used;			DNO, EMO		DNO, EMO
(h) the equipment to be worked on is made and proved not live or, if not, there are clear guidelines or procedures for the			DNO, EMO		DNO, EMO

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use of shrouding equipment, and they are fully complied with; and					
(i) the Customer's electrical installation at the service position is visually inspected to identify signs of risk and if identified, to inform the Customer of this risk and any preventative actions required. An EMO may use the example template in the CoMCoP Supplementary Guidance Document to fulfil this recommendation.			EMO		EMO
17.7.11 As regards the interface between the DNO Equipment and the Metering Equipment:			DNO, MOA, EMO		
(a) for whole-current metering, the normal interface point will be the cables from a cut-out or Switch at the outgoing terminals of the cut-out or Switch. However, there will be occasions (e.g., with rising mains) where this is not the case, and guidance should be sought from the DNO. Where a DNO meter is to be left on Site, then the interface will be the outgoing terminals of that DNO meter;			DNO, MOA, EMO		DNO, EMO
(b) for CT and CT/VT metering, the normal interface point will be the outgoing connections from the test/isolating facilities and the voltage fuses. The test/isolating facility provided must allow the following operations to be carried out via a safe electrical connection and without the need to disturb any wiring:			DNO, MOA, EMO		DNO, EMO
i) short circuit individual current transformers;			DNO, MOA, EMO		DNO, EMO
ii) directly connect an ammeter;			DNO, MOA, EMO		DNO, EMO

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iii) connect test equipment to inject current into the secondary circuit towards the meter; and			DNO, MOA, EMO		DNO, EMO
iv) connect a testing device on each phase of the voltage circuit.			DNO, MOA, EMO		DNO, EMO
17.7.12 To enable work on the meter to be carried out safely, section 17.7.11(a) above requires the removal of the main supply fuses or opening of the supply switch and measures to prevent inadvertent restoration of supply. Section 17.7.11(b) above requires the shorting out of CT connections at the test/isolating facilities, and the removal of voltage fuses at the point of supply. Following a risk assessment any other precautions necessary shall be taken.			DNO, MOA, EMO		DNO, EMO
17.7.13 For the purposes of meter connection, the CTs, VTs, meter panel and associated cable, test/isolating facilities and voltage fuses will be provided by the DNO or by an independent connections provider, providing an adoptable connection meeting the requirements of the relevant BSC Metering Code(s) of Practice for the installation.			DNO, MOA, EMO		DNO, EMO
17.7.14 Once commissioned, these CTs, VTs, meter panel and associated cable, test/isolating facilities and voltage fuses will become the property and the on-going responsibility of the DNO.			DNO, MOA, EMO		DNO, EMO
17.7.15 Meter panels will accommodate affixing of the meter(s) which should be situated behind a Customer accessible door or on the front of the panel, the rest of the panel will be sealed in accordance with Appendix 19.			DNO, MOA, EMO		DNO, EMO

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The surface of the meter panel should be of sufficient area for the fitting of all the meters required, in accordance with the relevant BSC Metering Code(s) of Practice for the installation. The meter panel may be metal or plastic construction dependent on the Site conditions.					
17.7.16 Where DNO Equipment is to operate alongside settlement metering (and has been labelled in accordance with section 14.1.9) the method of connection shall be as shown in relevant BSC Metering Codes of Practice and both left in an operational state. The responsibility for connections and for sealing of any or both terminal covers and other sealable connection points rests with the Party carrying out the last on-Site work, and the general principles of sealing set out in section 17.7.7 above shall apply.			DNO, MOA, EMO		DNO, MOA, EMO

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18 Installation Industry Notification and Record Keeping

18.1. Consultation and or/Authorisations

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
18.1.1 The AMI shall notify the gas Consumer and the MAM so that suitable arrangements can be made in instances where equipment connected to the meter, such as data loggers or AMR Devices may be affected by work carried out on the Metering Equipment. This will allow the MAM to contact the GT or Gas Supplier as appropriate.	AMI, MAM			C1, C2 C3, C4	AMI, MAM
18.1.2 Where the MAM is aware of ancillary equipment on site, the MAM shall notify the gas Consumer, Gas Supplier or GT as appropriate, so that suitable arrangements can be made in instances where equipment connected to the meter, such as data loggers or AMR Devices may be affected by work carried out on the Metering Equipment.	MAM			C1, C2 C3, C4	MAM
18.1.3 Where the MAM is notified by the Gas Supplier of a replacement policy arising from the result of In-Service testing, product recall or safety concerns being identified, the MAM shall act upon the instruction accordingly.	MAM			C1, C2 C3, C4	MAM
18.1.4 Gas Metering Equipment shall not be commissioned until the MAM has received assurance that a relevant Gas Supply contract is in place and the AMI has been advised.	AMI, MAM			C1, C2 C3, C4	MAM

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18.1.5 The AMI shall not commission an installation that contains a by-pass unless they have confirmed that authorisation has been granted by the GT and Gas Supplier.	AMI			C4	AMI
Note: The GT approval may recommend the type of meter by-pass valve and method of sealing to be applied.	AMI			C4	
18.1.6 Where it is agreed between the GT and the MAM that a network data logging system is to be provided, the provision, commissioning and maintenance of this system will be the responsibility of the GT.	MAM			C1, C2 C3, C4	
18.1.7 In the event that a third-party requests permission to connect ancillary equipment to Metering Equipment, the MAM shall respond to the request in writing either granting permission or explaining why permission is withheld.	MAM			C1, C2 C3, C4	MAM

18.2. **Installation Recording**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
18.2.1 Installation records must be maintained throughout the operational life of the complete installation.	AMI, ASP, MAM	ES	DNO, MOA, SIP	C1, C2 C3, C4	AMI, ASP MAM, ES, DNO, MOA
18.2.2 Where an AMR Device is connected, removed or exchanged, the ASP must record and communicate the information to the MAM with respect to this CoMCoP and where possible other Parties in the pulse chain.	ASP, MAM				ASP

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18.2.3 The MAM and AMI shall arrange for the relevant information notifications, as appropriate, to be made to the following Parties:	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(a) HSE;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(b) local authority;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(c) relevant Gas Supplier;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(d) relevant GT;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(e) the site occupier;	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(f) Consumer; and/or	AMI, MAM			C1, C2, C3, C4	AMI, MAM
(g) other utilities.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
18.2.4 The AMI shall ensure the appropriate technical information (e.g. asset data, strength and tightness testing details, location issues that might result in corrosion, constraints related to the downstream equipment etc.) is provided to the MAM, to enable the MAM to pass this information onto persons undertaking subsequent work activities including any specific required and/or recommended maintenance procedures.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
18.2.5 Where the AMI becomes aware of or finds connected ancillary equipment or third party connections during work, the AMI shall notify the MAM of the presence of such equipment.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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18.2.6 When the AMI and MAM is replacing or installing ancillary equipment, the MAM and AMI shall ensure that following the fitting of ancillary equipment to the Metering Equipment, all relevant information is communicated to the interested Parties in the supply chain.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
18.2.7 Information regarding the capacity and operational pressure limits that may occur at the outlet of the Metering Equipment shall be made available at the meter installation by the AMI, for use by the Consumer or other persons who may undertake work on the downstream system.	AMI			C1, C2, C3, C4	AMI
18.2.8 At the time of connection or disconnection, the data on the Metering Equipment shall be communicated in the requisite timescales to the Parties named in the GM(C&D) Regs.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

18.3. **Attribute Sharing**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
18.3.1 The AMI shall advise the gas Consumer to formally notify the GT if it intends to use compressors or engines, or any associated compressed air or any other gases, in accordance with paragraph 17 of Schedule 2B of the Gas Act.	AMI			C1, C2 C3, C4	AMI
18.3.2 The DNO shall use reasonable endeavours to replace noncompliant transformers identified during a material change to the Distribution System within 10 Working Days, in accordance with the BSC and shall notify the MOA to enable its			DNO, MOA		DNO, MOA

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records to be updated.					
18.3.3 For the avoidance of doubt, a material change means a permanent change to the DNO Equipment other than:			DNO		
pair, modify or replace any component which is not, in the DNO, a substantial part of the DNO Equipment;			DNO		DNO
ir another part or other parts of the DNO Equipment, which are substantial, using an enhanced or equivalent component; and			DNO		DNO
o (a) above, a combination of changes to parts of the DNO considered separately would be deemed not to be a substantial equipment, shall not be considered substantial together.			DNO		DNO

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RETAIL ENERGY CODE

Post Installation and Site Works Activity

19 ASP Data Collection

19.1. **AMR Data Integrity**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
19.1.1 Following the installation and commissioning of new AMR Technology it is required that the ASP ensure a subsequent physical read or suitable alternative method is used for the purposes of verifying the accuracy of the automated read. ASPs must keep adequate records and have a disaster recovery procedure in place (see section 4.3) in respect of the data they hold.	ASP				ASP
19.1.2 The ASP must be capable of delivering data in a format acceptable to gas supply industry Parties, ensuring that:	ASP				ASP
(a) details of each AMR Technology installation are correct and fully recorded (as defined in IGEM GM7 where appropriate), including location of meters and AMR Devices, the type of equipment and configuration;	ASP				ASP
(b) valid data is being collected (i.e., from the correct Metering Equipment; with the correct parameters and settings);	ASP				ASP
(c) data must be collected, processed and delivered to all relevant Parties with the quality and timeliness;	ASP				ASP

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(d) they are able to demonstrate adherence to a documented quality system; and	ASP				ASP
(e) data is backed-up and held in a secure environment, including maintaining an off-site copy of archived data.	ASP				ASP
19.1.3 The ASP must ensure Customers and Consumers have access to information in accordance with their rights to the data, and must respect and abide by the rights of data subjects pursuant to the Data Protection Legislation in relation to that data.	ASP				ASP

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20 Post Installation Industry Notification

20.1. Identifiers

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
20.1.1 The Code Manager will, upon application, ensure the allocation and maintenance of a catalogue of unique Meter Product Data identifiers.	AMI, ASP, MAM			C1, C2, C3, C4	
20.1.2 Only metering that is held on the valid Meter Product Data identifiers list specified in 20.1.1 can be installed within Great Britain.	AMI, ASP, MAM			C1, C2, C3, C4	AMI, ASP, MAM

20.2. Operational Data Provision

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
20.2.1 For gas Metering Equipment using above 732 MWh/year and where no electronic volume conversion device is in use, the MAM shall calculate the volume conversion factor for the meter installation in accordance with the requirements of the G(CoTE)R, and provide this information to the Gas Supplier.	MAM			C3, C4	MAM
20.2.2 Where a gas meter installation belonging to one Party is replaced, all appropriate information consistent with the RGMA	MAM			C1, C2, C3, C4	MAM

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Baseline shall be communicated by the MAM carrying out the replacement and conform with the industry standard methods of communications. From 8 November 2021, the MAM is required to notify the CDSP of an update to the Meter Technical Details and/or the MAP Identity (MAP ID) of a Metering Asset. This data is to be communicated to the CDSP, via either recognised RGMA format files or the Non-RGMA CDSP Meter Technical Details File within 2 Working Days of the event.					
20.2.3 The MAM shall ensure that procedures are in place to provide information and, as appropriate, services to other Parties involved with the safe and secure supply of gas to a Site. These shall include:	MAM			C1, C2, C3, C4	MAM
(a) providing information on how to isolate the MAM's meter installation which shall be left at the meter installation;	MAM			C1, C2, C3, C4	MAM
(b) if changes are made that affect the method of isolation, the information at the meter installation shall be updated;	MAM			C1, C2, C3, C4	MAM
(c) sharing safety related information with the appropriate Parties (for example safety related defects with meters and/or meter installation components);	MAM			C1, C2, C3, C4	MAM
(d) sharing information on faults or Meter performance with the appropriate parties (for example Ofgem, the Relevant UK Government Department, Citizens Advice);	MAM			C1, C2, C3, C4	MAM
(e) sharing information on identified methods of theft of Gas with other Metering Agents and the relevant Parties;	MAM			C1, C2, C3, C4	MAM
(f) informing appropriate Parties of any procedure or equipment required to reinstate a Gas Supply following interruption;	MAM			C1, C2, C3, C4	MAM

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(g) liaising with the GT or Emergency Service Provider (ESP) on instances of over or under pressurisation, gas escapes, water ingress, loss of supply, etc.; and	MAM			C1, C2, C3, C4	MAM
(h) co-operating with the meter reading agencies.	MAM			C1, C2, C3, C4	MAM
20.2.4 Whenever a meter by-pass is put into operation, the appropriate Parties shall be informed in accordance with Network Code requirements. On closure the by-pass shall be sealed by the MAM in accordance with Appendix 14.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
20.2.5 The details of removed, connected or exchanged meters must be notified to the Gas Supplier, where known, or the relevant GT. Relevant notification must be given 48 hours in advance of the work being carried out. Regardless of advance notice having been given, notification must also be given within 48 hours of completion of the work, in accordance with the GM(C&D) Regs.	AMI, MAM			C1, C2, C3, C4	AMI, MAM

20.3. **Notices and Labels**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
20.3.1 Relevant Parties shall ensure that statutory and advisory labels are fitted as required, including any arising from the conditions imposed through the approval or authorisation by third parties.	AMI, MAM		DNO, EMO, SIP		AMI, MAM, DNO, EMO

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20.4. Estimation of Lost Electricity Units

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
20.4.1 Relevant Parties must ensure there is a procedure to allow for accurate estimation of any units 'lost' (i.e., not metered) during the course of works where meters may be disconnected but the property is still consuming which will be carried out by data collection agents according to appropriate BSC Procedure(s).			DNO, MOA		DNO, MOA

20.5. Charging and Recovery of Costs (Electricity)

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
20.5.1 The general principle used to determine whether costs incurred by a relevant Party in its capacity as MOA and/or DNO under these requirements are recoverable shall be that the DNO shall, so far as practicable, treat all MOAs (including its own MOA/EMO business) in the same manner as regards costs charged by it.			DNO, MOA, EMO		DNO
20.5.2 A DNO may make a charge for any specialist advice provided by it (see for instance section 16.2.8, or for providing information additional to that in the D0215 at the request of			DNO, MOA		DNO, MOA

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a MOA. A MOA may seek to recover the costs of delays due to inadequate or inaccurate information provided by the DNO (see section 20.6.11). A MOA may also come to some commercial arrangement with a DNO as regards dealing with equipment on Site (see section 16.2.3 above).					
20.5.3 Where the DNO authorised a specific EMO's Meter Operative to enter its substations (see section 16.2.6(a) above), and, where a double locking or special locking system is used, the EMO will bear the additional costs of such arrangements. As regards the authorisation itself, the EMO will bear the costs of suitable training, where necessary, for their Meter Operative (see sections 6.1.4 and 6.3.2 above). The DNO will bear the costs of interview and appointment and will seek to minimise such costs by taking due account of training received by the Meter Operative and whether they have authority to enter the substations of other DNOs.			DNO, EMO		DNO, EMO
20.5.4 The DNO may choose to authorise the EMO under the terms of section 16.2.6(b) above, in which case the EMO will still bear the training and additional locking costs as above.			DNO, EMO		DNO, EMO
20.5.5 In the case of accompanied working (as described in section 16.2.6(c) above), if the DNO chooses this option rather than authorising the Meter Operative, then it will bear the associated costs.			DNO, EMO		DNO, EMO
20.5.6 Where an EMO requests on-Site supervision by a representative of the DNO as an alternative to training and obtaining authorisation for its Meter Operatives, then it shall bear the DNO's costs.			DNO, EMO		DNO, EMO

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20.5.7 These cost recovery principles do not cover situations where "top up" training is required for those DNOs who require it, or who insist on the duplication of general training. The arrangements for additional training should be dealt with at a local level by discussion between the EMO and the DNO.			DNO, EMO		DNO, EMO
20.5.8 Any costs and expenses incurred by an EMO as a result of modifications to the Distribution System, where such modifications are not consequent directly upon the requirements of the Customer or the EMO, may be reimbursed by the DNO.			DNO, EMO		DNO, EMO

20.6. **Escalation**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
20.6.1 The escalation process set out in section 20.6 will be triggered and followed where:		ES			
(a) an Energy Supplier has failed or is failing to complete such documents or provide such information to the Code Manager as it is required to complete and/or provide under and in accordance with this CoMCoP; or		ES			ES
(b) an Energy Supplier has failed or is failing to undertake any tasks required to be undertaken by it in the manner required by this CoMCoP.		ES			ES

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20.6.2 The Code Manager shall:		ES			
(a) make contact with the relevant Operational Contact at the Energy Supplier reminding them of the relevant obligation referred to in section 20.6.1, explaining that it has not been fulfilled by the Energy Supplier, and inviting them to engage with the Code Manager within 15 Working Days of the communication being sent; and		ES			
(b) where applicable, the Code Manager shall provide the documents and/or details of the information that the Energy Supplier should complete and/or send to the Code Manager.		ES			
20.6.3 Where the Energy Supplier fails to engage with the Code Manager within the 15 Working Days referred to in section 20.6.2, the Code Manager shall follow up with a call, to the relevant Operational Contact at the Energy Supplier to remind them of the relevant obligation and the steps the Energy Supplier is advised to take within 10 Working Days of the call.		ES			
Note: This communication will be made via email where known and if not, then a letter will be sent to the Energy Supplier's registered address. If the call cannot be connected or is not responded to then the process will move to the next escalation step.		ES			
20.6.4 Where the Energy Supplier fails to engage with the Code Manager and/or fails to fulfil the relevant obligation within the 10 Working Days referred to in section 20.6.3, the Code Manager shall:		ES			

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(a) send a letter to the directors of the Energy Supplier reminding them of the relevant obligation, explaining that it has not been fulfilled by the Energy Supplier and inviting them to engage with the Code Manager within 15 Working Days of the letter being sent; and		ES			
(b) where applicable, send the documents and/or details of the information that the Energy Supplier should complete and/or send to the Code Manager.		ES			
20.6.5 The letter referred to in section 20.6.4 shall also be copied to the Energy Supplier's Contract Manager and to the Authority.		ES			
20.6.6 Where the Energy Supplier fails to engage with the Code Manager and/or fails to fulfil the relevant obligation within the 15 Working Days referred to in section 20.6.4, the Code Manager shall:		ES			
(a) at the next scheduled meeting of the REC Performance Assurance Board, notify the REC Performance Assurance Board that the Energy Supplier has failed to engage with the Code Manager and fulfil its relevant obligations; and		ES			
(b) notify the Energy Supplier's failure to fulfil the relevant obligation to the Authority .		ES			
20.6.7 Where requested to do so by the Authority, and from the date specified by the Authority, the REC Performance Assurance Board shall take full responsibility for oversight and assurance of some or all the Energy Supplier obligations set out in this CoMCoP (as specified by the Authority).		ES			

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20.6.8 In the event of a dispute, the copy of DNO information held by the Code Manager will be deemed to be the current version.			DNO, MOA, EMO		
20.6.9 Any complaint regarding the adequacy or accuracy of information provided, or commercial implications arising from it which are considered unfair by the relevant Parties may be referred to the Code Manager.			DNO, MOA, EMO		

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RETAIL ENERGY CODE

21 Ongoing Asset Management and Maintenance

21.1. Maintenance

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
21.1.1 Maintenance is the process that should ensure the Metering Equipment is kept in proper working order, that safety is not compromised and that the Metering Equipment continues to correctly record the quantity of gas conveyed. Maintenance activities generally fall into one of three categories:	AMI, MAM			C1, C2, C3, C4	
(a) planned preventative maintenance;	AMI, MAM			C1, C2, C3, C4	
(b) fault maintenance or repair; or	AMI, MAM			C1, C2, C3, C4	
(c) planned replacement of meter installation components.	AMI, MAM			C1, C2, C3, C4	
21.1.2 The MAM shall manage its Metering Equipment throughout their complete lifecycle.	MAM			C1, C2, C3, C4	MAM
21.1.3 The MAM should undertake a maintenance review every three years or upon a major change of circumstance, if sooner.	MAM			C1, C2, C3, C4	MAM
21.1.4 For gas, an inspection process shall ensure the Metering Equipment is suitable for further operation within the design or performance limits specified by the designer or competent person. It may be scheduled to occur as part of another site	AMI, MAM			C1, C2, C3, C4	AMI, MAM

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visit, in which case the notification of the inspection should be included in the job notification flow. Inspection activities shall take into account the requirements of legislation, licence conditions and the MAM's own asset management policies.					
Note: The completed meter installation may be subjected to inspection and acceptance by the GT.	AMI, MAM			C1, C2, C3, C4	
21.1.5 The MAM shall develop and ensure compliance with procedures for maintenance to ensure that all the Metering Equipment is kept safe, accurate and in proper working order. The procedures shall include, ensuring that:	MAM			C1, C2, C3, C4	MAM
(a) maintenance procedures are applicable to the specific meter installation and the correct Metering Equipment is being maintained;	MAM			C1, C2, C3, C4	MAM
(b) arrangements have been made for safe access, egress and adequate working space;	MAM			C1, C2, C3, C4	MAM
(c) risk assessments are available for the work intended;	MAM			C1, C2, C3, C4	MAM
(d) any requirements of the relevant GT, Gas Supplier, Consumer and/or Site occupier are included in the work place instructions and/or safe control of operations procedures;	MAM			C1, C2, C3, C4	MAM
(e) The risk from electric shock should be mitigated (for example through the use of a Voltage Detector and temporary continuity bond); and	MAM			C1, C2, C3, C4	MAM
(f) if there is a need to replace any Metering Equipment component the replacement component should be compliant with current standards (Appendices 1 and 6).	MAM			C1, C2, C3, C4	MAM

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21.1.6 Where gas Metering Equipment and any ancillary equipment is installed in a hazardous area, maintenance shall be undertaken so to not jeopardise the integrity of any protection classification of the Metering Equipment and any ancillary equipment.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
21.1.7 The specific and appropriate maintenance requirements shall be described for the Metering Equipment by the MAM. The requirements shall take into account but not be limited to:	MAM			C1, C2, C3, C4	MAM
(a) manufacturer's instructions;	MAM			C1, C2, C3, C4	MAM
(b) the operational or maintenance history of the Metering Equipment;	MAM			C1, C2, C3, C4	MAM
(c) an inspection for damage, leakage, corrosion and tampering;	MAM			C1, C2, C3, C4	MAM
(d) functional checks of the pressure control and protection devices;	MAM			C1, C2, C3, C4	MAM
(e) functional checks on the meter (not necessarily a calibration);	MAM			C1, C2, C3, C4	MAM
(f) functional checks on any volume conversion equipment;	MAM			C1, C2, C3, C4	MAM
(g) oil changes and lubrication;	MAM			C1, C2, C3, C4	MAM
(h) battery changes (in accordance with manufacturer's instructions);	MAM			C1, C2, C3, C4	MAM

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(i) replacement of components with a specified operating life;	MAM			C1, C2, C3, C4	MAM
(j) replacement of components with known defects or failure modes;	MAM			C1, C2, C3, C4	MAM
(k) any specific requirements for the maintenance of electrical or instrumentation equipment or systems certified for use in hazardous areas;	MAM			C1, C2, C3, C4	MAM
(l) verification that suitable ventilation and working space is available in the meter housing; and	MAM			C1, C2, C3, C4	MAM
(m) regulator outlet pressure setting should be checked and verified when the regulator seal has been found to be broken.	MAM			C1, C2, C3, C4	MAM
21.1.8 The accuracy requirements relating to the Metering Equipment which specify compliant equipment are as specified in the relevant BSC Metering Codes of Practice.			DNO, MOA		DNO, MOA

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21.2. **Records**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
21.2.1 Maintenance records shall be kept by the relevant MAM for the life of all Metering Equipment components whilst it is the MAM's responsibility and for 6 years after. Records shall include:	MAM			C1, C2, C3, C4	MAM
(a) the type of the maintenance (for example planned, fault or planned replacement);	MAM			C1, C2, C3, C4	MAM
(b) a description of the work carried out;	MAM			C1, C2, C3, C4	MAM
(c) the meter serial numbers and (where appropriate) readings at the start and end of the maintenance activity;	MAM			C1, C2, C3, C4	MAM
(d) the name of the person(s) who undertook the work;	MAM			C1, C2, C3, C4	MAM
(e) the date(s) the maintenance work was carried out;	MAM			C1, C2, C3, C4	MAM
(f) a description of any other work identified as being necessary and the date by which it should be completed;	MAM			C1, C2, C3, C4	MAM
(g) any by-pass operation details and times, in accordance with Network Code;	MAM			C1, C2, C3, C4	MAM
(h) the settings of pressure protection devices; and	MAM			C1, C2, C3, C4	MAM

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(i) any ancillary equipment operated by the MAM.	MAM			C1, C2, C3, C4	MAM
21.2.2 Information from safety inspection, maintenance and tests shall be continually reviewed by MAMs to determine appropriate future actions (for example replacement or increased inspection frequencies).	MAM			C1, C2, C3, C4	MAM
21.2.3 An appropriate inspection and testing regime shall be applied to portable equipment and tools e.g., Portable Appliance Testing, and the regime shall include the keeping of appropriate records	AMI, MAM, ASP		DNO, EMO SIP	C1, C2, C3, C4	AMI, MAM, ASP, DNO, EMO
21.2.4 A copy of each notification record (as provided in accordance with the C&D Regs) must be retained for 6 years or the life of the Metering Equipment, whichever is the greater. The minimum requirements of a record form have been provided in Appendix 22.	MAM			C1, C2, C3, C4	MAM
21.2.5 Appropriate details of other Metering Equipment components that contribute to safety and accuracy of the Metering Equipment should also be recorded.	MAM			C1, C2, C3, C4	MAM
21.2.6 There are other details that the MAM should record. The following list highlights the main records that should be held where appropriate:	MAM				
(a) regulator settings and details;	MAM				MAM
(b) protection system settings and details;	MAM				MAM
(c) hazardous area classification;	MAM				MAM

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(d) pressure system certificates relating to PER and PSSR; and	MAM				MAM
(e) Records of safety inspection, maintenance and test visits	MAM				MAM
Note: Further details are available in BS 6400 - 1, BS 6400 - 2, IGEM/GM/6, IGEM/GM/8, IGEM/GM/5 and IGEM/GM/7A.	MAM				

21.3. **In-service testing**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
21.3.1 The MEM shall co-operate with the relevant Government department, GTs, Energy Suppliers or Consumers that request the submission of meters for statutory In-service Testing.	MAM		MOA	C1, C2, C3, C4	MAM, MOA
21.3.2 The Gas Act requires that any meter installation must be kept in proper working order by the 'Gas Act Owner' to correctly register the quantity of Gas supplied. The Gas Act Owner thus responsible may be the Consumer, the Gas Supplier or a GT.	MAM			C1, C2, C3, C4	MAM
21.3.3 The relevant Government department manages a process for sample testing of meters referred to as In-Service Testing. Gas Suppliers are obliged to co-operate with OPSS.	MAM				MAM
21.3.4 The MAM shall verify the accuracy of meter installations under its management;	MAM			C1, C2, C3, C4	MAM

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(a) in the case of maintainable Industrial & Commercial meters such as Rotary Positive Displacement (RPD) or Turbine meters the MAM may achieve this by appropriate maintenance regimes as described in Section 23; or	MAM			C1, C2, C3, C4	MAM
(b) for Domestic meters and larger diaphragm Meters, the MAM may establish a process for meter populations; this may be done by sample testing.	MAM			C1, C2, C3, C4	MAM
21.3.5 If sampling of meters is employed, it shall be undertaken periodically and should be on the basis of the following characteristics:	MAM		MOA	C1, C2, C3, C4	MAM, MOA
(a) manufacturer;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
(b) meter designation/model type;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
(c) version number of software if appropriate;	MAM		MOA	C1, C2, C3, C4	MAM, MOA
(d) badged capacity/current rating; and	MAM		MOA	C1, C2, C3, C4	MAM, MOA
(e) year of manufacture.	MAM		MOA	C1, C2, C3, C4	MAM, MOA
21.3.6 For domestic size gas meters, sample sizes shall be statistically robust with respect to determining the in-service accuracy requirements specified in legislation or the appropriate Standard.	MAM			C1, C2	MAM
21.3.7 For larger sizes of gas meters, the sample to be tested shall be sufficient to identify any potential problems. Where problems are suspected the sample size shall be increased to provide statistically robust data.	MAM			C3, C4	MAM

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21.3.8 For non-half hourly Metering Equipment, there is a requirement that the meter performs within statutory maximum permissible errors throughout its in-service life.			MOA		MOA

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22 Disputes, Meter Faults and Tampering

22.1. Disputing Meter Accuracy & Performance

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
22.1.1 In the event that a Consumer disputes the performance of the meter installation, the MEM shall determine whether the meter installation is functioning correctly, and it shall be demonstrated to the Consumer accordingly.	AMI, MAM		DNO, MOA	C1, C2 C3, C4	AMI, MAM, DNO, MOA
Note: This may entail demonstrating that the problem lies either with the Consumer's own plant or the supply network.	AMI, MAM		DNO, MOA	C1, C2 C3, C4	
22.1.2 If the meter installation is found to be not functioning correctly, the fault or faults shall be rectified where they lie within the meter installation by the relevant Party.	AMI, MAM		DNO, MOA	C1, C2 C3, C4	AMI, MAM, DNO, MOA
22.1.3 In the event that the meter installation functionality is being adversely affected by the Consumer's own plant, advice shall be given by the MAM to the Consumer on the appropriate flow and pressure characteristics that are acceptable at the Meter outlet.	AMI, MAM			C1, C2 C3, C4	MAM
22.1.4 Where any relevant person has reason to believe the electricity Metering Equipment for which a MEM is responsible is not performing within statutory limits of accuracy, it may exercise its rights under Schedule 7 of the Electricity Act to refer the matter for determination by a meter examiner. The requirements of paragraph 8 and the procedures of paragraph 7 of that Schedule shall then apply. The latter paragraph contains		ES	EMO		ES

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a provision relating to the responsibility for the payment of any determination fees.					
22.1.5 In the event that it is not possible to satisfy the accuracy concerns related to a gas meter installation; For badged meters (in accordance with section 10.1.3 and 10.1.4) Consumers have the right to dispute the accuracy of that Meter and have it submitted for an Official Meter Accuracy Test (OFMAT) which is arranged via the Gas Supplier. Any other meter accuracy tests are subject to the terms of the relevant Gas Supply contract.	AMI, MAM			C1, C2 C3, C4	AMI, MAM
22.1.6 On receiving a request for a disputed meter test, the MAM and AMI shall ensure that a specific procedure for removing disputed meters is being followed. The meter shall be removed in accordance with section 11.4.	AMI, MAM			C1, C2 C3, C4	AMI, MAM
22.1.7 Where an Official Meter Accuracy Test is needed, the Meter shall be handled with extreme care in order that it arrives at the test station in the same condition as when it was disconnected complete with any batteries fitted. If liquid is present in the measuring chamber of the meter it shall not be drained but an estimate of the amount should be noted and submitted with the meter. However, any purpose provided lubrication oil shall be drained and placed in a suitable container and returned with the meter. Arrangements for any necessary special equipment for transporting such meters shall be made available.	AMI, MAM			C1, C2 C3, C4	AMI, MAM

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22.2. **Tamper Checks**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
22.2.1 When attending a Site, the relevant Party shall determine whether, on the balance of probabilities and taking into account all of the evidence then available, one or more instances of meter tampering has occurred. In making such a determination, the person shall have regard to the descriptions in Unbilled Energy Code of Practice Schedule of the REC concerning what constitutes theft of gas or abstraction of electricity. The person may not make such a determination unless it has sufficient evidence to substantiate the occurrence of theft of gas or abstraction of electricity	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
22.2.2 Relevant Parties shall record the evidence of tampering as well as, but not limited to the meter, converter readings and the meter details and any meter status displays that are activated as a result of tampering.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO
22.2.3 If a MAM or AMI deems the Metering Equipment is unsafe (i.e. the integrity of the installation has been affected by interference), the MAM or AMI shall manage the situation appropriately e.g. in accordance with the GIUSP.	AMI, MAM			C1, C2, C3, C4	AMI, MAM
22.2.4 Relevant Parties must at all times be mindful of their safety, the safety of the Consumer and the safety of the general public. The relevant Party should use its own judgement to ensure that safety is not compromised.	AMI, ASP, MAM	ES	DNO, EMO, SIP	C1, C2, C3, C4	AMI, ASP, MAM, ES, DNO, EMO

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22.2.5 Where either a Meter Operative or a representative of the DNO finds apparent evidence on Site of deliberate tampering/interference they shall comply with the relevant provisions of the Unbilled Energy Code of Practice Schedule of the REC and, in a potentially dangerous situation the Meter Operative or DNO representative shall take appropriate action to make the Site safe, while, so far as it is able, avoiding damaging any such evidence.			DNO, MOA, EMO, SIP		DNO, MOA, EMO
22.2.6 The AMI/EMO shall provide all available evidence to the MAM/MOA.	AMI, MAM		EMO, MOA	C1, C2, C3, C4	AMI, EMO
22.2.7 The MAM/MOA shall provide all of the evidence of tampering along with any other supporting information that is available to the Energy Supplier, and for gas, the GT.	MAM		MOA	C1, C2, C3, C4	MAM, MOA

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Audit and Survey

23 Audit & Survey

23.1. **Audit**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.1.1 Having gained approval, relevant Party's quality of work and adherence to this CoMCoP will be monitored through routine surveillance audits and reassessment in accordance with the Metering Accreditation Schedule of the REC. Relevant Parties shall permit and co-operate with audits and respond to any requests for information which the Metering Scheme Auditor makes for the purpose of carrying out such audit.	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
23.1.2 Relevant Parties shall regularly undertake audits of all their activities covered by the scope of this CoMCoP. These include activities performed directly by relevant Parties and those which have been delegated to others.	AMI, MAM, ASP	ES	DNO. MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
23.1.3 Relevant Parties shall have a documented audit procedure and a rationale regarding the levels of audit for particular work activities.	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
23.1.4 The Party's audit procedure shall:	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	
(a) check that the Metering Equipment is constructed in compliance with the appropriate industry standards;	AMI, MAM		DNO, MOA, EMO	C1, C2 C3, C4	AMI, MAM, DNO, MOA, EMO

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(b) check that the works are conducted in compliance with the appropriate industry standards	AMI, MAM, ASP		DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, DNO, MOA, EMO
(c) ensure that audits are periodically carried out by a technically competent person;	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
(d) plan audits to ensure, as far as is reasonably possible, that over a documented period the full range of activities performed by each operative (direct labour and sub-contract labour) are audited;	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
(e) ensure that identified deficiencies are closed-out within reasonable time periods; and,	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
(f) record and retain audit reports detailing findings and any corrective actions.	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
23.1.5 Reports of internal technical audits shall be made available on request to the Metering Scheme Auditor and/or RECCo.	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2 C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
23.1.6 Relevant Parties shall maintain an internal safety audits procedure to ensure compliance with their obligations prescribed within this CoMCoP. The results of the internal safety audits will be made available upon request to the Code Manager.	AMI, MAM, ASP	ES	DNO, MOA, EMO, SIP	C1, C2, C3, C4	AMI, MAM, ASP, ES, DNO, MOA, EMO
23.1.7 Unless previously subject to an audit of compliance under this CoMCoP, each Energy Supplier with over 10,000 electricity and/or gas Consumers who are either Domestic Consumers or Micro-Business Consumers shall undergo a compliance audit, to provide assurance that processes are in		ES			ES

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place to enable compliance with all relevant aspects of this CoMCoP.					
23.1.8 RECCo shall contract with one or more service providers for provision of the independent audit of compliance. RECCo shall ensure that such contract is consistent with the description set out in the Smart Meter Installation Auditor definition. Where necessary, RECCo shall exercise its rights under the service provider contract to ensure that the contract remains consistent with the requirements of this CoMCoP.		ES			

23.2. **Supplier Smart Meter Installation Audit Initiation**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.2.1 Energy Suppliers shall use reasonable endeavours to send a notification to the Code Manager up to six months in advance of when it expects to be ready to be audited.		ES			ES
23.2.2 Energy Suppliers shall notify the Code Manager when it is ready to be audited and shall take all reasonable steps to ensure that its audit is completed within six months of installing 1,500 Smart Metering Systems. After 1,500 installs, the Smart Meter Installation audit becomes annual.		ES			ES
23.2.3 Within 5 Working Days of the notice described in section 23.2.2, the Code Manager shall issue the Smart Meter Installation Auditor with an application for audit, containing		ES			

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the Energy Supplier's contact details, and a date by which the audit is to be carried out. The Code Manager shall also confirm, to the respective Energy Supplier, the receipt of the notification and that the application has been forwarded to the Smart Meter Installation Auditor, who shall subsequently contact the Energy Supplier.					
23.2.4 Within 10 Working Days of receipt of an application described in section 23.2.3, the Smart Meter Installation Auditor shall:		ES			
(a) acknowledge receipt of the application to the Code Manager;		ES			
(b) agree the audit dates with the Energy Supplier, including when the initial findings report will be provided; and		ES			
(c) confirm an estimate of the applicable charges.		ES			
23.2.5 The audit activities shall commence within 60 Working Days of receipt of the application, unless otherwise agreed with the Code Manager.		ES			
23.2.6 The audit activities shall not commence within 20 Working Days of initial contact from the Smart Meter Installation Auditor, unless otherwise agreed with the Energy Supplier.		ES			
23.2.7 Where an Energy Supplier fails to confirm the audit dates with the Smart Meter Installation Auditor, within 20 Working Days of initial contact by the Smart Meter Installation Auditor, the Smart Meter Installation Auditor will advise the Code Manager. The Code Manager will advise the REC Performance Assurance Board of this failure at the next convened meeting.		ES			ES

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23.3. **Supplier Smart Meter Installation Audit Completion**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.3.1 In respect of the audit, the Energy Supplier shall ensure appropriate staff are available and be ready to provide demonstrable evidence of compliance with this CoMCoP.		ES			ES
23.3.2 Following completion of an audit, the Smart Meter Installation Auditor will bilaterally meet with the Energy Supplier to share initial findings. This will include:		ES			
(a) setting out how they have assessed evidence of compliance against each relevant section of this CoMCoP;		ES			
(b) discussing with the Energy Supplier where non-compliances have been identified; and		ES			
(c) discussing with the Energy Supplier where observations have been identified.		ES			

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23.4. **Supplier Smart Meter Installation Audit Reporting**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.4.1 An initial findings report will be issued to the Energy Supplier by the Smart Meter Installation Auditor within 10 Working Days of the initial findings being shared with the Energy Supplier, as defined in section 23.3.2. This report will detail whether the Energy Supplier is compliant with each relevant requirement and if not, its rationale for stating that the Energy Supplier is not compliant.		ES			
23.4.2 The Energy Supplier shall have no more than 20 Working Days from receipt of the initial findings report to provide any response to the Smart Meter Installation Auditor.		ES			ES
23.4.3 Where non-compliances have been identified, the Energy Supplier's response should detail whether it agrees that it is not compliant (and if not, provide further evidence / rationale to support its view).		ES			ES
23.4.4 Where the Energy Supplier agrees that it is non-compliant, it shall resolve the non-compliance or provide a rectification plan setting out how the non-compliance will be resolved.		ES			ES
23.4.5 The Energy Supplier's comments and proposed rectification plans should be provided within this 20 Working Day period as there will be no further opportunities to provide comments to the Smart Meter Installation Auditor.		ES			ES

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23.4.6 Within 5 Working Days from the end of the Energy Supplier's initial findings response period, detailed within section 23.4.2, or receipt of a response from the Energy Supplier, the Smart Meter Installation Auditor shall produce a final audit report.		ES			
23.4.7 For each relevant requirement in this CoMCoP, the final audit report shall state:		ES			
(a) whether the Energy Supplier was compliant;		ES			
(b) if the Energy Supplier was compliant, whether any observations were identified in order for the Energy Supplier to improve its processes; and		ES			
(c) if the Energy Supplier was not compliant, the Energy Supplier's response to the initial findings report, whether the non-compliance has been rectified or whether a suitable rectification plan has been provided		ES			
23.4.8 The final audit report shall be issued to the respective Energy Supplier and the Code Manager.		ES			
23.4.9 The Code Manager shall send a copy of each final audit report to the REC Performance Assurance Board within 5 Working Days of receipt and at the same time to the Authority		ES			
23.4.10 The Smart Meter Installation Auditor shall also provide the Code Manager with monthly reports, detailing the activity and status of the audit process. The Code Manager shall provide these reports to the REC Performance Assurance Board for review at its next scheduled meeting.		ES			
23.4.11 The information contained within the report to the REC Performance Assurance Board will include:		ES			

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(a) number of completed audits during the reporting period;		ES			
(b) percentage of compliant and non-compliant audit outcomes during the reporting period;		ES			
(c) number of audits currently ongoing or scheduled;		ES			
(d) number of outstanding non-compliances; and		ES			
(e) for non-compliant audits the report will summarise actions taken and progress towards rectification.		ES			

23.5. **Supplier Smart Meter Installation Audit Corrective actions**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.5.1 Each Energy Supplier is responsible for implementing any corrective actions agreed as part of the audit process and arranging for the Smart Meter Installation Auditor to carry out an assessment on these corrective actions.		ES			ES
23.5.2 Upon receipt of the notification of an Energy Supplier's corrective actions, the Smart Meter Installation Auditor shall agree with the Energy Supplier the extent of further assessment and determine whether an additional site visit is necessary.		ES			

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23.5.3 The Smart Meter Installation Auditor shall agree with the Energy Supplier		ES			
(a) the length and scope of corrective action assessment;		ES			
(b) key dates;		ES			
(c) terms and contract; and		ES			
(d) estimate of additional charges.		ES			
23.5.4 On agreement, a corrective action assessment schedule will be developed by the Smart Meter Installation Auditor and provided to the Energy Supplier and the Code Manager.		ES			
23.5.5 The Smart Meter Installation Auditor will carry out an assessment against non-compliances identified within the final audit report.		ES			
23.5.6 On completion of the corrective action assessment, the process defined in sections 23.4.1 to 23.4.9 will be followed for the areas of non-compliance.		ES			

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23.6. **Consumer Feedback**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.6.1 Each Energy Supplier shall ensure that the Consumer has the means available for providing feedback on their experience of the Installation Visit (for example, in the form of an addressed and franked feedback card, via a website, or verbally to a representative of the Energy Supplier).		ES			ES
23.6.2 Each Energy Supplier shall ensure that this information is taken into account for future Installation Visits and, where appropriate, adjustments are made to Energy Supplier policies and processes.		ES			ES

23.7. **Supplier Smart Meter Installation Survey**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.7.1 Subject to the minimum sample thresholds set out in Appendix 20. Consumers shall be surveyed by a suitably qualified independent Smart Meter Installation Survey Organisation to monitor individual Energy Supplier's compliance against this CoMCoP.		ES			

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23.7.2 Each Energy Supplier shall procure its own Smart Meter Installation Survey Organisation and provide Consumer data for all completed initial installations (except for those installations which include the provision, by the Energy Supplier to the Consumer, of an Alternative Display) to the independent Smart Meter Installation Survey Organisation.		ES			ES
23.7.3 The independent Smart Meter Installation Survey Organisation shall sample the data and survey the Consumers using the Smart Meter Installation Consumer Survey Specification (see Appendix 20).		ES			
23.7.4 Each Energy Supplier shall ensure that its survey results are made available to:		ES			ES
(a) the Code Manager;		ES			ES
(b) the Energy Supplier's internal resources to facilitate issue resolution; and		ES			ES
(c) the Authority and the Smart Metering Implementation Programme (until such time as either or both of them confirm in writing that they do not require copies of the results).		ES			ES
23.7.5 The Code Manager shall provide the results of the Consumer surveys to the REC Performance Assurance Board on an aggregated, anonymised basis. On request by the REC Performance Assurance Board, the Code Manager shall provide unanonymised survey results to the REC Performance Assurance Board.		ES			
23.7.6 The Code Manager shall publish on the REC Portal the results of the Domestic Consumer Survey Report, within 3		ES			

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months of the end of the calendar quarter to which it relates.					
23.7.7 Each Domestic Consumer Survey Reports will cover a maximum of 12 months on a rolling basis.		ES			
23.7.8 The Domestic Consumer Survey Reports published by the Code Manager shall contain aggregated data across all Energy Suppliers, and shall:		ES			
(a) contain the results reported by each Energy Supplier against survey questions 1, 2, 3, 4, 4a, 4b, 5, 5a, 6a and 6b (see the Survey templates) except where the sample size for an individual question is 30 or fewer responses;		ES			
(b) exclude free text comments from Consumers and demographic data;		ES			
(c) provide a descriptive explanatory narrative;		ES			
(d) for Energy Suppliers reporting on a quarterly cycle, contain a time series of data reported in the current and previous three quarters; and		ES			
(e) for Energy Suppliers reporting on an annual cycle, contain the most recent data reported.		ES			

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23.8. **Supplier Smart Meter Installation Survey Methodology**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.8.1 Interviewing will be conducted via telephone (Computer Assisted Telephone Interviewing (CATI)) and/or online, taking into account Consumer preference and accessibility to telephone and online surveys.		ES			ES
23.8.2 Minimum sample size per Energy Supplier is included in Appendix 20. Energy Suppliers should ensure they chose a methodology with a sufficient response rate to meet the minimum sample size, noting that the response rates will vary, with online surveys generally having a lower response rate than telephone surveys. Samples should be drawn from all relevant installations carried out by the Energy Supplier in the relevant period.		ES			ES
23.8.3 If an Energy Supplier fails to meet the minimum sample size then the results should still be submitted to the Code Manager, together with an explanation e.g., low response rate, fewer installations carried out than expected. The Code Manager will inform the REC PAB of the size of the sample and the REC PAB will determine whether there are sufficient results for a robust comparison.		ES			ES
23.8.4 Each Energy Supplier shall take all reasonable steps to ensure the interviews are completed within 10 Working Days of installation, up to a maximum of 15 Working Days after installation.		ES			ES

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23.8.5 Interviews will be spread over the quarter and not a snapshot in time.		ES			ES
23.8.6 Energy Suppliers will provide a complete list of completed installations to their chosen agency each week.		ES			ES
23.8.7 The selection of which days and times to interview the Consumer can be made by the independent Smart Meter Installation Survey Organisation to ensure the Market Research Society Code of Conduct is adhered to.		ES			
23.8.8 The selection of jobs to survey will be made by the Energy Supplier's chosen independent Smart Meter Installation Survey Organisation.		ES			
23.8.9 Each Energy Supplier shall provide to the Code Manager a one-off, short (approximately one page) summary of the methodology employed by the Energy Supplier's independent Smart Meter Installation Survey Organisation for the survey. This shall be provided alongside the first set of results to be submitted under this CoMCoP, unless previously submitted under the Smart Meter Installation Schedule or Smart Metering Installation Code of Practice. This methodology summary need only be submitted once, unless there is a substantive change to the methodology used, in which case, an updated methodology summary should be submitted. The summary should include:		ES			ES
(a) a summary of how Consumers were sampled:		ES			ES
i) how the Energy Supplier proposes to meet the minimum sample criteria;		ES			ES

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ii) whether any Consumers are excluded from the research (e.g., because they have opted out);		ES			ES
iii) how differences in communication preference (e.g., online/telephone) were accounted for;		ES			ES
(b) the Energy Supplier's survey recruitment process, including;		ES			ES
i) how non-responders are followed up; and		ES			ES
ii) any incentives offered; and		ES			ES
(c) how the survey was administrated, including:		ES			ES
i) software used to support online/telephone data collection;		ES			ES
ii) introductory or explanatory text used;		ES			ES
iii) data privacy notices provided to Consumers; and		ES			ES
iv) whether the compliance questions included as part of a wider survey conducted by the Energy Supplier.		ES			ES
23.8.10 The methodology statements will be provided by the Code Manager on request to the Authority and/or the Smart Metering Implementation Programme.		ES			

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23.9. **Supplier Smart Meter Installation Survey Reporting**

	Gas Involvement	Smart Involvement	Electricity Involvement	Work Category	Auditable Party
23.9.1 The surveys are to be carried out on a 12-month period of a calendar year. If an Energy Supplier starts their survey during the year, then they will be required to provide results on a pro-rata basis for that calendar year beginning in the quarter that they begin to carry out surveys.		ES			ES
23.9.2 Reporting frequency can be found in Appendix 5.		ES			ES
23.9.3 A standardised reporting format will be provided to Energy Suppliers by the Code Manager, and Energy Suppliers will send data securely to the Code Manager via the REC Portal. All Energy Suppliers are to take the surveys and report within agreed prescribed periods.		ES			ES
23.9.4 Energy Suppliers are to submit a completed report to the Code Manager in line with the reporting timetable following the end of each relevant reporting period (see Appendix 5). This window of submission is to allow Energy Suppliers to conduct surveys for installations that take place up to and including the final Working Day of any given quarter.		ES			ES
23.9.5 Only the results of surveys for installations completed within the calendar quarter for any given report are to be included in that report, notwithstanding that surveys can be conducted up to a maximum of 15 Working Days post installation.		ES			ES

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23.9.6 No Energy Supplier will be entitled to see other Energy Suppliers' results. The Code Manager shall keep them confidential and not disclose an Energy Supplier's report to any other Energy Supplier until such time as the Domestic Consumer Survey Reports is published.		ES			
23.9.7 When reporting the Domestic Consumer Survey results, Energy Suppliers should also provide the following information from their internal systems to address the demographic questions:		ES			ES
(a) Does the Consumer have a Priority Services Register (PSR) flag (Yes/No)?		ES			ES
(b) Is the meter mode set to credit/pre-payment?		ES			ES
(c) Does the Consumer pay by direct debit/other payment method?		ES			ES
(d) In which Grid Supply Point (GSP Group) is the Consumer?		ES			ES
Note Where the Consumer is a gas only Consumer and the registration data held by the Energy Supplier does not allow the GSP Group to be identified, the GSP Group should be reported as "n/a" in the survey results.		ES			
23.9.8 The responses to the survey will be submitted in the format described via the REC Portal using the file structure provided in the Domestic and Micro Business Customer Survey Templates which are on the REC Portal, under Party Operations and Useful Documents. Within this file the checksum is the total of the No. of 'Y', 'N', 'Don't Know' and free text answers from within the survey summary report		ES			

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details. This file format will be used for all questions, the first questions asked will be the meter installation questions and the next questions asked will be the demographic question.					
Note: The checksum calculation should be the 'No. of surveys completed' value multiplied by the number of questions that is included in a survey. This includes both the survey question and sub-questions and should exclude the demographic survey questions.					
23.9.9 Energy Suppliers shall ensure they do not provide the Code Manager with the personal data of any individual within the free text response.		ES			ES

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Appendices

Appendix 1: Work Category Table (Gas)

Work Category	Installation Details	Required Standard	Main Legislation	GT Approval
Category 1	Q_{max} ≤ 6 m^3 h^{-1}	BS 6400 - 1	GS(I&U)R	Generic C1
	MOPu ≤ 75 mbar	IGEM/GM/7A (Electrical connections to meter)	DSEAR[1]	
	Pm = 21mbar	IGEM/GM/7B[1](Hazardous Area Zoning)	Gas (Calculation of Thermal Energy) Regs.	
	Standard Installation	IGEM/UP/1B (Testing and Purging)		
	Standard fixed factor volume conversion			
Category 2	Q_{max} ≤ 6 m^3h^{-1}	BS 6400 - 2	GS(I&U)R	Generic C2
	75 mbar < MOPu ≤ 2 bar	IGEM/GM/7A (Electrical connections to meter)	DSEAR[1]	
	Pm = 21mbar	IGEM/GM/7B1 (Hazardous Area Zoning)	Gas (Calculation of Thermal Energy) Regs PSSR[2]	
	Standard Installation	IGEM/UP/1B (Testing and Purging)		
	Standard fixed factor volume conversion			
Category	6 m^3 h^{-1} <	IGEM/GM/6	GS(I&U)R	Generic C3A[10]

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3A	Q_{max} ≤ 40 m^3 h^{-1}					
	MOPu ≤ 75 mbar	IGEM/GM/7A (Electrical connections to meter)	DSEAR[1]			
	Pm = 21mbar	IGEM/GM/7B[1] (Hazardous Area Zoning)	Gas (Calculation of Thermal Energy) Regs			
	Standard installation (Diaphragm or RPD meter)	IGEM/UP/1B (Testing and Purging)[3]				
	No flanged pipework	IGE/UP/1A (Testing and Purging)[5]				
	Fixed factor volume conversion[4]	IGEM/UP/1C (Testing and Purging)[7]				
Category 3B	40 m^3 h^{-1}< Qmax ≤ 1076 m^3 h^{-1}	IGEM/GM/6	GS(I&U)R		Generic C3A[10]	
	MOPu ≤ 75 mbar	IGEM/GM/5 (Volume conversion)	DSEAR			
	Pm = 21mbar	IGEM/GM/7A (Electrical connections to meter)	Gas (Calculation of Thermal Energy) Regs		Generic C3B[11]	
	Standard Installation	IGEM/GM/7B (Hazardous Area Zoning)				
	Fixed factor volume conversion or	IGE/UP/1A (Testing and Purging)5				
	electronic PTZ volume converter[4]	IGEM/UP/1C (Testing and Purging)				

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Category 4A	Q_{max} > 6 m^3 h^{-1}	IGEM/GM/8	GS(I&U)R		Site Specific C4A	
	MOPu ≤ 38 bar	IGEM/GM/5 (Volume conversion)	DSEAR[1]			
	Pm = 21mbar	IGEM/GM/7A (Electrical connections to meter)	Gas (Calculation of Thermal Energy) Regs PSSR[2]		By-pass approval (Where relevant)	
	Non-standard Installation	IGEM/GM/7B (Hazardous Area Zoning)				
		IGE/UP/1A (Testing and Purging)[6]				
		IGE/UP/1 (Testing and Purging)[5]				
		IGEM/UP/1C (Testing and Purging)[8]				
Category 4B1	Q_{max} > 6 m^3 h^{-1}	IGEM/GM/8	GS(I&U)R		Site Specific C4B	
	MOPu ≤ 38 bar	IGEM/GM/5 (Volume conversion)	DSEAR[1]			
	Pm > 21mbar	IGEM/GM/7A (Electrical connections to meter)	Gas (Calculation of Thermal Energy) Regs PSSR[2]		By-pass approval (Where relevant)	
	Non-standard Installation	IGEM/GM/7B (Hazardous Area Zoning)				
		IGE/UP/1A (Testing and Purging)[6]				
		IGE/UP/1 (Testing and				

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		Purging)[5]				
		IGEM/UP/1C (Testing and Purging)[8]				
Category 4B2	Q_{max} > 6 m^3 h^{-1}	IGEM/GM/4	GS(I&U)R		Site Specific C4B	
	38 bar < MOPu ≤ 85 bar	IGEM/TD/13 (Pressure Reduction Installation, but consider aspects of IGEM/GM/8 to ensure that the installation provides appropriate pressures for the downstream system)	DSEAR			
	Pm > 21mbar	IGEM/GM/5 (Volume conversion)	Gas (Calculation of Thermal Energy) Regs PSSR[2]		By-pass approval (Where relevant)	
	Non-standard Installation	IGEM/GM/7A (Electrical connections to meter)				
		IGEM/GM/7B (Hazardous Area Zoning)[9]				
		IGEM/SR/25 (Hazardous Area Zoning)				

NOTES to the table

[1] The DSEAR and ATEX Regulations apply to Non-Domestic Premises **irrespective of the type and size of meter**, they do not apply to Domestic Premises.

[2] PSSR apply to all installations with a MOP exceeding 0.5 Bar, however, installations that do not include a pressure vessel exceeding 250 Bar Litres are exempt from some of the Regulations, this will include all Category 2 installations.

[3] IGEM/UP/1B applies to meter installations with a capacity not exceeding 16 m^3/h, other restrictions also apply.

[4] The standard fixed factor applies to installations with an annual consumption not exceeding

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732 MWh/annum (25,000 therms/annum), above this a site-specific fixed factor is used, or an electronic volume conversion device.

[5] Engineers who are competent to test and purge to IGE/UP/1, may use this standard instead of IGE/UP/1A which is subservient.

[6] IGE/UP/1A only covers low pressure meter installations, with a total volume to be test/purged of 1 m^3/h.

[7] IGEM/UP/1C is not applicable to installations within the scope of IGEM/UP/1B.

[8] IGEM/UP/1C applies to installations with an MOPu not exceeding 7 Bar.

[9] IGEM/GM/7B scope is limited to installations with MOPu not exceeding 75 Bar

[10] The Generic C3A GT2 approval covers meter installations with capacity not exceeding 40m3/h irrespective of meter technology.

[11] The Generic C3B GT2 approval covers meter installations with capacity exceeding 40m3/h irrespective of meter technology.

Additional notes:

Note 1: Under GDN/PM/GT/2 when a meter is not to be installed within the Premises or a pre-fabricated enclosure manufactured to a relevant standard or specification, GT approval is required.

Note 2: The Gas Act, Connection and Disconnection Regulations and Competition Act apply to all of the different categories of meter installation

Note 3: The above table assumes that meter installations are wholly installed downstream of the ECV, where this is not the case the installation will be classified in law as "Network" rather than "Installation pipework" and as such that part of the installation will fall under the scope of the Gas Safety Management Regulations and will require a safety case to be in place. This will also have an impact on the applicability of the Pressure System Safety Regulations.

Note 4: The GS(I&U)R do not apply to factories quarries and mines, however, CoMCoP requires that their requirements be applied to such installations where relevant.

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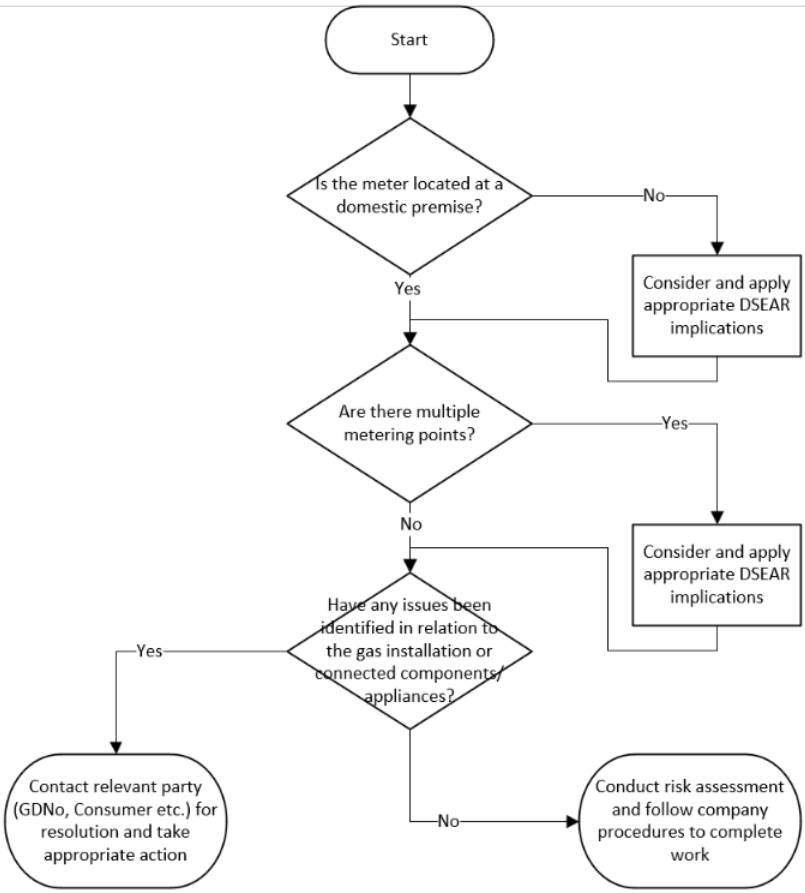
Appendix 2 is not in use

Appendix 2 is no longer in use.

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Appendix 3: Decision Chart for the Risk Assessment of On-Site Works (Gas)

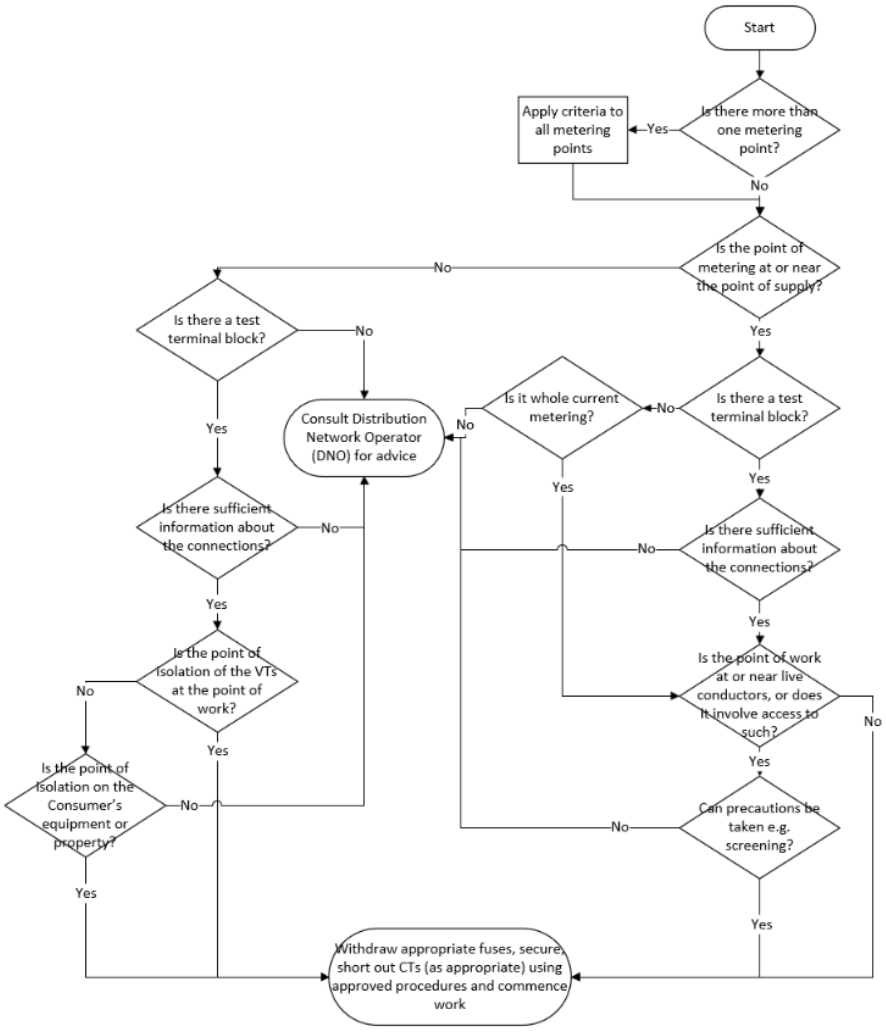
NOTE: This diagram is for guidance only and assumes that Meter Operatives have the requisite authority to proceed through any stage.



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Appendix 4: Decision Chart for Risk Assessment of On-Site Works (Electricity)

NOTE: This diagram is for guidance only and assumes that Meter Operatives have the requisite authority to proceed through any stage e.g. to withdraw fuses in the case of relevant metering systems.



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Appendix 5: Smart Meter Installation Survey Reporting Timetable

The following table summarises the report timetable for survey results concerning Smart Meter Installations:

Calendar Quarter (CQ)	Relevant Reporting Period	Reporting Submission Deadline	Results Issued to REC PAB and Energy Suppliers	REC PAB Meeting where results will be presented	Publication of Domestic Survey Results
CQ1	1 Jan to 31 March	By no later than 20 Working Days after 31 March	By no later than 30 Working Days after 31 March	May REC PAB	By no later than the last Working Day of June
CQ2	1 Apr to 30 June	By no later than 20 Working Days after 30 June	By no later than 30 Working Days after 30 June	August REC PAB	By no later than the last Working Day of September
CQ3	1 Jul to 30 September	By no later than 20 Working Days after 30 September	By no later than 30 Working Days after 30 September	November REC PAB	By no later than the last Working Day of December
CQ4	1 Oct to 31 December	By no later than 20 Working Days after 31 December	By no later than 30 Working Days after 31 December	February REC PAB	By no later than the last Working Day of March

The REC PAB will receive anonymised aggregated results for Domestic and Micro-Business Consumers, unless it requests un-anonymised results (anonymised referring to whether or not the identity of the Energy Supplier is disclosed).

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Appendix 6: Legislative References and Technical Publications (Electricity and Gas)

This is for guidance and is not meant to be an exhaustive list.

Parties should also be aware of:

- Connection Agreements (and Standard Connection Agreements, where applicable)
- The Balancing and Settlement Code (BSC) and associated BSC Procedures
- The Distribution Code
- Distribution Safety Rules
- The Distribution Connection Use of System Agreement (DCUSA)
- The Uniform Network Code (UNC)

Acronym	Full Name
ATEX 137	Explosive Atmospheres Directive (99/92/EC)
ATEX 95	Explosive Atmospheres Directive (94/9/EC)
BSC	Balancing and Settlement Code; including but not limited BSC Code of Practices and any relevant BSC Procedures
BUILDING REGS	Building Regulations 2010
CAD	Chemical Agents Directive (98/24/EC)
CDMR	Construction (Design and Management) Regulations 2015
COSHH	Control of Substances Hazardous to Health (Amendment) Regulations 2002
CNWR	Control of Noise at Work Regulations 2005
CPA	Control of Pollution Act 1989
CPD	Construction Products Directive – Construction (Design and Management) Regulations 2015
CW(EW)R	Controlled Waste (England and Wales) Regulations

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	2012
CWR	Controlled Waste (Amendment) Regulations 1992
DCUSA	Distribution Connection Use of System Agreement
DSEAR	Dangerous Substances and Explosive Atmospheres Regulations 2002
EA	Electricity Act 1989
EREC G87	Engineering Recommendation G87 Issue 2 - 2015
EPA	Environmental Protection Act 1990
EPR	Environmental Permitting (England & Wales) Regulations 2016
EPS	Equipment and Protective Systems Intended for Use in Potentially Explosive Atmospheres Regulations 2016
ESQCR	The Electricity Safety, Quality and Continuity Regulations 2002
EWR	Electricity at Work Regulations 1989 (may also refer to as amended by Offshore Electricity and Noise Regulations 1997)
GA	Gas Act 1986, and where relevant as amended by Gas Act 1995
GM(C&D)R	Gas Meters (Information on Connection and Disconnection) Regulations 1996
GMR	Gas Meter Regulations 1983
GS(I&U)R	Gas Safety (Installation and Use) Regulations 1998
GS(M)R	Gas Safety (Management) Regulations 1996
GS(RoE)R	Gas Safety (Rights of Entry) Regulations 1996

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GT SLC	Gas Transporters' Standard Licence Condition
GS SLC	Gas Supply Standard Licence Condition
G(CoTE)R	Gas (Calculation of Thermal Energy) (Amendment) Regulations 1996
HSWA	Health & Safety at Work Act 1974
HWR	Hazardous Waste (England & Wales) (Amendment) Regulations 2005
LOLER	Lifting Operations and Lifting Equipment Regulations 1998
LA	Limitation Act 1980
LR	Landfill (England and Wales) Regulations 2005;
	Landfill (Scotland) Regulations 2003 as amended
LTR	Landfill Tax (Amendment) Regulations 2016
LWR	List of Wastes Regulations 2005 as amended
M(APCMI)R	The Meters (Approval of Pattern and Construction and Method of Installation) Regulations 1998 (as amended 2002)
M(C)R	The Meters (Certification) Regulations 1998
MHSWR	The Management of Health and Safety at Work Regulations 1999 (may also refer to as amended by The Management of Health and Safety at Work and Fire Precautions (Workplace) (Amendment) Regulations 2003, or The Management of Health and Safety at Work (Amendment) Regulations 2006)
MID	European Measuring Instruments Directive (2004/22/EC)

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MI(GM)R	Measuring Instruments (Gas Meters) Regulation 2006
MHOR	Manual Handling Operations Regulations 1992
MHSWR	Management Health & Safety at Work (Amendment) Regulations 2006
NRSWA	New Roads and Street Works Act 1991
NWR	The Noise at Work Regulations 1989
PED	Pressure Equipment Directive 2014/68/eu
PER	Pressure Equipment Regulations 1999 as amended
PESR	Pressure Equipment (Safety) Regulations 2016
PPEWR	Personal Protective Equipment at Work Regulations 1992
PSR	Pipeline Safety Regulations 1996
PSSR	Pressure Systems Safety Regulations 2000
PUWER	Provision and Use of Work Equipment Regulations 1998
RE(GEB)A	Rights of Entry (Gas and Electricity Boards) Act 1954
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
UNC	Uniform Network Code
WBAR	Waste Batteries and Accumulators Regulations 2009
WEEER	Waste Electrical and Electronic Equipment (Amendment) Regulations 2013
WR	Waste (England & Wales) Regulations 2011
Publication Reference	**Title (Current Editions apply unless otherwise stated)**

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BS 6002-1	Sampling procedures for inspection by variables
BS 6400-1	Specification for the installation, exchange, relocation, maintenance and removal of gas meters with a maximum capacity not exceeding 6m3/h. Low pressure (2nd family gases)
BS 6400-2	Specification for installation, exchange, relocation and removal of gas meters with a maximum capacity not exceeding 6m3/h. Medium pressure (2nd family gases)
BS 746	Specification for gas meter unions and adapters
BS 7671	IET Wiring Regulations – Requirements for electrical installations
BS 7834 (ISO 9951)	Specification for turbine meters used for the measurement of gas flow in closed conduits
BS 8499	Specification for domestic gas meter boxes and meter bracket
BS EN 12480	Gas meters – Rotary displacement gas meters
BS EN 1359	Gas meters – diaphragm gas meters
BS EN 60079-10-1	Explosive atmospheres. Classification of areas. Explosive gas atmospheres
BS EN 60079-14	Explosive atmospheres. Electrical installation design, selection and erection
BS EN 60079-17	Explosive atmospheres, Electrical installations inspection and maintenance
BS EN ISO 9001: 2015	Quality management system. Requirements
BS ISO 3951-1	Sampling procedures for inspection by variables
BS ISO 55001	Asset management. Specification for the optimized management of physical assets

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Directive 2014/32/EU	Measurement Instrumentation
GDN/PM/GT/1	Management Procedure for requesting gas, service pipe pressure and capacity information from Gas Transporters
GDN/PM/GT/2	Management Procedure for requesting a Gas Transporter to: Authorise the setting and sealing of regulators and associated safety devices, authorise the installation of a meter by-pass, Approve a meter housing design
GER2	Gas Engineering Recommendation 2 provided a guide for industry parties regarding 'Business as Usual' issues relating to Smart Meters.
IGEM/G/1	Defining the end of the Network, a meter installation and installation pipework
IGEM/G/4	Definitions for the gas industry
IGEM/G/5	Gas in multi-occupancy buildings
IGEM/G/6	Gas supplies to mobile dwellings
IGEM/G/7	Risk assessment techniques
IGEM/G/10	Non return valves
IGEM/G/11	Gas industry unsafe situations procedure
IGEM/GL/5	Managing new works, modifications and repairs
IGEM/GL/6	Permitry for the safe flow of gas
IGEM/GL/8	Reporting and investigating gas related incidents
IGEM/GM/4	Flow metering practice for pressure between 38 and 250 bar
IGEM/GM/5	Selection, installation and use of electronic gas meter volume conversion systems

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IGEM/GM/6	Non-domestic meter installations. Standard designs
IGEM/GM/7A	Electrical connections for gas metering equipment
IGEM/GM/7B	Hazardous area classification for gas metering equipment
IGEM/GM/8	Non-domestic meter installations. Flow rate exceeding 6 m3 h-1 and inlet pressure not exceeding 38 bar
Parts 1 to 5	
IGEM/SR/15	Integrity of Safety – related Systems in the Gas Industry
IGEM/SR/25	Hazardous area classification of Natural Gas installations
IGEM/TD/4	Gas services
IGEM/TD/13	Pressure regulating installations for transmission and distribution systems
IGE/UP/1	Strength and tightness testing and direct purging of industrial and commercial gas installations
IGE/UP/1A	Strength and tightness testing and direct purging of small low pressure industrial and commercial Natural Gas installations
IGEM/UP/1B	Tightness testing and purging of domestic sized Natural Gas installations
IGEM/UP/1C	Strength testing, tightness testing and direct purging of Natural Gas and LPG meter installations
IGEM/UP/16	Design for Natural Gas installations on industrial and commercial premises with respect to hazardous area classification and preparation of risk assessments
IGEM/UP/2	Installation pipework, on industrial and commercial premises
IGEM/UP/6	Application of compressors to Natural Gas fuel systems

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IGEM/UP/9	Application of Natural Gas and fuel oil systems to gas turbines and supplementary and auxiliary fired burners

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Appendix 9: Guidelines for the Assessment of Competency of EMO Meter Operatives (Electricity)

General definition

1. There is no single accepted definition of a competent person. Regulation 16 of the Electricity at Work Regulations (as amended), states:

No person shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or, where appropriate, injury, unless they possess such knowledge or experience, or is under such degree of supervision as may be appropriate having regard to the nature of the work.

Components

2. The Memorandum of Guidance on the Electricity at Work Regulations indicates elements of "technical knowledge or experience" referred to in Regulation 16. The following is based upon this, but reference should be made to the exact wording in the Memorandum:

a. Understanding of the general requirements of safety legislation and how these translate into personal duties and obligations;	This may include the need to report incidents or equipment found faulty;
b. Adequate knowledge of electricity and experience of general electrical work;	This could imply electrical apprenticeship followed by work experience in a field related to meter installation, or "time-serving" in such field;
c. Knowledge and experience of the specific work method;	This may have safety implications in that incorrectly performed work may cause danger, e.g., incorrect polarity, overheating caused by unsatisfactory connection;
d. Understanding of the system to be worked on and of surrounding hazards and the safety precautions which must be taken to prevent or avoid danger;	These may include non-electrical hazards, e.g., CO2 installations;
e. Ability to recognise conditions under which work must not be commenced or its progress curtailed or ceased;	This may include recognition of the Meter Operative's own shortcomings, lack of experience or training including the need for assistance, supervision or

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	more information.

Specific technical criteria

3. The following gives examples of the range of technical knowledge, acquired through training and/or by experience, which may be appropriate depending upon the work that the Meter Operative is required to carry out:

(a) Current transformers

(i) Knowledge of principles of construction and operation.

(ii) Appreciation of ratio and polarity.

(iii) Understanding of the relationship between burden, ratio and phase angle errors.

(iv) Appreciation of the methods of connection and effects of open circuiting the secondary.

(b) Voltage transformers

(i) Knowledge of principles of construction.

(ii) Understanding of the relationship between burden, ratio and phase angle errors.

(c) Secondary wiring

(i) Familiarity with wiring installation practices with special reference to the identification requirements of the Energy Networks Association's Technical Specification 50-19, or any other equivalent or replacement standards from time to time.

(ii) Methods of testing insulation resistance and continuity.

(d) Wiring diagrams

(i) Familiarity with wiring diagrams and their interpretation.

(e) Meters

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(i) Understanding of the principles of measurement of kWh, kVAh and kVArh and the use of two and three-element polyphase meters.

(f) Sealing

(i) Knowledge of requirements of the BSC Procedure or other industry processes (as appropriate) and relevant directions as to the sealing of Metering Equipment .

(g) Testing and test equipment

(i) Familiarity with the use of equipment for measurement of voltage and current, polarity and phase rotation, and active and reactive energy.

(ii) Awareness of the accuracy limits of equipment and the requirement for regular calibration checks.

Safety criteria

4. The following gives examples of the range of safety knowledge, acquired through training or by experience, which may be appropriate depending upon the work that the Meter Operative is required to carry out:

(h) Inspection and reporting

(i) Knowledge of the procedures for reporting of dangerous incidents, dangerous situations, defects or asset condition information.

(ii) Understanding of the need to visually inspect prior to work and to report any deficiencies to the appropriate Parties.

(iii) Understanding the content of the Guidance for Service Termination Issue Reporting document.

(i) Connection of meters to test/isolating facilities

(i) Understanding of the procedures to interrupt the voltage supply by withdrawal of fuses and short out current transformers by means of suitable links.

(ii) Familiarity with the practical methods of carrying out these precautions and the steps to ensure that no unauthorised interference negates them.

(j) Work in proximity to service terminations

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(i) Knowledge of the dangers arising from damage to service terminations.

(ii) Familiarity with the use of correct tools and equipment and the need to apply mechanical protection where necessary.

(iii) Use of appropriate Personal Protective Equipment.

(k) Removal of covers

(i) Awareness of dangers such as bare live conductors and/or terminals which may be exposed following removal of a cover.

(ii) Knowledge of the precautions to be taken to screen or otherwise prevent injury.

(iii) Understanding that the work area should not be left unattended whilst covers are removed.

(l) Work in the vicinity of live LV conductors

(i) Knowledge of materials and techniques to adequately screen the work area from danger, taking account of both electrical and mechanical considerations.

(m) Removal of cut-out fuses

(i) Awareness of the need visually to inspect the cut-out prior to removal of covers and prior to removal of fuses.

(ii) Understanding of the dangers which such inspection may reveal and the steps which may then need to be taken.

(iii) Familiarity with the removal and replacement of fuses in a safe manner including insertion techniques and the use of protective equipment where necessary e.g., insulating gloves, fuse pullers, insulating sheet, additional phase barriers, terminal shrouds, eye protection etc.

(iv) Understanding of additional precautions to ensure continuing safety such as the use of caution notices and safekeeping of removed fuses.

(v) Knowledge of the use of voltage testing devices to prove 'not live' before work commences and to check restoration on completion of the work.

(n) Access to DNO substations

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(i) Understanding of the need for adequate authority to enter and of the conditions under which access is allowed, which may include requirements to notify the DNO control engineer and make suitable entries in any logbook.

(ii) Knowledge of basic precautions to be taken prior to and during entry, such as visual checks of surroundings and the equipment and tests for the presence of gas, including ensuring continuing safe egress.

(iii) Awareness of the dangers that might be inherent in equipment within the substation and of the need to avoid actions which might lead to the inadvertent operation of switches or protective devices.

(o) Access to fire protected zones

(i) Ability to recognise substations or other locations where fire protection is installed.

(ii) Knowledge of the procedures for rendering and keeping safe whilst entry is affected where these have been indicated by the DNO, and for proper restoration of the protection.

(iii) Knowledge of actions to be taken in the event of a fire protection system operating whilst the Meter Operative is still in the substation.

(p) Safety documentation

(i) Familiarity with any relevant safety document which may be required and with the procedures for issue and cancellation.

(q) Access/operational restrictions

(i) Awareness of the procedures which the DNO adopts for notification of access/operational restrictions and the need to check whether any such restriction is in effect at the specific Site.

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Appendix 11: Generic Operational and Safety Considerations at the DNO/EMO Interface (Electricity)

1. This Appendix describes the operational and safety requirements that apply to work activities on or near those parts of a Distribution System where an EMO is likely to be working.

2. The requirements are specified to enable DNOs to minimise to an acceptable level the "duty of care" that DNOs, as owners of the Distribution System apparatus, have to an EMO who wishes to install, operate and maintain meters in accordance with this CoMCoP.

3. A DNO shall expand upon this Appendix by specifying any additional statements that it considers necessary to take account of any special hazard or operational requirement, particularly where this relates to a local non-standard arrangement.

4. The EMO will have to ensure that the competence of the person carrying out work on Site includes knowledge and understanding appropriate for the work undertaken and in particular as to work "in proximity to service terminations" and "removal of covers" as described below.

5. The EMO has the option to train their employees or contractors to meet the competency requirements appropriate for operation of Low Voltage fuses and/or entrance to DNO substations (see section 5.1) or to contract with the DNO to provide a competent person to accompany their operative(s). For example, depending on previous DNO policies, the EMO may decide to rely on the DNO to provide accompanied access on the rare occasions that access is required to a particular DNO's substation.

Inspection and reporting of unsatisfactory apparatus

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

7. It is important that the person responsible for work on or near any Distribution System apparatus makes a visual inspection of the apparatus, noting also whether there are any smells of burnt insulation, signs of melted compound or noises indicating electrical discharge. If any apparatus is found to be in an unsatisfactory condition, the appropriate DNO must be contacted. If the apparatus is unsafe the work shall be suspended until the DNO can attend and rectify the problem.

Work in proximity to service terminations

8. DNO service termination apparatus is usually designed to withstand inadvertent contact

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by persons who are working near to it. If, however, sharp tools such as electric drills etc. are being used in close proximity, a risk assessment may deem necessary the placement of temporary additional mechanical protection between the point of work and the apparatus to prevent the sharp tool from piercing the insulation/screening of the apparatus.

9. If, upon assessing the risks that might arise from conducting works, the relevant Party considers there is an unacceptable risk of disturbance of Customer equipment (and/or terminations) then the relevant Party must consider what preventative measures (e.g., cable clips) or reactive measures (e.g., retightening terminations) would be necessary to reduce risks arising from their intended works, but leave open the option to not conduct the works until further advice is sought from the Customer.

10. Reactive measures (e.g., retightening terminations) would be necessary to reduce risks arising from intended works on DNO and/or Metering Equipment but leave open the option to not conduct the works until further advice is sought from the DNO or EMO as appropriate.

Removal of covers

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

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

Removal and replacement of cut-out fuses

13. A DNO may require, as part of its Low Voltage system control procedure, that permission to remove/replace cut-out fuses is obtained and reported in accordance with its normal operating procedure. Alternatively, the DNO Low Voltage system control procedure may allow the removal or replacement of LV cut-out fuses to take place without reference to control other than the requirement for any incident/accident to be immediately reported (see below).

14. Persons removing or replacing cut-out fuses must be competent to recognise which LV fusegear can be safely operated using the correct protective personal equipment. Persons must also be competent to recognise if an incorrect type of fuse is in place or if any interphase insulating barriers are missing. It is expected that the DNO will attend in these circumstances in the manner described in paragraph 7 above.

15. Where work is to be carried out at a location remote from an appropriate point of

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isolation a "caution notice" (in the form agreed with the DNO) shall be placed at the point of isolation whilst the fuses are removed, and work/testing is being carried out.

16. After the LV fuses have been replaced, a check shall be made that supply has been properly re-established, i.e., a fuse has not failed through being mechanically disturbed (e.g. if dropped on the floor). A DNO may agree to provide a EMO with spare fuses and fuse holders.

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

Access to DNO substations

18. In the case of a joint access DNO/Customer substation, the Customer will provide access to the substation for the EMO.

19. Where joint access to a DNO substation is required, suitable dual locking may be agreed between the DNO and the EMO.

20. The EMO shall be advised by the DNO of the normal requirements that apply to access to and/or work in all relevant substation(s). These requirements may for example include the need to make appropriate entries in the substation logbook or to report to a DNO control point. The EMO will need to establish procedures so that any person to whom it permits access to the substation will comply with these requirements, as well as the safety precautions stated in paragraph 10 above.

21. Any person with authority to enter a DNO substation shall do so with caution and shall:

(a) look out, particularly at night, for temporary obstructions and excavations due to work in progress and also for any reduced electrical clearances due to damaged or broken conductors;

(b) note the emergency exits;

(c) examine the exterior of any apparatus being worked on and associated buildings for any signs of damage by vandalism, fire, explosion or electrical breakdown and report the existence of the same to the DNO control point;

(d) listen for any unusual noise coming from transformers, switchgear, cable terminations, overhead connections or any other apparatus;

(e) make a point of sniffing the air inside the substation building for any smell of damaged insulation, overheating vapour or gas or other evidence of damage to apparatus or danger;

(f) refrain from switching on lights, operating any electrical equipment, using the

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telephone, smoking or causing any form of ignition until satisfied that no gas or flammable vapour is present; and

(g) if the presence of gas or other flammable vapour is suspected, ventilate the substation by opening as many doors as possible without entering the building. The DNO control point shall be notified.

Access to fire protected zones

22. Unless alternative (local DNO) procedures apply, the following action shall be taken before access to work, or other activities are carried out in any enclosure protected by automatic fire extinguishing equipment:

(a) precautions shall be taken to render the automatic control inoperative. The equipment shall be left on hand control and a caution notice (in the form agreed with the DNO) fitted. The conditions under which automatic control may be restored shall be noted on any written work instructions used; and

(b) the automatic control shall be restored immediately after the persons engaged on the work or other activity have withdrawn from the protected enclosure.

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

Work where exposed live Low Voltage conductors are present

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

Reporting of incidents/accidents/specified events

24. If work being carried out by a EMO affects Distribution System apparatus such that the safe and secure operation of the Distribution System is or may be put at risk, the appropriate DNO contact/control point shall be immediately notified.

Access/operational restrictions

25. If a DNO has to place an access/operational restriction on any of its Distribution System apparatus or Premises, such that it affects a EMO, the DNO shall notify the MOA in accordance with Appendix 13.

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Appendix 12 is not in use

Appendix 12 is no longer in use.

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Appendix 13: Exchange of Information Between DNOs, MOA and EMOs (Electricity)

1. The MOA and or EMO shall provide information of two types to the DNOs:

(a) MOA/EMO information relating to contact details of the department/person for the specific issues as detailed in Appendix 13, Part 4. The information is to be provided on the REC Portal Website (and updated to reflect changes from time to time). This may be achieved by providing a link to the appropriate page of the MOA or EMOs own website. Changes to such information will be communicated by the Code Manager to all DNOs.

(b) Health and Safety Bulletins/Announcements relevant to DNOs which cause urgent or non-urgent variations to their standard working practices.

2. The EMO shall submit the bulletin/announcement to the Code Manager for acceptance. The Code Manager will review the bulletin/announcement in consultation with a minimum of one REC Metering Expert Panel member representing each of the DNO and relevant Parties, within two working days for an urgent bulletin/announcement and five working days if non-urgent. Any accepted bulletin/announcement will be communicated to relevant Parties within a further two working days.

3. The DNO shall provide information of three types to the MOA and EMO:

(a) DNO information relating to typical operating procedures, working practices, wiring arrangements etc and other information such as its policy for consent to connect, treatment of existing meters, use of/access to cubicles etc, as detailed in Appendix 13, Part 1 below.

The information is to be provided on the REC Portal (and updated to reflect changes in the methods of working, safety information or contacts etc. initiated by the DNO from time to time). This may be achieved by providing a link to the appropriate page of the DNO's own website(s). Changes to such information will be communicated by the Code Manager to all MOAs and EMOs.

(b) Site-specific information relating to the Site and its existing equipment as detailed in the BSC Complex Site Supplementary Information and Parts 2 and 3 of this Appendix 13.

The information is required for each Site (see sections 4.2.1 and 5.1.6 above). Notification of Site-specific changes will be provided to the MOAs and EMOs in accordance with the BSC.

(c) Health and Safety Bulletins/Announcements relating to guidance to MOAs and

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EMOs which cause urgent or non-urgent variations to the existing information provided in paragraph 3(a), 3(b) and Parts 1 to 3 of this Appendix.

The DNO shall submit the bulletin/announcement to the Code Manager for acceptance. The Code Manager will review the bulletin/announcement, in consultation with a minimum of one Metering Expert Panel member representing each of the DNO and MEM Parties, within two Working Days for an urgent bulletin/announcement and five working days if non-urgent. Any accepted bulletin/announcement will be communicated to relevant Parties within a further two Working Days.

The information is to be provided on the REC Portal. This may be achieved by providing a link to the appropriate page of the DNO's own website(s).

Part 1: DNO Information

Contact name(s) and detail(s) for operational, safety, technical, commercial and escalation liaison.

OPERATIONAL/SAFETY

(a) Contact details for:

(i) New supply liaison;

(ii) Pre-modified HV and LV CT supply liaison;

(iii) Incident/accident on Site reporting; and

(iv) Dangerous situation (category A) reporting.

(b) Operational practices differing from or amplifying Appendix 11 - Generic operational and safety considerations at the DNO/EMO interface;

(c) Control requirements for controlled substations, e.g., need to report, completion of log books;

(d) Access conditions policy and contact details as to options under 10.2.6 and joint access procedures (if utilised);

(e) contact details relating to the requirements for authorising and /or appointing EMO Meter Operatives as competent in accordance with its Distribution Safety Rules; and

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(f) Policy relating to any requirements not expressed in (a) to (e) above that may need to be fulfilled prior to the EMO Meter Operative undertaking a connection to that DNO's assets and the means by which MOAs/EMOs may obtain information as to that policy, in accordance with the Electricity Safety, Quality and Continuity Regulations 2002 (as amended).

TECHNICAL

(g) Typical working practices affecting installation in different areas;

(h) Typical wiring diagrams where used (NOTE: there will be need for disclaimers as to application in every case);

(i) Typical metering practices supporting Site-specific information;

(j) Security practices and special requirements to prevent/deter tampering and interference;

(k) Contact details for DNO metering equipment calibration and commission test records.

COMMERCIAL

(l) Return address and contact details for removed DNO assets;

(m) Whether access to/use of cubicles is permitted and any associated commercial arrangements; and

(n) Arrangements and contact details for MOAs and EMOs to obtain items from DNOs, such as fuses and/or fuse carriers;

(o) Contact details for data flow queries.

ESCALATION

(p) Contact details for general escalation issues.

Part 2:

Part 2 is no longer in use.

Part 3: HV/LV CT metering equipment label

This label enables the DNO to provide relevant information to EMO associated with VT and

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CT metered installations. It will be adhered to the inside of the metering cabinet door or placed adjacent to the Test Terminal Block (TTB) at the meter position, the former being the preferred option for security i.e., to avoid unauthorised tampering/removal or fading of the information due to a combination of direct light/time.

It will be used for both HV and LV CT connections and in most circumstances negate the need of the EMO, BSC Technical Assurance Agent and other Parties to obtain the information directly from equipment nameplates etc., which are often inaccessible with the connection Energised. The label format accommodates single and multi-phase LV and HV systems.

This label will be completed by the DNO VT/CT installation/commissioning engineer either, preferably using pre-formatted computer/labelling software or, handwritten using an indelible pen. The label must be completed and fixed before energisation for any new or modified metering installation.

HV/LV CT metering label

Voltage/Current Transformer Information

VT/CT	Phase	Manufacturer	Serial Number	Single/Dual/Multi (Ratios Available)	Rating (VA)	Class	Ratio (Connected)
VT	**L1**	*Sadtem*	*01-114274*	*Single*	*50*	*0.5*	*11,000/110*
VT	**L2**	-	-	-	-	-	
VT	**L3**	*Sadtem*	*01-114275*	*Single*	*50*	*0.5*	*11,000/110*
CT	**L1**	*Alstom*	*01/8166500*	*Low Ratio of 200/100/5*	*10*	*0.5s*	*100/5*
CT	**L2**	-	-	-	-	-	
CT	**L3**	*Alstom*	*01/8166501*	*Low Ratio of 200/100/5*	*10*	*0.5s*	
Distributor Company: A. N. Networks Installation/Commissioning Engineer: A. N. Other Date: A. N. Date							

The actual size of the label has not been prescribed and an example of the information

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requirements is shown in italics on the above label.

Label completion details

(a) VT/CT – HV installations require both a voltage and current reference, LV require current reference only.

(b) Phase – defined as L1, L2 and L3 connection identifiers

(c) Manufacturer – as described e.g. Sadtem

(d) Serial Number – this number is usually unique to the relevant manufacturer and can be structured in various formats. It is important that the EMOs Meter Operatives have an understanding of the various configurations and meanings that are applied e.g., year of manufacture, batch number and serial number etc.

(e) VT Ratio (HV) – e.g., 11,000/110 or 6,600/110

(f) CT Ratio – e.g., 200/100/5 (dual ratio) can be set to either high or low rating. The values specified will be actual connected ratios.

(g) Rating (VA) – this is the power output of a VT or CT and the connected burden must not exceed this rating as the overall accuracy of the metering system will be affected

(h) Class – this will need to be appropriate to the relevant BSC Code of Practice determined by the Customer's demand/load requirements

(i) Single/Dual/Multi Ratio – most installations for LV are single ratio CT's. For HV installations the VT is normally a single ratio with dual ratio CT's. For some HV installations the CT's may be multi ratio with dual ratio VT's. If there is any doubt, then these variations must be confirmed with the DNO as the overall accuracy of the Metering Equipment will be affected

Part 4: MOA Information

Contact name(s) and detail(s) for operational, safety, technical, commercial and escalation liaison.

OPERATIONAL/SAFETY

(a) Contact details for:

(i) New supply liaison;

(ii) Pre-modified HV and LV CT supply liaison; and

(iii) Post modified HV and LV CT supply liaison.

TECHNICAL

(b) Contact details for MOA Metering Equipment calibration and commission test records.

COMMERCIAL

(c) Contact details for:

(i) Dangerous situation (category A) DNO Site attendance liaison;

(ii) Asset condition reporting queries; and

(iii) Data flow queries.

ESCALATION

(d) Contact details for general escalation issues.

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Appendix 14: Meter By-Pass Provision and Use (Gas)

Requirements

This Appendix specifies the requirements for the:

a. Provision of a by-pass

b. Actions to be taken when a by-pass is operated

c. Sealing of a by-pass valve

d. Basis for estimating the quantity of gas when a by-pass is used by the MAM.

Definition of a Meter By-Pass

A meter by-pass comprises gas fittings through which the flow of Gas can be diverted, so as not to pass through the meter, and thereby secure the continued offtake of gas in the event of any failure or maintenance of the meter or which would otherwise impede the flow of gas.

The meter by-pass must not by-pass the meter regulator or any other pressure control or pressure protection device which comprises the meter installation.

Purpose of a Meter By-Pass

A meter by-pass may be used to:

a. provide a ready method of maintaining a supply of gas should the meter fail, and insufficient gas is available to satisfy the agreed maximum flow rate at the meter point; and/or

b. allow a meter to be replaced, recalibrated, checked or maintained without interruption to the gas supply.

Provision of a Meter By-Pass

A meter by-pass would normally be considered where the provision of a meter by-pass would, in the Gas Supplier's opinion, be prudent in order to avoid the risk of personal injury or death or damage to property (including prejudice to animal welfare) arising from a fault on the meter or metering installation component and where gas is supplied to the following types of Premises:

a. hospitals

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b. institutionalised accommodation (for example homes for the elderly, schools, and prisons)

c. Premises utilising large or complex plant supporting continuous bulk manufacturing (for example agricultural, baking or other commercial processes) and in analogous circumstances

d. and at meter installations connected to:

exceptionally extensive and complex pipework and gas consuming plant

multi-occupied Premises or a number of discrete Consumers (for example a single meter installation serving a block of flats).

Gas Supplier's Approval

In extraordinary cases where the MAM considers it appropriate for a by-pass to be provided then the MAM shall:

a. submit a written request to the Gas Supplier including justification for the by-pass

b. receive the Gas Supplier's written consent before agreeing to install the by-pass

c. provide confirmation to the Gas Supplier of completion of the by-pass installation.

Gas Transporter's Approval

As required by the relevant Network code, the MAM shall gain approval from the GT in accordance with GDN/PM/GT/2 for the provision and use of a by-pass.

Existent Meter By-Pass and Removal of Meter By-Passes

The MAM shall determine whether any existent meter installation by-pass, under their commercial arrangements, is approved by the Gas Supplier.

Meter by-passes incorporated at meter installations remain in place unless the approval is revoked, in which case the by-pass shall be removed.

Sealing of By-Pass Valves and Equipment

A by-pass shall be sealed on first installation by the MAM and resealed after use using a seal displaying the organisation or Gas Safe registration number.

Operation of a By-Pass

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In the event that the by-pass has to be opened by the MAM the following should be carried out:

a. all relevant information shall be recorded in accordance with Network Code

b. providing a safe situation exists, the meter by-pass valve seal should be broken, and the valve slowly opened

c. the meter inlet valve should be turned off slowly and continuity of supply confirmed downstream of the by-pass

d. the meter outlet valve should be turned off slowly and continuity of supply confirmed

e. after the work is completed, the procedure should be reversed, the continuity of supply downstream of the meter confirmed and the bypass valve resealed

f. the MAM shall advise the Gas Supplier when the by-pass has been opened and provide relevant information in accordance with Network Code.

Actions to be Taken Should the Meter By-Pass Seal be Found Broken

a. If the MAM identifies that the by-pass seal is broken a Responsible Person on site should be contacted and a written record of all the details and actions shall be made.

b. Action should be taken according to Sub-Section 10.8 below if theft of gas is suspected.

c. The Gas Supplier shall be advised of broken seals.

d. Arrangements shall be made for the by-pass valve to be resealed.

Actions to be Taken Should the By-Pass be Found in the Open Position and no Notification has Been Made to the Gas Supplier

a. The responsible person on site must be advised that the by-pass has been found open. Both the date and time of the notification and the time at which the by-pass was found to be open must be recorded. If there is no apparent reason to why the by-pass is open, then arrangements must be made with the Gas Supplier and Consumer for the by-pass to be closed safely and the by-pass valve resealed. If the by-pass is left open the purpose should be identified as to why the by-pass is left open. In either circumstance the relevant Gas Supplier shall be notified.

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b. Where the MAM suspects that there has been theft of gas then the relevant Gas Supplier shall be notified.

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Appendix 15: Cable Identification (Electricity)

1. For whole current metering, load-carrying conductors shall be marked either L or N for single phase supplies, or L1, L2, L3 or N for polyphase supplies, whenever metering work is carried out. The markings shall be applied as a minimum:

(a) at the meter terminals (except the incoming terminals where security devices are fitted); and

(b) at any equipment fitted by a EMO, DNO or urgent metering services provider on the outgoing side of the meter which interfaces to the Customer's installation (e.g., isolation/supply switch, time-switch, terminal blocks).

All cables should be marked at both ends, however, for conductors of less than 500mm in length and clearly visible throughout, marking at one end is considered acceptable. The markings may be by printed tape, tag or other suitable permanent medium.

2. The EMO or DNO shall only connect a new Customer's circuit provided it is clearly and unambiguously identified at the end to be connected, either by colour or marking (e.g., L, L1, L2, L3, N) in accordance with the current version of BS 7671.

3. For single insulated cables, or the insulation of insulated and sheathed cable, the EMOs, DNOs and urgent metering services providers shall use the following colours where they provide new or replacement cables.

The insulation of a single phase cable should be:

(a) all brown and marked L, and

(b) all blue and marked N.

The insulation of the line conductors of a polyphase phase supply shall be either:

(a) all brown and marked L1, L2, L3, or

(b) brown, black and grey and marked L1, L2, L3 and

(c) all neutral conductors shall have blue insulation and marked N at both ends.

4. For insulated and sheathed cables, where it is not possible to comply with paragraph 3 due to manufacturer availability of cable and the outer sheath colour is not the same as the inner insulation, but is brown, black or grey; then it should be clearly marked, as described in paragraph 3.

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5. Where cables between the cut-out and outgoing side of the Metering Equipment require replacement then all cables should be replaced by cables which comply with the paragraphs 1 to 4 above.

6. DNOs will use the Energy Networks Association Technical Specification 50-19 standard ferruling marking at the interface (test terminal block and/or fuses/link) for all new and altered wiring. At the DNO terminations, the markings shall be:

(a) CTs: D11, D10, D31, D30, D51, D50 (odd is “feed”)

NB: Where a common return is used, then D10, D30, D50 become D70

(b) Metering Potentials: E10 or E11, E30 or E31, E50 or E51 (depending on whether the interface is the fuse/link or the test terminal block after the fuse).

7. DNO CT metering secondary voltage and current conductors for all new and altered wiring shall be either:

(a) all one colour; or

(b) brown, black, grey (phase colours) and blue (neutral).

8. EMOs shall use the Energy Networks Association Technical Specification 50-19 ferruling marking for all new and altered CT metering wiring, and all CT metering secondary voltage and current conductors shall be:

(a) all one colour; or

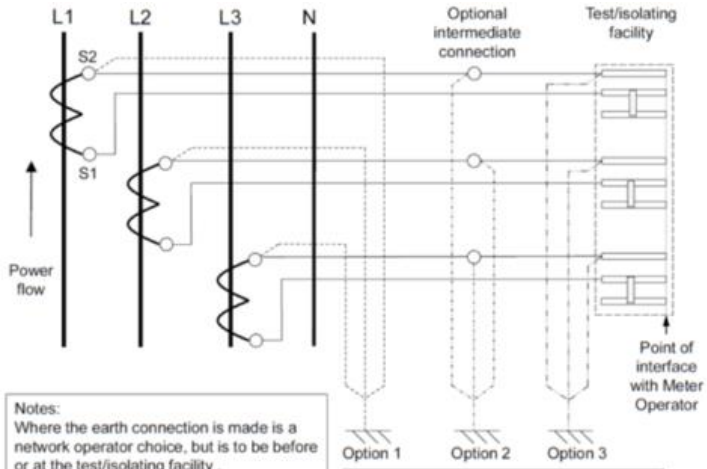
(b) brown, black, grey (phase colours) and blue (neutral).

NB: For avoidance of doubt, this may be a different colour to that provided by the DNO. Auxiliary wiring (e.g., pulse, rate change and communications signals) does not need to conform but should be suitably identified.

The Energy Networks Association Technical Specification 50-19 requirements in paragraph 6 and 8 above secure a clear identification of the different conductors and should be adopted as best practice for identification.

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Appendix 16: Earthing of Current Transformers (Electricity)



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Appendix 17 is not in use

Appendix 17 is no longer in use.

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Appendix 18 is not in use

Appendix 18 is no longer in use.

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Appendix 19: Requirements for the Sealing of Metering Equipment and Related DNO Equipment (Electricity)

Objectives and application

1. The objectives of the sealing of Metering Equipment and DNO Equipment are:

(a) to ensure basic safety – access to live conductors should require a tool;

(b) to provide an indication of responsibility and/or the right to operate;

(c) to aid with the prevention of tampering/illegal abstraction; and

(d) to indicate the relevant Party and individual to last access the Metering Equipment or DNO Equipment at the Site, in the event of a dispute.

2. These sealing requirements apply respectively to all relevant Parties. However, the principles apply to any other agent which may remove seals associated with Metering Equipment such as employees of other Data Collectors, providers of urgent metering services (UMETs) or Elexon's Technical Assurance Authority.

3.This Appendix specifies:

(a) the equipment to be sealed;

(b) the types of seal to be used and their purpose;

(c) general sealing practice; and

(d) particular procedures for the control of Specified Seals and Dies.

4. These sealing requirements apply following initial installation and commissioning of Metering Equipment, where commissioning includes the connection of the Metering Equipment to the DNO Equipment. Prior to initial installation and commissioning of Metering Equipment, it is anticipated that the DNO Equipment will be sealed using an Indicative Seal as a minimum standard.

Equipment to be sealed

5. Table A1 indicates the equipment to be sealed.

6. Where any equipment is required to be sealed by either a Security Seal or a Specified Seal and is contained within a 'housing', and that housing is sealed to the same standard, sealing of the individual items within is not obligated.

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Types of seal and purpose

7. This Appendix covers the following types of seal:

(a) Specified Seals;

(b) Security Seals;

(c) Indicative Seals; and

(d) Padlocks.

8. These are additional to the prescribed seals required to be applied to electricity meters which are certified, as per SI 1998 No 1566, and to the seals required by the Measuring Instruments (Active Electrical Energy Meters) Regulations (2006), which should under no circumstances be removed.

Specified Seals

9. A Specified Seal is designed to meet the objectives of (a), (b), (c) and (d) in paragraph 1, and will comprise a ferrule appropriately crimped onto a Wire Rope.

10. The requirements of a ferrule of a Specified Seal are that it shall:

(a) be a tin-plated, annealed, copper ferrule;

(b) not be less than 5.0mm long; and

(c) have the identification symbol appropriate to the EMO or the DNO's company name, marked on one side of the ferrule or on a flange or protuberance, provided that the design of the flange or protuberance is one approved by the Code Manager. Alternatively, the identification symbol or company name may be impressed on the ferrule by the Sealing Pliers when the ferrule is crimped

11. The requirements of Wire Rope are that it shall:

(a) be manufactured from zinc-coated steel wire complying with BS EN 10264-1:2012; and

(b) have a diameter of not less than 0.914mm.

12. The requirements for Sealing Pliers are that it shall:

(a) crimp the ferrule of a Specified Seal onto the Wire Rope sufficiently to withstand

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a tensile load of not less than 200N, in order to secure equipment so as to prevent accidental breaking or removal of the seal or Wire Rope;

(b) impress the side of the ferrule with a minimum three-character

(c) identification number of the operative, and where appropriate, the identification symbol or company name of the EMO; and

(d) have a correctly operating Sealing Plier ratchet mechanism

13. The control of Sealing Pliers and associated Dies is specified in paragraphs 24 to 28 of this Appendix

Security Seals

14. A Security Seal is designed to meet the objectives of (a), (b) and (c) in paragraph 1 of this Appendix, and as a minimum would require a tool to remove.

Indicative Seals

15. An Indicative Seal is designed to meet the objectives (b) and (c) in paragraph 1 of this Appendix. The seal should be relatively robust to deter tampering and would indicate where interference has occurred. An Indicative Seal should be appropriate for its intended application.

Padlocks

16. General practice is to use brass bodied, hardened steel hasp locks with a common key suite or code so that any person with appropriate authority, issued with a master key, can open them. In some cases, a coloured sheath (e.g., red) may be applied to indicate danger. For the avoidance of doubt, the use of a padlock should only be determined by a DNO.

GUIDANCE ON SEALING PRACTICE

General

17. Metering Equipment and related DNO Equipment shall be sealed following initial installation and commissioning of the Metering Equipment and shall be resealed following any subsequent works that require the removal of seals, including any works delivered by an independent connections provider for adoption by a DNO. The relevant Party on whose behalf such work is carried out shall be responsible for resealing equipment and for taking the removed seals from the Site and destroying them, whether they are owned by that Party or are the property of another Party. In carrying out sealing and resealing, relevant Parties shall comply with procedures given in the BSC Agreed Procedures, if any, thereunder.

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18. Certain older installations may not allow compliance with the requirement to seal. The layout and equipment in these installations may be more vulnerable to interference and care should be taken to ensure that seals are applied so far as possible to minimise the chance of interference.

19. Earlier practice in the UK was to use lead seals with soft wire and these seals may be encountered on older installations. In these circumstances, the seals associated with the Metering Equipment and the associated DNO Equipment should be checked for signs of interference. If no evidence of interference is discovered at the sealing system then lead seals should be replaced with new seals. However, lead seals used as prescribed seals (formerly known as European Smart Metering Alliance (ESMA) or specified seals), i.e., those sealing the meter case as opposed to the terminal block, should not be replaced as they are a guarantee of certification of the meter. Any signs of interference with these should be reported to the relevant Energy Supplier.

20. In the event that a relevant Party finds it not possible to apply the appropriate seal, in accordance with the relevant part of Table A1, a seal of the next practicable level of security shall be applied.

General Guidance specific to EMOs

21. Subject always to sections 10.8.2 to 13.7.4 and 13.9, if a Meter Operative suspects that DNO's equipment has been interfered with, they must report this to the relevant persons.

General Guidance specific to DNO

22. The absence of a seal must at once give rise to suspicion of interference, which must be dealt with, in the most careful and cautious manner (see sections 13.7.1 to 13.7.6 and 13.9.1).

23. In the event that work requiring a Specified Seal to be broken is carried out on the behalf of a DNO by an independent connections provider, the DNO shall be responsible for ensuring a Security Seal (as a minimum) is applied. The DNO shall be responsible for replacing any Security Seal with a Specified Seal within 20 Working Days (subject to reasonable endeavours to gain access to Site) following notification to the DNO.

CONTROL OF Sealing Pliers AND ASSOCIATED Dies

Sealing Pliers and Dies

24. Sealing Pliers to be used with uniquely identified Dies for crimping and marking Specified Seals, must be provided by relevant Parties for each operative.

25. Dies shall not be transferred between relevant Parties.

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26. No relevant Party shall retain any duplicate sets of Dies.

27. Dies or Specified Seals shall not be used other than for sealing equipment.

28. Sealing Pliers with Dies that do not make legible marks shall not be used.

Re-allocation/destruction of Dies

29. Relevant Parties shall be permitted to re-allocate sets of Dies that are no longer required because the relevant operative will no longer be sealing Metering Equipment or DNO Equipment on its behalf. Alternatively, that Party may choose to destroy sets of Dies no longer required by the relevant operative.

30. Relevant Parties shall be required to destroy sets of Dies that have been damaged.

31. In the event of a Party ceasing to hold a Registration Certificate all sets of Dies shall be destroyed by it forthwith.

Record of Dies

32. Relevant Parties shall record the following particulars when Sealing Pliers or Dies are issued to an operative, returned by an operative or are sent for repair and shall produce such records on request by the Code Manager:

(a) the identification marks on each set of Dies held;

(b) the name of the person to whom the Dies were issued or the name of the company to which Dies are sent for repair; and (iii) the dates of issue and return.

33. A record shall be made of all Dies destroyed in accordance with this Appendix 19, Paragraphs 29 to 31 above.

34. A record shall be made of any sets of Dies which have been lost or stolen. The relevant Party shall inform the Code Manager immediately of any missing Dies.

35. The relevant Party shall keep any records made under paragraphs 31 to 34 for a period not less than 10 years after the loss or destruction of Dies.

Inspection of Records and Dies

36. On being given reasonable notice, relevant Parties shall allow the Code Manager to inspect any records or Dies required to be kept pursuant to this Appendix 19.

Blank Seals

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37. Each relevant Party shall make suitable efforts to ensure sealing materials, especially pre-marked seals, are kept secure before use.

TABLE A1: EQUIPMENT TO BE SEALED AND TYPE OF SEAL REQUIRED

	Equipment	***Seal required (as a minimum)***
Service termination equipment	Cut-out	Specified Seal
	Distribution board	Specified Seal/Padlock (as appropriate)
Whole current metering	Meter terminal cover	Specified Seal
	Meter case (cover)	Specified Seal (where prescribed seals are not present, report to relevant Electricity Supplier
	Auxiliary fuses	Specified Seal
	Timeswitch/Teleswitch/ Contactor/ Isolator (forming part of Metering Equipment)	Specified Seal
	Connecting blocks (except after metering)	Specified Seal
	Token acceptor	Specified Seal
	Communications equipment	Specified Seal
	Maximum demand indicator reset	Indicative Seal
CT operated Low (additional to all above)	Metering voltage circuit fuses	Specified Seal
	CT chamber	Specified Seal
	CT terminal cover	Specified Seal

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	Test terminal block	Specified Seal
	Switch (controlling supply)	Padlock
	Secondary voltage fuse	Specified Seal
	Communications port	Indicative Seal
	Metering panel	Specified Seal
CT/VT operated High voltage (additional to LV)	VT racking	Indicative Seal
	VT fuses (on switchgear)	Indicative Seal
	VT Marshalling box	Indicative Seal
	VT fuses (on metering panel)	Specified Seal
	Auxiliary fuses	Indicative Seal
	CT Marshalling box	Indicative Seal

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Appendix 20: Smart Meter Installation Survey Minimum Sample Size (Electricity and Gas, Smart only)

Installations at Domestic Premises

Fewer than 5,000 planned installation-visits per annum

If an Energy Supplier is planning fewer than 5,000 installations in respect of Domestic Premises within the calendar year, there is no requirement to survey Consumer for compliance purposes.

5,000-20,000 planned installation-visits per annum

If an Energy Supplier is planning between 5,000-20,000 installations in respect of Domestic Premises within the calendar year, a total of 500 surveys will need to be completed to cover the 12-month period. The Energy Supplier will advise the Code Manager before the of the first Calendar quarter (January-March) if they are on installing between 5,000-20,000 installations in respect of Domestic Premises within that calendar year. Results from surveys will be submitted in full by the end of the calendar year, and could be passed to (or requested by) the Authority and be used for compliance purposes.

More than 20,000 planned installation-visits per annum

If an Energy Supplier is planning more than 20,000 installations in respect of Domestic Premises within the calendar year, a minimum of 500 surveys will need to be completed each calendar quarter where 5,000 and above installations have taken place. Results from these surveys could be passed to (or requested by) the Authority, and used for compliance purposes.

Installations at Premises of Micro-Business Consumer

Fewer than 5,000 planned installation-visits per annum

If an Energy Supplier is planning fewer than 5,000 installations in respect of Premises of Micro-Business Consumer in the next 12 months, then reasonable endeavours should be used to gather as many survey returns as possible. Results from these surveys should be submitted on an annual basis.

Interim results from these surveys could be passed to (or requested by) the Authority, but only the annual results would be used for compliance purposes.

More than 5,000 planned installation-visits per annum

If an Energy Supplier is planning more than 5,000 installations in respect of Premises of Micro-Business Consumers in the next 12 months, reasonable endeavours should be taken

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to carry out 500 surveys each calendar quarter. Regardless of whether the 500 survey target is met, results from these surveys should be submitted on a quarterly basis. Results from these surveys could be passed to (or requested by) the Authority, and used for compliance purposes.

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Appendix 21 is not in use

Appendix 21 is no longer in use.

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Appendix 22: Meter Installation and Exchange Record – Minimum Requirements (Gas)

The list below provides the minimum requirements for inclusion in a meter installation and exchange record:

Administration and Contact Details:

Gas Supplier contact details if known, other the relevant GT details

AMI Registration Number

AMI Company contact details, including registration number

Operative contact details and competency level

Name of person requesting meter work (Gas Supplier/MEM/Consumer)

Name of person who placed contract for meter work

Contact details, including address, of the person who placed the contract for meter work

Details of the meter work location, including the site name, contact name and meter point reference number

Name of person/company authorising work, their position and contact details

Job Details (to be completed on site):

Meter Installed/Exchanged/Removed and the reason for doing so

Old and New meter details:

Date and time installation/exchange/removal

Final meter reading

Meter module diagnostic flags

Meter Serial Number

Manufacturer

Condition of seal

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Type (Diaphragm /Ultrasonic/Turbine/Rotary)

Meter Model

Maximum Stamped Capacity

Year of manufacture

Number of reading dials

Index scaling (x1, x10, x100)

Registration units (Cubic Ft/Meters)

Meter Type (Credit, Prepayment – token/credit)

Data logger/AMR Device details

Any secondary meters installed (Y/N)

Housing Details

meter housing details (type, size etc)

hazardous area classification and drawing

records of any outstanding issues with housing/Consumer equipment.

declaration to the GT concerning suitability of the housing

record of any Consumer complaints (excluding personal data)

description of any technical complaint only

details of status of the ownership of the housing and responsibility for maintenance agreements relating to housing.

Details for Meters above 25,000tpa/732,000kWh:

Gas meter height above sea level (metres)

Meter pressure (millibars)

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Meter locator

Confirmation of

GT approval of By-pass

By-pass fitting

By-pass seal

Confirmation of if a meter collar is fitted

Converter details:

Disconnection from meter and connection to meter details:

Manufacturer

Year of manufacture

Converter model

Serial number

Reading (converted/unconverted)

Number of dials (converted/unconverted)

Temperature conversion

Pressure conversion

Compressibility conversion

Density conversion

New Meter/New Converter owner details:

Name of owner

Address of owner

Post code

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Telephone number

Emergency contact telephone number

Appliance details where required:

Appliance

Location

General condition

Flue

Ventilation

Flame picture

Warning notice issued (yes, including reference/no)

RIDDOR notice raised (yes, including reference/no)

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Appendix 23: Further Requirements and Obligations (Electricity and Gas)

Part 1: Gas

This CoMCoP covers primary gas supply meter installations connected to the Network as defined by the Gas Safety (Management) Regulations (GS(M)R) in Great Britain and conveyed to Premises by a Gas Transporter (GT) for billing by a Gas Supplier.

Note: This CoMCoP utilises the definition of the meter installation which appears in IGEM/G/1. Where a situation appears to be within the scope of this CoMCoP, but it is not explicitly covered, reference is to be made to the REC helpdesk for guidance.

This CoMCoP specifies the activities involved in the management of the life cycle of the meter installation as defined IGEM/G/1 and sets out the minimum standards that shall be complied with by those registered to perform work within the scope of this document. Each activity is dealt with in its own section.

Note: Individual gas Consumers, who undertake legal duties for their own gas meter installation(s) are not obliged to register as a Meter Asset Manager. However, this document refers to the statutory responsibilities and provides guidance to all persons responsible for any gas meter installation.

Information: The UK Government's Office for Product Safety and Standards (OPSS), a directorate within the relevant UK Government department, has the statutory responsibility for the metrological performance of gas meters (this was transferred from Ofgem on 1st April 2009). OPSS are responsible within Great Britain for ensuring the regulations covering pattern, construction, manner of marking and stamping of meters, are enforced, as required by the Gas Act and the Measuring Instruments Regulations 2016 and for the subsequent testing of such meters where accuracy is disputed.

This CoMCoP sets out the framework with specific requirements and duties of a REC approved Meter Asset Manager (MAM) and an Approved Meter Installer (AMI) as referred to in standard condition 12 of the Gas Supply Licences.

Note: This CoMCoP details the rules dealing only with the business interfaces between organisations and not the commercial content of the associated agreements that facilitate the interfaces.

Gas Suppliers are obliged by the standard conditions of the Gas Supply Licences to fulfil certain duties some of which, relate to the metering arrangements. A Gas Supplier cannot delegate its licence obligations to an agent and is always responsible for ensuring obligations are met. Nevertheless, this CoMCoP requires the MAM and AMI (where acting on behalf of a Gas Supplier) to act in accordance with these licence obligations (to the extent relevant to the activities being undertaken). It is recommended that all MAMs/AMIs gain an understanding of what is expected of Gas Suppliers. Copies of the standard conditions of

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Gas Supply Licences can be obtained from Ofgem.

The Gas Act places obligations on several parties besides GTs, Gas Shippers and Gas Suppliers. These include meter owners and gas Consumers. It is recommended that MAMs and AMIs understand these Gas Act obligations. Most of the meter related obligations are to be found in Schedule 2B of the Gas Act. Copies of the Gas Act can be obtained from Her Majesty's Stationary Office.

Where the MAM and AMI contracts work within the scope of this CoMCoP to another Party, it is the responsibility of that MAM and AMI to ensure that the sub-contractor complies with the relevant requirements of this CoMCoP and that it is competent in the field of work for which it is contracted.

When applied to gas meters which are not Embedded Meters, the normal practice is to attach an AMR Device to the meter without interruption to the supply of gas to the end Consumer so eliminating the need for an AMR installer to have specific gas meter installation skills.

However, the AMR installer must ensure that any AMR Device being attached to a gas meter meets all health and safety requirements, that the AMR Device is installed with sufficient care and skill and does not compromise the safety of the gas metering installation.

The Government modified the Gas Supply Licence conditions in April 2009 requiring Suppliers to roll out advanced gas meters (effectively AMR) to their larger non-domestic gas Consumers (those consuming over 732,000 kWh/year).

Part 2: Smart Metering

The Code Manager shall make this CoMCoP publicly available on the REC Portal for Energy Suppliers to provide to Consumers where required. To allow the Energy Supplier to adhere to Standard Licence Conditions (SLC), the Energy Supplier will have the ability to filter this CoMCoP document for Smart specific sections only

This CoMCoP applies to installations at the properties of both Domestic Consumers and Micro-Business Consumers, except where the requirement is explicit that it applies to only one or the other. The requirements concerning Vulnerable Consumers do not apply in respect of Micro-Business Consumers; although these may be applied on a voluntary basis.

This CoMCoP describes specific activities in the period running up to an Installation Visit, the installation itself, and the period from the Installation Visit to the Consumer receiving the first bill using smart meter data for meters in credit mode, or the first vend for meters in prepayment mode.

The installation of Smart Meters for emergency reasons (including damaged, unsafe, faulty or failed meters and those that have been subject to tampering) is not in scope of this

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CoMCoP. The installations of Smart Meters carried out during a scheduled visit under warrant will be within scope of this CoMCoP unless the installer reasonably considers their safety to be at risk. If the Smart Metering System installed in these circumstances is the first for that property, the Energy Supplier shall ensure that appropriate follow up activity is undertaken.

Where an Energy Supplier contracts with a third party for the provision of installation services, the Energy Supplier is responsible for ensuring compliance with all components of this CoMCoP. There is no difference in the standards and requirements applied to contracted third parties and their employees from those applied to an Energy Supplier and its employees.

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Appendix 24: Glossary

The Interpretations and Definitions Schedule of the REC applies to this CoMCoP and many terms used throughout this document are defined in the Interpretations and Definitions Schedule rather than within this appendix.

The following definitions apply in addition:

Additional Emergency Control Valve (AECV)	A valve, not being the ECV (see Schedule 1 for the definition of ECV), for shutting off the supply of gas in an emergency, intended for use by a Consumer of gas.
Ancillary equipment	Any equipment connected to the Metering Equipment but not forming part of the metering installation e.g., data logger
Approved Meter Installer (AMI)	As defined in the Interpretations and Definitions Schedule.
Automated Meter Reading (AMR) equipment	Equipment that enables gas meters to be read automatically (i.e., remotely).
Badged meter	A gas meter which has been stamped and/or approved by the relevant UK Government department or other metrological authority acceptable to said UK Government department, as legal metrology and which operates within prescribed statutory limits.
Combined heat and power plant (CHP)	Equipment which provides both heat and electricity: heat for a process or application and electricity, which can be used to offset its own requirements or exported to drive another process or application.
Commercial arrangements	The processes, practices and contracts that an organisation or person has in place to manage their undertaking.

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Cut-out	The equipment which contains the main fuse, connecting main incoming power cable to internal wiring/metering.
Design maximum incidental pressure (DMIP)	The maximum pressure which a gas system is permitted to experience under fault conditions, limited by safety, when the system is operated at the design pressure.
Design minimum pressure (DMP)	Minimum pressure that may occur at a point (for example at the end of a service) at the time of system design flow rate under extreme gas supply and maintenance conditions
Design pressure (DP)	The pressure on which design calculations are based for a gas system.
Diaphragm meter	A positive displacement meter in which the measuring chambers have deformable walls.
Emergency service provider (ESP)	Person who is appointed and acts on behalf of a person conveying gas who responds to an escape of gas.
Gas fittings	For the purpose of this CoMCoP, 'gas fittings' has the same meaning as in IGEM/G/1
Gas meter	For the purpose of this CoMCoP, 'gas meter' has the same meaning as in IGEM/G/1
gas system	The gas supply system comprising the distribution main or service (pipe), ECV, meter installation and installation pipework and any AECV to supply a Consumer's appliance.
Hazardous area	As defined in Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR).
Institution of Gas Engineers and Managers (IGEM)	A Professional gas engineering institution, licenced by the Engineering Council, which publishes gas engineering standards.

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Legacy gas supply arrangements	Gas supply arrangements (usually that have been installed prior to the publication of IGE/G/1) and that are not consistent with the installations defined as being recommended gas supply arrangements.
Lowest operating pressure (LOP)	The minimum pressure which a system is designed to experience under normal operating conditions.
Maximum incidental pressure (MIP)	The maximum pressure which a system is permitted to experience under fault conditions, limited by safety pressure devices.
Maximum operating pressure (MOP)	The maximum pressure at which a system can be operated continuously under normal operating conditions.
Meter inlet valve (MIV)	A valve fitted upstream of, and adjacent to, a gas meter to shut off the supply of gas to the meter.
Meter installation	For the purpose of this CoMCoP, meter installation shall have the meaning as in IGEM/G/1
Meter installation component	Any component of the meter installation other than a meter (as defined in the IGEM/G1
Meter installation inlet valve (MIIV)	A valve fitted upstream of all the other meter installation components to shut off the supply of gas.
Meter installation outlet valve (MIOV)	A valve fitted downstream of all the other meter installation components to shut off the supply of gas through the meter installations.
Meter outlet valve (MOV)	A valve fitted downstream of, and adjacent to, a gas meter, to shut off the supply of gas from the meter.
Meter Operative	As defined in the Interpretations and Definitions Schedule.

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Meter regulator	As defined in IGEM/G/1.
Meter seal	A tamper-evident security seal, providing a visual indicator to determine tampering or removal.
Metering panel	The backing panel to which the electricity consumption metering equipment is fixed.
Metering pressure	The pressure of the gas passing through the metering element and measured at the pressure reference point.
Natural Gas	For the purposes of this CoMCoP natural gas is a gas meeting the purposes of GS(M)R.
Network	The Network comprises interconnecting pipes which are downstream of a gas reception terminal, processing facility, storage facility or importing interconnector, and used for the conveyance of gas to Consumers as defined in GS(M)R
Network Code	The UNC or the IGT UNC.
Non-RGMA CDSP Meter Technical Details File	The Non-RGMA CDSP Meter Technical Details File provides an agreed structure for the submission of meter technical details and MAP IDs from MAMs to the CDSP following either a site visit resulting in a change to the asset (meter install, removal or exchange) or any known update to existing data items. This file should be used by those MAMs who do not utilise the formalised RGMA file flows and is required to be issued in addition to any equivalent files sent by MAMs to their Gas Suppliers providing this information. The document defining the content and format of the Non-RGMA CDSP Meter Technical Details File will be maintained by the CDSP as a Category 3 REC document
Normative standard	Industry Standard with which this CoMCoP may require compliance

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Operating pressure (OP)	The pressure at which the gas system operates under normal conditions.
Phase Failure Indicator Lamp	One or more lamps intended to visually demonstrate that voltage is available on one or more phases.
Pressure regulating installation (PRI)	An assembly of equipment designed to regulate, or reduce, the pressure of gas. A PRI comprises all pressure-containing and associated equipment between the upstream face of the PRI inlet valve (IV) and the downstream face of the PRI outlet valve (OV).
Priority Consumer	As defined in the Uniform Network Code (UNC) Transportation Principal Document Section Q.
Registration Body	Shall mean the REC Code Manager or any successor body appointed by RECCo to manage the registration scheme for the approval of MEMs, who demonstrate that they operate within the requirements of CoMCoP.
Relevant UK Government department	Within CoMCoP used to mean the current department within the UK Government that is responsible for energy. Examples include the Department for Business, Energy and Industrial Strategy (BEIS) and the Department for Energy Security and Net Zero (DESNZ).
Relief valve	A valve which automatically opens at a pre-determined pressure to vent gas so as to relieve the pressure in a gas system.
Service pipe	A pipe for conveying gas to premises from a distribution main, being any pipe between a distribution main and the outlet of the ECV. Note: The service (pipe) is, normally owned or is the responsibility of a GT.
Slam-shut valve	A valve that is designed to close quickly in the event of an abnormal (usually excess) pressure being detected downstream and which requires

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	manual intervention to reset.
Test terminal block	Used for access during on site testing of items such as ammeters, kWh meters, maximum demand indicators, Relays and Instrument Transformers without disconnecting from load and avoiding CT open circuit problems.
United Kingdom Accreditation Scheme (UKAS)	The scheme of this name appointed by the UK Government to assess and accredit organisations that provide services including certification, testing, inspection and calibration.

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