

## DCP 026 – Provision of Urgent Metering Services

### SECTION 1A - PRELIMINARY

#### 1. DEFINITIONS AND INTERPRETATION

<b>Meter Asset Provider</b>	means, in respect of any metering equipment, the person who provides that metering equipment (whether or not that person owns the metering equipment).
<b>Supply Failure</b>	means, in respect of a Customer Installation, that the supply of electricity to that Customer Installation is unsafe, has failed or is intermittent.
<b>Urgent Metering Services</b>	has the meaning given to that term in Clause 29A.5.
<b>Vulnerable Customer</b>	means a Customer who, for reasons of age, health or disability, is likely to be vulnerable in the event of a Supply Failure (and a person shall be considered to be “ <b>vulnerable</b> ” if he or she is unable to safeguard their own welfare, or that of members of their household).
<b>Working Hours</b>	has the meaning given to that term in ESPR.

## SECTION 1C – CHANGE CONTROL

9.5.2 Clauses 17.3 (Obligation to Include National Terms of Connection Wording in Contracts), 18.1 (Provision of Use of System), 19.1 (Use of System Charges), 24 (Security Cover), 25 (Energisation, De-Energisation and Re-Energisation), 26.1 (Compliance with the Distribution Code), 27.1 (Compliance with MOCOPA), 29A (Urgent Metering Services), 30.5 to 30.12 (inclusive) (Dangerous Incidents and Advance Notice of Interruptions and Damage or Interference), 31.1 (Demand Control), 33.1 to 33.2 (inclusive) (Compensation Under Guaranteed Performance Standards), 36 (Limitation of Liability), 37 (Termination) and 41 (Disputes);

## SECTION 2A – COMPANY / USER RELATIONSHIPS

### 29A. Urgent Metering Services

#### **Assessment of Supply Failure Telephone Calls**

29A.1 Where the Company is notified by telephone that a Supply Failure has occurred at a Customer Installation, the Company shall use its reasonable endeavours to establish (acting in accordance with Good Industry Practice) through dialogue, whether such Supply Failure is due to a fault in the Distribution System, a fault in the metering equipment at the Customer Installation, or some other reason.

#### **Initial Identification as Metering Equipment Fault**

29A.2 Where, on the basis of the dialogue referred to in Clause 29A.1 and before attending the Customer Installation, the Company considers the cause of the Supply Failure to be a fault in the metering equipment at the Customer Installation, the Company will:

29A.2.1 either (in accordance with any notification received from the User by the Company pursuant to Clause 29A.12) inform the User or the User's appointed Meter Operator Agent of such fault;  
or

29A.2.2 provide the Customer with the contact details of either (in accordance with any notification received from the User by the Company pursuant to Clause 29A.12) the User or the User's appointed Meter Operator Agent,

and shall, subject to Clauses 29A.3, be under no further obligation to remedy or act upon such fault pursuant to this Clause 29A.

29A.3 Where, on the basis of the dialogue referred to in Clause 29A.1 and before attending the Customer Installation, the Company considers the cause of the Supply Failure to be a fault in the metering equipment at the Customer

Installation, the Company shall be obliged to provide Urgent Metering Services where:

29A.3.1 the Company receives details of the fault from the Customer outside of Working Hours and the notification received from the User by the Company pursuant to Clause 29A.12 indicates that the User wishes the Company to provide Urgent Metering Services

29A.3.2 the Customer is a Vulnerable Customer.

### **Subsequent Identification as Metering Equipment Fault**

29A.4 Where, on attending a Customer Installation to assess a Supply Failure that the Company did not originally consider to be caused by a fault in the metering equipment at the Customer Installation, the Company considers (acting in accordance with Good Industry Practice) that the Supply Failure is caused by a fault in the metering equipment at the Customer Installation, the Company shall only be obliged to provide Urgent Metering Services where the notification received from the company pursuant to Clause 29A.12 indicates that the user wishes the Company to provide Urgent Metering Services:

29A.4.1 the Company is attending the Customer Installation outside of Working Hours; or

29A.4.2 the Customer is a Vulnerable Customer.

### **Scope of Urgent Metering Services**

29A.5 Where the Company is obliged (pursuant to Clause 29A.3 or 29A.4) to provide Urgent Metering Services in respect of a fault in the metering equipment at a Customer Installation, the Company shall provide the following services (“**Urgent Metering Services**”) to the User: the Company shall use its reasonable endeavours (acting in accordance with Good Industry Practice) to maintain or restore (on the first occasion that the Company attends the Customer Installation in respect of the Supply Failure) a metered

supply of electricity to the Customer Installation by doing one or more of the following:

29A.5.1 replacing a faulty or damaged meter with a single rate credit meter; and

29A.5.2 where appropriate replacing the meter tails.

### **Consent to Urgent Metering Services**

29A.6 The User hereby consents to the Company working on and removing the metering equipment that is the subject of the Urgent Metering Services to the extent reasonably necessary in undertaking the Urgent Metering Services.

29A.7 The User undertakes to ensure that the relevant Meter Operator Agent and the Meter Asset Provider consent to the Company working on and removing the metering equipment that is the subject of the Urgent Metering Services to the extent reasonably necessary in undertaking the Urgent Metering Services.

### **Replacement Metering Equipment**

29A.8 Where, in the course of providing the Urgent Metering Services, the metering equipment at an Exit Point (or any part thereof) is replaced by the Company, risk in and title to such replacement metering equipment shall pass to the User immediately upon Re-energisation of the Exit Point by the Company.

29A.9 The Company shall ensure that all such replacement metering equipment complies with the requirements of Schedule 7 to the Act. The Company shall use its reasonable endeavours to ensure that any such replacement metering equipment will restore a metered supply of electricity to the Customer Installation. The Company makes no other warranty in respect of the fitness, quality, condition or state of any such replacement metering equipment and any warranties, conditions or other terms as to fitness for purpose, suitability, quality, condition or state that may be implied by statute, common law, custom or otherwise shall be excluded to the fullest extent

permitted by law. The Company shall use reasonable endeavours to transfer to the User (or, where requested by the User, the person to be appointed by the User as Meter Asset Provider) any warranty that the Company received from the manufacturer of such replacement metering equipment, to the extent that any such warranty can be transferred without any further cost to or expenditure by the Company.

29A.10 Within 10 Working Days of the Company replacing any item of metering equipment at an Exit Point, the Company shall send the relevant information to the relevant persons in accordance with the Master Registration Agreement and the Balancing and Settlement Code, showing:

29A.10.1 the item of metering equipment replaced by it and the technical details of the replacement item of metering equipment, including the meter point administration number (where appropriate); and

29A.10.2 where a meter has been replaced:

(A) the meter reading (if known) of the meter replaced, immediately before the Exit Point was De-energised; and

(B) the meter reading of the replacement meter, immediately after the Exit Point was Re-energised.

### **Return of Removed Metering Equipment**

29A.11 Where, in the course of providing the Urgent Metering Services, the Company removes any metering equipment from an Exit Point, the Company shall use reasonable endeavours to return such metering equipment to the address reasonably specified by the User for such purpose within 30 days (or such other period as may be agreed between the Parties) of the date on which such metering equipment was removed. The User confirms that it will ensure that its Meter Operator Agent cooperates with the Company in the return of any metering equipment, in order to allow the Company to avoid any unreasonable costs in complying with this Clause 29A.11.

### **Ancillary Matters**

29A.12 Where the User holds a Supply Licence, the User shall inform the Company:

29A.12.1 whether, for the purposes of Clauses 29A.2.1 and 29A.2.2, the User or the User's appointed Meter Operator Agent should be contacted, and the contact details to be used for so doing; and

29A.12.2 of, for the purposes of Clause 29A.3, the hours in which the User's appointed Meter Operator Agent provides the relevant services.

29A.12.3 indicate whether, the User wishes the Company to provide Urgent Metering Services

29A.13 Where the Company believes that the metering equipment at an Exit Point has been subject to any interference which may have caused illegal abstraction of electricity, the Company and the User shall act as if the Company had been notified of such interference by the User in accordance with Clause 30.9.

29A.14 The User shall indemnify and hold the Company harmless against all actions, costs, demands, claims, expenses, liability, loss or damage howsoever arising or incurred by the Company as a result of its provision of the Urgent Metering Services in accordance with this Clause 29A (including as a result of any breach of the undertaking given by User in Clause 29A.7).