DCP 383 'Provision for Distributors to Move Meters for Service Alterations' - Guidance Document

Introduction

DCP 383 introduced and defined a process detailing when a Distributor can move a Supplier's meter during service alteration works.

The requirements for DCP 383 are detailed in Section 2A, Cluases 25-31 and Schedule 25 of DCUSA.

The scope of this document is to provide guidance to Distributors on the key considerations when agreeing to move a meter during a service alteration.

Note: All Distributors should provide their own training to surveyors and jointers, along with inclusion of appropriate auditing into their existing MOCOPA DNO audit process.

What meters can a Distributor move?

When establishing whether a Distributor can offer a customer the meter move there are a couple of initial assessments. Firstly, Suppliers do not have to allow Distributors to move meters during service alterations, therefore a Distributor should check that the customer is with a Supplier that has not disallowed Distributors to move meters.

DCP 383 applies to both Domestic and I&C customers, however the Distributor can only move services within their own licensed areas and can only move meters associated with the service move. The second consideration should be whether the customer has a meter that a Distributor is authorised to move. Below provides details of meters that are in and out of scope.

Domestic & Small Industrial Commercial	
In Scope Meters	**Out of Scope - Complex**
Whole Current Smart & Legacy 4 terminal Meters – Credit	5 Terminal Meters Off Peak load
Whole Current Smart & Legacy 4 terminal Meters – PPM	Meters with Separate Timeswitches
	Contactors for off-peak load
	Aerial linked comms hub
-	Whole Current 8 terminal Smart and legacy Three Phase meter

-	Whole Current Legacy with Gas first Comms Hub (in line or separate)

Surveyor Guidance

Once it has been determined that the Distributor is eligible to offer a meter move during a service alteration there is certain advice that should be offered to the customer as follows:

- The customer should be informed that they have a choice in relation to who can move their meter (their appointed Supplier or the Distributor).
- The customer should be provided with a quote that details costs with and without the meter move so that they can make an informed decision when deciding who will move their meter.
- If they have a legacy meter, they should be informed that they may be able to have a smart meter installed for free from their appointed Supplier, if they coordinate this with the service alteration.
- The surveyor should offer advice regarding the communication impact of a service alteration for the meter seeking to avoid:
  - Separation of the Gas and Electricity meter
  - Adding extra walls in line of both WAN or HAN
  - Moving to a basement position where the WAN could be impacted

<u>Information to the Supplier</u>

Confirmation that Distributor will move meter move during service alteration and date of intended work will need to be sent to the Supplier and MOP.

Jointers Guidance

DNO staff carrying out the meter move activity should be equipped with the correct registered sealing pliers and seals so they can be individually identified.

<u>Smart Meters</u>

Smart Meter communication functionality will need to be checked pre and post to the service alteration/ meter move to confirm that the customer's meter connectivity is unaffected in its new position.

On the smart meter communications hub there are five connectivity indicators (SW, WAN, MESH, HAN, GAS). The Distributor will need to check which of these connectivity functions are in use prior to the meter move and ensure that they are all working correctly post the meter move. Any differences identified will be articulated within the communications to the Supplier.

There are signal checkers available on the market that can be used to check WAN/ HAN signals at the new position, it may be that the Distributor provides these to jointers although this is not mandatory.

As good practice, the jointers should take a picture of the meter pre and post meter move.

Legacy meters

Where Legacy meters are moved, the same guidance applied in smart meter moves should be followed to ensure that any future installation of a smart meter can successfully facilitate working with the HAN and WAN facilities.

Prepayment Meters (PPM)

If a Distributor moves a PPM, they should undertake the following:

- Make a note of the credit before meter move and check that it is the same after move.
- Good practice would be to advice the customer to top-up prior to the meter move if credit is low.
- If credit is different, customer should be advised to contact the Supplier.
- Ensure that connectivity of PPM is maintained post move.
- If connectivity is lost, the Distributor/ customer should call the Supplier immediately so that a resolution between the customer and Supplier can be found. The risk of loss of connectivity is that the customer is unable to top-up and therefore once credit runs out supply will be lost.

Information to the Supplier

Once meter has been moved the Distributor should send the following information to the Supplier and MOP.

- Confirmation of meter move and new location
- Meter serial number

End