

# Request for Supplier and Distributor DCUSA Party feedback 5 February 2024

## DIF 72: Moving Meters

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### 1. Purpose of this Document

- 1.1 The purpose of this document is to seek Supplier feedback on their policies when a customer approaches them for a meter move where there is no need for a service alteration and what advice Distributors give customers when approached by a customer requesting a meter move in these circumstances.
- 1.2 To respond to the questions posed in Section 3.1 of this document, please complete the RFI response form found in Attachment 1.

### 2. Summary

- 2.1 [DCP 383 'Provision for Distributors to Move Meters for Service Alterations'](#) facilitated the movement of meters by Distributors concurrent with a service alteration, where both the Supplier and DNO agreed that this was acceptable. However, UKPN have been receiving requests to move meters when there is no service alteration. These requests are coming from customers, who say they have been advised by their Supplier that the Distributor moves meters or are being passed on by Suppliers themselves.
- 2.2 Any meter work that does not involve the cut-out is the responsibility of the Supplier, or their meter operator. It is believed that this confusion may arise when the new meter location is more than 1m away, which requires sufficient cabling to the new location to be installed by an electrician, to facilitate the movement of the meter by the Supplier.
- 2.3 After review SIG members agreed to issue an RFI out to industry to further understand the issue and SIG members will use the responses to this RFI to aid them in determining next steps.

### 3. Feedback Request

- 3.1 The SIG is keen to seek Supplier and Distributor Party views on the following:

#### **To Suppliers:**

- 0. What is your standard policy if a customer approaches you in relation to moving their meter position?

1. What is your rationale for this policy?

2. If this advice is to direct to the DNO, what are the expectations of the outcome?

**To DNOs/IDNOs:**

3. What advice to you give when approached by customers wanting a meter move?

3.2 Please respond to the above questions by completing the consultation response form found in Attachment 1.