

## DIF 72 – Moving Meters

### COLLATED RFI RESPONSES WITH WORKING GROUP COMMENTS

Company	Confidential/ Anonymous	1. To Suppliers: What is your standard policy if a customer approaches you in relation to moving their meter position? What is your rationale for this policy?	Working Group Comments
Northern Powergrid	Non-Confidential	N/A	
ENWL	Non-Confidential	N/A	
Utilita	Non-confidential	<p>If a customer needs their meter repositioned or moved, we can arrange this where practical and within range of the cut-out. We will advise against unnecessary moves.</p> <p>We will always move meters for vulnerable customers who can't gain easy access to their meter. We will also move meters during installs or faults when required to allow room for the new meter. Additionally, if a customer just wants to reposition/move the meter for other reasons, such as refurbishments.</p> <p>If any customer wants the meter relocated and it requires a service alteration, then we'd request the customer contact their DNO/iDNO and provide them with the contact details also notifying them of a potential charge and refer them to the DNO/iDNO for more info.</p> <p>If we are able to make the adjustments, i.e. within range of the cut-out and without the need for a service alternation, then we will, to give the customer the best journey and avoid the need to get the DNO/iDNO involved.</p>	

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IDCSL	Non-confidential	N/A	
ENGIE	Non-confidential	Standard process is for Customer Service to obtain details of the move from the customer; if these meet criteria for ENGIE as supplier to complete the work it would be raised as a Siteworks query with the Metering Team, who would then issue relevant flows to MOP to arrange the meter move.	
SPEN	Non-confidential	N/A	
Centrica	Non-confidential	<p>The movement of a meter is kept to the confines of the existing meter board or the fitting of an additional meter board directly adjacent to the existing one when there is a justification (i.e. additional equipment).</p> <p>If a customer is requesting a meter is moved from height to support accessibility or vulnerability an assessment is made at site to ascertain if this is feasible and safe to carry out (i.e. if a meter was lowered in a kitchen it may then be in close proximity to a sink so would introduce a different risk so this would not be deemed practical or safe).</p> <p>The usual scenario of a customer request would be they need both the DNO cut-out and Supplier metering equipment to be moved so that enquiry would be directed in the first instance to the DNO as they would have the ultimate decision and cost framework to decide what could be done. The Supplier would then operate a joint venture approach to ensure a same day solution and continuity of supply for the customer.</p>	

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UKPN	Non-confidential	N/A	
National Grid	Non-confidential	N/A	
D-ENERGI	Non-confidential	We request for the customer to complete a Siteworks form, the information requested in this form gives meter location, where it is getting moved too. Size of meter. This is to ensure that we have all the information so we can instruct the third party agent to perform the works.	
Working Group Conclusions:			

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Company	Confidential/ Anonymous	2. To Suppliers: If this advice is to direct to the DNO, what are the expectations of the outcome?	Working Group Comments
Northern Powergrid	Non-Confidential	N/A	
ENWL	Non-Confidential	N/A	
Utilita	Non-confidential	Only when a move requires a service alteration: that the DNO/iDNO would arrange an appointment with customer to complete the required works and may charge the customer.	
IDCSL	Non-confidential	N/A	
ENGIE	Non-confidential	We would ask the customer to liaise with DNO who would advise on pricing to move the service head and arrange a date. The customer would then notify us of the date the DNO are attending and we would then arrange for MOP to be out at the same time to move the meter and attach to the new service head once it is in situ.	
SPEN	Non-confidential	N/A	
Centrica	Non-confidential	Direction to the DNO would be made if the customer query was in relation to the relocation of all assets.	
UKPN	Non-confidential	N/A	

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National Grid	Non-confidential	N/A	
D-ENERGI	Non-confidential	We send the completed form to the third party agent, who complete all the planning works on our behalf.	
Working Group Conclusions:			

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Company	Confidential/ Anonymous	3. To Suppliers: Please provide examples of customers requesting meter moves or being referred to DNOs, and in what circumstances this happens?	Working Group Comments
Northern Powergrid	Non-Confidential	N/A	
ENWL	Non-Confidential	N/A	
Utilita	Non-confidential	<p>We primarily move meters for vulnerable customers who can't gain easy access to their meter, at install to accommodate a new meter type, or if a customer has had refurbishments and therefore requires a reposition/move.</p> <p>We will advise the customer that the DNO/iDNO is required when we are unable to safely move the meter ourselves due to the location of the cut-out.</p>	
IDCSL	Non-confidential	N/A	
ENGIE	Non-confidential	If the customer wants meter moving outside of our required criteria as a Supplier we would be unable to book the job as the DNO would have to move the service head to the required location in the property. Once this was completed we would then (via the MOP) move the meter.	
SPEN	Non-confidential	N/A	

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Centrica	Non-confidential	As per Q2.	
UKPN	Non-confidential	N/A	
National Grid	Non-confidential	N/A	
D-ENERGI	Non-confidential	We have a customer who owned a restaurant who wanted the meter moving from a public area to a non public area. They customer completed the forms and we gave the forms to SMS. SMS spoke to the customer directly to organise the works and made sure that any other parties that were needed were on site.	
Working Group Conclusions:			

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Company	Confidential/ Anonymous	4. To Suppliers: What is your policy on the permitted length of cable between the cut out and the meter, and what guidance do you base this policy on?	Working Group Comments
Northern Powergrid	Non-confidential	N/A	
ENWL	Non-Confidential	N/A	
Utilita	Non-confidential	We will always look to make the distance between the cut-out and meter as small as possible, to avoid any creating unnecessary safety concerns and to help reduce the risk of any potential theft in future. In most scenarios the cable length will be under 1 meter, and it is unlikely that the cable length will ever exceed 3 meters without the need for a service alteration. Cable run over 3 meters will require another form of isolation which we don't provide. Judgement on length is made on site and is dependent on the site layout and install circumstances.	
IDCSL	Non-confidential	N/A	
ENGIE	Non-confidential	Our policy is that a meter can be moved up to a metre by MOP without DNO prior attendance as this is the specified maximum extra cable length left at the point of meter install. This can vary sometimes as some meter boards do not allow the required space for this length of cable. If we are ever unsure we would ask for a picture of the setup and make the decision from there.	



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SPEN	Non-confidential	N/A	
Centrica	Non-confidential	<p>With regard to a single dwelling policy is all equipment is fitted on the same meter board as the DNO equipment to maintain the cable length between equipment is kept to a minimum; to minimise inadvertent disturbance of the cables.</p> <p>When cabling is for a multi-occupancy meter room; the relationship is between the DNO and BNO who in most instances install all the cabling and cable management (i.e. trunking/tray). The Supplier then connects to the pre-installed cable at the meter position and this in line with the ENA G87 guidance.</p>	
UKPN	Non-confidential	N/A	
National Grid	Non-confidential	N/A	
D-ENERGI	Non-confidential	We use a third party to do all of our installations.	
Working Group Conclusions:			

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### COLLATED RFI RESPONSES WITH WORKING GROUP COMMENTS

Company	Confidential/ Anonymous	5. To DNOs/ IDNOs: What advice to you give when approached by customers wanting a meter move?	Working Group Comments
Northern Powergrid	Non-Confidential	<p>We generally are asked not to move a meter only, and if we were, these would be referred back to the supplier.</p> <p>However, when we complete a service alteration (moving the service and cut-out) the suppliers repeatedly refer the customer back to us to move the meter as part of the service alteration. The customers are then advising the supplier has advised them that they don't move the meter more than 1 meter (They are confusing the difference between lengthening the meter tails and replacing the meter in a new location) - we are referring the customer back to the supplier in this instance as they need to complete the meter relocation.</p>	
ENWL	Non-Confidential	<p>The first step is to establish the reason for the meter move &amp; whether this is just the meter or includes the DNO service head i.e. a service alteration.</p> <p>In the majority of cases the customer requires all equipment to be moved. We provide the customer with a firm/budget quotation &amp; inform them of the process for moving the meter through the DNO, as we would also take care of the meter move whilst moving the service head.</p> <p>Rarely, it's just the meter that needs to be moved. We try to establish why the consumer needs this moved &amp; provide advice on the distance the meter can be from the service head and then refer them to their electricity supplier.</p>	

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		<p>If the customer wants their supply moved for reading purposes, such as basement to ground floor, or high level to ground level, we recommend that they contact their electricity supplier to have a smart meter installed and advise of potential costs of moving all the equipment.</p> <p>On occasion we receive a request from a vulnerable consumer, referred to us by a supplier, to move their meter due to being unable to read them or having enabling works done in the property. However, Electricity suppliers, under Schedule 6, para 1 of the Electricity Act 1989, should provide funding for such vulnerable consumers.</p>	
Utilita	Non-confidential	N/A	
IDCSL	Non-confidential	We would point the customer towards their relevant supplier and advise that if we were required to attend to move our service equipment, that we would quote on a times and materials basis.	
ENGIE	Non-confidential		
SPEN	Non-confidential	Advise the customer to contact their supplier.	
Centrica	Non-confidential	N/A	
UKPN	Non-confidential	Answered in last RFI – please see that doc for response	

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National Grid	Non-confidential	<p>If customers call in requesting a meter move we try to establish what exactly is required, is it just relocation of the meter or the incoming service cable and meter position. If it is the meter only they are guided towards contacting their energy supplier, though in many cases they have been told to contact us by their supplier.</p> <p>We currently have a guidance document on our website 'Guidance on moving your electricity supply' which mainly deals with a service relocation so only mentions the type of meters we can move.</p>	
D-ENERGI	Non-confidential		
Working Group Conclusions:			

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Company	Confidential/ Anonymous	6. To DNOs/ IDNOs: What is your policy on the permitted length of cable between the cut out and the meter, and what guidance do you base this policy on?	Working Group Comments
Northern Powergrid	Non-confidential	<p>Where whole-current metering is used, meters should be sited directly above Northern Powergrid's cut-out, with the length of tails to the meter being as short as reasonably practicable and not exceeding 1m, although this may need to be increased to no more than 3m for multi-way distribution boards.</p> <p>Note: The connections between the Northern Powergrid cut-out and the meter are provided by the Supplier, or their agent, and the physical and electrical protection of them is their responsibility. However, minimising the length of these connections generally reduces the opportunity for tampering and unlawful extraction of electricity. The lengths indicated are those that experience shows need not be exceeded.</p>	
ENWL	Non-Confidential	<p>During conversation with a consumer, we would determine what they are trying to achieve and if it's just the meter that needs to be moved we would refer the consumer to their supplier.</p> <p>ENWL's policy on Connection Between Cut-out and Meter states that a "pre-formed encapsulated meter security block shall be installed to connect the outgoing terminals of the cut-out to the incoming terminals of the meter". This generally means that the meter is immediately next to the cut out.</p> <p>There is no policy on the permitted length of cable between the cut-out and the meter. We wouldn't give guidance on the distance the meter can go</p>	

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		from the cut-out, but generally if the meter and security block need to be moved then we would move the cut-out too.	
Utilita	Non-confidential	N/A	
IDCSL	Non-confidential	Our permitted length of cable is a maximum of 3m. 3m has been the common standard for the last 30 years, provided that the cut-out is fused. Also, the bottom of the Meter or Termination Point cannot be lower than 450mm, and the top of the Meter cannot be any higher than 1800mm.	
ENGIE	Non-confidential	N/A	
SPEN	Non-confidential	This is the supplier's responsibility.	
Centrica	Non-confidential	N/A	
UKPN	Non-confidential	UKPN's responsibility ends at the outgoing terminals of the cut out and therefore we have no policies dictating distances between cut out and meter. We do however provide guidance on distance between cut out and consumer unit, advising if its more than 3m that additional protection is put in place, this is to ensure the cut-out fuses will operate for a fault on the meter tails up to the next point of protection.	
National Grid	Non-confidential	There is no strict rule on this as you could have a BNO configuration where there are rising or lateral cables between cut-outs/meters to feed flats or the like. As a DNO we only recommend to customers that if their 'customer	

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		tails’ the cables between the meter and their consumer unit are longer than 3m they need additional protection as in line with the BS7671 wiring regs.	
D-ENERGI	Non-confidential		
Working Group Conclusions:			