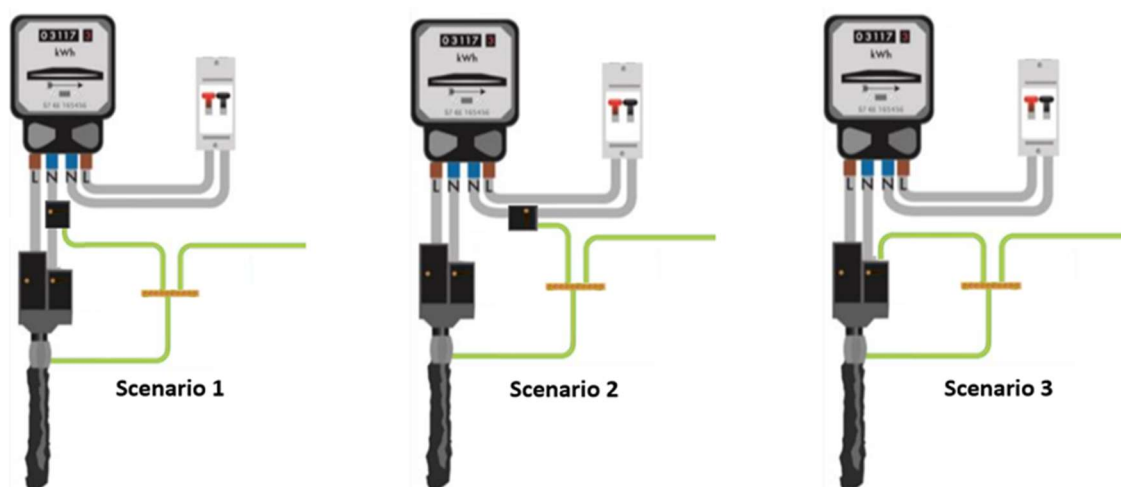


## New C Code for Service Termination Issue Reporting Guidance

Network Operators and MEMs have agreed that a new C code and related guidance should be added to the Service Termination Issue Reporting Guidance document which is currently under REC governance.

## New C Code - C21 Non-standard PME arrangements

DNOs have developed a new C21 guidance document which caters for Scenario 3 situations (below) but also some Scenario 1 situations where the meter operator will now have the option replace the meter without interfering with the earth/neutral block on the Supplier's meter tails (this will be a new option in B07 so that guidance will need a slight update).



## B07 DB Equipment issue preventing replacement of meter tails

Some further words need to be added to B07 guidance to cater for non-standard PME arrangements (in Scenario 1) where the meter operator can replace the meter without interfering with the earth/neutral block on the Supplier's meter tails. The revised B07 guidance now advises MEMs that they will have the option to continue with their work and report issue to the DNO using the new C21 code. This change to B07 guidance can only happen when the new C21 code and guidance is available.

## Category C – Asset Issue/Information

Continue with your work but report the issue/information to the DB via data flow

**Asset Condition Code:**

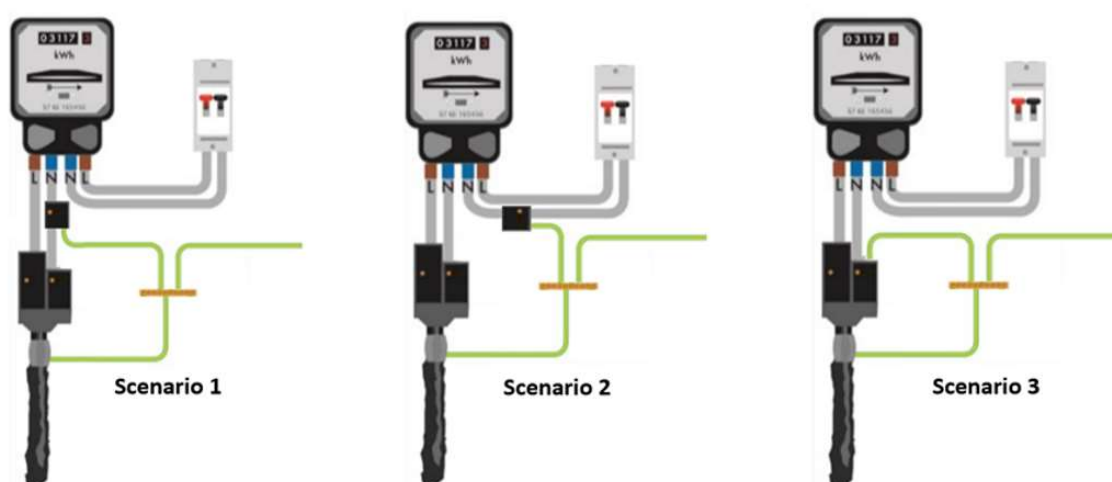
**C21**

**Code Description:**

**Non-standard PME Connection Arrangement**

### Description:

Some service termination arrangements may be found to have non-standard connection arrangements where SNE /TNS supplies have been converted to PME. Most of these scenarios were created many years ago and it is unclear which industry party was involved/responsible at the time. Three typical scenarios of a non-standard PME connection arrangement are shown below and are all electrically sound.



For the 3 schematic earth connection arrangements above:

- Where scenario 1 is discovered, and the neutral tail between cut-out and meter needs to be replaced before you can complete your work, and you cannot safely replace it without altering the earthing arrangement, report as Code B07. If not, continue with your work and report as Code C21.
- Where scenario 2 or 3 are discovered and it doesn't prevent metering work being completed, report as Code C21.

As you can only report one Code per service position, the priority of the below issues/information is in the order that they should be reported. So, for example, if you have identified that there is a non-standard PME Connection arrangement, providing there are no other higher priority issues/information, Code C21 should be reported with details of any other reportable characteristics in the free text field.

The priority of C Code reporting is below:

- Single insulated DB conductor (phase or non-PME neutral (C19)
- Missing combined neutral-earth cover on DB equipment (C20)
- Rewireable cut-out fuse (C18)
- Lower rating fuse or cut-out (less than 60A) (C03)
- Asbestos component identified in DB equipment (C11)
- Metal-encased cut-out (C06)
- Signs of bitumen compound leaking (C02)

- viii. DB equipment mounted on asbestos board (C16)
- ix. DB equipment unable to be securely sealed (C07)
- x. **NON-STANDARD PME CONNECTION ARRANGEMENT (C21)**
- xi. Black plastic cut-out (C17)
- xii. DB cable terminating into DB equipment is VIR/MICC (C15)
- xiii. Fed from distribution board – local/remote from meter (C14)

**Note:** Category A and B Code reports must always take priority over category C Code reports.

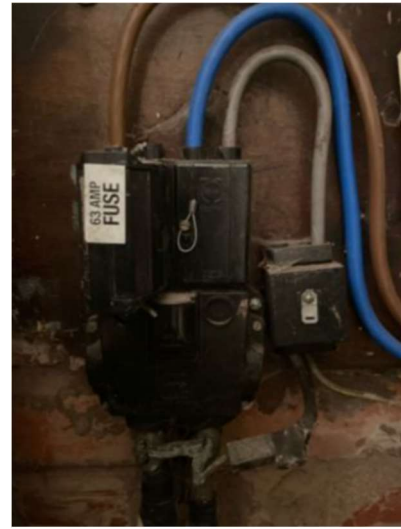
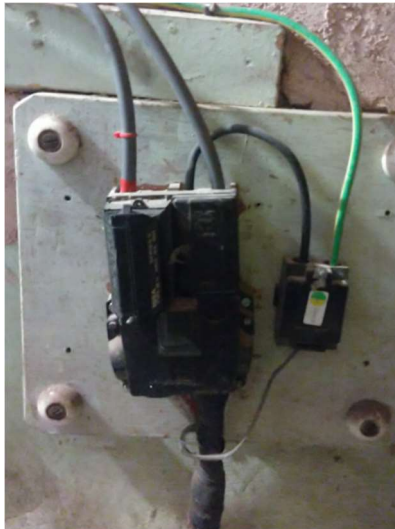
**Actions:**

- Continue with your work;
- Report the issue/information to the DB via the data flow system – report as Code C21;
- Provide the DB with the customer's name and contact number using the data flow system.

The following photos show some examples of scenarios that are reportable to the DB via Code C21. A main feature of this arrangement is that there is a common/shared connection position (customers earth facility) for the cable sheath earth, neutral cable out of the neutral block and the customers' earth.



Scenario 1



Scenario 3