

National Grid Electricity Distribution Category C update

Within NGED the decision has been made to create enquiries for some Category C information codes sent by MEM's through the DTN system following a meter exchange. The key objective behind this additional work is to confirm the safety of the DNO cut-out asset within the customer property.

The codes that auto-generate enquires for local teams are -

Asset Condition code	Description
C02	Signs of bitumen compound leaking
C07	DB equipment unable to be effectively sealed
C18	Rewirable cut-out fuse
C19	Single insulated DB conductor (phase or non-PME neutral)
C20	Missing combined neutral-earth cover on DB equipment

Unlike Category A or B codes there is no mandate to notify the customer that the DNO will be making contact to attend. The enquiry is raised as NGED see the C codes listed to be safety and possibly ESQCR risks.

Within the last six months local teams have met some considerable resistance from customers when trying to book an appointment to attend these reports, as the customers feel it is a scam as they have had their metering issue resolved and not made aware of the need for DNO attendance.

NGED would like to ask all Energy Suppliers and MEM parties to remind staff that when reporting the listed C code information to inform the customer that NGED will be following up to attend and rectify the issue reported.

NGED covers the 11, 14, 21 and 22 MPAN regions of the UK.

Any queries please contact - rbrady@nationalgrid.co.uk