

ENA Statement – Supply Re-energisation Default Fuse Size

This statement is issued by ENA to provide clarification in response to a query raised at the DCUSA Interventions Working Group during May 2024.

Scenario Description

Part of a MEM's role is to attend a site in response to a customer request for re-energisation of their supply that has previously been de-energised. In some cases, the cut-out fuse is not available on site, and it is not clear what size fuse should be used by the MEM to re-energise the customer's supply. In order to minimise any delays, and improve the customer journey, all parties accept that it would be beneficial to agree a standard approach for dealing with these scenarios.

DNO Members at the ENA Service Termination Issues Group (STIG) accepted an action from IWG to agree a common approach for re-energising a supply, in these situations, as this would enable a swift restoration of supply for the customer.

Discussions at STIG concluded that, in relation to the above scenario, the needs of DNOs differ from those of iDNOs. ENA's only iDNO member (GTC) agreed to take the query to the Independent Networks Association (INA) to confirm the iDNO consensus position. The iDNO position stated below is as confirmed at INA.

Network Operator Confirmed Position – Supply Re-energisation Default Fuse Size	
1	For the DNO networks the default fuse size to facilitate a re-energisation of the customer's single-phase supply should be 60A as there may be a looped service in situ.
2	For iDNO networks, the default fuse size to facilitate a re-energisation of the customer's single-phase supply should be 80A or 100A, depending on the fuse-holder being used. iDNOs are unanimous that the only cut out fuses they have on their networks are 80A or 100A. For situations where a meter operator needs to restore a supply when the cutout fuse is not available, they should refer to the signage/labels on the side of the fuse holder and insert the matching cartridge fuse size. Some cut-outs will only accept a specific cartridge size by default so inserting the incorrect fuse size will not be possible

**ENA Service Termination Issues Group
03 July 2024**