

DCUSA Issues Form (“DIF”) 72 – Meter Moves

Terms of Reference

1 Purpose of the Subgroup

- 1.1 The Standing Issues Group (“SIG”) has formed this subgroup to discuss, develop and agree upon a common set of guidance that can be used by Supplier, DNO and IDNO Parties in assessing their policies relating to meter moves and service alterations.
- 1.2 In forming this subgroup, the DCUSA Secretariat also reached out to members of the DCUSA Interventions Working Group (“IWG”) due to the expertise of the members of that group. The DCUSA Secretariat also reached out to the Association of Meter Operators to invite their participation in the subgroup, given their role in performing meter moves and their industry expertise.
- 1.3 This subgroup does not have any formal decision-making powers and cannot compel a Party to follow any guidance which it develops.

2 Background & Scope

- 2.1 Customers may request their meters to be moved by a Supplier for a variety of reasons, including for building works, renovation, accessibility, for cosmetic reasons and due to vulnerability.
- 2.2 DIF 72 was raised by a DNO Party due to conflicting views and policies between Parties as to the scenarios where a meter move can be performed by the Supplier (or their appointed agents) or where a service alteration (changing the location of the incoming supply cable and cutout) is required, particularly in instances where a cable length may need to exceed 3 meters and require an isolator or other safety mechanism to be fitted.
- 2.3 The Party identified several issues relating to this:
 - 2.3.1 that it can cause unnecessary works and disruption to customers’ homes;
 - 2.3.2 that it can result in unnecessary costs for customers to bear;
 - 2.3.3 that it takes longer to arrange the service alteration and requires the coordination of multiple parties to achieve it; and
 - 2.3.4 that customers get passed around when there is disagreement as to whether a meter move can be performed by the Supplier.
- 2.4 During initial discussions, several resources were identified which Parties may be relying upon and which the subgroup should consider in its analysis:
 - 2.4.1 BS7671 Institute of Engineering and Technology (“IET”) Wiring Regulations;
 - 2.4.2 Energy Networks Association (“ENA”) G87 Engineering Recommendations; and
 - 2.4.3 ENA G104 Engineering Recommendations.

3 Objectives

- 3.1 To understand what is possible within the limitations of UK regulations, such as BS7671, G87 and G104.
- 3.2 To agree a consistent approach and criteria to be used by Suppliers, DNOs and IDNOs when assessing whether a meter can be moved or a service alteration is required.
- 3.3 In the absence of a commonly agreed approach and criteria (noting that it is for Parties to develop their own policies):
 - 3.3.1 to document the policies of Suppliers, DNOs and IDNOs, so that these can be used by Parties in determining whether a meter move will go ahead or a service alteration will be required; and
 - 3.3.2 to improve the accuracy of the communications (scripts, letters, etc.) and make clear why a service alteration is required instead of a meter move being possible (e.g., whether this is due to a Supplier, DNO or IDNO policy, for health and safety reasons, etc.)