



Guidance on reporting issues with Distribution Businesses' service equipment

This guide explains how to report an issue with a Distribution Business' (DB) service equipment when carrying out new installations on existing premises or undertaking periodic inspections.

Universal codes have been attributed to the common recurring issues you may encounter to facilitate easy identification and reporting by electrical contractors to the relevant DB. This system is already in use by the Meter Operators. The codes do not follow in strict numerical order as they are categorised by BS 7671 Schedule.

Following the Electrical Installation Certificate and Electrical Installation Condition Report inspection schedule revisions introduced by Amendment 3 to BS 7671, section 1.0 lists the items which cover the Distributor's and Supplier's* equipment. This guide only deals with DB equipment.

Figure 1.

1.0	DISTRIBUTOR'S INTAKE EQUIPMENT
1.1	Condition of service cable
1.2	Condition of service head (cut-out)
1.3	Condition of distributor's earthing arrangement

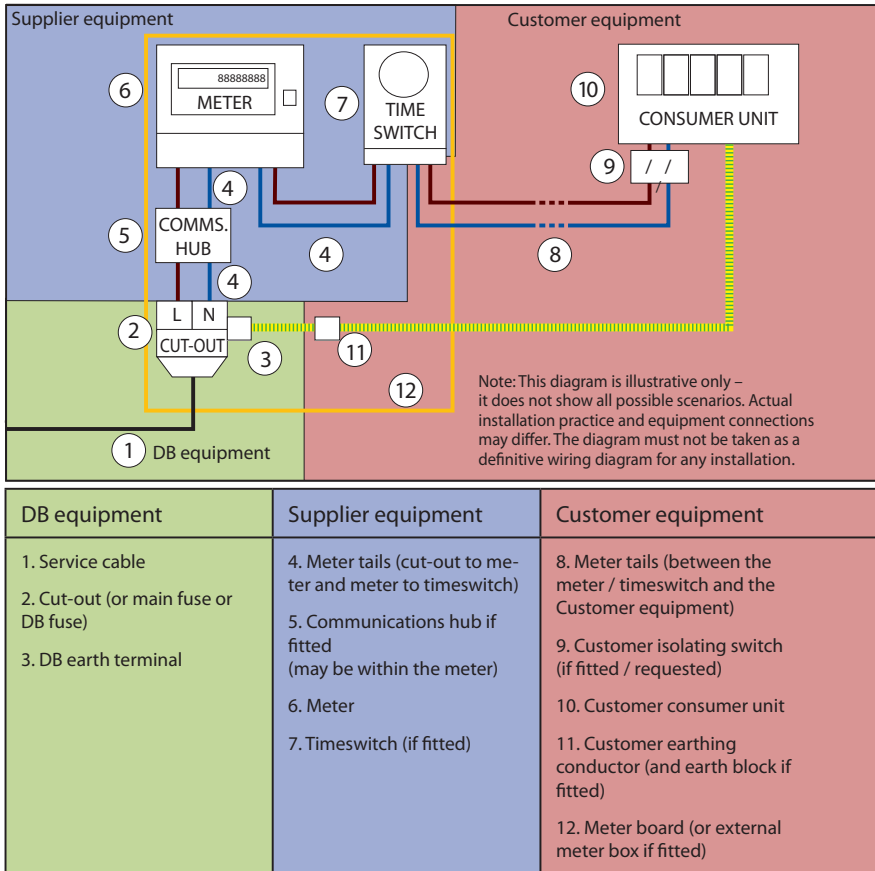
General principles for reporting the codes presented in this guide

- Only report one code per Meter Point Administration Number (MPAN).
- Where there are multiple issues to one MPAN, report the most serious one using the relevant code, and refer to other issues via telephone.
- Ensure that immediate safety issues are properly resolved.
- The DB will only resolve issues relating to DB equipment at site during their attendance.
- Note that the codes described in this guide only apply to DB equipment. If an issue relates to the Supplier* or Customer equipment, you must contact the relevant supplier or make the customer aware as appropriate. Figure 2 shows a diagram of equipment responsibilities.
- Issues must be reported to the DB as they arise and should not be left or reported in batches.

How to report issues with the DB service equipment

This guidance is only intended to help you report issues with DB equipment, so the first step is to determine whether the issue you have is with this equipment. Figure 2 will help you to identify whether this is the case.

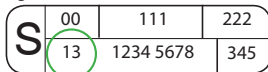
Figure 2.



The second step is to determine which DB is responsible for the equipment within the premises.

The DB can be identified from the MPAN. You should advise your customer in advance that you will need to know their MPAN so they can prepare before you arrive. "In some cases this can be found on the service meter and it will always appear on the customer's electricity bill. The first two digits of the lower box below indicates the reference number for the DB.

Figure 3.



When contacting the DB to report issues, please ensure you have the following information to hand:

- Your full name and contact telephone number
- The customer's name and contact number
- The code of the most serious issue being reported
- Details of any secondary issues and relevant information
- Location of issue (address including postcode)
- Meter Point Administration Number (MPAN)

In addition, if you are reporting an issue by telephone you will be provided with a unique job reference number by the DB on the same call, which we recommend you make a note of for your records.

Figure 4.

First 2 MPAN digits	Area	Distribution Business	Emergency Telephone No.:
Distribution Network Operators			
10	Eastern England	UK Power Networks – Eastern Power Networks	0800 783 8838
11	East Midlands	Western Power Distribution – East Midlands	0845 724 0240
12	London	UK Power Networks – London Power Networks	0800 028 0247
13	Cheshire, Merseyside and North Wales	SP Energy Networks – Cheshire, Merseyside and North Wales	0800 001 5400/mob: 0330 1010 400
14	West Midlands	Western Power Distribution – West Midlands	0845 724 0240
15	North Eastern	Northern Powergrid	0800 917 9870
16	North Western	Electricity North West	0800 195 4141/mob: 0330 123 4141
17	Northern Scotland	Scottish and Southern Energy Power Distribution - Scottish Hydro Electric Power Distribution	0800 300 999
18	Southern Scotland	SP Energy Networks - Southern Scotland	0800 092 9290/mob: 0330 101 0222
19	South Eastern	UK Power Networks – South Eastern Power Networks	0800 783 8866
20	Southern England	Scottish and Southern Energy Power Distribution – Southern Electric Power Distribution	0800 072 7282
21	Southern Wales	Western Power Distribution – South Wales	0845 601 3341
22	South Western	Western Power Distribution – South West	0845 601 2989
23	Yorkshire	Northern Powergrid	0800 917 9870
Independent Distribution Network Operators			
24		Independent Power Networks	0800 032 6990
25		ESP Electricity	0800 731 6945
26		Energetics Electricity Ltd	0800 804 8688
27		The Electricity Network Company	0800 032 6990
28		UK Power Networks Ltd	0800 028 0247
Please note: emergency telephone numbers are liable to change from time to time. Current emergency telephone numbers are available on DB's websites, or the Energy Networks Association website: http://www.energynetworks.org/info/emergencies/electricity-emergencies.html			

Once you have identified the correct DB, the next step is to determine which code applies to the issue you have found. Supplementary guidance which explains the codes and provides useful example images is available to assist in determining which code applies. This is freely available to download from the NAPIT Website and can be accessed via the Achievements tab at: www.napit.org.uk/trade-association/trade-association.aspx

If the issue is not listed in the codes in Figure 5, this may be because the equipment belongs to the Supplier*, not the Distributor. Issues found with equipment owned by the DB are shown in green in Figure 2. Supplier* equipment codes are not included within the scope of this guidance.

Emergency Codes

You must report these issues immediately to the appropriate DB by telephone via the numbers shown in Figure 4, quoting the applicable code from the left hand column of Figure 5.

Figure 5. Code	Description
BS 7671 Schedule Items 1.1 - Condition of Service Cable	
E-A02	Service cable currently operating hot
E-A04	Physical damage to cut-out/service cable requiring immediate action
E-A05	Visual indication of burning/smell of smoke/smoke
E-A07	Exposed live conductors (live or neutral)
E-A15	Immediate risk to the public or customer due to current service position location
BS 7671 Schedule Items 1.2 - Condition of Cut-out	
E-A01	Cut-out currently operating hot (signs of overheating)
E-A04	Physical damage to cut-out/service cable requiring immediate action
E-A06	Audible sounds of arcing
E-A08	Broken fuse carrier – access to live components
BS 7671 Schedule Items 1.3 - Condition of DB earthing arrangements	
E-A07	Exposed live conductors (live or neutral)
E-A10	DB Earthing issues which present an immediate risk to Consumer/MO
E-A05	Visual indication of burning/smell of smoke/smoke
E-A15	Immediate risk to the public or customer due to current service position location

*Item's 1.4, 1.5 and 1.6 in the inspection schedule relate to the suppliers equipment. Any issues found with the suppliers equipment must be reported to them directly and not to the DB.

In case of any doubt, or for reassurance of the correct course of action,
 call NAPIT **Technical Helpline** on: **0345 543 0330, option 3**, and quote your NAPIT membership number.