RETAIL ENERGY CODE

Consolidated Metering Code of Practice (CoMCoP) Supplementary Guidance Document

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Consolidated Metering Code of Practice (CoMCoP) Supplementary Guidance Document

1 Scope

The scope of this guidance document is to provide extra information to be used alongside the Consolidated Metering Code of Practice (CoMCoP) in the form of (but not limited to) example forms, policies and codes which may be used for reference by REC Parties. However, the exact wording or format is not mandatory for use as long as the conditions of the clause are still met.

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2 Example Form of Document Relating to Competency (Electricity)

This form is referenced in CoMCoP clause 6.3.5.

CERTIFICATE NO.		
Name and address of company providing certificate of competency		
Blank		
CATEGORY OF COMPETENCY		
(Delete whichever of the following items are not applicable)		
Category 1 Connection of LV whole-current meters with unrestricted access to the Site of work and the competence to make the point of work safe.		
Category 2 Connection of a CT-operated meter remote from the point of supply to a terminal block with access to voltage fuses which are not in the vicinity of live conductors.		
Category 3 As Category 2, but where voltage fuses are in the vicinity of live conductors.		
Category 4 Connection of a CT-operated meter at the point of supply on or near live conductors.		
Name of Competent Person (BLOCK LETTERS)		
Name and Address of Employer		
Approved by	Position	Date
Received		Date
This certificate is valid until:		Date
A copy of this certificate shall be held by the Competent Person named above. All Competent Persons shall observe the relevant provisions of the Consolidated Metering Code of Practice (CoMCoP).		
NOTE: The CoMCoP term and/or logo is not to be used on this Certificate.		

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3 Example of a Data Protection Policy

The below Data Protection Policy example is referenced in CoMCoP clause 5.3.2(a).

A Parties Data Protection Policy must be no less onerous than the example provided below.

1. This is a statement of the data protection policy adopted by us, CoMCoP signatories. Responsibility for the updating and dissemination of the policy rests with our Information Protection Advisor. The policy is subject to regular review to reflect, for example, changes to legislation or to our structure or policies. All staff are expected to apply the policy and to seek advice when required.

2. We need to collect and use certain types of information about people, addresses and metering assets with which we deal in order to operate. These may include current, past and prospective people, addresses and metering assets, our employees, suppliers (such as AMR manufacturers) and others with whom we conduct business. In addition, we may be required by law and various government departments to collect, use and disclose certain information. This personal information must be dealt with properly however it is collected, recorded and used – whether on paper, electronically, or other means - and there are safeguards to ensure this in the General Data Protection Regulation (GDPR) and related legislation.

3. We regard the lawful and correct treatment of personal information as important to the achievement of our objectives and to the success of our operations, and to maintaining confidence between those with whom we deal and ourselves. We therefore need to ensure that our organisation treats personal information lawfully and correctly and in accordance with all relevant applicable legislation.

4. To this end, we fully endorse and must adhere at all times to the General Data Protection Regulation (GDPR) and with related legislation. In particular, we must observe at all times the principles of good information handling set out in the General Data Protection Regulation (GDPR) and in particular ensure that personal data must be:

(a) processed lawfully, fairly and in a transparent manner in relation to individuals;

(b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes will not be considered to be incompatible with the initial purposes;

(c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

(d) accurate and kept up to date; every reasonable step must be taken to ensure that

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personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

(e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;

(f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

5. To assist in achieving compliance with the principles, we must:

(a) appoint an Information Protection Advisor at a senior level with specific responsibility for data protection; and

(b) document data protection procedures.

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4 Example Vetting Procedure

The below example vetting procedure is referenced in the note beneath CoMCoP clause 6.1.1.

The information in column 1 below is required from all applicants who shall sign to confirm the information is correct. Any false declaration shall constitute grounds for immediate dismissal. All information shall be verified in accordance with column 2.

The verification is to be recorded in column 3 and signed by the supervisor/manager responsible.

Information to be obtained	Verification Required	Verification OK? Yes/No
Applicant's Name	Documentary evidence of identity, ideally with photograph or minimum 2 documents with name and address e.g., driving licence.	
Current Address and length of time at this address.	Documentary evidence of residence e.g., driving licence, utility bill.	
Is current address a permanent or temporary home?	Applicant to confirm details in writing.	
Previous Address(es) if less than 5 years at current address.	As for current address.	
Is Applicant registered on the Electoral Role? If so, at what address?	Applicant to confirm details in writing.	
Applicant's NI Number.	Documentary evidence e.g., P45, P60 Tax Coding notice.	
Previous employment history (minimum 10 years or since leaving full time education).	Confirm employment history with each employer.	
Name and addresses of 2 referees.	References to be obtained in writing.	

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Any previous convictions or criminal record.	Applicant to confirm details in writing.	
	Any convictions not regarded as spent under the Rehabilitation of Offenders Act 1974 to be subject to management review with due regard to the duties to be undertaken.	
Undertaking to notify employer of any change to the above information.	Written undertaking required.	
Undertake a competency check against the required work category	Documentary evidence of Appropriate ACS certification if required. Further guidance can be found in the Qualification & Training Section of the CoMCoP.	

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5 Example of a Code of Conduct

The below example code of conduct is referenced in CoMCoP clause 6.3.1.

Parties employees or persons working on their behalf shall follow a code of conduct at least equivalent to that described below.

Safety and Security

You shall:

a. observe all gas, electricity and other safety regulations, statutes and authorised Codes of Practice as relevant

b. not act in a manner likely to endanger yourself or any other person (including members of the public) or property

c. not smoke in any area designated as a 'No Smoking' zone, where safety or a special health hazard might exist, for example 'Live Gas Working'

d. co-operate with security and safety measures prescribed to protect life and property, using safety equipment where appropriate.

General Conduct and Performance at Work

You shall:

a. ensure when on duty that drink or drugs do not affect your performance

b. not smoke whilst on a Consumer's premises

c. not act in an abusive, violent or irresponsible manner towards persons or property

d. not discriminate against Consumers on any grounds for example sex, colour, race, creed, nationality or ethnic origin

e. obey reasonable instructions and follow laid down working procedures

f. act in a manner, which will maintain satisfactory relations with Consumers and members of the public, avoiding unwelcome physical advances, suggestive remarks, language or transmit comments likely to cause distress or offence

g. carry out work in a careful, attentive and competent manner, to the required standards

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h. avoid bringing the gas and/or electricity industry into disrepute or in any way hindering the efficiency of its operation.

Theft, Fraud, Personal Gain and Disclosure of Confidential Information

You shall not:

a. misappropriate property

b. divert business to a competitor

c. or reveal confidential information to an unauthorised party.

Miscellaneous

You shall:

a. wear such uniform or protective clothing as is provided

b. produce an identity card when required, and wear it in such a manner that it can be seen at all times

c. dress in a presentable manner suited to your job and the circumstances in which it is performed.

If in Doubt

This Code has been prepared to give guidance. If you are ever in doubt about any matter concerning conduct or any other issue regarding your work, you should seek advice from your manager.

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6 Example of a Customer's electrical equipment checklist (Electricity)

The below example checklist is referenced in CoMCoP clause 17.7.10(i).

The model checklist and text may be used by EMOs to fulfil the recommended on-Site working

Model Checklist/Text

To the occupier

VISUAL INSPECTION OF YOUR ELECTRICAL INTAKE POSITION

It is recommended that the electrical installation in your home is checked by a registered electrician* competent person at least once every five years to confirm whether or not it is in a satisfactory condition for continued service.

Whilst replacing your electricity meter, the Meter Operative observed the following safety issue(s) with the equipment in your electrical intake position that needs to be brought to your, or your landlord's, attention:

If any of the following issues have been observed, Electrical Safety First+ recommends that advice is sought from a registered electrician about upgrading your protection against electric shock and fire as a matter of urgency. An inspection by a registered electrician is likely to result in a cost to you even if no work is required.

- **Your electrical equipment is damaged, exposing live parts to touch.** The equipment needs to be repaired or replaced as a matter of urgency to prevent the risk of electric shock

- **Your electrical installation appears not to be adequately earthed**. The purpose of earthing is to minimise the risk of electric shock and/or fire in your home if a fault occurs in your electrical installation or an electrical appliance

- **Your consumer unit (fuse box) or other equipment is showing signs of overheating.** Overheating can be caused by overloaded circuits or loose connections, and can be the cause of fire

- **The cables connecting the meter to your consumer unit are in a poor/damaged condition.** The cables need to be replaced (in conjunction with your electricity supplier/meter operator)

- **Your electrical installation is not adequately main bonded.** The purpose of bonding is to minimise the risk of electric shock to anyone in your home who may be touching two separate conductive parts when a fault occurs somewhere in the supply or in the electrical installation

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If any of the following issues have been observed, Electrical Safety First recommends that you seek advice from a registered electrician.

- **You should test your voltage-operated earth-leakage circuit-breaker.** If the device does not trip when tested, you will be at serious risk of electric shock if a fault develops in your electrical installation or in an electrical appliance. The test should be repeated on a quarterly basis

- **The cables connecting the meter to your consumer unit, and/or the earthing conductor for your installation, appear to be under-sized**

- **Access to your consumer unit (fuse box) is too restricted.** Consideration should be given to having your consumer unit relocated to improve access to it in the event of an emergency, to re-set circuit-breakers or replace fuses in the event of a fault, and to enable you to test the RCDs** (if any) at the recommended quarterly intervals

- **You have a very old arrangement of separate main switches.** Consideration should be given to having them replaced with a modern consumer unit (fuse box) incorporating RCDs to give you increased protection against electric shock and fire

- **Other observed issues, such as combustible materials in vicinity of metering equipment.**

Whilst the Meter Operator may have observed defects, damage or deterioration which may present electrical safety hazards, such an inspection alone cannot fully determine whether an installation is safe for continued use.

For further information and advice about electrical safety in and around your home, visit http://www.electricalsafetyfirst.org.uk/

+ Electrical Safety First is an independent charity committed to reducing deaths and injuries caused by electrical accidents at home and at work.

* Registered electricians in your area can be found by visiting http://www.electricalsafetyfirst.org.uk/find-an-electrician/

** An RCD (residual current device) is a potentially life-saving device that is designed to prevent you getting a fatal electric shock if you touch something live, such as a bare wire. It gives you a level of personal protection that ordinary fuses and circuit-breakers can't provide. Like smoke detectors, RCDs installed in your home could one day save your life!

Guidance for EMOs of what the question means and what would need to be carried out on Site

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Consideration by EMOs must be given to the expected action that the Customer and in turn the Customer's electrician must take in response to points raised, specifically in relation to whether a means of independent isolation (isolator switch) should be fitted.

- **Your electrical equipment is damaged, exposing live parts to touch** - Visual inspection of the meter position and the near surrounding area, typically this would include the consumer unit, should be ticked only if damage is serious but does not inhibit re-energisation.

- **Your electrical installation appears not to be adequately earthed** - Visual attempt to identify the Customer's earthing arrangement i.e., is an earth wire present if not is another form of earthing visible. No expectation of electronic testing, just that there is no earth cable visible.

- **Your Consumer unit (fuse box) or other equipment is showing signs of overheating** - Visual signs of overheating identified – blacked housing or heat damage on the Consumer unit.

- **The cables connecting the meter to your consumer unit are in a poor/damaged condition** - A visual sign of deterioration to the outer sheathing but which does not constitute a reason not to Energise.

- **Your electrical installation appears not to be adequately main bonded** - Where metallic pipes suitable for bonding are in the vicinity of the meter position, bonding should be evident.

- **You should test your voltage-operated earth leakage circuit breaker**. - If the device does not trip when tested, you will be at serious risk of electric shock if a fault develops in your electrical installation or in an electrical appliance. The test should be repeated on a quarterly basis. In all cases where an earth leakage circuit breaker (ELCB) is identified, this should be brought to the attention of the Consumer.

- **The cables connecting the meter to your consumer unit, and/or the earthing conductor for your installation, appear to be under-sized** - Where the consumer tails are less than 16mm2 many EMOs are identifying this to the Consumer.

- **Access to your Consumer unit (fuse box) is too restricted** - If the meter and the consumer unit are difficult to access it is likely that the job has been aborted. However, if it is only the Consumer unit with restriction, then the advice is Customers should be suggested to consult an electrician about moving the Consumer unit.

- **You have a very old arrangement of separate main switches** - Any installation that does not have modern Miniature Circuit Breakers (MCBs) in place should be considered here.

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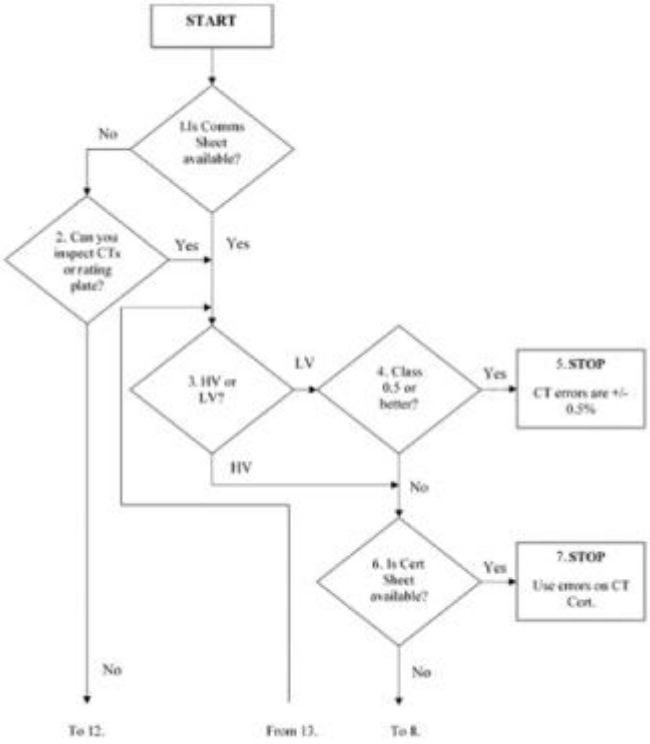
- **Other Observed Issues -** A free field to be used at EMOs (Meter Operative) discretion. This field will allow the identification of any other observed potential issues, including the identification of general safety recommendations i.e., combustible materials in the vicinity of Metering Equipment .

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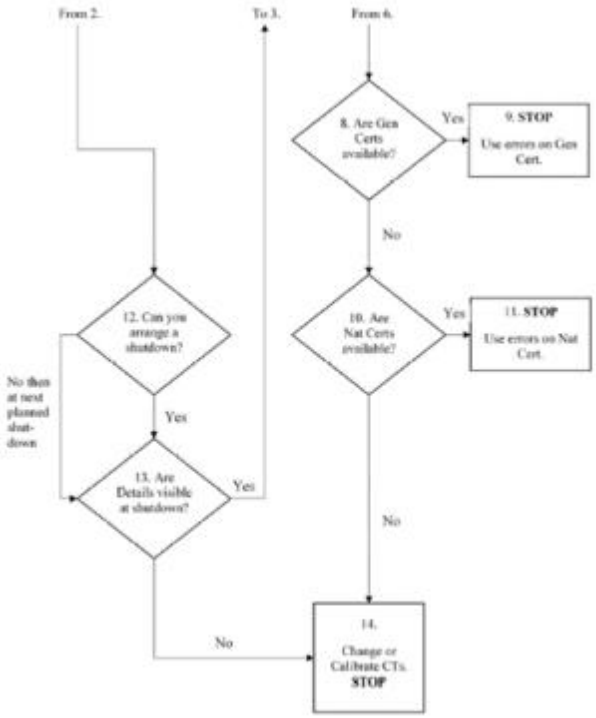
7 Guidance for Actions to be Taken where CT/VT Details are not Available (Electricity)

1. This should be used as guidance for EMOs installing and maintaining CT/VT Metering Equipment.

Flowchart for Establishing CT and VT Errors General (Flowchart for CTs (use similar process for VTs)).



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2. This flowchart is designed to help Suppliers, EMOs and DNOs to establish the errors for particular CTs and/or VTs to be applied to Metering Equipment .

3. The guiding principle is that the “overall accuracy” must comply with the BSC Metering Code(s) of Practice requirement. For example, BSC Metering Code of Practice 5 issue 6 section 4.3.1 (i) requires an accuracy of +/- 1.5%. Therefore, if this flowchart results in a CT accuracy of +/- 0.5%, then the meter and associated apparatus must not exceed +/- 1.0%.

4. This flowchart is not necessarily the only solution but is offered as guidance only.

5. The Technical Assurance Agent (TAA) will also use this guidance note in assessing compliance with the BSC Metering Code(s) of Practice in accordance with the requirements of BSCP27.

Notes

6. Commissioning sheet means the record of the initial installation (or change of installation) and testing of the Metering Equipment, on the Site concerned. This must include the make, class, ratio and serial number of the CTs and/or VTs. (It may, but not necessarily, include the CT errors as in b) below). (It may also, but not necessarily, include the meter errors).

7. CT certificate (CT Cert) means the record of the errors associated with the CT(s) together with the serial number(s). This will normally have been originally provided by the manufacturer or a meter test station.

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8. VT certificate (VT Cert) means the record of the errors associated with the VT(s) together with the serial number(s). This will normally have been originally provided by the manufacturer or a meter test station.

9. Visual inspection of CTs and/or VTs requires access to the CTs and/or VTs and the label and consequently the serial number. This may have safety implications and for this reason an option is included if this is not possible. However, this should be a last resort.

10. Generic Certificates (Gen Certs) means the Generic Certificates for CTs and/or VTs provided by the DNO.

11. National Certificates (Nat Certs) means the National Certificates held on the National Database by Elexon.

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8 Syllabus for AMR Device installations (Gas)

Scope:

1. "The installation and maintenance of battery operated "plug and play" AMR Devices connected to industrial and commercial gas meters - not involving changes to the gas connections". The objective of the syllabus for AMR Device installers is to ensure they are trained and competently able to carry out installations to the required standards of quality and safety

Syllabus

Regulatory requirements

2. An appreciation of the requirements of the following regulations and standards as they apply to the scope of activity:

a) Personal Protective Equipment at Work Regulations 1992;

b) Understanding of IGEM GM/7A Edition 2 – Connection of electrical equipment to gas meters and converters;

c) IET Wiring Regulations BS 7671 – Wiring regulations and how they apply;

d) PUWER - Provision and Use of Work Equipment Regulations 1998;

e) Gas Safety (Installation & Use) Regulations 1998;

f) Electricity at Work Regulations 1989;

g) DSEAR and ATEX 137 and ATEX 95 regulations relating to intrinsic safety of the equipment, the installation processes and meaning of "Zones".

3. Identification and management of hazardous situations including the following:

a) Understanding of ATEX 137 and ATEX 95 principles;

b) Understanding hazardous areas and meaning of Zones;

c) Implications of installing across Zone barriers;

d) Identification of suitable devices and equipment;

e) Understanding the suitability of equipment;

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f) Safe systems of work;

g) LEL/UEL (Lower and upper explosive limits) and GIA - (gas in air);

h) LP Gas installations what types of equipment may be present;

i) Identification of unsafe installations and equipment;

j) Identification of meter tamper and what to do;

k) What to do if there is a gas leak;

l) What to do if a battery is damaged – spills and dangers of lithium cells;

m) Safe testing of existing wires (potential hazardous voltages and sparks);

n) Recognising unsafe equipment and connections;

4. Installation processes:

a) Identification of installed equipment – other AMR Devices, data loggers, converters, isolation relays, chatter boxes, connection boxes and building energy management systems ("BEMS systems");

b) Understanding the pulse chain and potential issues of connecting to and from other equipment;

c) What MPU work is, types of MPU and when it is required;

d) Identification of meter types dials and pulse outputs;

e) Identification of the MAM/MAP for the meter to which the AMR Device is to be attached;

f) Correct interpretation of data plate information;

g) How to read meter dials and converters;

h) Understanding how meters provide a pulse – integral pulse, added pulse transmitter and use of optical devices;

i) Understanding what a tamper circuit is;

j) Correct selection of equipment and cables with relation to planned position;

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k) Understanding meaning of The IP Code (The International Protection Rating) or Ingress and water proofing Protection Rating;

l) Understanding basics of signal coverage (GPRS, 3G/4G/5G, GSM and radio), positioning and use of external aerials;

m) Correct selection of cables and connectors to match meters and converters;

n) Use and sealing of ducts and conduits;

o) Basic PC skills and use of software;

p) Correct behaviour on site – how to deal with people on site and customers;

q) Commissioning equipment;

5. Installation and diagnostic techniques:

a) Basic understanding of electrical circuits, what is polarity, wiring and how meters pulse;

b) Parallel and series connections and use of pulse splitters;

c) Correct selection & usage of test equipment;

d) Polarity testing between devices;

e) Looking for a pulse;

f) Continuity testing;

g) Understanding cable and connector specification;

h) Using and positioning to achieve best signal, use and positioning of external aerials;

i) On site handling and changing SIM cards and batteries;

j) Cable protection and siting and potential interaction with other services;

k) Practical skills – extension and joining of wires, making good connections;

l) Protection against the environment;

m) Cable colour and numbering protocols- current & legacy;

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n) Siting of AMR Devices and cable runs;

o) Basic earthing (i.e. do not remove add or change);

p) Marking up, labelling and recording assets;

q) Pulse chain and responsibilities and best practice;

r) Managing and reinstating existing equipment;

s) Recording of removed assets;

t) Understanding issues of batteries, safe use, storage, disposal and handling.

6. Environmental processes

a) Managing of new and removed batteries – awareness of safety and handling issues;

b) Disposal processes – equipment and batteries;

c) Consequences of incorrect disposal;

d) leaning and removal of waste material.

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9 Code Manager Responsibilities in relation to the Energy Supplier Smart Meter Installation Survey

The Code Manager shall:

a) publish a timetable to all Energy Suppliers detailing the dates by which such reports should be submitted and the reporting period to be included in each;

b) develop a common reporting format and require reports to be delivered via the REC Portal;

c) store the reports received securely to ensure confidentiality of the data;

d) validate the checksum in the trailer record of the file;

e) check the file for completeness ensuring all data items are populated and the data format is correct for each;

f) check the reporting period start and end dates match those expected and published in the reporting timetable;

g) follow up errors or omissions identified in the validation of the report with the submitting Supplier and request for a corrected report to be provided within an agreed timescale;

h) immediately after a quarterly scheduled report submission date has passed, check that reports have been received from all relevant suppliers and follow up any missing reports with the supplier(s) concerned;

i) at the next available REC PAB meeting, present a collated anonymised compliance report of all survey information received in the most recent reporting quarter. The report to the REC PAB will include the count of survey returns for each Energy Supplier in an anonymised format; and

j) publish the Domestic Consumer Survey Reports on the REC Portal.

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