



Supplementary Guidance

Distribution Businesses Emergency Codes Explained

This resource supplements the associated document: Guidance on reporting issues found with Distribution Businesses (DB) service equipment. When reporting issues with DB equipment you should use it to ensure the issues you encounter are reported correctly.

This document explains which issues should be reported under the specified codes and illustrates the common issues you may encounter.

Code Explanations

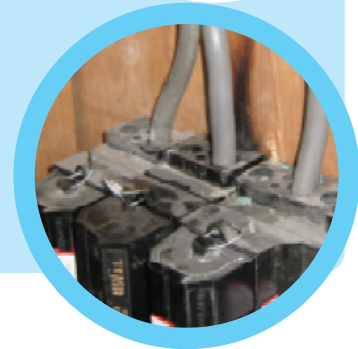
E-A01: Cut out currently operating hot (signs of overheating)

The cut-out is operating hot and/or showing signs of excessive overheating. This might be due to overload on the Customer side, or internal problems within the cut-out.

Signs include:

- Visual signs of the cut-out overheating.
- Equipment may smell and be giving off fumes.
- Cut-out leaking bitumen*.
- Signs of distortion in casing or darkened areas on the outside (modern cut-out).

* A compound used for many years to fill voids and seal joints in electrical equipment. It has a relatively low melting point, so leakage may indicate overheating.



E-A02: Service cable currently operating hot

The service cable is currently operating hot. This may be due to overloading on the service or a potential fault in the cut-out or cable.

Signs include:

- Visual signs of the service cable overheating
- Equipment may smell and be giving off fumes
- If it is an older type of cable (e.g. paper or lead) it may be discharging an oily substance through the cable outer casing

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.

E-A04: Physical damage to cut-out/service cable requiring immediate action

The cut-out shows signs of damage with broken or severely cracked casing. Internal parts may be exposed.

Examples of damaged cut-outs include:

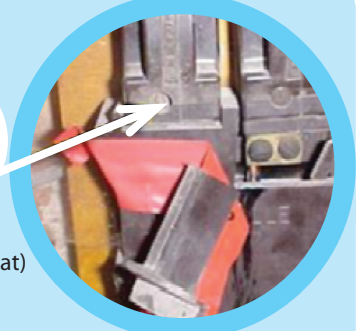
- Exposed live conductors
- Missing covers
- Exposed live parts
- Conductive material likely to cause danger

Examples of damaged service cables include:

- Squashed / deformed service cables (e.g. the cable is squashed flat)
- Cables with severely damaged outer sheathing (e.g. where the conductor itself is visible)

This does not include knock-outs for the provision of an earth connection.

Screw
is live



E-A05: Visual indication of burning/smell of smoke/smoke

Burning or smoking from the cut-out indicates that there is a severe problem with the equipment and action must be taken immediately.

E-A06: Audible sounds of arcing

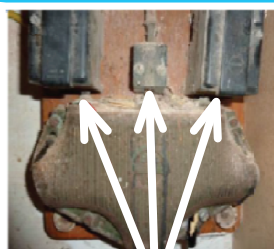
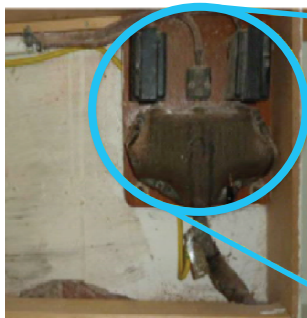
Audible sounds of arcing indicate that there may be a potential internal problem in the cut-out.

E-A07: Exposed live conductors (live or neutral)

Exposed (easily touched) live conductors (including neutral conductors) associated with the DB equipment.*

*Note: this code should not be used where earth terminals are exposed by design (e.g. some distribution boards or in a situation where knock-outs are utilised for the provision of an earth connection).

Exposed live conductors



Visible bare wires



Exposed neutral conductors



E-A08: Broken fuse carrier (access to live components)

The fuse carrier is damaged or cracked such that live conductors (live or neutral) are exposed and/or accessible.*

*Under humid conditions, neon testers occasionally will indicate when touched on cover screws even on otherwise safe plastic cut-outs, for instance. Consideration should be given to confirming the result using test lamps or other current drawing device before reporting.

E- A10: DB Earthing issues at existing installations which present an immediate risk to Consumer/MO*

Lack of an earth connection OR deterioration of, or damage to, an earth terminal provided by the DB OR ineffective earthing (e.g. high earth loop impedance) poses an immediate risk to the Customer.

Examples of reasons for believing the earthing is ineffective include:

- A nil/low/intermittent lamp glow with test lamps (phase-earth terminal)
- A loose earth clamp (do not attempt to tighten)
- Severely corroded DB earth connection

**Note: This code does not relate to the provision of new earthing facilities. Requests for new earthing connections follow a different process; they should be applied for by the Customer or their representative.*

E-A15: Immediate risk to the public or customer due to current service position location

The service position is unsafe and poses an immediate risk to the Customer or public.

Examples of unsafe locations and situations include:

- Where the structure to which the service is attached is in danger of collapse
- Buildings that are not secure against third party access, e.g. abandoned warehouses
- Service position insecure or exposed to immediate weather damage
- In a shower, near a toilet or reaching distance from a bath
- In a flooded cellar
- Where there is a flammable environment or an explosive atmosphere which cannot be addressed by the Customer
- Near a car jet washing facility that is not adequately separated
- In close proximity to machinery, making it unsafe to work on the service

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