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.

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.
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.

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.
These numbers correlate with the first column in the Figure 3.

First 2 MPAN digits | Area | Distribution Business | Emergency Telephone No.: |
---|---|---|---|
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 | Southern England | UK Power Networks – South Eastern Power Networks | 0800 783 8866 |
20 | Southern Wales | Scottish and Southern Energy Power Distribution – Southern Electric Power Distribution | 0800 072 7282 |
21 | South Western | Western Power Distribution - South West | 0845 601 3341 |
22 | Yorkshire | Northern Powergrid | 0800 917 9870 |
23 | Independent Distribution Network Operators | Independent Power Networks | 0800 032 6990 |
24 | | ESP Electricity | 0800 731 6945 |
25 | | Energetics Electricity Ltd | 0800 804 8688 |
26 | | The Electricity Network Company | 0800 032 6990 |
27 | | 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.*

**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.