

Gas Engineering Recommendation

GER2

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A GUIDE FOR INDUSTRY PARTIES REGARDING 'BUSINESS AS USUAL' (BAU) ISSUES RELATING TO SMART METERS



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Amendments since publication

Issue	Date	Amendment
Issue 1	October 2016	First release based on working document which has been used within the industry
Issue 2	May 2018	The loss of smart meter connectivity when meter position is being altered. BAU-03

Introduction

The Department for Business, Energy & Industrial Strategy (BEIS) has initiated and is leading the Smart Metering Implementation Programme, which requires all energy suppliers to replace 53 million Gas and Electricity meters in 30 million domestic and smaller non-domestic properties in Great Britain by 2020.

This guide has been produced collaboratively by the Gas Distribution Networks (GDNs) to support the Smart Meter Programme and smart meter roll out activity. The purpose of this document is to describe to all industry parties the GDN responsibilities in respect of the Business as Usual (BAU) processes that are affected by the introduction of smart meters.

These issues have been debated for a number of years at various forums attended by GDNs, suppliers, IGTs, the ENA and EUK. This document brings together some of the conclusions from those discussions.

The intention is that this document provides the necessary clarity of responsibilities and process so as to minimise any likelihood of inconvenience to the customer.

List of BAU Issues Covered in Document

Code	Description
BAU1	Meter Valve Closure (including 'Engineering Gas')
BAU2	PEMS
BAU3	Service Alterations – Emergency or Replacement Programme
BAU4	Service Alterations – Customer Requested
BAU5	No Gas Calls
BAU6	Water Ingress

Reference	Code Description
<p>BAU-01</p>	<p style="text-align: center;">Meter Valve Closure (including 'Engineering Gas')</p> <p><u>Scenario:</u></p> <p>The meter valve closes while a GDN engineer is on site which stops the flow of gas and means that the GDN engineer cannot 'purge and relight' the customers system.</p> <p>This could be because of a tamper alarm or because the customer has run out of credit.</p> <p>NB It has been confirmed that 'engineering gas' functionality will not be available on Smart Meters.</p> <p><u>Actions to be taken:</u></p> <p>The GDN Engineer will instruct the customer to contact their Gas Supplier who will rectify the situation.</p> <p>If the customer is not aware who their Gas Supplier is, the GDN Engineer will provide them with the M Number enquiry line so they can find out (this will also be available on SMETS2 meter screen).</p> <p>Where customers are considered to be 'at risk' we will endeavour to do the right thing for that customer and in SOME circumstances that may be to contact the Supplier on their behalf.</p> <p>The supplier will arrange for remedial action with customer as appropriate.</p> <p>If the valve is opened immediately by the supplier, the GDN engineer will be able to continue with the 'purge and relight' work and restore the gas supply for the customer.</p> <p>If the valve is NOT opened immediately, the GDN engineer will ensure gas supply is restored to the ECV and make safe. The customer will need to arrange for a Gas Safe Engineer to complete the 'purge and relight' once the valve has been opened.</p>

Reference	Code Description
BAU-02	<p data-bbox="671 293 1262 327" style="text-align: center;">PEMS (Post Emergency Metering Service)</p> <p data-bbox="272 409 400 443"><u>Scenario:</u></p> <p data-bbox="272 477 1385 539">A gas escape or supply fault is reported which results in some, or all, parts of a meter installation (meter, regulator or flex) requiring replacement leaking equipment.</p> <p data-bbox="272 611 533 645"><u>Actions to be taken:</u></p> <p data-bbox="272 678 1082 712">Until New and Replacement Obligations Come Into Effect:</p> <p data-bbox="272 745 1401 846">If the customer's supplier has a PEMS contract in place, the GDN engineer will replace the leaking meter (conventional or smart) with a new conventional meter to restore the gas supply for the customer.</p> <p data-bbox="272 880 1385 943">If the customer's supplier does NOT have PEMS contract in place, the GDN engineer will make safe and advise the customer to contact their supplier.</p> <p data-bbox="272 1014 1082 1048">After New and Replacement Obligations Come Into Effect:</p> <p data-bbox="272 1081 1214 1115">TBC - Contract negotiations to take place between GDNs and Suppliers.</p>

Reference	Code Description
BAU-03	<p data-bbox="539 293 1401 327">Service Alterations – Emergency or Replacement Programme</p> <p data-bbox="272 405 400 439"><u>Scenario:</u></p> <p data-bbox="272 472 1350 539">The GDN requires a customer’s service position to be moved due to emergency or replacement activities.</p> <p data-bbox="272 573 1425 640">NB The GDN preference will always be to replace the service to the existing position but there may be technical reasons why this is not possible.</p> <p data-bbox="272 707 533 741"><u>Actions to be taken:</u></p> <p data-bbox="272 775 1323 842">The customer’s meter will be moved in line with current gas industry policies and procedures to ensure safety to the customer and integrity of supply.</p> <p data-bbox="272 875 1401 943">If, during this work, the meter valve closes (as per BAU-01) the customer will be asked to contact their Gas Supplier who will need to rectify the situation.</p> <p data-bbox="272 999 1374 1167">The GDN will agree the new position of the customers ECV and/or service when surveying the property which will be based on engineering procedures and customer preference. This may cause the smart meter to lose connectivity. If this happens the customer would need to contact their supplier who is responsible for the meter installation and its connectivity.</p> <p data-bbox="272 1200 1334 1267">NB The communications range of the Smart Meter and HAN will not be taken into account.</p>

Reference	Code Description
BAU-04	<p data-bbox="667 293 1267 327" style="text-align: center;">Service Alterations – Customer Requested</p> <p data-bbox="272 409 399 443"><u>Scenario:</u></p> <p data-bbox="272 474 1153 508">A customer requires their ECV and/or service position to be altered.</p> <p data-bbox="272 575 533 609"><u>Actions to be taken:</u></p> <p data-bbox="272 640 1382 741">The customer will be informed at the enquiry stage that they may wish to consult with their supplier about a suitable location for their gas smart meter in relation to its communications capability.</p> <p data-bbox="272 775 1361 875">The GDN surveyor will agree the new position of the customers ECV and/or service when surveying the property which will be based on engineering procedures and customer preference.</p> <p data-bbox="272 909 1334 976">NB The communications range of the Smart Meter and HAN will not be taken into account.</p>

Reference	Code Description
BAU-05	<p data-bbox="852 293 1070 324" style="text-align: center;">'No Gas' Calls</p> <p data-bbox="272 405 400 436"><u>Scenario:</u></p> <p data-bbox="272 472 1134 504">GDN is contacted by a customer advising that they have 'No Gas'.</p> <p data-bbox="272 573 533 604"><u>Actions to be taken:</u></p> <p data-bbox="272 640 1347 705">When a call is received from a customer regarding 'no gas' the GDN call agent will attempt to identify if the issue is upstream or downstream of the meter.</p> <p data-bbox="272 741 1374 840">GDNs will only rectify "No Gas" calls when the issue is confirmed as upstream of the ECV. Where the issue is downstream of the ECV the customer will be advised to contact their supplier.</p> <p data-bbox="272 875 1110 907">If the cause is unknown, the GDN may attend site to investigate.</p> <p data-bbox="272 943 1347 1008">Due to security protocols installed on a smart meter, GDNs will be unable to rectify faults with smart meters.</p>

Reference	Code Description
BAU-06	Water Ingress <u>Scenario:</u> A customer's meter is damaged or rendered inoperable due to water ingress. NB This could affect multiple customers. <u>Actions to be taken:</u> The GDN will ensure that gas is restored to the ECV. If the customer's meter has been affected by water ingress, the customer will be advised to contact their supplier to rectify any issues with their metering installation.