

# Code of Practice 492

Issue 2      August 2023

## The Making Safe and Removal of Idle Services



## Amendment Summary

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## 1 Scope

This Code of Practice sets out guidelines to be adopted in order to ensure that, so far as is reasonable and practicable, idle services are made safe and removed. This Code of Practice is to assist staff in complying with the Electricity Safety, Quality and Continuity Regulations 2002 and shall be read in conjunction with EPD 201.

This CP supersedes and replaces CP492 Issue 1 Amendment 1.

## 2 Definitions

<b>CIFMS</b>	Customer Information and Fault Management System
<b>De-energisation</b>	A temporary cessation of power
<b>Disconnection</b>	The permanent removal of power and the removal of MPAN
<b>DSC</b>	Electricity North West Limited’s ‘Distribution Service Centre’
<b>Insecure Property</b>	A property where Electricity North West Limited’s service equipment poses a safety risk to members of the public due to unauthorised access.
<b>MPAN</b>	Metering Point Administration Number
<b>SFIC</b>	Electricity North West Limited’s ‘System Fault Information Centre’
<b>SLA</b>	Service Level Agreement

## 3 General

Departures from this CP shall only be made with the prior written agreement on the Policy and Standards Manager.

All Electricity North West Limited’s field staff shall be made aware of the dangers to the public associated with live service termination equipment in insecure or derelict buildings, properties awaiting demolition and properties undergoing refurbishment work.

Staff shall be reminded of their responsibility to report any such dangerous situations where the public could be at risk from the electrical installation and the service termination.

When, for the purpose of de-energisation, a cut-out fuse is withdrawn, the supply polarity shall be checked in accordance with in CP 606 Procedure B7 (or Vertex Procedure SR3). If the supply polarity is incorrect the supply shall be made safe as described in CP 606 Procedure G16.

After withdrawal of a cut-out fuse the empty fuse-carrier shall be re-inserted, sealed in position and a warning label, as shown in [Appendix A](#), fixed in a prominent place at the service position.

Formal work instructions shall always be issued for the work described in this CP. Where oral instructions have been given for emergency work a retrospective work instruction shall be completed.

Any meters removed by Electricity North West Limited's staff, shall be returned, suitably labelled, to the appropriate Meter Operator.

## 4 Particular Circumstances

### 4.1 Properties Temporarily Vacated on Change of Tenancy

The monitoring of properties for change of tenancy purposes, including the removal of the cut-out fuse(s) is the responsibility of the Supplier and their Meter Operator.

### 4.2 Properties Undergoing Major Refurbishment

Under normal circumstances this type of work shall be a planned activity and shall be the responsibility of the Operations Director.

In the event of late notification i.e. less than two days or the work is in progress, then the work shall be treated as an emergency and shall be the responsibility of the Operations Director.

Where properties have been temporarily vacated for this type of work, the general policy should be to withdraw the cut-out fuse and place a warning label, as shown in [Appendix A](#), in a prominent position.

If there is a request to maintain supplies, in order to assist with the refurbishment work, then particular circumstances will have to be judged on their merits. The criterion being the degree of confidence that can be placed in the owner and refurbishing contractor to maintain at least the service position secure against unauthorised access. This degree of confidence could be enhanced by an exchange of correspondence in which responsibilities are clearly delineated and acknowledged.

If there is any doubt relating to the security of the service position, the service cable shall be cut and bottle-ended outside of the property boundary, in accordance with EPD 201, leaving sufficient length of cable for the subsequent 're-energisation' work.

If the service cable is cut outside the property this shall be considered as a 'de-energisation' and the MPAN will be retained for the future 're-energisation'.

The full cost of this work, and of the future 're-energisation', shall be recharged to the property owner.

The Operation Director shall be responsible for the notification of work completed to the Supplier.

### 4.3 Properties Vacated and Awaiting Demolition

A decision tree for this type of work is shown in [Appendix B](#).

Under normal circumstances this type of work shall be a planned activity and shall be the responsibility of the Operations Director.

In the event of late notification by the council or developer i.e. less than two days or the demolition work is in progress, then the work shall be treated as an emergency and shall be the responsibility of the Operations Director.

The individual service shall be disconnected from the main at a point outside the property boundary and away from the immediate area of demolition within **ten** days of notification that the property is due for demolition, unless the work is part of an agreed programme of disconnection.

The property owner shall be notified of the date of disconnection and assurances obtained concerning the security of the property until the date of disconnection. If assurance regarding the security of the property cannot be obtained then the work shall be transferred to DSC Faults Desk for urgent attention.

The full costs associated with this work shall be charged to the property owner.

It is desirable that only a single visit be made to the property for the purposes of cutting of the service cable and the removal of the service termination equipment.

The cutting, bottle-ending and sleeving of the service cable, outside the property, and the removal of service termination equipment, inside the property, shall be in accordance with EPD 201.

For **planned** work the Operations Director shall be responsible for the notification of work completed to the Supplier.

For **emergency** work the Operations Director shall be responsible for the notification of work completed to the Supplier.

This type of work shall be considered as a 'disconnection' and the MPAN shall be deleted.

The Health and Safety at Work Act applies wherever demolition work takes place and reference shall be made to guidance note GS 29, "Health and Safety in Demolition Work" and to BS 6187, "Code of Practice for Demolition".

Whilst GS 29 and BS 6187 do not have statutory authority, they shall be regarded as the most authoritative interpretation of the requirements of the Health and Safety at Work Act relating to demolition work.

#### 4.4 Insecure Properties

A decision tree for this type of work is shown in [Appendix C](#).

The public may be able to gain entry to insecure properties and their safety could be at risk from the electrical installation and the service termination. It is not a defence in law to argue that such entry was unauthorised. Children are particularly vulnerable since they may not be fully aware of the dangers involved.

An insecure property shall be considered as an emergency and any report shall be routed to DSC.

The making safe of Electricity North West Limited's equipment in insecure properties shall be the responsibility of the Operations Director.

Every effort shall be made to contact the property owner with a view to the property being made secure. Electricity North West Limited's staff shall indicate to the property owner the level of urgency.

If the property owner cannot make the property secure in a reasonable time, or the property owner cannot be contacted, then the property shall be visited by an Electricity North West Limited representative. The cut-out fuse and meter shall be removed and a warning label, as shown in [Appendix A](#), fitted in a prominent

position. The Electricity North West Limited representative shall decide if the service cable requires cutting outside the property.

If, as a result of an emergency or to ensure public safety, it is necessary to disconnect the service inside or outside the property, without the knowledge or consent of the owner, then Regulation 26 of the Electricity Safety, Quality and Continuity Regulations 2002 (see EPD 101) gives United Utilities the legal right to disconnect the electricity supply without prior notification.

If the service cable is to be cut then it shall be cut and bottle-ended outside the property boundary, in accordance with EPD 201, leaving, if practicable, sufficient length of cable for the subsequent ‘re-energisation’ work. The MPAN shall be retained.

Every attempt shall be made to recover all Electricity North West Limited’s costs from the property owner.

The Operations Director shall be responsible for the notification of work completed to the customer’s Supplier.

#### 4.5 Change of use of Property

The change of use of property may be identified by the Supplier, the Data Collector or by an application for supply modification.

If the service is still required for future use then the nature of the changed usage, the location of the service position in relation to any new activity and its accessibility (e.g. for meter reading) should be taken into account in assessing the security of Electricity North West Limited’s service equipment.

If the service position is altered the redundant service shall be removed by cutting, bottle-ending and sleeving the service cable, outside of the property, as described in EPD 201.

#### 4.6 Properties Vacated for Unknown Reasons

Properties vacated for unknown reasons will be identified by the Supplier or the Data Collector.

It is the responsibility of the Supplier to decide whether cut-out fuses are removed or to request Electricity North West Limited to physically disconnect the service cable.

## 5 Documents Referenced

DOCUMENTS REFERENCED	
EPD101	Application of Electricity Safety, Quality and Continuity Regulations 2002 in United Utilities
EPD201	Recovery & Identification of Idle Assets
CP606 – Procedure B7	Work at LV Service Termination
CP606 Procedure G16	Polarity Testing at LV Service Terminations

Electricity Safety, Quality and Continuity Regulations 2002	
GS29	Health and Safety in Demolition Work
BS 6187	Code of Practice for Demolition

## 6 Keywords

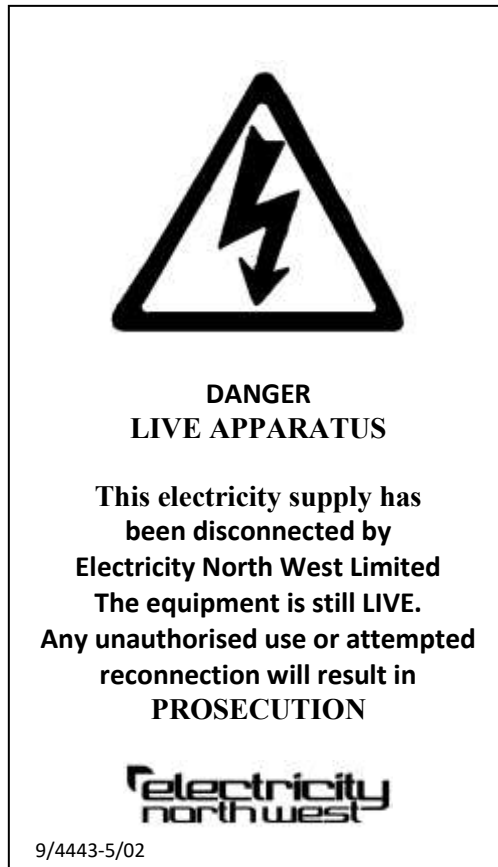
Cut-Out; Damage; Fuse; Housing; Meter; Service;



## Appendix A

### WARNING LABEL

This Warning Label shall be affixed adjacent to a cut-out from which the fuse has been removed.



**Self adhesive PVC label**

**Black printing on Yellow background**

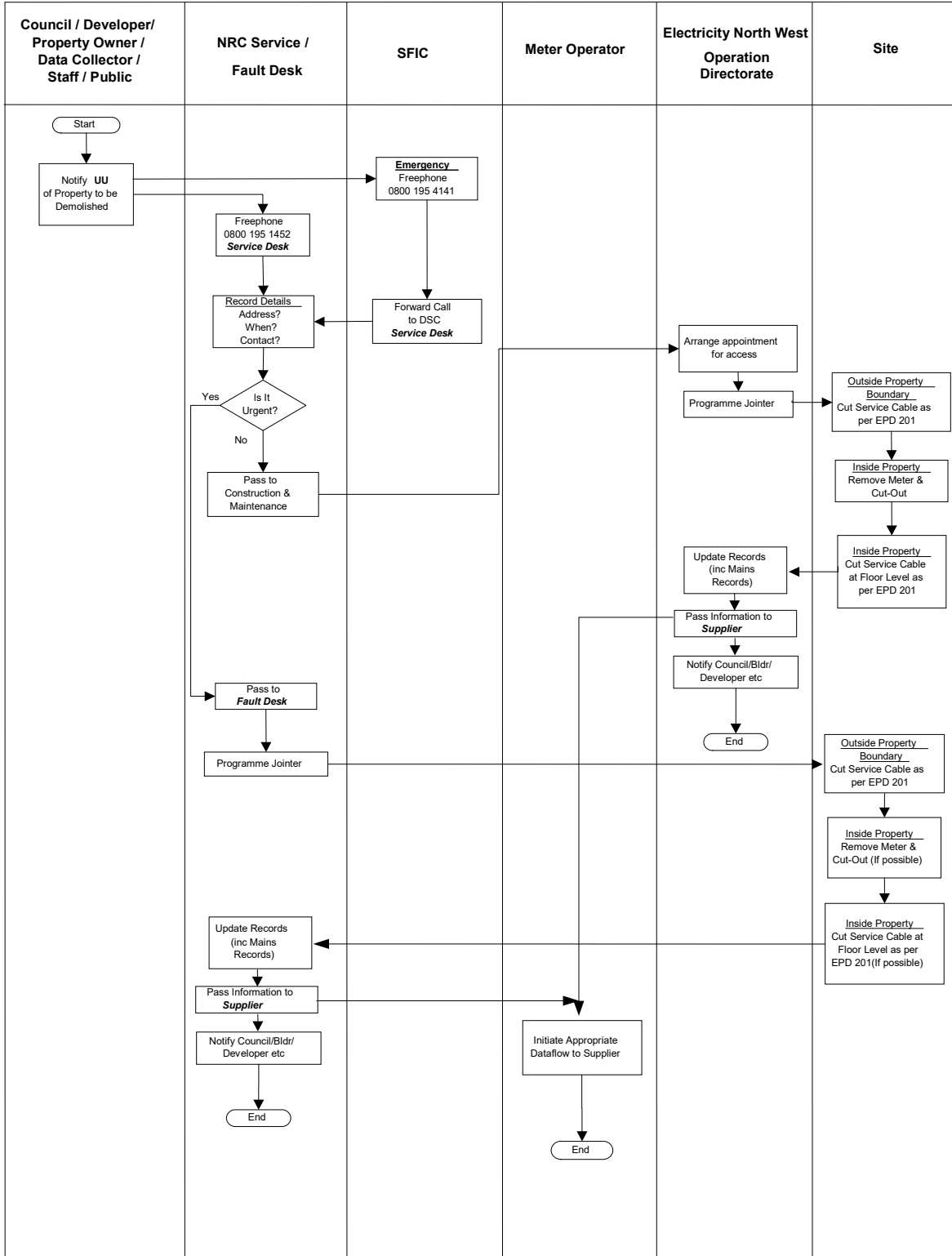
#### **NOTE:**

The word 'disconnected' as used on the above label does NOT refer to an electrical 'disconnection,' but to a 'de-energisation'.

The word is used to aid the understanding of members of the public who are not familiar with the jargon used within the Electricity Industry.

## Appendix B – Properties for Demolition

### Properties for Demolition



15 July 2002

## Appendix C – Insecure Properties

