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Dear Mark

Provision of Metering Information by Transco – A Consultation Document

Thank you for the opportunity to comment on the above.

As you are aware UU became the first company outside Transco to install domestic gas metering when our contract with BGT commenced in November 2002. Our dealings with Transco have worked relatively well but there is one area of concern where we would like assistance from Ofgem.

When the Transco emergency service attends a site and discovers a problem with UU equipment we are not receiving reports back on the nature of the problem and the work undertaken. Any equipment removed should also be returned to us or held in a secure location for collection. It is very important that UU receives this information promptly so we can identify whether there are problems with the equipment or with the staff who are undertaking the installation. Only then can appropriate actions be taken to avoid any repetition of the problem.

The matter has been raised with Transco and was discussed at the Code of Practice meeting where it was acknowledged that this is an issue that needs resolving. However, it does not appear that Transco are treating this as a priority issue and there is no indication when a solution is likely to be implemented. Given the potential safety implications we consider this is not satisfactory and believe it should be possible for Transco to relatively easily implement a process for providing us with the necessary information.

Attached are details of 2 instances where there have been problems that have not been reported to us. We have only discovered the nature of the problem in these instances through informal channels, which is not a reliable mechanism.

On a longer term basis Transco should have a similar obligation to that contained in Condition 7 paragraph 1 of the electricity distribution licence whereby the licensee is required to inform the owner of the meter of any problems he discovers.

I hope you are able to assist in resolving this matter and if you wish to discuss any of the above points please do not hesitate to give our Field Services Manager Steve Brand (0161 875 7283) or myself a call.

Yours sincerely

Stephen Parker
Senior Regulatory Analyst

Appendix

Transco Ref	Location	Date	Nature Of Difficulties
51974850	3 Church Hall Road, Church Stretton Shropshire SY6 66DE MPR2441450300	16 January 2003	Regulator removed by emergency service. No report given to UU and regulator not returned for examination of fault.
	8 Town Green Court, Whalley Drive, Aughton L39 6TH	14 January 2003	Flex removed by emergency service. No report given to UU. Returned informally and examined with no fault found.