

Urgent Metering Services

REMA Steering Group seminar – 30 April 2003

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Background

- REMA Emergency Services Expert Group initiated in July 2002
- Membership taken from industry and chaired by Ofgem
- Purpose to ensure that where DNO attends a no supply call, but discovers a metering fault on arrival, the customer will not be left off supply where DNO is not MOp

Objectives

- To define and agree what constitutes UMetS
- To agree common set of services, service levels and procedures
- To ensure customer service is at least as good as it is today

General Principles

- Introduction of metering competition should not undermine the UMetS service
- Single visit principle on reasonable endeavours basis
- All customers should receive at least same service irrespective of their MOp
- UMetS only provided by DNO if the DNO has already gone out to the customer or there are extenuating circumstances/safety risks

Output

- UMetS document containing:
 - Definition of UMetS covering baseline service only
 - List of services
 - Service levels
 - Procedures

Final Steps

- DCG to draft UMetS agreement
- DCG then to issue draft to suppliers for comment