

Title: **Protocol for ECV Handle provision by GDN to MAMs**

Synopsis: To document the issues and logistics associated with provision of ECV handles to MAMs by GTs.

Date: 4th June 2009

Prepared by: Tom Chevalier

Contact: www.MeterOperators.org.uk
Tom.Chevalier@PowerDataAssociates.com
+44 (0) 1525 862 870

© Association of Meter Operators

Contents

1.	Introduction	3
1.1.	Purpose	3
1.2.	Background	3
1.3.	Principles	3
2.	Responsibilities	4
2.1.	Gas Transporters	4
2.2.	Meter Asset Managers	4
3.	Contact Details	5
3.1.	GT Contacts	5
3.2.	Type of Handle Available and the appropriate ECV	6

1. Introduction

1.1. Purpose

This document describes the arrangements for the provision of Emergency Control Valve (ECV) handles to Meter Asset Managers (MAM) by Gas Transporters (GTs). The handles are provided solely for the MAM to fit an ECV handle when one is missing at the time of the MAM performing meter work.

The MAMCoP Scheme Management Board in March 2009 agreed to retain this guidance as a 'stand alone' document. This approach was reported to the IGEM Gas Measurement Committee in March 2009. It was agreed that this will enable a pragmatic approach to commence with operating to the principles in this document.

1.2. Background

All customers are required to have an ECV where they can isolate the gas supply in the event of an emergency. There are a variety of reasons why handles are missing.

The problems faced by a MAM when encountering a supply without an ECV handle is illustrated by the following scenario:

MAM arrives at customer's premises to perform a planned replacement of the meter. On commencing work the MAM identifies that the customer does not have an ECV handle. He proceeds with the meter change by using his own handle. At the end of the meter change he checks his work, and leaves the gas turned off. The missing handle is reported the NG call centre.(NGCC). NGCC issue the job according to the assessment made by the call handler. This can be a 1 hour uncontrolled gas escape job, a 2 hour controlled gas escape job, or 4 hour check for safety job depending on the classification by the call handler. The GT arrives within 1, 2 or 4 hours and fixes a new handle. The GT informs the customer that they need to arrange a Gas Safe Register registered person to 'purge' their pipe work before they can turn on the gas. The customer has to find and arrange for a person to arrive to turn on the gas again.

The 'customer experience' of the meter change will not be good! The customer has suffered considerable disruption and cost. The GT has also incurred cost by having to attend within the required timescale to replace a handle worth 'pennies'. The MAM may expect customer complaints. The MAM could have aborted the meter change, although they would still need to isolate the supply until the handle was replaced, but this also involves cost and disruption for both the customer and the MAM – as a third appointment would then be necessary.

The proposal is that the GTs provide MAMs with a selection of common handles which the MAM can fit when encountering an ECV that does not have a handle. This improves the customer experience and saves all parties cost and resource.

This issue was discussed by the AMO, raised at the MAMCoP Scheme Management Board. Ofgem, as chairman of the Board wrote to GTs seeking views, these were generally favourable. This document is the result of the action from the Board.

1.3. Principles

There is a variety of valves/handles in use across the country and not all are suitable for this approach. Equally MAMs could not expect to carry stocks of handles in order to resolve every variation.

The GT will therefore offer handles for those valves commonly encountered. They will not provide handles for valves of a design which need replacement. See: Contact Details

The MAM will only obtain handles for those valves commonly encountered during meter work. When they do not have a handle available, or the valve is of a design which requires replacement, then they shall report the situation to the GT for replacement of the valve, or for the GT to fit a handle.

This arrangement is only between GTs and MAMs. The MAM will be responsible for managing the relationship with any OAMI with whom they regularly work. This arrangement does not extend to any other party, like gas installers, builders, meter readers, customers, etc.

2. Responsibilities

2.1. Gas Transporters

GTs will:

1. make freely available reasonable quantities and types of handles to MAMs who operate in the Gas Transporter's geography
2. make available additional quantities and types of handles
3. retain ownership of the handle whilst in the possession of the MAM
4. retain ownership of the handle after it has been fixed to an ECV
5. cease this arrangement if it is abused

2.2. Meter Asset Managers

The MAM will:

1. obtain handles from GTs
2. obtain appropriate bulk quantities but ensure that excessive stock is not held
3. distribute appropriate quantities to meter workers, sufficient to satisfy normal activity levels
4. fit the handle in accordance with regulations current at the time the work is done and in accordance with an appropriate work procedure
5. only allow operatives who are (and continue to be) assessed by the MAM as competent through holding an appropriate certificate (e.g. ACS Unit CCN1) to fit handles
6. ensure that no work is done on the service pipe whatsoever, including manipulation to aid the fitting of a handle
7. fit the handle at no charge to the GT
8. use plain metal or red handles on low pressure (LP) installations and orange handles on medium pressure (MP) installations
9. continue to report to GTs any situations where handles are missing and where, for any reason, they cannot be fitted or where the installer has any doubts over whether the handle can be fitted
10. ensure that ECV handles provided by a Gas Transporter are only used on that Gas Transporter's network
11. manage operatives (and sub-contractors) to use the handles only for the intended purpose and to return any unused stock for redistribution at the end of any employment or sub-contract
12. Keep accurate records including location, date and identity of meter worker fitting the handle

3. Contact Details

3.1. GT Contacts

National Grid	<p>National Grid's first point of contact is Simon Smith, Supply Chain Management, Senior Procurement Specialist, National Grid</p> <p>(Tel) 01926 655847, (Mobile) 07866 846376, (Fax): 01926 656606 simon.smith@uk.ngrid.com</p> <p>Desk C2119, NG House, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA</p> <p>Once contact is established with the MAM 'day-to-day' contact may change.</p>
Northern Gas Networks	<p>ECV handles are available as a stock item from NRG2. These will fit 1", 1"x3/4" & 3/4" ECV's</p> <p>Given details of the MAM's we can get Finance to raise specific IJO's which Procurement can then set up with NRG2 so they can place their requirements, and collect from our supplier based at Newton Aycliffe.</p> <p>NGN's first point of contact is Mike Monkman mobile number is 07768 103825 Michael.Monkman@uuplc.co.uk and he will provide contact details of NRG2 & Procurement to the MAM's once they are set up in our systems. Chris Moffatt is deputy in Mike's absence 07778 188560</p>
Scotia Gas Networks	<p>Handles are available by contacting Colin Manning:</p> <p>Colin.Manning@ScotiaGasNetworks.co.uk 01689 886743</p>
Wales & West Utilities	<p>Agree in principle, but need further internal agreement. In first instance contact Richard Pomroy. richard.pomroy@wutilities.co.uk 02920 278500</p>
iGT1	<p>Address</p> <p>Contact:</p> <p>Phone</p> <p>Email</p>
iGT2 etc	<p>Address</p> <p>Contact:</p> <p>Phone</p> <p>Email</p>

3.2. Type of Handle Available and the appropriate ECV

[This section could include photos]

Valve/Handle description	National Grid	Northern Gas Networks	Scotland Gas Networks	Southern Gas Networks	Wales & West Utilities	iGT1
Manufacturer B model H						
etc						