

## **Procedure for the removal and replacement of company cut-out seals by electrical contractors**

### **1 Introduction**

- 1.1 This document outlines the Scottish and Southern Energy Power Distribution (SSEPD) procedure to be followed in respect of the removal and replacement of company cut-out seals by electrical contractors.
- 1.2 It only covers work undertaken by electrical contractors within the Southern Electric and Scottish Hydro Electric Distribution Licence areas. (It does not apply to Southern Electric or Scottish Hydro Electric customers in other Distribution Licence areas).
- 1.3 Under no circumstances are qualified electricians (whether or not members of a trade association) allowed to replace blown fuses or change the rating of fuses.

### **2 Emergency situations – electricians not in trade associations**

- 2.1 Any qualified electrician will be permitted to remove a company cutout fuse in the event of an emergency. Such an emergency would be deemed to be an overheating consumer unit.
- 2.2 Our Customer Service Centre (CSC) shall be contacted as soon as possible following disconnection and the reason for removing the cutout fuse stated. The appropriate depot will arrange to reseal the cutout within 7 days.
- 2.3 Where misuse of this emergency sanction is found SSE Power Distribution may take action under the Electricity Safety, Quality and Continuity Regulations 2002 section 25.

### **3 Trade associations**

- 3.1 Members of the following trade associations only are permitted to remove meter seals for routine work. The term Trade Association is used in the remainder of this document and will apply to the following list of associations.
  - The National Inspection Council for Electrical Installation Contracting (NICEIC)
  - The Electrical Contractors' Association (ECA)
  - The Electrical Contractors' Association of Scotland (SELECT)
  - National Association of Professional Inspectors and Testers (NAPIT).
  - ELECSA (An ECA subsidiary)

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### **4 General arrangements**

- 4.1 The Trade Associations have requested that their members are permitted to remove company cutout seals.
- 4.2 The arrangement has been approved on the understanding that the Trade Associations will take formal disciplinary action against members who abuse this privilege.
- 4.3 Trade Associations shall ensure that their members are competent to remove and replace live cutout fuses ensuring safety is maintained at all times. Note: SSEPD staff are required to use a visor and insulated electrical gloves when undertaking live fuse removal and replacement.
- 4.4 Cut-out fuses must not be removed where there is evidence of interference with the seals on the cut-out or evidence, or suspicion of interference, with the associated metering. Instances of this type shall be reported directed by phone to SSEPD.

### **5 Membership information**

- 5.1 The Trade Associations membership rolls are available on the Trade Association web site.

### **6 Labels**

- 6.1 Depots will requisition self-adhesive labels from the Stores - Stock Number 031547. The labels come in a roll of 200.

### **7 Procedure for contractors to obtain labels**

- 7.1 The contractor will phone the CSC, who will establish if the contractor is a member of the approved Trade Association. Where membership is not confirmed the contractor will be advised that he is not permitted to remove the cut-out and a job raised for SSE staff to undertake the work (the CSC are not required to check the Trade Association web sites).
- 7.2 Where membership is confirmed, the CSC will advise the contractor of the nearest depot to his proposed work location and provide a contact number.
- 7.3 The depot will check membership of the Trade Association (This will cover where a contractor has phoned the depot without going through the CSC). Stickers will only be issued to contractors on the current membership list.

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- 7.4 Depot will issue the following number of labels:
- 5 labels where addresses are not given
  - up to 20 labels where addresses are given and addresses are in the same area ( e.g. Housing Association rewiring of a large number of properties).
- 7.5 The depot will record the contractor's name and address, the serial numbers of the labels issued and the date issued. The contractor's employee must sign and print name to confirm receipt of the labels.
- 7.6 The following shall apply to contractors requiring labels where addresses have not been given. The depot will ensure that no more than 5 labels have issued to any one contractor. It is the responsibility of the contractor to ensure that the depot records are updated with addresses when getting the next batch of labels. Depots can give additional labels providing that the maximum does not exceed 5 with outstanding blank addresses. Where this is the case depots will refuse to issue further labels.

### **8 Procedure for contractors to remove and replace cutouts**

- 8.1 The Trade Association members must contact staff at the CSC, **prior to removing the company cutout seals**, to advise of their actions. The CSC will add a note to the customer's details in CS.
- 8.2 Upon finishing their work, the contractor shall ensure that the cutout fuse is fully located into the cutout base and fit a label to overlap both the base and fuse. The written details required on the label must be completed in full.

### **9 CSC contact numbers**

- Southern Electric Licence Area – 08000 483 516
- Scottish Hydro Electric Licence Area – 08000 483 515

### **10 Routine audit**

- 10.1 Revenue Protection staff will carry out a random audit on 5 jobs each month (North and South), to confirm adherence to this procedure.



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### **11 Evidence of abuse**

11.1 Where evidence of abuse of this procedure is found then appropriate action shall be taken. Such action may include, but, is not restricted to:

- Informing the Trade Association and ensuring feedback from them of their actions.
- Excluding one or more of the trade associations from this procedure.
- Legal Action.
- Cancelling this procedure.

### **12 New PME connections**

12.1 Where a new PME connection has to be made by SSE staff, the contractor must contact the CSC to advise on the work. The CSC will then pass the details to the nearest Depot to the work by raising a PME job on ETB for them to action.

### **13 Public availability**

13.1 This document is made publically available and is available on the SSEPD website.