

## Reporting Meter Failures (750V or less)

### Distribution Company Awareness

This bulletin replaces DB-08/15, as this bulletin contains clarifications with respect to Reporting Meter Failures (750V or less). The clarifications include: that the request is limited to report incident/failures of in-service meters, and addresses events of force majeure & vandalism. This bulletin also includes a recommendation in the event an LDC has no failures to report.

In July, 2015, ESA completed a Meter Safety Due Diligence Review. One conclusion of the Review was that coordinated data collection is an important element to ensure a fulsome, ongoing picture of meter-related electrical safety incidents. Therefore, ESA is requesting and recommending that LDCs voluntarily report meter incident / failures of in-service meters, following the process outlined in this bulletin. Aggregate information will be made available to LDCs.

### ESA Recommends

ESA requests and recommends that LDCs adopt the voluntary reporting program outlined below:

#### 1. “Meter Failure Reporting Form - Serious Incidents”

ESA requests that all in-service, electricity meter serious incidents for metering installations of 750V or less be reported to ESA using the “Meter Failure Reporting Form – Serious Incidents” form.

A serious incident for a meter failure is defined as: any fire or explosion that caused or had the potential to cause death or critical injury to a person, except a fire or explosion caused by lightning strike and other events of force majeure. ESA requests that the distributor, or any contractor or operator acting on the distributor’s behalf, report to ESA any electricity meter serious incident of which they become aware within 48 hours after the occurrence.

#### 2. “Meter Failure Reporting Spreadsheet - Quarterly Reporting”

ESA requests that all in-service electricity meter non-serious incidents, for metering installations of 750V or less be reported to ESA using the “Meter Failure Reporting Spreadsheet – Quarterly Reporting” Form, except a fire or explosion caused by lightning strike, vandalism and other events of force majeure.

Non-serious incident for a meter failure is defined as: all other meter failures, not identified as a serious incident for a meter failure. It is requested that spreadsheets be submitted to ESA by the end-of-months in February, May, August and November.

### **3. No Meter Failures to Report**

When an LDC has no failures to report, please email [Utility.Regulations@electricalsafety.on.ca](mailto:Utility.Regulations@electricalsafety.on.ca), a quick email stating there were no failures to report as per the Quarterly Reporting dates. This information would assist ESA in putting into context the failure reports we receive.