

METER CAPPING POLICY

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Procedure approved by:	OMT
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	01
Lead officer:	Steve Leonard

1 INTRODUCTION

1.1 Stockport Homes Group (SHG) has a duty and a legal responsibility to ensure that gas heating systems, appliances and pipework within all buildings and properties under its control are maintained so that they are safe for use. SHG recognises that the meters are not the property of SHG however, the supply can be capped at the meter by SHG.

1.2 This policy seeks to explain SHGs approach to managing meter capping requests. SHG are able to cap meters as part of the gas safety procedure when there is a requirement to do so. Please refer to the Gas Safety Policy.

2 SCOPE

2.1 The scope of this policy seeks to explain SHGs approach to managing any requests from customers.

2.2 This policy applies to all gas domestic heating systems.

3 BACKGROUND

3.1 As part of SHG's approach to damp and mould it is imperative for a heat source to be active and engaged within a property to help manage this issue. SHG takes all reasonable and practical steps to eliminate, minimise and manage risks associated with capping meters in properties.

3.2 SHG recognises there may be an increase of requests due to the current economic climate (fuel poverty) which will directly impact customers.

3.3 Customer who are using other sources of heating are requesting meters to be capped due to the ongoing standard charges for gas supply impacting their financial position.

3.4 SHG recognise in some cases customers do not inform SHG when they have their supply capped, and this is identified on a LGSR check.

3.5 Utility suppliers do not have to inform SHG when they withdraw a supply despite requests to.

3.6 This policy should be read in conjunction with Stockport Homes Gas Safety policy and procedure.

4 OUR OBLIGATIONS

- To ensure that gas appliances and fittings provided by SHG are properly maintained so that they remain in a safe condition and operate efficiently.

- To ensure that SHG meets all its statutory and regulatory obligations in respect of gas safety and maintenance in particular with regard to the Gas Safety (Installation and Use) Regulations 1998.
- To put in place quality assurance and performance management arrangements to ensure that SHG meets its obligations.
- To provide adequate heating in all of SHG properties.

5 STATEMENT OF INTENT

5.1 SHG will not give permission to customers to cap meters. We will continue to work and support our customers to sustain a supply.

5.2 The Compliance Team will review all requests to cap meters and will refer customers to Neighbourhoods who will sign post accordingly to appropriate agencies.

5.3 In addition, The Compliance Team will log all capped meters, meters with debts and share with Money Advice, Energy Advice, Neighbourhoods and Assets.

5.4 In some instances, meters will be capped where there is an immediate danger occurring from the Gas system in the property (Gas escape, Smell of fumes). These will be reported to Cadent in the first instance and it is they who will cap the meter, SHG will then rectify the dangerous installation and uncap the Gas supply and test for safety.

5.5 In properties where tenants have already requested meters be removed by their supplier (without our knowledge), we will still visit before expiry each year to check that a new meter (or something else) has not been installed, and all is safe. Therefore, it may be a year before we are aware that there is a capped meter or a debt on meter from previous visit.

6 KEY ROLES AND RESPONSIBILITIES

6.1 The Duty Holder for Gas Safety is the Chief Executive.

6.2 As part of the gas safety check regime and repairs processes properties will be identified where the meter is capped the roles of the teams are as follows:

- Head of Compliance
- Compliance Manager
- Compliance Safety Co-Ordinator

6.3 The Head of Compliance has overall responsibility and accountability for ensuring that the information is collated, updated distributed regularly to the relevant teams.

6.4 The Compliance Manager is responsible for monitoring progress of the capped properties and ensuring the information is kept up to date. The gas safety regime on a day-to-day basis to ensure that it remains on schedule and is delivered in line with the regulations.

6.5 The Compliance Co-Ordinator will maintain the IT systems used to manage and monitor safety check delivery. They will implement and maintain rigorous procedures to ensure properties with a capped meter are recorded.

7 COMPLIANCE PERFORMANCE

7.1 Gas Safety compliance is reported monthly to the Senior Leadership Team and the Board.

7.2 Capped meter information will be monitored monthly and shared internally and customer contacted where appropriate.

8 EQUALITY IMPACT ASSESSMENT (EIA)

8.1 An Equality Impact Relevance Screening has determined that a full EIA is not required.

9 OWNERSHIP, MONITORING & REVIEW

9.1 The Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

9.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule to ensure that the policy reflects current legislation, guidance, and operating practice.