

Management of National Grid Metering's assets - Public Statement of Policy

Effective management of National Grid's Gas Metering Assets is key to contributing to National Grid's overall aim to be the foremost electricity and gas company. For National Grid Metering this means being the leading national provider of gas meters in GB and enhancing National Grid's strong reputation by maintaining a focus on the delivery of an efficient and accurate metering asset base.

The following principles provide the framework to help us to deliver National Grid Metering's strategic plan and maintain a culture that achieves our desired performance. We will:

1. Visibly promote strong asset management performance and commit the appropriate resources to achieve our goals.
2. Maximise the value from National Grid's investment.
3. Ensure the population of metering assets is managed in a long term and sustainable fashion that delivers a reliable and dependable service to customers, in a legally, environmentally, compliant and responsible manner, without compromising the health, safety and well being of National Grid's employees, gas consumers or the public.
4. Act in accordance with applicable legislation, regulatory and statutory requirements, including but not limited to compliance with the Ofgem MAMCoP.
5. Ensure that specifications, maintenance and replacement policies optimise the whole life cost of assets and manage risks in a proactive and responsible manner, be it reliability or safety related.
6. Seek relationships with contractors, suppliers and customers that share our commitment to asset management and ensure the accurate and timely return of data essential for the continued safe and efficient operation of our assets.
7. Develop understanding of customer's current and future asset requirements. Align requirements to National Grid Metering strategic objectives.
8. Ensure everyone involved with the whole life asset management of National Grid's Metering Assets have the skills, knowledge and resources necessary to effectively undertake the activities they are involved in.
9. Develop and manage a work programme that ensures the timely installation, maintenance, repair and replacement of assets that are fit for purpose, meet customer expectations and continue to operate safely.
10. Effectively deal with consumer driven disputes to determine whether the installation is functioning satisfactorily and resolve matters in a timely fashion.
11. Undertake ongoing performance monitoring of assets, the results of which, will be used, along with risk assessment methodologies to determine maintenance and replacement policies.
12. Where an exchange policy is implemented for safety reasons, share the information with appropriate stakeholders.
13. Dispose of assets in a responsible manner with due regard to health safety and environmental considerations, the order of preference being, Reuse, Refurbishment, Recycling, Disposal.
14. Improve our asset management capability through the analysis and monitoring of our asset and process performance, internal and external benchmarking and effective research and development.

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