

Title: **Managing Asbestos During Metering Activities**

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Prepared by: Asbestos Working Group

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## Change History

| Version Number | Status | Date of Issue | Reason for Change                       | Change Control Reference                                                                                              |
|----------------|--------|---------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 0.1            | Draft  | 12/11/2012    | 1 <sup>st</sup> Draft                   | Tom Chevalier combine earlier documents produced by E. ON on behalf of working group.                                 |
| 0.2            | Draft  | 04/12/2012    | 2 <sup>nd</sup> Draft                   | Incorporating E.ON drafting to capture working group research, formatting presentation                                |
| 0.3            | Draft  | 18/07/2013    | 3 <sup>rd</sup> Draft                   | Incorporating minor changes after AMO MRR362 review                                                                   |
| 0.4            | Draft  | 30/08/2013    | 4 <sup>th</sup> Draft                   | Additional changes following a meeting of the working group, including additional comments received after the meeting |
| 0.5            | Issued | 30/08/2013    | -                                       | Agreed version 1 published                                                                                            |
| 0.6            | Draft  | 28/02/2014    | Guidance Review – 1 <sup>st</sup> Draft | Integration of changes discussed during the last meeting of the working group in January 2014                         |
| 0.7            | Draft  | 14/05/2014    | Guidance Review – 2 <sup>nd</sup> Draft | Incorporation of Working Group members comments following draft review                                                |
| 1.0            | Issued | 19/05/2014    | -                                       | Agreed version 2 published                                                                                            |
| 1.1            | Draft  | 30/05/2019    | Guide Review redraft                    | Review with Energy UK (EUK) and AMO subgroup.                                                                         |
| 2.0            | Issued | 15/11/2019    | Review and redraft                      | Review and redraft by AMO Asbestos Subgroup                                                                           |

## Contents

|                                                                                        |    |
|----------------------------------------------------------------------------------------|----|
| 1. Introduction.....                                                                   | 4  |
| 1.1 Purpose .....                                                                      | 4  |
| 1.2 Status .....                                                                       | 4  |
| 1.3 Contributors.....                                                                  | 4  |
| 2. Meter Point Asbestos Management .....                                               | 5  |
| 2.1 Document Development Process .....                                                 | 5  |
| 2.2 Asbestos at Meter Points .....                                                     | 5  |
| 2.3 Licensed Asbestos Work.....                                                        | 5  |
| 2.4 Non-Licensed Asbestos Work.....                                                    | 5  |
| 2.5 Measurement of Asbestos Fibres .....                                               | 6  |
| 2.6 Training .....                                                                     | 6  |
| 2.6.1 Asbestos Awareness.....                                                          | 6  |
| 2.6.2 Non-Licensed Work.....                                                           | 6  |
| 2.7 Relevant Sources of Information.....                                               | 7  |
| 3. Waste Management .....                                                              | 8  |
| 3.1 Overview .....                                                                     | 8  |
| 3.2 Disposal of Controlled Waste .....                                                 | 8  |
| 4. Customer Communications.....                                                        | 10 |
| 4.1 Gas and Electric Meter Ancillary Kit Ownership .....                               | 10 |
| 4.2 Communication with the Customer .....                                              | 10 |
| 4.3 Customer Information Card.....                                                     | 11 |
| 5. Component Based Decision Trees .....                                                | 12 |
| Appendix 1 – Frequently Asked Questions.....                                           | 13 |
| Appendix 2a – Customer Information Card: Work Aborted .....                            | 17 |
| Appendix 2b – Customer Information Card: Job Completion .....                          | 18 |
| Appendix 3a – Component Based Decision Tree – Suspected Asbestos Tile .....            | 19 |
| Appendix 3b – Component Based Decision Tree – Suspected Asbestos Meter Backboard ..... | 20 |
| Appendix 3c – Component Based Decision Tree – Cut-Out .....                            | 21 |

## 1. Introduction

### 1.1 Purpose

The purpose of this document is to act as a reference source to stakeholders in managing the risk of asbestos containing material (ACM) found in the vicinity of domestic or small to medium sized enterprise (SME) metering equipment. It provides background information and details an approach that can be taken on discovery of suspected ACM, including communication with the customer.

### 1.2 Status

With reference to the Health and Safety Executive's (HSE) Asbestos Essentials<sup>1</sup>, this document has been developed to enable stakeholders to incorporate the information into their own company's Health, Safety and Environmental management systems. This document does not form a standalone policy and companies should amend or adapt the information to suit their own management system. It is for individual companies to ensure that they comply with the law.

If any reader believes any advice in this document is contradictory to current UK legislation or Codes of Practice, then please highlight these concerns to the AMO.

### 1.3 Contributors

The frequency that Meter Operatives encounter ACM may increase as the Smart Metering roll out progresses. It is therefore important that the industry has clear information on how to deal with instances where asbestos is present in a customer's property, to enable safe and timely meter point work and installations. There has also been a series of workshops during 2019 with Energy UK and other industry stakeholders to establish consensus on the way forward in this regard.

Contributors to the development and verification of this document included the following:

- Members of the Association of Meter Operators
- Members of Energy UK

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<sup>1</sup> <http://www.hse.gov.uk/ASBESTOS/essentials/index.htm>

## 2. Meter Point Asbestos Management

### 2.1 Document Development Process

Prior to the publication of this 2019 document, a series of workshops were held which involved a wide range of industry representatives and included consultation with the HSE, relevant Industry Trade Associations and Trade Unions. The Asbestos Guidance group considered the information available within participating companies, together with that which was publicly available. The objective was to develop a document that could be referenced to enable safe methods of work to be developed by individual organisations, whilst managing the risk of asbestos material in the vicinity of metering equipment to Meter Operators, customers and other third parties. This document is the output of that work.

### 2.2 Asbestos at Meter Points

The most common areas where asbestos is found whilst undertaking metering work are:

- Asbestos containing tile which acts as a shelf for gas meter to sit on
- Meter backboard onto which the electricity meter is fitted. Other equipment may be fitted to the same backboard
- Metal-clad electrical cut-out including:
  - Woven asbestos seal contained within the cut-out door or casing
  - Re-wireable fuse, encased in tubing which may contain asbestos fibres
  - Asbestos flash pad used as a phase barrier

Asbestos material may also be found within the meter point vicinity such as:

- Fire-proof barrier between electricity and gas meter installations
- Meter cupboards or enclosures which house the meter installation which may be constructed of, or may contain, ACM

For these scenarios the Meter Operative should conduct a Point of Work Risk Assessment and implement the necessary control measures so that any work can be carried out safely.

### 2.3 Licensed Asbestos Work

This document does not address the working practices and processes required for licensed asbestos work. However, this document does provide reference as to when a licensed body should be engaged to complete certain asbestos work. Each company is required to develop their own process and ensure safe systems of work are implemented for licensed asbestos work.

### 2.4 Non-Licensed Asbestos Work

The focus of this document is in relation to non-licensed asbestos work and communication with customers in the event of suspected or confirmed asbestos being discovered within a customer's meter point installation. The following appendices have been added to this document to support this document on the management of asbestos for the main areas where asbestos may be encountered:

- Appendix 3a - Component Based Decision Tree – Suspected Asbestos Tile
- Appendix 3b - Component Based Decision Tree – Suspected Asbestos Meter Backboard
- Appendix 3c - Component Based Decision Tree – Cut-Out

## 2.5 Measurement of Asbestos Fibres

Representative sampling was undertaken prior to the development of the original document to ascertain the level of asbestos used in and around meter positions.

AMO members have provided summary data on sampling and analysis carried out at meter points. This data is available via the AMO website<sup>2</sup>. It is expected that all AMO members shall continue to provide an update on further sampling and analysis to maintain the quality of this data. For the purposes of developing this document, the general approach to managing asbestos at meter points within this document has been developed taking cognisance of this available data.

## 2.6 Training

Each company shall develop their own asbestos training programmes, as appropriate, and roll these out within the context of their existing training plans. The training should consider:

### 2.6.1 Asbestos Awareness

In line with Regulation 10 of the Control of Asbestos Regulations 2012, all Meter Operatives must be trained in 'Asbestos Awareness'. To ensure compliance with the Meter Operation Code of Practice Agreement (MOCOPA) in relation to assessment on site of risks to safety, the training must be relevant to the activities being undertaken to ensure Meter Operatives:

- Are aware of the harm that exposure to asbestos may cause
- Are aware of where they may encounter ACM at meter points
- Are able to recognise potential ACM
- Understand the precautions and actions to take when encountering asbestos
- Understand the mechanism for reporting the existence of suspected asbestos to MOCOPA and through their company's reporting process

### 2.6.2 Non-Licensed Work

It is not expected that Meter Operatives shall undertake the role of licensed contractors. Staff shall be trained to carry out the work they are authorised to perform under a safe method of work or shall 'walkaway' and refer to those that have been appropriately trained. The training received by individuals required to carry out non-licensed asbestos work needs to consist of task-specific training in accordance with non-licensed activity and meet the requirements of UKATA Non-licensed Asbestos Removal training or equivalent.

**NOTE:** For further details, refer to Asbestos Essentials EM2 - Information, Instruction and Training.

<sup>2</sup> Asbestos Heatmap Link: <https://meteroperators.org.uk/asbestos/>

## 2.7 Relevant Sources of Information

There is a wide range of information available in respect of asbestos within the UK. The main sources are:

- Control of Asbestos Regulations 2012<sup>3</sup>
- Managing and working with asbestos – Control of Asbestos Regulations 2012 Approved Code of Practice<sup>4</sup>
- Health & Safety Executive website, including links to Asbestos Essentials<sup>5</sup>
- Environment Agency website<sup>6</sup>
- Scottish Environment Protection Agency<sup>7</sup>
- Natural Resources Wales<sup>8</sup>

Local Authority Environmental Health Departments are also a rich source of guidance and support particularly for domestic properties.

<sup>3</sup> <http://www.legislation.gov.uk/ukxi/2012/632/contents/made>

<sup>4</sup> <http://www.hse.gov.uk/pubns/books/l143.htm>

<sup>5</sup> <http://www.hse.gov.uk/asbestos/essentials/index.htm>

<sup>6</sup> <http://www.environment-agency.gov.uk/business/topics/waste/123022.aspx>

<sup>7</sup> <https://www.sepa.org.uk>

<sup>8</sup> <https://naturalresources.wales/?lang=en>

## 3. Waste Management

### 3.1 Overview

Asbestos waste is defined as 'hazardous waste' in England and Wales, and as 'special waste' in Scotland when it contains more than 0.1% of the gross weight of the asbestos-containing waste. The corresponding waste legislation is subject to enforcement by the Environment Agency, Natural Resources Wales and the Scottish Environment Protection Agency.

With reference to section 2.2 and individual company data, it is for individual companies to ensure that they comply with the law in determining whether any material generated through metering work should be treated as either hazardous/special or general waste, as a result of any ACM.

Where any materials which could contain asbestos are to be removed from site, this shall be done in a safe and appropriate manner. Any potentially contaminated waste (including plastic sheets, cleaning materials and PPE) should be disposed of appropriately, taking cognisance of the relevant waste legislation as well as the Control of Asbestos Regulations 2012.

Each company is required to have their own waste disposal processes and procedures, taking account of waste disposal contracts, geography, location etc.

### 3.2 Disposal of Controlled Waste

All controlled waste is classified using the European Waste Catalogue and is either:

- Non-hazardous
- Always hazardous (absolute<sup>9</sup>) and
- May or may not be hazardous (mirror<sup>10</sup>) which needs to be assessed for hazardous or special substances and levels.

<sup>9</sup> 'Absolute' is a term used in waste regulation to indicate waste that is automatically considered hazardous/special. You do not need to work out what chemicals are in the waste to find out if it is hazardous/special or not

<sup>10</sup> 'Mirror' is a term used in waste regulation to indicate that the waste may or may not contain hazardous/special waste

A range of AMO members have conducted field sampling of suspected asbestos materials which have been discovered in a variety of customer premises across the UK. Based on the sampling data available under normal electric Metering Operations, it is highly unlikely that the asbestos waste threshold of 0.1% will be breached. However, if your processes define that you are likely to breach this limit, then Asbestos Essentials EM9 – Disposal of Asbestos Waste, should be referred to in conjunction with your company's hazardous/special waste control procedures. Specifically, this should include the following requirements:

- Waste must be packed in UN-approved packaging and may be subject to Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (CDG 2009)
- Double-wrap and label bag as 'asbestos waste'. Standard practice is to use a red inner bag with asbestos warnings, and a clear outer bag with the CDG label, if required
- Avoid breaking up large pieces of asbestos waste. Instead double wrap in suitable polythene sheeting (1,000-gauge) and label accordingly
- If the waste is to be transported, a waste carrier's licence is required
- If the waste is to be transported, a vehicle with the following attributes is required:
  - Have a segregated compartment for asbestos
  - Is easily cleanable
  - Is lockable
- Otherwise, arrange for transport by a registered waste carrier.
- Ensure a licensed disposal site is used
- Ensure a Waste Consignment Note is procured and keep copies of these documents for three years
- Ensure a robust auditing process is in place to ensure compliance with the Control of Asbestos Regulations, Carriage of Dangerous Goods Regulations and relevant waste management regulations
- Additional non-asbestos waste should not be added in an attempt to avoid complying with the 0.1% asbestos content overall weight threshold

It is assumed that waste from gas meter exchanges where an asbestos tile is removed will exceed the 0.1% asbestos content of the gross weight of the waste, and shall be classified as 'hazardous/special waste' and must be disposed of accordingly.

## 4. Customer Communications

### 4.1 Gas and Electric Meter Ancillary Kit Ownership

Meter operators have no ownership responsibilities in relation to asbestos components in a customer's property. Ownership of asbestos within a customer's property remains the property of either the customer, the Network Operator or building network operator.

The duty to manage asbestos, as defined in Regulation 4 of the Control of Asbestos Regulations 2012, in a property lies with the named parties above. The duty of the Meter Operator, where suspected ACM is present, is to communicate and manage the meter related activity on or near the areas of the suspected ACM within the individual's competence.

### 4.2 Communication with the Customer

Whilst it is important to manage asbestos appropriately, it is also vitally important to manage customer concerns about asbestos. The following information has been developed so it can be used as part of a positive customer interaction.

In developing the safe methods of work included in this document it has been recognised that there is no inherent or immediate risk from asbestos which is in good, sound and un-disturbed condition. ACM in this condition can therefore remain in the customer's premises.

Whilst the backboard in customers' premises is not the property of AMO members, it is recognised that a duty of care exists to identify and communicate the existence of suspected ACM to the customer. BEIS, EUK and the HSE have developed a series of FAQs on issues associated with smart meters. This text is to provide reassurance from an independent source that customers can refer to if they are concerned about the information provided by the Meter Operator/Supplier. These FAQs can be found in Appendix 1.

Where a Meter Operative discovers suspected ACM in a poor or damaged condition during their initial survey of the electrical installation, they shall abort the installation and inform the customer of the presence of suspected ACM. The Meter Operative shall issue a notification to the customer informing them of this and report the existence of the suspected material via the MOCOPA Guidance for Service Termination Issue Reporting and their own company's reporting process.

Where a Meter Operative discovers suspected ACM in a poor or damaged condition during their initial survey of the gas installation, they shall abort the installation and inform the customer of the presence of suspected ACM. The Meter Operative shall issue a notification to the customer informing them of this and their own company's reporting process.

Unless there has been full ACM removal by a licensed contractor, then in all cases where the ACM is in good, undisturbed condition, the following actions should be considered where appropriate:

- The Meter Operative shall place a 'Suspected Asbestos' or, where sampling has confirmed, 'Contains Asbestos' sticker in an appropriate location (Duty of Care) to ensure that the customer and other parties are aware of the presence of suspected or actual asbestos
- The Meter Operative shall advise the customer that they may seek further information from organisations such as Citizens Advice or their Local Authority Environmental Health Department or those bodies listed in section 2.7
- Where necessary, the Meter Operative shall answer questions posed by the customer at the point of installation and use the list of 'Frequently Asked Questions' contained in Appendix 1 of this document to support them
- Should the customer raise questions beyond the scope of Appendix 1 or the Meter Operative's knowledge, then the Meter Operative should contact their supervisor/manager and refer to their employer's existing processes
- Where the Meter Operative believes that they may have identified ACM at the meter position in the customer's premises they should also leave a Customer Information Card with the customer. An example of the content is provided in Appendix 2 of this document (see also section 4.3 below for further information)
- On leaving the premises, the Meter Operative should record that there is suspected ACM on the premises and notify their supervisor/manager using existing company procedures. These procedures should also include notification of the existence of asbestos in customer's properties to the AMO, MOCOPA and, where relevant, other organisations that may require this data.

### 4.3 Customer Information Card

Appendix 2a and 2b provides examples of Customer Information Cards which could be used as a template by companies to develop their own card for installations that have to be aborted due to suspected ACM, or where the work has been able to proceed where suspected or confirmed ACM may be present. Alternatively, the use of a Safety Notice would suffice as long as it contains the information as bullet pointed below. This card contains the text which should be left with the customer at the time of identifying potential ACM which shall remain at the premises following the meter installation. There is no need to leave any written communication if the material is removed (e.g. gas meter shelf removed in accordance with the approach described later in this document).

Before leaving the premises, the Meter Operative should complete the Customer Information Card or Safety Notice with the following information and hand to the customer:

- The date of installation/suspected ACM discovery
- The address of the property in which the suspected ACM was discovered
- The location of the suspected ACM
- The name of the Meter Operating company or the supplier

The card design should be subject to individual company's document and branding policies.

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## 5. Component Based Decision Trees

It is recognised that the areas likely to contain asbestos that a Meter Operator is likely to experience are associated with the following:

- Gas meter baseplate tile
- Electric meter backboard
- Electric installation cut-out

In support of this document, a series of component based decision trees have been developed to provide an overview of the approach that should be considered when managing actual or suspected asbestos in relation to the above scenarios. These can be found in Appendix 3.

## Appendix 1 – Frequently Asked Questions

These are questions that, depending on your company policy, can be answered. The answers provided are sample answers and should be aligned to your company policy and procedures:

### 1. What is asbestos?

Asbestos is a naturally-occurring mineral that was widely used for building and insulation materials within commercial buildings and homes until 2000. However, although the 'new' use of asbestos is banned, existing asbestos-containing materials (ACMs) can still be found in many buildings.

### 2. Why is asbestos dangerous?

Asbestos only becomes a risk to human health when it is disturbed, causing fibres to be released into the air and breathed in. When these fibres are inhaled they may cause serious risk to health.

### 3. What diseases can asbestos cause?

Breathing in asbestos fibres can cause four main diseases:

- Mesothelioma (a cancer of the lining of the lungs)
- Asbestos-related lung cancer
- Asbestosis (a scarring of the lungs)
- A thickening of the membrane surrounding the lungs

### 4. When would asbestos cause these diseases?

It can take anywhere between 15-60 years for any symptoms to develop after exposure first occurs, so these diseases will not affect people immediately but may do later in life.

### 5. Who does this affect?

Those most at risk of exposure to asbestos fibres today are trades-people and maintenance workers. The work they do can result in ACMs being cut, drilled, broken or otherwise disturbed, and can expose them to asbestos. Repeated exposures of this kind add up over time and can increase their risk of developing asbestos-related disease in the future.

People who smoke are at far greater risk of getting lung cancer as a result of asbestos exposure than those who do not smoke.

### 6. If asbestos is so common in houses why are we not all affected by it?

The presence of ACMs alone should not be a cause for concern, particularly where the asbestos is firmly bonded into the material. Asbestos only becomes a risk to health when disturbance releases fibres into the air and they are inhaled.

## 7. Where might I find asbestos around my meter housings?

Historically, asbestos containing materials (ACMs) were commonly used in and around electrical and gas installations and may be present in older houses for example as:

- Backboards which the electricity meter is fitted to (predominantly asbestos cement based)
- Parts of an electrical cut out
- An asbestos containing tile which acts as a shelf for a gas meter to sit on
- A fire proof barrier between electricity and gas meter installations which may contain asbestos
- Cupboards or enclosures which house the meter installations

## 8. Where else might I find asbestos around my home?

ACMs may be present in other parts of older houses such as in water tanks, flues, roofing, gutters and downpipes, WC cisterns, floor tiles, bath panels, water tanks, as lagging around boilers, in fire surrounds and insulation in cavities.

If you are in doubt you can seek advice from an environmental health officer at your local authority/council (see the GOV.UK website to find your local authority) or from the Smart Metering Central Delivery Body.

## 9. I might have knocked a board in the past will I be okay? What should I do?

In the majority of ACMs found around meters, the asbestos is tightly bonded in those materials. It is unlikely to release fibres into the atmosphere unless it is worked on, damaged or disturbed during removal, etc.

Many cases of inadvertent, short-term exposure to asbestos would most likely lead to minimal exposure to fibres, with little likelihood of any long-term ill health effects.

If you are concerned about possible exposure to asbestos, you are advised to consult your GP.

## 10. I think I may have asbestos in my home. What should I do?

If you are sure (or strongly suspect) that your home contains ACMs then it is often best to leave them where they are if they are in good condition and unlikely to get damaged. You should check the condition of the materials from time to time to make sure they haven't been damaged or started to deteriorate.

If you think you have ACMs in your home, do not do anything that could release asbestos fibres into the air. This means that you should not drill or cut them; insert pins, screws or nails or apply adhesive tape.

You should not attempt to repair or remove any ACMs yourself. Only properly trained people should do this. Your local environmental health officer can provide advice on this matter. (See the GOV.UK website to find your local authority).

If you plan any work in your home and intend to hire any builders, maintenance workers or decorators you should inform them of any ACMs in your home before they start work. This will help reduce the risks of any ACMs being disturbed. Health and Safety law demands the use of trained professionals to repair or remove ACMs.

ACMs need to be legally disposed of as hazardous/special waste and not mixed with normal household waste. You may be able to arrange to have it collected or there may be special facilities in your area you can use to dispose of it. Contact your local council for further detail.

You can arrange an asbestos survey of your property through your landlord or directly through an approved surveyor if you are an owner/occupier.

You can seek advice from an environmental health officer at your local authority/council (see the GOV.UK website to find your local authority).

11. **I see that during the work you restricted our access/used a spray demister/used shaving foam/wore a face mask/wore disposable overalls/wore over boots/wore disposable gloves/used polythene sheet/used tape, I will continue living here after you have gone, should I worry?**

#### **General**

This material might contain asbestos. It is in good condition and highly bonded so there is not a risk from fibres. However, the procedure is to take these rigorous precautions because:

- Meter Operatives are close to the work area
- Meter Operatives will carry out this type of work fairly regularly and
- In order to prepare for any inadvertent release of even low levels of fibres

There are safe working and thorough clean-up procedures for Meter Operatives to follow which are produced by industry bodies in conjunction with the Health and Safety Executive. These enable changing of meters safely at your metering position. The metering work shall be carried out in a professional manner following industry wide standards and the work shall not pose any additional risks once completed.

#### **For work involving the removal of an asbestos containing tile and bracket where the tile is intact**

This tile that the old meter is sitting on might contain asbestos. It is in good condition so there is not a risk from fibres. However, because it is being removed, the procedure is to take these precautions in case the act of disturbing it might release even a very small amount of fibres. On completion, the tile shall be double bagged and sealed. It shall then be removed and disposed of safely followed by a thorough clean-up.

#### **For work involving replacing a meter on; or the over-boarding of a board which might contain asbestos where the board is intact**

This board on which the old meter is fixed might contain asbestos. It is in good condition so there is not a risk from fibres. However, because the meter screwed onto it requires replacing, these procedures are followed in case the act of disturbing and moving it might release even a very small amount of fibre during unscrewing and removal. The foam is to contain any trace amounts of fibres that might be around the screw and screw holes. The facemask is an extra precaution because:

- Meter fitters are close to the work area
- Meter fitters will carry out this type of work fairly regularly; and
- In order to prepare for any inadvertent release of even low levels of fibres in case the board should break

The other materials are to enable quick and thorough clean-up.

- 12. For ACM in good, undisturbed condition - I see that you have put an information label to alert me that asbestos may be present on the board/cut-out/tile, should I worry? And what should I do?**

Because it is believed that this board may contain asbestos a label has been applied. It is in good condition so there is not a risk from fibres. The only way to be certain that it contains asbestos is for you to have it sampled. (Refer to the answer to Q10).

- 13. For ACM in poor condition - You have informed me that you have stopped work, told me not to go into the area and are leaving. What happens now and what should I do?**

Material at or around the meter has been noticed which is suspected to contain asbestos and is damaged. You need to make the necessary arrangements to ensure that nobody other than an asbestos specialist enters the immediate area to test the material and remediate where necessary. Refer to the answer to Q10.

- 14. Where the suspected ACM is damaged/broken during the work?**

Material that is suspected to contain asbestos has become damaged during the work. So as to prevent a risk from fibres the procedure is to take these precautions:

- Stop the work
- Restrict access
- Put on my PPE

Arrangements are being made for a specialist contractor to come to test to confirm if this is asbestos and take suitable remedial action so that we can complete the meter change.

In the event that the damaged material is within the cut out the operative will arrange to contact the relevant DNO using the appropriate code as detailed in the latest version of the MOCOPA Guidance for Service Termination Issue Reporting.

- 15. You are telling me that you believe there to be something called Asbestos Insulating Board (AIB) at/behind/beneath or around the meter(s) and you are not now going to replace the meter for me. Why is that? Am I safe in the house? And what are you going to do now?**

Material at or around the meter has been noticed which is suspected to be a material known as AIB and which, if disturbed, is much more likely to release asbestos fibres. At present it is not damaged so, if left undisturbed, it is not harmful. Answer depending on the Company Policy.

- 16. Where can I get more information?**

More information is available from your Local Authority Environmental Health Department and the Health and Safety Executive.

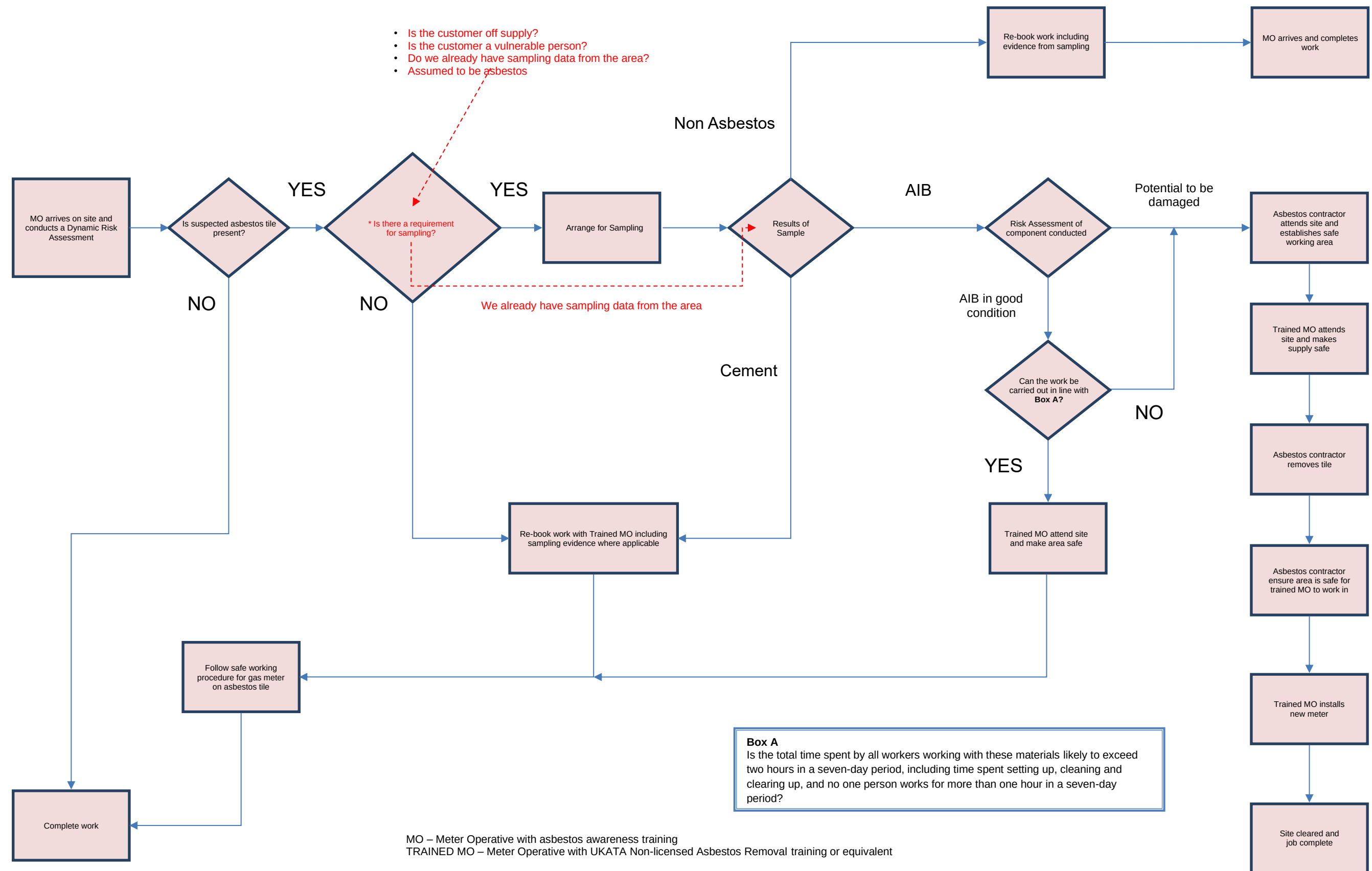
## Appendix 2a – Customer Information Card: Work Aborted

| Job Abort Customer Copy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Job Abort Operative Copy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p>Dear customer,</p> <p>I visited your premises today as detailed below:</p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>From my inspection and assessment, I <b>suspect</b> that asbestos containing material (ACM) may be present within the vicinity of the metering installation and I am unable to continue with the meter install.</p> <p><b>The suspected ACM material is located:</b></p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>The job task has been aborted due to suspected ACM's present, which I cannot work on and a trained operative will need to complete the job task where the ACM is in good condition. Where the ACM is in poor condition, you will need to have remedial repairs carried out before the job task is completed. A warning sticker "May Contain Asbestos" has been fitted near the suspected ACM.</p> <p>For more information about asbestos containing materials please contact the Environmental Health Department at your nearest Local Authority Office.</p> <p><b>Meter Operative:</b> <div style="border: 1px solid black; width: 140px; height: 20px; display: inline-block;"></div></p> <p><b>Date:</b> <div style="border: 1px solid black; width: 140px; height: 20px; display: inline-block;"></div></p> <p>Additional information can be found on the Health and Safety Executive website at <a href="http://www.hse.gov.uk/asbestos/faq.htm">http://www.hse.gov.uk/asbestos/faq.htm</a></p> | <p>Dear customer,</p> <p>I visited your premises today as detailed below:</p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>From my inspection and assessment, I <b>suspect</b> that asbestos containing material (ACM) may be present within the vicinity of the metering installation and I am unable to continue with the meter install.</p> <p><b>The suspected ACM material is located:</b></p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>The job task has been aborted due to suspected ACM's present, which I cannot work on and a trained operative will need to complete the job task where the ACM is in good condition. Where the ACM is in poor condition, you will need to have remedial repairs carried out before the job task is completed. A warning sticker "May Contain Asbestos" has been fitted near the suspected ACM.</p> <p>For more information about asbestos containing materials please contact the Environmental Health Department at your nearest Local Authority Office.</p> <p><b>Meter Operative:</b> <div style="border: 1px solid black; width: 140px; height: 20px; display: inline-block;"></div></p> <p><b>Date:</b> <div style="border: 1px solid black; width: 140px; height: 20px; display: inline-block;"></div></p> <p>Additional information can be found on the Health and Safety Executive website at <a href="http://www.hse.gov.uk/asbestos/faq.htm">http://www.hse.gov.uk/asbestos/faq.htm</a></p> |

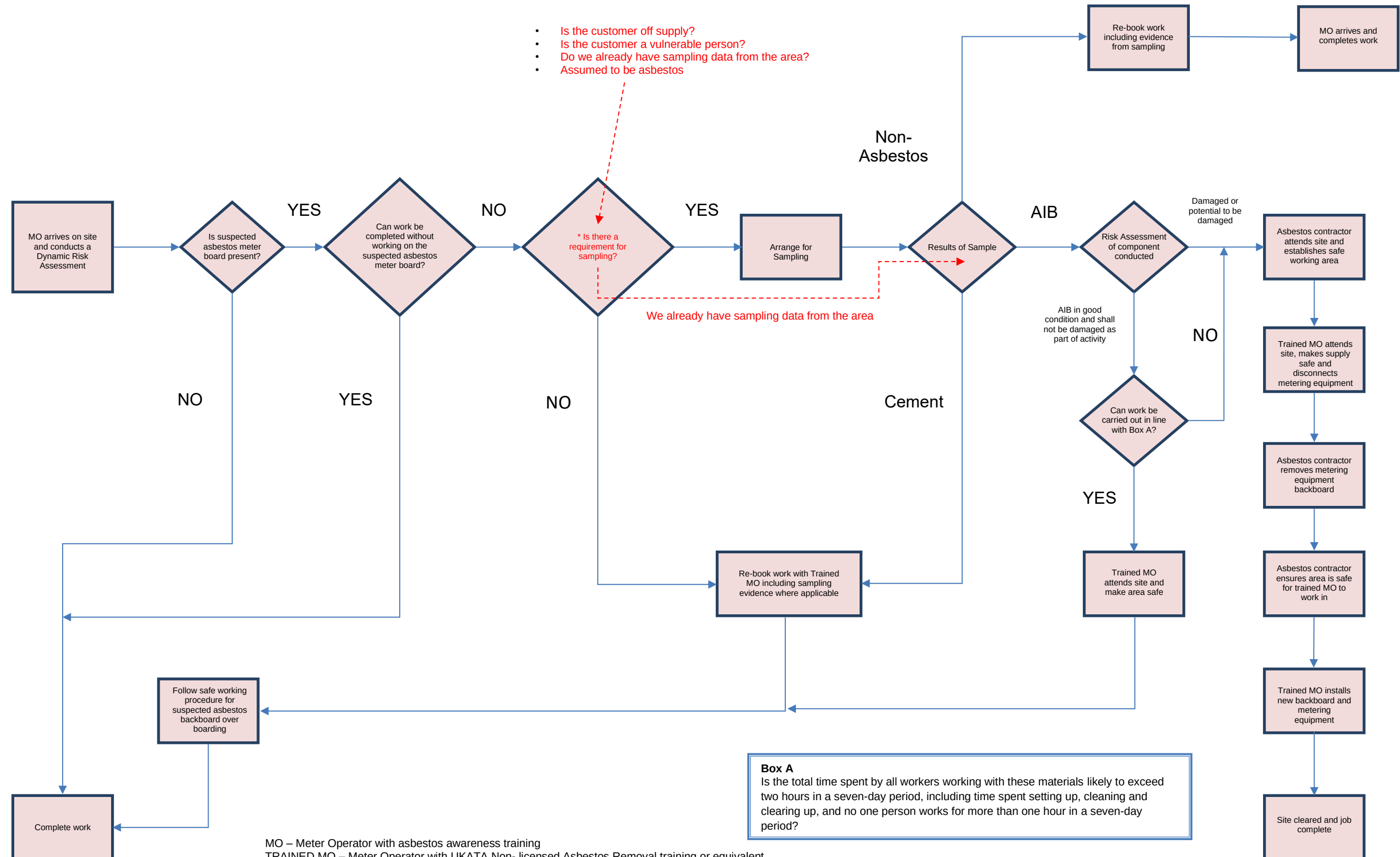
## Appendix 2b – Customer Information Card: Job Completion

| Job Completion Customer Copy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Job Completion Operative Copy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Dear customer,</p> <p>I completed work today in your premises as detailed below:</p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>From my inspection and assessment, I <b>suspect</b> that some equipment associated with the metering installation may include asbestos containing materials (ACM's).</p> <p><b>The suspected ACM material is located:</b></p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>The way in which I completed the job task ensures that, if any ACM's are present, measures have been taken to minimise risk and complete the work safely under our company procedures. As the ACM is in good condition, it is therefore safe to leave in place.</p> <p>A warning sticker "May Contain Asbestos" has been fitted near the suspected ACM.</p> <p>For more information about asbestos containing materials please contact the Environmental Health Department at your nearest Local Authority Office.</p> <p><b>Meter Operative:</b> <div style="border: 1px solid black; width: 150px; height: 20px; display: inline-block;"></div></p> <p><b>Date:</b> <div style="border: 1px solid black; width: 150px; height: 20px; display: inline-block;"></div></p> <p>Additional information can be found on the Health and Safety Executive website at <a href="http://www.hse.gov.uk/asbestos/faq.htm">http://www.hse.gov.uk/asbestos/faq.htm</a></p> | <p>Dear customer,</p> <p>I completed work today in your premises as detailed below:</p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>From my inspection and assessment, I <b>suspect</b> that some equipment associated with the metering installation may be include asbestos containing materials (ACM's).</p> <p><b>The suspected ACM material is located:</b></p> <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div> <p>The way in which I completed the job task ensures that, if any ACM's are present, measures have been taken to minimise risk and complete the work safely under our company procedures. As the ACM is in good condition, it is therefore safe to leave in place.</p> <p>A warning sticker "May Contain Asbestos" has been fitted near the suspected ACM.</p> <p>For more information about asbestos containing materials please contact the Environmental Health Department at your nearest Local Authority Office.</p> <p><b>Meter Operative:</b> <div style="border: 1px solid black; width: 150px; height: 20px; display: inline-block;"></div></p> <p><b>Date:</b> <div style="border: 1px solid black; width: 150px; height: 20px; display: inline-block;"></div></p> <p>Additional information can be found on the Health and Safety Executive website at <a href="http://www.hse.gov.uk/asbestos/faq.htm">http://www.hse.gov.uk/asbestos/faq.htm</a></p> |

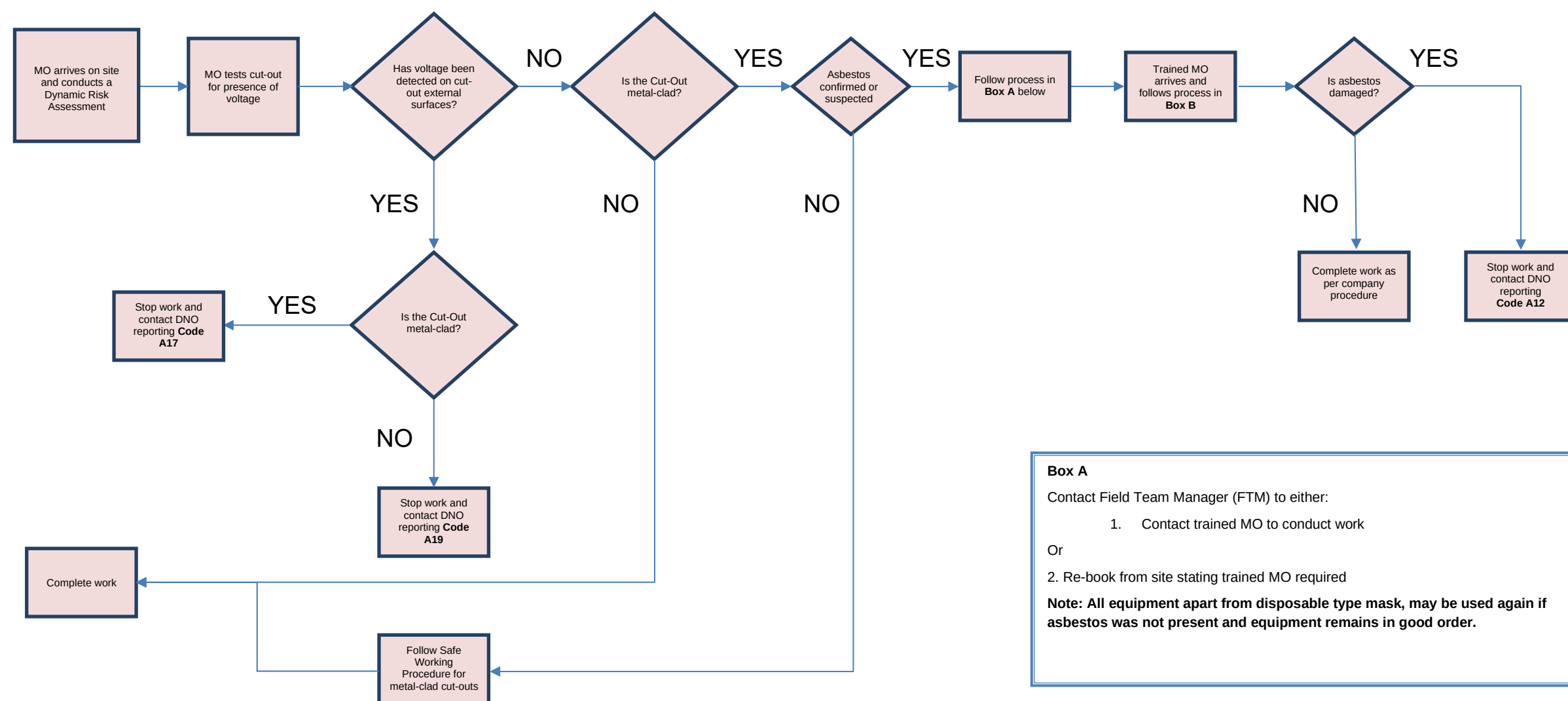
## Appendix 3a – Component Based Decision Tree – Suspected Asbestos Tile



## Appendix 3b – Component Based Decision Tree – Suspected Asbestos Meter Backboard



## Appendix 3c – Component Based Decision Tree – Cut-Out



MO – Meter Operative with Asbestos Awareness training  
TRAINED MO – Meter Operative with UKATA Non-licensed Asbestos Removal training or equivalent