

Group Standard Operating Procedure

Light HOTO of Portrait & Landscape Sites – Communications with Leep Control

OWNER	REVIEWERS	APPROVER
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This document is an integral component of the Leep Utilities Integrated Management System, and adherence to its stipulations is mandatory. Any deviation from these requirements must receive written approval from the Document Owner.

The electronic version of this document represents the most current revision. Individuals are responsible for ensuring that any printed material reflects the latest revision by consulting the document library on SharePoint. Please note, the printed version of this document is not controlled.

Who needs to know?

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|---|---|
| ☐ All Employees (AE) | ☐ IT |
| ☐ All Managers (MAN) | ☐ Legal (LEG) |
| ☒ Asset Management (AM) | ☒ Operations (includes AM, PD, SW & WW) |
| ☐ Billing (BIL) | ☐ Point of Connection (PoC) |
| ☐ Business Development (BD) | ☒ Project Delivery (PD) |
| ☐ Commercial (CO) | ☐ Regulation (REG) |
| ☐ Credit Control (CC) | ☐ Senior Leadership Team (SLT) |
| ☐ Customer Service (Includes BIL & CC) | ☒ Technical Forum |
| ☐ Finance (FI) | ☐ Water Wholesale (WW) |
| ☐ HR | |

Table of Contents

1. Introduction	2
2. Scope	2
3. Policy Overview	2
4. Roles and Responsibilities	2
4.1 - PM	2
4.2 - Duty OM or Site OM (BAU)	3
4.3 - Repairing Contractor	4
4.4 - Leep Control	5
5. Reporting & Follow on Activity	6
6. Declaration & Signature	6

1. Introduction

This Group Standard Operating Procedure (GSOP) provides a guide for Leep Operations, specifically Leep Control, Project Delivery, Strategic Project Delivery, Asset Management and 3rd Party Repairing Contractors and covers light handover takeovers and actions on, should there be an unplanned supply interruption on a Portrait or Landscape site, under a Transfer of Control. This document has been issued as an interim policy and precursor to the formal review and confirmation of Light Handover Takeovers (HOTO), and Final HOTO's procedures and standards. The document specifies what minimum documentation and reporting is required to ensure that Leep Control can safely manage supply interruptions, which have the potential for both unsafe working practices and multiple customers off supply.

2. Scope

The application of this GSOP is applicable to both Portrait and Landscape sites, operated under ACOP 27 and 28, where there is a requirement for a Transfer of Control (ToC) document to be in place.

3. Policy Overview

Leep Control must ensure that sites which are operated under ToC, only have a single contractor, operating under their DSR's and Codes of Practice, at any one time. This avoids a dangerous situation of an attending Repairing Contractor, reenergising a circuit, which the ICP may have isolated (or vice versa), as part of remedial or new business work. Having a common policy, which ties up the communication, ownership interfaces, and minimum documentation, is essential for Leep Control to maintain a SSoW.

4. Roles and Responsibilities

4.1 - PM

The PM is to ensure that the site OM is notified of all residential homes and commercial properties, when jointed off the main. This requirement is irrespective of whether the meter has, or has not, been installed¹. From the point of connection, these services will be considered regulated, hence managed and operated in accordance with Leeps Distribution Licence and GS Stds. The PM in notifying the OM, is to copy in Leep

¹ Homes and businesses with Whole Current metering, which are live at the service head or the circuit spill, in CT metered HDCO's, with respect to meter installation and data flow, will remain the responsibility of the PM, who is to ensure that the meters are installed, and for CT supplies, ensuring the meter is recording revenue.

Control² and attach the latest SLD and As laid drawings. To assist with identifying occupied homes and in addition to the SLD, the PM is to also provide an updated MPAN table which identifies connected properties, using the 'R' nomenclature. This is to signify these properties are to be managed as a 'R' regulated service. Reporting is to be by exception and only when main or services are added to the existing network. This level of handover will also apply to the Initial HOTO³, and any Interim HOTO's⁴. For the purposes of designation these will be known as '**Handover Light**'. With respect to all other documentation, which includes design documents, legals, connection agreements, BCA's, commissioning documents, Supply Point Testing (SPT) forms and warranty documents, etc, these are to be collated by the PM and filed in the Projects SharePoint area, until such time they are finally handed over. This handover will be scheduled shortly after the ICP have completed their last connection and referred to as the **Final Handover Takeover** HOTO. As part of the Final HOTO, the Transfer of Control (ToC) will be cancelled, with the ICP, and issued, under enduring arrangements, to the Repairing Contractor, who have been providing the Maintenance and Emergency Response (MER) cover for the sites regulated homes and businesses. Following the Final HOTO, less any defects, which are to be closed out by the PM, the Final HOTO will constitute OM steady state BAU, for the site.

In addition to the above the PM shall:

- Notify the Developer that Leep as part of its Distribution Licence⁵, is required to undertake timely repairs in accordance with Ofgem GS Standards. In the event of a cable fault, on the network, where the fault is outside the site boundary, namely in the public domain, then as per our rights of access, under wayleaves and easements, Leep may need to excavate onto the fault. Where the fault, is beyond the public domain, Leep will not excavate within the sites CDM area⁶.

4.2 - Duty OM or Site OM (BAU)

From the primary energisation (HV or LV PoC) going live, the OM shall have appointed a Repairing Contractor, instructed under a MER framework (with GS Stds), who holds the appropriate HV and LV authorisations⁷. The Repairing Contractor must be competent and resourced, having the capability of; 24/7 on call availability⁸, locating faults, excavating (if required), and restoring supplies within GS Standard time frames. Following confirmation with Leep Control, to verify the latest drawings are issued, the OM is to issue the SLD and AS Laid, to the Repairing Contractor. Whilst the site is still operated under a ToC, that is issued to the ICP, the lead for all faults will be with Leep Control. The OM, in working hours or duty OM, out of hours, will assist Control with raising PO's, tasking the Repairing Contractor, updating Customer Services and liaising with the customer. In summary the OM Shall:

- Be the liaison between the customer & Leep.

² control@leeputilities.co.uk

³ Initial HOTO is when the HV is connected at the PoC and via the local RMU, the transformer breaker is closed and the transformer and LV pillar, via the closed LV links is live. The ToC and Annex A documents, issued and held by Leep control records the boundary. **Please Note**, some sites have LV PoCs, but the process of ToC remains the same.

⁴ As per ACOP 27 and 28, Interim HOTO is defined as when an ICP hands over a complete LV Way, whilst retaining ownership of the balance of circuits. Examples being LV Ways that service entire apartment blocks that are fully built out and occupied. Or in the Landscape environment

⁵ Statutory Undertaker rights gives Leep as a Network Operators right to access to equipment, plant and apparatus.

⁶ Where faults, are beyond the public site boundary, and are within the WIP Developers area (under CDM), should that fault effect the regulated section of network, then Leep Control, will coordinate the isolation of the effected section of main, in the public side of site, ensuring that all customers are left on supply. Only after remedial repairs, by the ICP, will this section of main be reconnected.

⁷ To avoid multiple competency and safety assurance assessments, and to incentivise the callout work, on Landscape and Portrait sites, providing the Repairing Contractor is equipped to attend and undertake supply restoration works, the OM is to use an existing COMER contractor.

⁸ Attending site within 3Hrs on working days, 4Hrs non-working days and within 2Hrs for emergency disconnection of street furniture that requires emergency isolation.

- Manage all PSR and customer care issues.
- Open the RRD site ticket, to capture the fault and manage the GS Std's.
- Raise the PO and task the Repairing Contractor (Use a local COMER under our Frameworks). Operations and Asset Management are firming up this internal process.
- Ensure the Repairing Contractor has both Substation and system keys.
- The Duty OM or site OM (in Wkg hours) to pass on the Leep Control No to the Repairing Contractor.
- Instruct the attending Repairing Contractor to call Leep Control when on site and prior to commencing any site investigation.
- Keep affected customers updated on nature of the failure and time to repair.
- Assist Leep Control.

4.3 - Repairing Contractor

The Repairing Contractor, once on site, will report to Leep Control. Following preliminary safety checks, under the instruction of Control. Control will issue the Repairing Contractor with a ToC and for the duration of the; fault location, restoration and reinstatement, The Repairing Contractor will conduct their works under their own Distribution Safety Rules, Approved Codes of Practice and RAMS. All live works will require a completed Justification for Live Works Risk Assessment, shown at Annex A. The Repairing Contractor will be responsible for the following activity:

Activity Upon Arriving at Site, they shall:

- Call Leep Control on 0161 513 2736. This is a TEAMS No and will be routed to the Duty Control Engineer.
- Confirm receipt of SLD's & As Laid.
- Complete RAMS and Justification for Live Working Risk Assessment (shown at Annex A).
- Await and react to Control instructions, as per the 'During Works' and 'Post Works' activity.
- Undertake an end-to-end check of faulted circuits. Walk the circuit.
- Check that the ICP, or any other contractors are not working on the network.
- Look for signs of other contractors, like groundworkers, who may have had a cable strike and not reported it.
- Look for signs of customers potentially spiking their own cables or main (Fencing Met posts etc!!).
- Observe all warning and caution notices, in the LV pillar. This is especially important to avoid a dangerous occurrence. Namely, if the ICP were still on site and had undertaken an isolation or started to repair the fault.
- Following the above checks, the Repairing Contractor is to call Leep Control, who subject to the update, will temporarily cancel the ToC held with the ICP, and issue ToC, verbally, to the Repairing Contractor.
- The Repairing Contractor fits their safety lock to the LV pillar, along with a safety notice that includes the engineers: Name, mobile No, time and date of attendance.

Activity During Works, they shall:

- Maintain a SSoW under their DSR's and Codes of Practice.
- Undertake and review a Justification for Live works Risk Assessment. Live work should only be undertaken where the RA permits it. If not works will be dead.
- Call Leep Control if healthy supplies need to be knocked off, to enable safe works.
- Confirm the nature of the fault.
- Maintain a record of inspection activity.
- Advise on remedial works.
- Provide an estimated time to repair.
- Confirm if Civils work is required.
- Regularly update Control. Control to update duty OM for RRD and Customer Ops activity.

- **Tools, Test Equipment & Materials.** To assist with identifying the fault the Repairing Contractor must hold a suite of LV Tools, test equipment & Materials: TDR Time Displacement Reflectometry, ELI tester, Pressure Tester (LV) (IR testing), Voltage Tester, Phase Rotator, pillar and cut out fuses.

Activity, Post Works, they shall,

- Confirm repair status.
- Confirm nature of failure and remedial works.
- Confirm if works are temporary or permanent.
- Provide drawing update - pencil amend on SLD fine.
- Confirm all tools and equipment are removed from the network.
- Confirm all circuits are energised.
- Confirm their safety lock and signage has been removed from the substation. However, where the Repairing Contractor is still managing the repair, both the lock and the ToC will remain in place, until completion. This may be the case if the repair is a temp and they need to return the next wkg day to affect a permanent repair. **Should this be the case**, then Leep Control will manage and coordinate access and issue of the ToC.
- Confirm substation is locked following all temp and permanent works.

4.4 - Leep Control

Leep control will act as both Control and Supply Restoration. They will be responsible for:

- On boarding and technically assessing all ICP's, wishing to undertake self-connect activity.
- Retaining up to date As Laid's and SLD's for each site.
- Maintaining an Operational Log, recording all issued instructions and reportable activity in the Leep control log.
- For faults reported during working hours, assess whether the ICP have the wherewithal, to safely locate and repair the fault, which may also include excavation.
- For faults reported out of hours, if not part of the reporting chain, notify the Duty OM.
- Note - The Duty OM or Site OM (Wkg Hrs) will mobilise the Repairing Contractor.
- Where the Repairing Contractor will be undertaking the work, suspend the ToC, held by the ICP. Comms via Mobile, Teams & email. Record in Log (RiL).
- On arrival at site, instruct the Repairing Contractor to undertake an end-to-end check of faulted circuits. This check is to ensure that the ICP, or any other contractors are not working on the network. RiL
- Instruct the Repairing Contractor to observe all warning and caution notices, in the LV pillar. This is especially important to avoid a dangerous occurrence. Namely, **to avoid**, a situation where the ICP is still on site and has undertaken an isolation or started to repair the fault, without notifying Leep Control.
- Following preliminary safety checks, which satisfy the network is not being worked on, by a 3rd Party, temporarily suspend the ICP's ToC, via Mobile, Teams & email (RiL).
- Ensuring the ToC is only ever held by a single party.
- Issue latest As laid's and SLD's to the Repairing Contractor.
- Verbally issue the ToC's, to the Repairing Contractor, for the duration of the supply restoration activity (RiL).
- Maintain regular communications with the Repairing Contractor.
- Assist the Repairing Contractor with Supply Restoration activity.
- Post repair, reinstate ToC with ICP. Comms via Mobile, Teams & email (RiL).
- Coordinate an ICP update, no later than 7 AM, the next working day, to provide a brief on the supply interruption and whether Leep have, located, temporarily or fully repaired the fault.
- For unlocated faults or temporary repairs, assess whether the ICP have the ability to locate and restore the fault. **Noting** consideration to be applied to any safety locks fitted by the Repairing Contractor.

- Assist with time to repair information, for OM - Duty OM escalations.
- Provide repair activity and details, including As laids (if applicable). So, any repair cable, joints or recordable activity can be added to the ICP's SLD.

Should the repair be temporary and the ICP lacks the ability to affect the repair, then:

- Where the repair is a temp measure or is unfixable out of hours, then the ToC and safety lock, fitted by the Repairing Contractor, at the LV Pillar, will remain in force/fitted.
- The ICP will not be permitted to resume any works on the network until the ToC is cancelled and the lock removed.
- Leep Control will discuss with the Repairing Contractor, whether access is restricted to the entire LV Pillar or just a specific feeder way, within the pillar. Ownership for an individual way is permitted and can be assigned, but only after reissue of an updated ToC document, which shows the ownership of LV Ways. ToC document will also need to be signed by the ICP.

5. Reporting & Follow on Activity

Following all restoration and reinstatement works, the Duty OM or Site OM is to provide a short brief on the fault, and restoration works, including time to repair. This should be made available to both Leep Control and UK Electric Operations Manager.

6. Declaration & Signature

Employee Declaration: I have read and understood the PoC policy on whether existing Leep transformers can be operated in excess of design load, and as instructed in this GSOP, agree to comply with its requirements. I acknowledge the importance of following safety procedures and using provided safety devices.

Full Name:

Signature:

Date:

Manager Declaration: I have reviewed this GSOP and will ensure compliance within my area of responsibility.

Full Name:

Signature:

Date:

Justification for Live Working Risk Assessment - (Annex G to ACOP 27 & ACOP 28). All live works shall have a formal Justification for Live Working Risk Assessment. Repairing Contractors, ICP's, COMER's and Leep staff, with authority to work on live networks, are to retain their own paperwork. This will typically be for: servicing, maintenance, supply restoration and for plot connections (residential, commercial and laterals).

PART 1: LV Live Work or Testing Assessment		Yes	No
This document must be completed before any work is carried out on Live LV apparatus.			
- Could making the apparatus Dead cause danger to people? - Loss of customer supplies - Loss of supply to road or traffic signals If yes, can the LV network be re-arranged to eliminate this?			
Do you have required support personnel on site?			
Is the required PPE available and in good order?			
Do you have a pair of LV insulated gloves and leather over gloves?			
Do you have an Approved Procedure for the task?			
Do you have a Job Instruction for the live work?			
Have all the necessary control measures been identified and implemented?			
Has the apparatus been visually inspected and is in satisfactory condition			
Are you trained and competent for the task?			
Are you familiar with, and have you previously worked on, this type of apparatus?			
Are you confident that you will not be picking up excessive load? *			
Have you attended craft refresher training appropriate to the task in the past 4 years?			
Are you Competent in the current procedures for the task to be undertaken?			
<i>*Picking up high load current by manual connection of live conductors can be hazardous. It is important that this is assessed based on experience, number and type of customers, the time-of-day and any physical space restrictions.</i>			
If the answer to any of the conditions above is NO , work shall not proceed with the apparatus Live. If all answers above are YES , work may proceed with the apparatus Live - but does not have to.			
Date	Time		
Name	Signature		
If it is reasonable to work with the apparatus dead then do so			
PART 2: LV Live Work or Testing Assessment		Yes	No
This shall be used if the apparatus is to be energised temporarily for testing or energised permanently (Please highlight which), before the work is completed.			
Are you sure that testing can not reasonably be achieved by any method other than energisation?			
Are all members of the working party aware that the apparatus is to be energised?			
Has the On Site (Point of Work) Assessment been revised?			
Are all conductors adequately screened or shrouded where necessary to prevent danger?			
Are all persons a safe distance from the apparatus?			
If the answer to any of the questions above is NO , the apparatus shall not be re-energised. Part 1 and Part 2 must both be used if the apparatus that has been worked on is to be energised and to remain energised while further work is completed.			
Date	Time		
Name	Signature		