

DSO Actions When The Customers Do Not Provide The Access To The Measuring Equipment: Türkiye Case

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ERRA Customer Protection Working Group Meeting

5-6 March 2024 / Bucharest

Outline

- *Placement*
- *Ownership and Transactions*
- *Protection*
- *Inspection*
- *Reading*
- *Accessibility*
- *Inaccessability*

Placement of Meters

- Electricity and natural gas meters are generally placed near the entrances of houses, easily accessible to consumers and the DSO.
- In apartment buildings, it is also possible to place electricity meters collectively near the entrance of the building.
- There may occur problems from time to time in accessing the meters, especially for meters placed at home entrances.
- Also pets and high walls in houses with gardens can also make reading difficult.

Ownership and Transactions Regarding Meters

- The ownership of meters (both Electricity and NG) belongs to the distribution companies so that the maintenance, repair and calibration of the meters can be monitored and carried out on time.
- In addition, consumers are obliged to keep the meters accessible (for TSO + DSO in Electricity, DSO access in NG).

Protection of Meters

- The customer is obliged not to interfere with the meter and measurement system in any way and to protect the meter in a way that does not prevent the DSO's access.
- If damage or loss occur as a result of external intervention to the meters cost will be paid by the customer.
- In this case, the intervention/damage report prepared by the DSO.

Inspection of Meters - NG

- DSO can control the meters whenever it deems necessary, with or without the customer.
- If a fault is detected in the meter during the control, a report (containing the index value) is prepared and another meter in working condition is installed.
- Moreover, in cases of safety hazard, the DSO can control the installation after the meter with the permission of the customer. If permission cannot be obtained, the DSO cuts off the customer's natural gas until the danger is eliminated.

Reading Meters - Accessibility

- Also in Türkiye, residential electricity and natural gas meters are read between 25 and 35 days (except for special cases).
- For all these reasons, it is important that the meters should be accessible.

Inaccessible Meters (Electricity – No Installments)

- If the DSO could not read meters because of consumer related issues (and it is recorded by DSO) no installments will be made. (A copy of the report is sent to the supplier on the same day.)
- If its DSO's fault, installments should be made.

Inaccessible Meters (NG – Installments Available)

- If meter cannot be read, the index notification document, is left to the customer address by DSO.
- Then index notification document is filled and delivered to DSO within 3 (three) days. (via mobile, fixed or electronic communication channels).
- The consumption is calculated by taking the average of the retail sales prices, correction coefficient and heating value and is paid in installments according to the months that meter can't be reached.

If Access Cannot Be Obtained Even After – NG

- For meters that cannot be reached for three invoice periods, NG service will be cut off if the meter is not accessible within three days.
- When the customer fulfills his obligations and applies to the DSO, NG service starts again in max 24 hours.
- Meter opening/closure transaction charge is added to next bill. (~3,5 €)



Thank you for your attention!

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