1 PURPOSE

1.1 To identify the requirements for receiving, handling, storage and shipping of electricity meters.

1.1.1 This procedure applies to meters received on ERTH (Holdings) Inc. (“ERTH”) premises.

2 SCOPE

2.1 This procedure applies to all meters shipped to and from ERTH.

2.2 This procedure applies to ERTH Accredited Metering AMV employees and meter owners

3 PROCEDURE

Meter Owner Requirements for Shipping of Meters to ERTH

3.1 Prior to shipping meters, the meter owner must review this procedure and complete AM-F-2: Request for Meter Services to ensure meters to be tested fall within ERTH’s scope of accreditation. The AMV Coordinator will send this procedure and the form to the meter owner to complete.

3.2 Meter owners shall ship meters in meter manufacturer shipping containers (cartons) or any other container that will ensure the safe transport of the meters. Containers shall be in good condition.

3.2.1 In the event meters arrive at ERTH’s facility in poor condition, ERTH will ship the meters back to the owner in new or gently used containers. Meter owners will be charged a fee for each new container provided.

3.3 Meter owners shall provide information to ERTH on the quantity of meters included in the shipment. This information shall be communicated through AM-F-2.
Quality Manual – Work Instruction

AM-W-2 Receiving, Storing and Shipping of Electricity Meters

All Printed Quality Documents shall be considered uncontrolled

3.4 Information on shipping requirements shall be communicated in writing to all meter owners who are customers of ERTH. Records of such communication shall be saved.

Receiving of Meters from Meter Owners

3.5 If meters shipped by a meter owner are received by a meter technician or designate trained per AM-P-5: Training, they shall determine the appropriate tag to be affixed to the shipment as per AM-P-13: Identification of Electricity Meters.

3.5.1 AM-F-19: Process and Shipping Tag (Figure 1), is to be affixed on received shipments to indicate the type and purpose of verification or reverification.

![PROCESS TAG](image)

Figure 1 - AM-F-19 Process and Shipping Tag, side one. *Figure is not to scale.*
Quality Manual – Work Instruction

AM-W-2 Receiving, Storing and Shipping of Electricity Meters

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3.5.2 Prior to tagging the shipment, the meter technician or designate should conduct a visual check of the shipment for any visible damage. If any significant damage (i.e. damage that may have affected the meters) is identified, a HOLD tag (AM-F-20) shall be placed on the shipment and the meter owner notified. ERTH will retain records of any such communication. ERTH will not be held responsible for shipments that arrive in damaged condition.

3.5.3 Meters which are received but cannot be tested for any reason (e.g. meter is not within ERTH’s scope of accreditation, the meter owner did not communicate the shipment to the metering clerk) shall be identified with a HOLD tag (AM-F-20). The meter owner will be notified, and the meters shall be stored at ERTH until the issue is resolved.

3.6 If meters shipped by a meter owner are received by a non-meter technician or designate, the person receiving the shipment will place a HOLD tag (AM-F-20) on the shipment and notify a meter technician or designate that the shipment has arrived so it can be appropriately tagged as set out in 3.5.

3.7 Once tagged, all shipments shall be moved to the designated Meter Holding Area while awaiting inspection and the AMV Coordinator notified to ensure meters can be tracked and the customer folder is created and contains the AM-F-2: Request for Meter Services form that was submitted by the customer.

Storage of Meters

3.8 ERTH shall exercise care with property belonging to meter owners while it is under our control.

3.9 Meters shall be kept indoors under clean, dry storage conditions and within a temperature range of -40 and +75 degrees Celsius.

3.10 Stretch wrapped or banded skids of meters may be stacked a maximum of two pallets high while in storage.
Shipping Meters from ERTH to Meter Owners

3.11 Processed and sealed meters will be indicated with a completed *AM-F-19: Process and Shipping Tag* (Figure 2) side two.

![Shipping Tag](https://example.com/shipping-tag.png)

*Figure 2 – AM-F-19 Process and Shipping Tag, side one. Figure is not to scale.*

3.12 Meter shipments shall be handled in such a way that safely supports the weight of the package and prevents its damage (e.g. pump cart, forklift, etc.).

3.13 Meters shall be shipped in such a way as to prevent deterioration or damage. Meter manufacturer shipping containers (cartons) or any container that will ensure the safe transport of the meters are acceptable, so long as containers are in good condition.
3.14 Meter technician or designate shall contact administration once the meter(s) are ready for shipment to arrange delivery. The meter technician or designate shall provide pertinent information for the shipment, including customer information, weight, dimensions, and container used (e.g. boxes, pallets).

3.14.1 Refer to \textit{AM-F-2: Request for Meter Services} to determine the customer’s requirements or preferences for shipping.

3.15 The packing slip for shipping shall contain the following: quantity of meters shipped, total number of meters received, total number of meters sealed, total number of rejected meters.

3.16 Meter inspection certificates may be shipped with the meters or sent electronically, depending on the meter owner’s specifications. Check form \textit{AM-F-2: Request for Meter Services} for the specific customer to determine.

3.16.1 If meter inspection certificates are shipped with the meter group, they shall be placed in an accessible box near the top of the shipment, and the box shall be clearly labelled to indicate that the certificates are contained within.

3.17 Damaged or rejected meters will be returned to the meter owner for disposal. These meters will be clearly identified per the appropriate \textit{AM-P-9: Control of Nonconforming Outputs}.

4 REFERENCES

4.1 AM-F-2 Request for Meter Services
4.2 AM-F-19 Process and Shipping Tag
4.3 AM-F-20 HOLD Tag
4.4 AM-P-5 Training
4.5 AM-P-9 Control of Nonconforming Outputs
4.6 AM-P-13 Identification of Electricity Meters