



Dragon RS are delighted to announce that we are working in partnership with SP Smart Meter Assets Limited

As a nominated service provider, Dragon RS will be:

- **Collecting gas meters and gas meter components**
- **Receiving delivery of electricity meters**
- **Managing the missing asset process**
- **Triage processing and refurbishing assets**
- **Assessing and managing meters for warranty return**
- **Coordinating the safe and compliant disposal of assets deemed to be end of life along with ensuring the recycling of meter components**
- **Managing the return of foreign assets**
- **Coordinating the redeployment of refurbished assets**

How to identify our customer's assets

Information on how to identify our customer's assets is included in the reverse of this document.

Our guidelines for goods inbound

All serial numbers are to be submitted prior to any collection / delivery

For safe transportation and to avoid any potential claims from our customer, assets should be returned in line with licence conditions and the processes defined in MOCOPA and MAMCOP.

Where possible, assets should be sorted and packed by asset type (ancillaries, gas meters and electricity meters) and meter type (smart meters and traditional assets). This is to reduce the number of assets damaged in transit and to ensure swift verification of receipt.

Assets should be palletised on euro pallets

or, for smaller consignments, assets should be packed and boxed to limit any movement in transit. The maximum weight per pallet is 900kg. The maximum pallet height is 1.6 metres.

Pallets and boxes should be clearly labelled with our assigned reference to assist the warehouse in reconciling deliveries and to ensure swift verification of receipt.

Charges levied by our customer

Our customer reserves the right to levy charges for assets received that are not MOCOPA and MAMCoP compliant.

This includes but is not limited to:

- £10.00 per ancillary kit not returned with the gas meter
- £0.50p per cap for any gas meter valves not sealed.
- Triage meters that have failed testing and have been deemed to be

damage beyond economical repair.

- Triage meters that have been repaired to make them fit for redeployment.
- Additional handling costs caused by inadequate storage conditions or poor and insufficient packing or palletisation.
- Meters damaged in transit due to poor and insufficient packing or palletisation.
- Electricity meters must be returned with a blanking plate or suitable cover to protect the Intimate Communications Hub Interface (ICHI) during transportation and storage.
- Meters delayed in processing due to a delay in vital information as outlined in MOCOPA and MAMCoP or that have not been deregistered from the industry systems.
- Assets that have not been made available to Dragon RS or the customer within the timeframes as set in MOCOPA and MAMCoP.

PTO

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STA 028 (B) .01 Customer Information Pamphlet

What if I send an asset in error?

All customer assets are bar code scanned to verify ownership. Any asset identified as not belonging to our customer will be confirmed to the sender. The sender will have thirty-days to collect the asset. Any asset not collected after thirty-days will be destroyed.

Our customer reserves the right to charge the sender £5.00 per asset for any foreign asset processed received, handled and dispatched. Our customer may look to recover any additional costs incurred during transport and / or destruction of the asset.

How do I arrange a collection?

Collection of gas meter and gas meter components can be coordinated through our customer service team at admin@dragonrs.com. To avoid any unnecessary processing delays, please submit any relevant serial numbers, a full collection address and a site contact name and telephone number along with the number of pallets ready for collection. Please confirm whether there is an on-site forklift truck available for loading / loading facility on the collection request along with your opening hours. Our customer service team will then

confirm a reference number. In order to ensure swift processing and to reduce any potential claims for missing assets, please ensure that this reference number is quoted on any further correspondence and on any pallet labelling.

Collections are to be booked on at least a day one for day three basis with a noon cut off for orders.

Cancellation of collection requests must be confirmed at least 24 hours before the prearranged date.

Our drivers are only authorised to collect the prearranged number of pallets specified on the request. If you wish to amend the request, this should be arranged through our customer service team prior to collection to avoid any disappointment.

If the driver presents on the prearranged collection date but you are unable to load the driver on that day, our customer may look to recover the cost of the failed collection.

If our driver is subjected to excessive delays in loading, our customer may look to recover any applicable demurrage costs associated with the collection.

How do I arrange a delivery?

Our standard operating hours for deliveries are Monday to Friday from 08:00 until 16:00 with the last booking slot available 15:00 excluding bank and public holidays. NB: Christmas opening hours will be confirmed on any correspondence in the lead up to the Christmas break.

Deliveries are to be booked on at least a day one for day two basis with a noon cut off for orders.

We regret that deliveries attempted without a valid reference number or booking slot will be refused.

Cancellation of delivery requests must be confirmed at least 4 hours before the booking slot.

Delivery of electricity meters can be coordinated through our customer service team at admin@dragonrs.com. To avoid any unnecessary processing delays, please submit any relevant serial numbers, your full address and a contact name and telephone number along with the number of pallets ready for delivery. Our customer service team will then confirm a reference number and a booking slot for the delivery. In order to ensure swift processing and to reduce

any potential claims for missing assets, please ensure that this reference number is quoted on any further correspondence and pallet labelling.

Identifying our customer's assets

SP Smart Meter Assets are labelled as "Property of ScottishPower". Only the following assets marked as "Property of ScottishPower" should be returned: -

- All SMART Meters (Electricity or Gas)
- SMART Meter ancillary equipment
- In-Home-Display Units



Wayne Hoskins
Operations Director
For and on behalf of
Dragon Recycling
Solutions Limited

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