

## **DCP 153 Consultation – Appendix E - Network SLA Straw Man Specification**

This document sets out proposed amendments to the DCUSA for DCP 153.

Note, the word “Company” in this document means a DNO Party or an IDNO Party. The word “User” means a Supplier Party. The word “Connectee” refers to customers, generators and Users at User Installations.

### **Add to DCUSA Section 1A - Definitions**

**Category A Situation** means a situation with a distributor’s equipment that poses danger, where “danger” includes danger to health or danger to life or limb from electric shock, burn, injury or mechanical movement to persons, livestock or domestic animals, or from fire or explosion. This is generally accepted to be an emergency situation.

**Category B Situation** means a situation with a distributor’s equipment that prevents a meter from being exchanged but where the situation is not a Category A Situation.

**Category C Situation** an asset condition reported for the use of the distributor for an issue with a distributor’s equipment that is not a Category A Situation or a Category B Situation and does not prevent the meter from being exchanged.

**Working Hours** means the period between 7.00 am and 7.00 pm on each Working Day and 9.00 am and 5.00 pm on any other day.

**Amend DCUSA Clause 30.5 to read as follows (note this clause is currently entitled "Dangerous Incidents")**

- 30.5.1 Where the User or its agent or any Relevant Exempt Supplier receives a report or enquiry from any person about any matter or incident that does or is likely to cause danger or require urgent attention in relation to the supply or distribution of electricity through the Distribution System or is a Category A Situation the User or its agent or the Relevant Exempt Supplier shall notify the Company by telephone of such report or enquiry in a prompt and appropriate manner having regard to the nature of the incident to which the report relates; or
- 30.5.2 Where the User or its Meter Operator Agent or any Relevant Exempt Supplier receives a report or enquiry from any person about any matter or incident that does or is likely to affect the maintenance of the security, availability and quality of service of the Distribution System or is a Category B Situation or is a Category C Situation, the User shall notify the Company of such report or enquiry using the D0135 data flow within 10 Working Days of identifying the incident, having regard to the nature of the incident to which the report relates. The User or its agent or the Relevant Exempt Supplier will report the asset condition code as set out in Part 2 of Schedule 23.
- 30.5.3 On receipt of notification of a Category A Situation under Clause 30.5.1 or of a Category B Situation from the Meter Operator Agent under Clause 30.5.2, the Company shall use reasonable endeavours to comply with the Service Levels specified in Part 1 of Schedule 23 on 90% of occasions within each calendar month, provided that if average monthly volumes of meter installations across all Users within the Company's service area, as reported in accordance with Schedule 23, exceeds 15% of Users' forecast volumes then the Company shall be released from its obligation to have met service level.
- 30.5.4 On completion of work to remedy a Category A Situation or a Category B Situation notified by the Meter Operator Agent, the Company shall notify the currently registered User and the Meter Operator Agent using data flow D0126 containing its view of the correct asset condition code.

30.5.5 The Company shall be entitled to levy charges where 15% or above of situations are reported by that User and the Meter Operator Agent as a higher Category than is the case. They shall be charged as Transactional Charges.

30.5.5 Where the Company is unable to meet the service level for Category A Situations the company will inform the User and the Meter Operator Agent and will provide information to the User and the Meter Operator Agent as to when an appropriate person will be sent to resolve the situation.

30.5.6 Where the Company is unable to meet the service level for Category B Situations the company will inform the User and the Meter Operator Agent and will provide information to the User and the Meter Operator Agent as to when an appropriate person will be sent to resolve the situation [using a data flow].

30.5.6 Where the User does not hold a Supply Licence (or to the extent the User does not discharge its obligation under Condition 20 of its Supply Licence) the User shall notify the Company of reports received from Connectees if they are Category A in accordance with 30.5.1 and if they are not Category A in accordance with Clause 59.

**Add New Clause 30.5A - Network SLA Reporting Requirements**

30.5A.1 The Company will produce a report for each distribution licence area in accordance with Part 3 of Schedule 23 and will forward that report to the DCUSA secretariat within 15 Working Days of the end of each calendar month for publication on the DCUSA website.

30.5A.2 The User will produce a report in accordance with Part 4 of Schedule 23. The User will forward that report to the DCUSA secretariat for circulation to each Company by the last Working Day of December, March, June and September in each year up to and including 2019.

## **New Schedule 23 - Service Levels for Resolving Network Operational Issues and Associated Reporting Requirements**

### **Part 1 - New SLAs to be included in Schedule 23**

#### **1. Network SLAs**

- 1.1 Category A Situation - the Company will send an appropriate person to the Premises within 3 hours if the report is received within Working Hours on a Working Day and within 4 hours if the report is within Working Hours on an other day. If the report is received outside of Working Hours the report will be deemed to have been received at the commencement of the next period of Working Hours. The situation should be remedied during this single visit, if possible, such that it enables a meter to be exchanged. If this is not possible then the Category B SLA should apply.
- 1.2 Category B Situation - the Company will:
  - a) Contact the connectee, so long as contact details have been provided in the report, within 10 Working Days of receipt of the D0135 to agree an appointment date to visit the connectee with a view to resolving the Category B Situation, such appointment to be within 40 Working Days of receipt of the D0135
  - b) Notify the User and the Meter Operator Agent of the connectee agreed appointment date within 10 Working Days of agreeing it with the connectee
  - c) Attend the agreed appointment to resolve the Category B Situation
- 1.3 Where the Company has visited the Premises on the connectee agreed appointment but has been unable to gain access the Company will be deemed to have met the service level.
- 1.4 Where the Company and the connectee are unable to agree an appointment within 40 Working Days of receipt of the D0135 reporting a Category B Situation but they are able to agree one outside of that period then the Company will have been deemed to have met the service level.

- 1.5 Where the Company has visited the Premises for the connectee agreed appointment but has been unable to gain access the Company will contact the connectee and agree an alternative appointment to visit the connectee and will notify the User the Meter Operator Agent details of the alternative appointment.
- 1.6 Where a Company believes that the User or the Meter Operator Agent has misreported a Category it shall notify the User and the Meter Operator Agent.
- 1.7 Where the Company has made reasonable endeavours to agree an appointment for a Category B Situation and has been unable to secure one then that Company will have been deemed to have met the service level. The User and the Meter Operator Agent shall be notified that an appointment has not been agreed using the D0126 data flow.

## **Part 2 - Asset condition codes to be included in Schedule 23**

### **2. Asset Condition Categories**

- 2.1 The following tables define the Asset Condition Categories.

- 2.1.1 Asset Condition Category A Situations are:

A01	Cut out currently operating hot (signs of overheating)
A02	Service Cable currently operating hot
A03	Defective/weakened fuse carrier contacts
A04	Physical damage to cut out/service cable requiring immediate action
A05	Visual indication of burning/smell of smoke/smoke
A06	Audible sounds of arcing
A07	Exposed live conductors (live or neutral)
A08	Broken fuse carrier – access to live components
A09	Exposed conductors – evidence of theft/vandalism/damage
A10	DNO Earthing issues which present an immediate risk to Consumer/MO
A11	Disconnected or severely damaged DNO earth terminal/protective conductor
A12	Currently damaged and exposed asbestos components including meter boards
A13	Visible possible airborne asbestos fibres present at the service position
A14	Polarity identified as incorrect at DNO cut out
A15	Immediate risk to the public or customer due to current service position location
A16	Service position insecure and exposed to immediate weather damage
A17	Risk of electric shock or electrocution
A18	Risk of fire at service position

### 2.1.2 Asset Condition Category B Situations are:

B01	Fuse Carrier welded in to cut out base
B02	Cut out loose on meter board
B03	Damaged/missing phase barriers
B04	Damaged/broken cut out terminals - missing terminal screws
B05	Non With-drawable fuses by design
B06	Cut Out unable to accept 16mm meter tails
B07	Meter tails need to be replaced but cannot be changed by competent staff
B08	Unhinged metal cut out covers over un-insulated conductors
B09	Asbestos boards/materials identified – no immediate risk

### 2.1.3 Asset Condition is Category C Situations are:

C01	Signs of overheating – no damage to cut out or premises
C02	Signs of Bitumen Compound leaking
C03	Small fuses ie less than 60A
C04	Concern over phase rotation incorrect at cut out
C05	Shared fuses/cut outs/neutral blocks
C06	Metal Clad Cut Out
C07	Seal Tags Broken on cut out
C08	Cut out with a fused neutral
C09	Damaged or missing service cable guard
C10	Service cable in cavity
C11	Asbestos barriers, insulation, fuse shields identified
C12	Excessive vegetation growth
C13	Unacceptable close proximity to gas service
C14	Fed from distribution board – local/remote from meters
C15	VIR/MICC lead in's to property

## Part 3 – Reporting Requirements on Distributors to be included in Schedule 23

### 3. Company Reporting Requirements

3.1 The Company shall produce a report in accordance with Clause 30.5.7. The report is to be produced on the basis of work completed within a calendar month broken down by Supplier MPID.

3.2 The report will detail the following:

- (a) Category A Situation visits - the number of Category A Situations visited and rectified within the calendar month

- (b) Category A Situation visits within service level - the number of Category A Situation visited within the month and rectified within the service level
- (c) Category A Situation visits within service level as a percentage of Category A Situation visits for the calendar month
- (d) Category B Situation appointments – The number of category B situation connectee agreed appointments made during the calendar month
- (e) Category B Situation appointments made within service level - The number of category B situation connectee agreed appointments made within service level during the calendar month
- (f) Category B Situation appointments made within service level as a percentage of Category B Situation appointments made in the calendar month
- (g) Category B Situation appointment visits – The number of Category B Situation appointments visited and rectified in the calendar month
- (h) Category B Situation appointment visits within service level - The number of Category B Situation appointments visited and rectified within service level in the calendar month
- (i) Category B Situation appointment visits and rectified within service level as a percentage of Category B Situation visits and rectified for the calendar month
- (j) The number of reported Category A Situations completed that should have been reported as Category B Situations
- (k) The number of reported Category A Situations completed that should have been reported as Category C Situations
- (l) The number of reported Category B Situations completed that should have been reported as Category A Situations
- (m) The number of reported Category B Situations completed that should have been reported as Category C Situations
- (n) The number of reported Category C Situations completed that should have been reported as Category A Situations
- (o) The number of reported Category C Situations completed that should have been reported as Category B Situations

- (p) The number of times for the calendar month that the Company has gone out to a distribution fault at a Premises within a month of a smart meter being installed at the Premises and the fault is with the meter or the meter installation.

3.3 To provide this information the Company should populate the following table:

	Supplier MPID A	Supplier MPID B	Supplier MPID C	Supplier MPID D	Supplier MPID E	Supplier MPID F
<b>Category A Situation</b>						
A - Number of Category A situations visited and rectified within calendar month	30					
B - Number of Category A situations visited and rectified within service level within calendar month	30					
C - B as a percentage of A	100%					
<b>Category B Situation Appointments</b>						
D - Number of category B situation customer agreed appointments made during the calendar month	42					
E - Number of category B situation customer agreed appointments made within service level during the calendar month	40					
F - E as a percentage of D	95%					
<b>Category B Situation Rectification</b>						
G - Number of category B appointments visited and rectified in calendar month	50					
H - Number of category B appointments visited and rectified within service level in calendar month	47					
I - H as a percentage of G	94%					
<b>Incorrect Categorisation</b>						
J - The number of reported category A situations that should have been reported as category B	2					
K - The number of reported category A situations that should have been reported as category C	0					
L - The number of reported category B situations that should have been reported as category A	1					
M - The number of reported category B situations that should have been reported as category C	3					
N - The number of reported category C situations that should have been reported as category A	0					
O - The number of reported category C situations that should have been reported as category B	1					
<b>Smart Meter Faults</b>						
P- The number of times for the calendar month that the Company has gone out to a distribution fault at a Premises within a month of a smart meter being installed at the Premises and the fault is with the meter or the meter installation.	1					



## **Part 4 - Supplier Reporting Requirements**

### **4. User Smart Meter Installation Forecast Reporting**

4.1 The User shall produce a report in accordance with Clause 30.5A. The report should provide the User's latest best estimate of the following information:

- A) Annual forecasts of electricity smart meter installation by Supplier and by Distributor Licence Area 2013 – 2019, updated annually.
- B) Bi-annual forecast of electricity smart meter installation by supplier, by Distribution Licence Area and Postcode Outcode e.g. IP1 (Post Town IP, Outcode 1) updated quarterly.

1.3 To provide this information the User should populate the following table:

Note, T= current month +3 (i.e. if the month of submission is January 2013 T = April 2013)

Postcode Outcode	T	T + 1 Month	T + 2 Month	T 4 to 6	T 7 to 12	T + 1 year	T + 2 Years	T + 3 Years	T + 4 Years	T + 5 Years	T + 6 Years	Supplier Total
Forecast Total	1,000	1,000	1,000	2,000	7,000	25,000	40,000	50,000	75,000	75,000	50,000	325,500
IP1	100	100	100	300								
IP2	75	75	75	250								
IP3	100	100	100	0								
IP4	0	0	0	100								
IP5	50	50	50	0								
NR1	175	175	175	250								
NR2	50	50	50	50								
NR3	0	0	0	150								
CO1	250	250	250	500								
CO2	200	200	200	400								