# **APPENDIX A- RESPONSE FORM**

To: Rosalind Timperley

Email: [DCUSA@electralink.co.uk](mailto:dcusa@electralink.co.uk)

**Name:**

**Organisation:**

**Role:** Please Specify: Supplier/DNO/IDNO/DG/OTSO/Generator/Customer/Other

**Email Address:**

**Phone Number:**

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| **Do you understand the intent of the CP?** |
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| **2. Are you supportive of the principles of the CP?** |
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| **3. Do you agree with the definition for each category? Please provide supporting comments.** |
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| **4. Do you agree that the Master Registration Agreement (MRA) Asset Condition Categories introduced by DTC CP 3336 should be replicated in the DCUSA? Please provide supporting comments.** |
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| **5. The proposer of DCP 153 does not believe that SLAs should be introduced for Category C as it is not urgent and does not affect the meter exchange. Do you believe it is reasonable for the DNO/LDNO to plan this work as they feel is best?** |
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| **6. *Distributors:* What are your self imposed turnaround times for resolving network issues at the moment?** |
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| **7. *Distributors:* Does this differ in an emergency situation?** |
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| **8. *Distributors:* How do you expect these to change under the smart metering roll out?** |
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| **9. Do you agree with the proposed SLAs and are the timescales reasonable and do you believe category A incidents should only be reported by telephone?** |
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| **10. Is the proposal that category B visits should be scheduled within 10 days reasonable?** |
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| **11. Distributors: What will be the impact of these SLAs on resources? Would you ramp up internal resources or set up contracts with external organisation?** |
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| **12. For category B incidents, do you think that there could be different service levels for different types of incident?** |
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| **13. Do you think it is reasonable for Meter Operators to provide a photo of all category B incidents?** |
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| **14. Should Distributors communicate the planned visit date to the Supplier?** |
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| **15. *Distributors:* How do you envisage scheduling these appointments, would it be am/pm (as defined in the guaranteed standards documentation), all day or a two hour slot?** |
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| **16. How could Distributors provide this information to Suppliers if not via the D0126?** |
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| **17. An alternative is that the Distributor does not inform the Supplier of the scheduled visit date, but only notifies the Supplier once the job is complete. Is this Alternative reasonable?** |
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| **18. It proposed that reporting on performance against the SLAs should be within 15 working days of the end of each calendar month on jobs completed within the month. For example, for jobs completed in January were each of those jobs completed within the SLAs. Do you agree with this proposal? If not, what alternative would you suggest?** |
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| **19. It is proposed that reporting should be per Distribution licence held per month. Do you agree with this proposal? If not, what alternative would you suggest?** |
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| **20. Do you agree that the SLA reporting should state for each Distribution licence held per month whether or not the SLA was met? If not, what alternative would you suggest?** |
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| **21. Should the SLAs be reported by DNOs, Suppliers or both?** |
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| **22. The Working Group proposes that the following is reported each month:** **The percentage of category A incidents that were incorrectly reported****The percentage of category B incidents that were incorrectly reported****The percentage of category C incidents that were incorrectly reported****Do you agree? Please provide your rationale.** |
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| **23. *Distributors:* How soon would you be able to meet the SLAs for the work to done?** |
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| **24. *Distributors:* How soon would you be able to meet the reporting requirements (e.g. implementation of systems to record required data)?** |
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| **25. If changes to implement reporting could delay the implementation of the SLAs, would you be supportive of different implementation dates?** |
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| **26. It is the view of the Working group that the environmental impact associated with DCP 153 is negligible. The roll out of smart meters is mandated, therefore, the introduction of SLAs will not change whether or not premises need to be visited to exchange meters. The SLAs may have a slight impact on timescales but the environmental impact is negligible. Do you agree?** |
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| **27. Do you have any further comments?** |
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**This form should be submitted to** [**DCUSA@electralink.co.uk**](mailto:DCUSA@electralink.co.ukl) **no later than Wednesday, 17 October 2012.**