



DCUSA Request for Information (RFI)

DCP 209 'Resolving Unregistered Customers'

1 PURPOSE

- 1.1 The Distribution Connection and Use of System Agreement (DCUSA) is a multi-party contract between electricity Distributors and electricity Suppliers and large Generators.
- 1.2 This document is a Request for Information (RFI) issued to all DCUSA Parties and the Authority in accordance with Clause 11.14 of the DCUSA seeking industry views on DCP 209 'Resolving Unregistered Customers'.
- 1.3 Parties are invited to consider the questions set out in section 3 below and submit comments using the form attached as Attachment to dcusa@electralink.co.uk by **27 June 2014**.
- 1.4 Respondents are advised to note that the meeting papers for DIF 028 'Getting Unregistered Consumers Registered By A Supplier' and the DCP 209 Working Group meeting are available on www.dcusa.co.uk.

2 DCP 209 RESOLVING UNREGISTERED CUSTOMERS

- 2.1 DCUSA Issue Form (DIF) 028 'Getting Unregistered Consumers Registered By A Supplier' was raised in the DCUSA Standing Issues Group in April 2012. The issue explained how a minority of customers find themselves consuming electricity outside of the normal arrangements i.e. without being registered by a Supplier. Following further discussion at the DCUSA SIG this issue was developed in to the DCP 209 Change Proposal (CP).
- 2.2 DCP 209 'Resolving Unregistered Customers' CP was raised by Northern Powergrid and seeks to improve communications with unregistered customers, set out processes for managing unregistered customers up to, but excluding, the registration process itself and where necessary new obligations on parties.
- 2.3 Members have noted that the gas industry (under the Xoserve logo) issue 'soft' and 'harder' type letters to unregistered consumers to encourage unregistered consumers to register with a Supplier. The Working Group for DCP 209 seeks to develop similar template letters for the electricity industry.
- 2.4 The DCP 209 Working Group, having considered the DCUSA SIG meeting papers, agreed to continue to develop a scenario matrix which details the situations under which unregistered consumers occur. This RFI seeks to check with Parties which scenarios occur most frequently. This will allow the Working Group to address each scenario on a prioritised basis and develop the relevant template letters, supporting processes and best practice. The scenario matrix acts as Attachment 3 to this RFI.
- 2.5 Members consider that the scope of this change also includes determining how to prevent the creation of new unregistered customers. The Working Group is therefore also interested in Party responses on current processes used to prevent and follow up on unregistered customers.

3 REQUEST FOR INFORMATION

3.1 Parties are asked to consider the following RFI questions:

Question Number	General Questions
1.	<p>Distributors: How many unregistered sites are you aware of, that are connected to your network(s) where the customer is presently consuming energy?</p> <p>Are you able to split the volumes of such unregistered sites by the different scenarios in the table at Attachment 1 to this RFI?</p>
2.	<p>All Parties: Please briefly set out your current process for managing unregistered consumers in each of the scenarios?</p>
3.	<p>DNO's:</p> <p>(a) Do you send letters to unregistered customers to request them to register with a Supplier and do customers reply to such letters? Do you have processes for follow-up?</p> <p>(b) Please briefly set out your current process for follow-up with such customers.</p> <p>(c) How successful/efficient is the issuing of these letters in terms receiving responses from customers?</p>
4.	<p>In terms of communicating with unregistered customers do you have any suggestions for best practice for the DCP 209 Working Group?</p>
5.	<p>Suppliers:</p> <p>(a) Where a distributor notifies you of an unregistered customer who has indicated willingness to form a supply contract with you, do you have processes for follow-up?</p> <p>(b) Please briefly set out your current process for follow-up with such customers; and</p> <p>(c) How successful/efficient is this in terms receiving responses from customers?</p>
6.	<p>Suppliers:</p> <p>(a) In what scenarios, if any, would you request an MPAN, and then not register the customer?</p>

	<p>(b) In what scenarios, if any, would you request an MPAN, fit a meter and then not register the customer?</p> <p>DNOs:</p> <p>(c) In what scenarios, if any, would you fit a meter for an MPAN without a registered Supplier?</p>
7.	<p>The Working Group would welcome suggestions from DCUSA Parties on best practice to prevent unregistered sites being created and any suggestions for resolving unregistered customers that might be used to develop best practice. Your response can relate to the scenarios in the attached table or on the management of unregistered customers in general.</p>

3.2 Responses should be submitted using Attachment 1 to dcusa@electralink.co.uk no later than **27 June 2014**.

3.3 Responses, or any part thereof, can be provided in confidence. Parties are asked to clearly indicate any parts of a response that are to be treated confidentially.

4 NEXT STEPS

4.1 The DCP 209 Working Group will review the RFI responses with a view to making a recommendation to the DCUSA Panel.

4.2 If you have any questions about this paper or the DCUSA Change Process please contact the DCUSA Help Desk by email to dcusa@electralink.co.uk or telephone 020 7432 3017.

ATTACHMENT

- Attachment 1 – DCP 209 RFI Response Form
- Attachment 2 –DCP 209 Change Proposal
- Attachment 3 – DCP 209 Scenario Matrix