

DCUSA Issues Form (DIF)

This form should be used by parties to submit matters for consideration to DCUSA Standing Issues Group (SIG).

The completed form should be issued to DCUSA@electralink.co.uk

Document Control	
Date Submitted	21/01/11
Issue Title:	Billing of capacity for HH sites that cannot be de-energised
Issue Number*:	DIF 015
Meeting Ref*:	01/11
Attachments:	

**Assigned by DCUSA Secretariat*

Originator details	
Party Name	Npower Limited
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Party Category	Distributor / Supplier / IDNO / DG / OTSO / Other (please specify)
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Nature of Issue
<p>We have experienced problems in getting a number of commercial half-hourly sites de-energised. This can occur for various reasons, such as:</p> <ul style="list-style-type: none">• Safety issues at the site concerned (eg asbestos in premises);• Difficulty locating the meter/service position at a premises;• Site set-up eg shared supply arrangements;• Difficulty identifying the party responsible for carrying out the de-energisation;• Difficulty contacting the customer (eg at derelict sites). <p>This failure or inability to de-energise a site can have serious implications for our supply business: (a) capacity continues to be charged; (b) debt may build up; (c) theft may occur/continue; and (d) safety and security of supply issues may arise.</p> <p>We would like to understand how such issues could better be managed and what options there may be for suppressing capacity charges for sites which cannot be de-energised.</p>

Solution Overview – if known

Solution description:	Agree an industry process for suppressing capacity charges for HH sites that should be de-energised but cannot be de-energised.
Lead time for Implementation:	As soon as reasonably practicable.