

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	12/10/2012
Issue Title:	Service alterations for Priority Service customers
Issue Number*:	DIF 035
Meeting Ref*:	10/12
Attachments:	

**Assigned by DCUSA Secretariat*

Originator details	
Party Name	E.ON
Originator Name	Glenn Sheern
Party Category	Supplier
Email Address	Glenn.sheern@eonenergy.com
Telephone Number	07834 621647

Nature of Issue

Suppliers have an obligation to provide a free meter move for customers that are on their priority service register, where the meter may be difficult to access. This will often also require a service alteration by the Distributor. The Distributor may or may not also move the meter at the same time as the service alteration.

Suppliers also have an obligation to report these meter moves quarterly to Ofgem. The issue at hand is that where there is a small movement of the service and no change in the meter asset, there is no formal mechanism for the distributor to tell the supplier when they have completed the service alterations. This therefore makes it difficult for Suppliers when trying to complete their reports to Ofgem. We would like SIG to consider the following.

1. The best common process for requesting a service alteration with or without a meter move.
2. Notification from distributor of their scheduled date for the Service alteration.
3. The best common process and timescales for the distributor to notify the supplier that the work has been carried out.

Solution Overview – if known

Solution description:	
Lead time for Implementation:	