

### 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](mailto:DCUSA@electralink.co.uk)

Document Control	
Date Submitted	08/02/11
Issue Title:	DNO MPANs Created for IDNO Network
Issue Number*:	017
Meeting Ref*:	02/11
Attachments:	

*\*Assigned by DCUSA Secretariat*

Originator details	
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Nature of Issue
<p>We have discovered an issue that is not governed by industry processes. Recently we adopted a new network in a DNO area. Unfortunately, due to a breakdown in communications with a third party, the MPAN request was sent to the host DNO for MPAN Core generation. The network then went live and a Supplier has subsequently registered against those MPANs (through no fault of their own). We need to arrange for the host DNO MPANs to be 'disconnected' and the Supplier to register against our MPANs instead, which involves re-appointment of Supplier agents etc.</p> <p>There is neither guidance on how best to resolve the issue nor governance to ensure the mistake is rectified in a timely manner – ensuring there are no adverse affects on the Customer. Currently we could have a problem where 2 MPANs exist, on 2 separate MPAS, and possibly with 2 different Suppliers – resulting in duplicated billing for the Customer. There is also the problem of lost revenue for us as the operator of the network.</p>

Solution Overview – if known	
Solution description:	Update DCUSA clauses 25 and 41 to provide governance around the issue.
Lead time for Implementation:	6 months