

DCP297 – Network Interventions SLA Enhancement

Amend Clause 30.5D.2 as follows:

30.5D.2 The obligations of the Company that are subject to the Service Levels shall be construed as obligations to use reasonable endeavours to comply with each Service Level on 90% of occasions within each Quarter; provided that (where the Company is a DNO Party) if the ~~sum of the notified Category A Situations and Category B Situations during that Quarter across total number of electricity smart meters installed by~~ all Supplier Parties in ~~respect of~~ the Company's Distribution Services Area ~~during that Quarter, is more than exceeds~~ 2% ~~of above~~ the aggregate Smart Meter Installation Forecasts across all Supplier Parties in respect of that Quarter and the Company's Distribution Services Area, then the Company shall be released from its obligation to use reasonable endeavours to meet the Service Levels, but only where the sum of notified Category A Situations and Category B Situations in that Quarter in the Company's Distribution Services Area across all Supplier Parties exceeds 2% of the aggregate Smart Meter Installation Forecasts across all Supplier Parties in respect of that Quarter and the Company's Distribution Services Area, and then only for obligations beyond that 2% level.

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8 November 2017