
Meeting Name	DCUSA Panel
Meeting Date	21 October 2009
Paper Title	Initial Assessment Report – DCP 053
Purpose of Paper	For Decision
Synopsis	This paper presents a Change Proposal that has been submitted to the DCUSA Secretariat and requests agreement on its progression.

1 INTRODUCTION

- 1.1 This paper refers a DCUSA Change Proposal (DCP) to the DCUSA Panel for agreement on its progression.
- 1.2 The Change Proposal (CP) has been assessed by the Secretariat in accordance with Section 10.11 of the DCUSA. The CP has met the requirements set out in the DCUSA and ElectraLink has prepared a recommendation for consideration by the Panel.

2 DCP 053 - INCIDENT MANAGEMENT

- 2.1 DCP 053 has been raised by British Gas and seeks to introduce an additional clause to the DCUSA to oblige Distributors to provide notification of supply failures to Suppliers where more than 20,000 metering points are affected in any given incident.
- 2.2 Currently Suppliers do not receive any proactive notification from Distributors when customers are off supply. When a large number of customers are off supply in any given area this often results in customers contacting their Supplier for information relating to the supply failure. This can affect call response times when major incidents are experienced.
- 2.3 British Gas has proposed that in order to provide a better customer experience Suppliers should receive information from the Distributor as to the nature of the fault, the number of customers affected, the postcode area affected and the likely restoration time. It is proposed that an additional clause is added to the DCUSA that obliges Distributors to provide such notifications to Suppliers in instances where it is believed that more than 20,000 customers are affected in any given postcode area.
- 2.4 The originator considers that the Change Proposal will facilitate DCUSA Objective 1¹ by enabling Suppliers to provide a better service to their customers where they are able to react to major incidents and maintain call handling times. The originator considers that Objective 2² is also facilitated by assisting DNO and IDNO Parties in meeting Conditions 8 and 19 of the Electricity Distribution Licence.
- 2.5 The proposer believes this to be a Part 1 matter in accordance with Clause 9.4 of the DCUSA as it is likely to have a significant, positive, impact on the interests of electricity Consumers. The proposer also considers that it is likely to have a significant impact on competition in the supply of electricity by ensuring all Suppliers receive a consistent and timely notification of major incidents from Distributors. The proposer also notes that the CP is directly related to the safety of the Distribution Network and provides information directly related to the security of the network.

3 PROGRESSION OF DCP 053

- 3.1 DCP 053 has been submitted as a standard Change Proposal.

¹ The facilitation of effective competition in the generation and supply of electricity and (so far as is consistent therewith) the promotion of such competition in the sale, distribution and purchase of electricity;

² The facilitation of effective competition in the generation and supply of electricity and (so far as is consistent therewith) the promotion of such competition in the sale, distribution and purchase of electricity;

- 3.2 The CP is determined as a Part 1 matter as set out in section 2.5 above and therefore requires Authority Consent.
- 3.3 It is proposed that the CP go through the definition phase and that a Working Group be established to assess and develop the CP.
- 3.4 It is proposed that this CP should be implemented in the February 2010 Release.
- 3.5 A proposed timetable for the progression of the proposal is outlined below:

Activity	Latest Date
Panel Meeting – IA agreed	21 October 2009
Working Group	21 October - 09 December
Panel Meeting - Change Report Agreed	16 December 2009
Party Voting	21 Dec – 18 January 2010
Change Declaration	19 January 2010
Authority Consent	09 Jan – 23 February
Implementation	25 February 2010

4 RECOMMENDATIONS

The DCUSA Panel is invited to:

- Consider whether to accept the referral of DCP 053;
- Agree that the CP should be treated as a Part 1 matter;
- Agree the progression of the CP in accordance with the timetable set out in Section 3.5.

5 APPENDICES

- A – DCP 053 Change Proposal