

Part A: Generic

DCUSA Change Proposal (DCP)		At what stage is this document in the process?
<h1>DCP 335:</h1> <h2>DCP Title: Provision of email contact details for use in Incident Management scenarios</h2> <p><i>Date raised: November 2018</i></p> <p><i>Proposer Name: Sasha Pearce</i></p> <p><i>Company Name: Npower Ltd</i></p> <p><i>Company Category: Supplier</i></p>		<p>01 – Change Proposal</p> <p>02 – Consultation</p> <p>03 – Change Report</p> <p>04 – Change Declaration</p>
<p>Purpose of Change Proposal: <i>To require supplier parties to provide and maintain up to date email contact details for use in Incident Management scenarios as outlined in clause 30.13.</i></p>		
	<p>Governance: The Proposer recommends that this Change Proposal should be:</p> <ul style="list-style-type: none"> • Part 2 Matter • Treated as a Standard Change • Proceed to Change Report <p>The Panel will consider the proposer’s recommendation and determine the appropriate route.</p>	
	<p>Impacted Parties: Supplier parties</p>	
	<p>Impacted Clauses: Introduction of new Clause 30.13A in Section 2A and new sub-clause 3A(e) in Schedule 14.</p>	

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 Any questions?

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Indicative Timeline

The Secretariat recommends the following timetable:

Initial Assessment Report	16 January 2019
Change Report Approved by Panel	20 February 2019
Change Report issued for Voting	22 February 2019
Party Voting Closes	15 March 2019
Change Declaration Issued to Parties	19 March 2019

1 Summary

What?

- 1.1 Work has been underway under the auspices of the ENA to develop best practice protocols for managing emergency incidents. Under Clause 30.13 of DCUSA, there is provision for DNOs to contact suppliers via email when incidents arise of a certain magnitude to provide information about the incident, its severity and expected duration (where known).
- 1.2 Currently, there is no mechanism within DCUSA for Supplier Parties to provide email point of contact information for use in such scenarios. Information is currently being sent to Supplier Parties' contract managers for onward distribution within their organisations.

- 1.3 Supplier Parties should be required to provide an email point of contact for receipt of information about emergency incidents and to keep the point of contact details up-to-date.

Why?

- 1.4 Provision and maintenance of up to date email contact details for Supplier Parties in incident management scenarios will improve the efficiency of the process for getting key information about incidents to those who need to know. The objective here is to ensure timely and clear lines of communication in the event of an incident, promoting effective and efficient responses in order to safeguard and protect customers and maintenance of industry reputation.

How?

- 1.5 Currently Parties provide Contract Manager information to the DCUSA Secretariat for publication on the DCUSA website. This proposes that in addition Supplier Parties should provide an email incident management point of contact to the DCUSA Secretariat and keep this up to date, confirming the details at least annually (by 30 September in each calendar year). The DCUSA Secretariat will be responsible for collecting such information from Supplier Parties and uploading this to the secure members area of the DCUSA website by adding the details to the party contact list.

2 Governance

Justification for Part 1 and Part 2 Matter

Requested Next Steps

- 2.1 This Change Proposal should:
- Be treated as a Part 2 Matter
 - Be treated as a Standard Change
 - Proceed to Change Report
- 2.2 Although this Change Proposal will facilitate communication about the safety and security of the distribution network, it does not in itself directly relate to this. It does not satisfy any of the other criteria set out in DCUSA Clause 9.4 which require it to be a Part 1 matter. This Change Proposal is straightforward and clear in its intention and does not require any further development. It is not urgent, but it would be helpful for it to be implemented as soon as possible.

3 Why Change?

- 3.1 Under Clause 30.13 of DCUSA, there is provision for DNOs to contact suppliers via email when incidents arise of a certain magnitude to provide information about the incident, its severity and expected duration (where known).
- 3.2 Currently, there is no mechanism within DCUSA for Supplier Parties to provide email point of contact information for use in such scenarios. Information is currently being sent to Supplier Parties' contract managers for onward distribution within their organisations. This can lead to delay in information being disseminated to those who need to know.

- 3.3 Implementing this change will allow information to be sent direct to key personnel within supply businesses, which will improve Supplier Parties' ability to respond to enquiries from affected customers and to better assist vulnerable customers in emergency situations.

Part B: Code Specific Details

4 Solution and Legal Text

Legal Text

- 4.1 The proposer suggests that a new Clause 3013A be added under Clause 30.13 of Section 2A, as follows:

30.13A The User will provide one or more contact email address(es) to the Secretariat for receipt of the information in 30.13, and will ensure that this remains up to date, confirming this by 30 September in each calendar year. The Secretariat will publish such contact information on the DCUSA Website in accordance with Schedule 14 and where changes are notified update this as soon as reasonably practicable.

The proposer also suggests the addition of a new sub-clause 3A(e) in Schedule 14:

3A (e) the User email address for receipt of information in significant off supply incidents.

Text Commentary

- 4.2 Creating an obligation for Users to provide contact email details and confirm the continued accuracy of these annually by 30 September each year will ensure that Distributors have access to up to date and relevant points of contact in Supplier organisations for the communication of information on emergency incidents. An obligation needs to be created for the Secretariat to publish and maintain a list of these email points of contact, this will need to be located in the members only section of the website.

5 Code Specific Matters

Reference Documents

None

6 Relevant Objectives

DCUSA General Objectives	Identified impact

<input checked="" type="checkbox"/> 1 The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
<input type="checkbox"/> 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	None
<input type="checkbox"/> 3 The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences	None
<input checked="" type="checkbox"/> 4 The promotion of efficiency in the implementation and administration of the DCUSA	Positive
<input type="checkbox"/> 5 Compliance with the Regulation on Cross-Border Exchange in Electricity and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators.	None
This change will enable the DNO parties to communicate more effectively and efficiently with Supplier parties in the event of an emergency incident and thus this CP better facilitates DCUSA General Objectives One and Four.	

7 Impacts & Other Considerations

7.1 None

Does this Change Proposal impact a Significant Code Review (SCR) or other significant industry change projects, if so, how?

7.2 N/A

Does this Change Proposal Impact Other Codes?

- BSC
- CUSC
- Grid Code
- MRA
- SEC
- Other
- None

Consideration of Wider Industry Impacts

- 7.3 This has been discussed by the ENA and EUK as part of a package of measures to improve the industry management of severe weather scenarios and other major incidents leading to loss of supply for significant numbers of consumers.

Confidentiality

- 7.4 This Change is not confidential.

8 Implementation

- 8.1 This change will deliver immediate benefits and efficiencies and should therefore be implemented as soon as possible.

Proposed Implementation Date

- 8.2 This CP should be implemented in the next scheduled DCUSA release following approval.

9 Recommendations

Part C: Guidance Notes for Completing the Form

Ref	Section	Guidance
1	Attachments	Append any proposed legal text or supporting documentation in order to better support / explain the CP.
2	Governance	<p>A CP must be categorised as a Part 1 or Part 2 matter in accordance with Clause 10.4.7 of the DCUSA. All Part 1 matters require Authority Consent.</p> <p>Part 1 Matter</p> <p>A change Proposal is considered a Part 1 Matter if it satisfies one or more of the following criteria:</p> <p>a) it is likely to have a significant impact on the interests of electricity consumers;</p> <p>b) it is likely to have a significant impact on competition in one or more of:</p> <ul style="list-style-type: none"> i. the generation of electricity; ii. the distribution of electricity; iii. the supply of electricity; and iv. any commercial activities connected with the generation, distribution or supply of electricity; <p>c) it is likely to discriminate in its effects between one Party (or class of</p>

		<p>Parties) and another Party (or class of Parties);</p> <ol style="list-style-type: none"> i. it is directly related to the safety or security of the Distribution Network; and ii. it concerns the governance or the change control arrangements applying to the DCUSA; and iii. it has been raised by the Authority or a DNO/IDNO Party pursuant to Clause 10.2.5, and/or the Authority has made one or more directions in relation to it in accordance with Clause 11.9A. <p>Part 2 Matter</p> <p>A CP is considered a Part 2 Matter if it is proposing to change any actual or potential provisions of the DCUSA which does not satisfy one or more of the criteria set out above.</p>
<p>3</p>	<p>Related Change Proposals</p>	<p>Indicate if the CP is related to or impacts any CP already in the DCUSA or other industry change process.</p>
<p>4</p>	<p>Proposed Solution and Draft Legal Text</p>	<p>Outline the proposed solution for addressing the stated intent of the CP. The Change Proposal Intent will take precedence in the event of any inconsistency. A DCUSA Working Group may develop alternative solutions.</p> <p>The plain English description of the proposed solution should include the changes or additions to existing DCUSA Clauses (including Clause numbers).</p> <p>Insert proposed legal drafting (change marked against any existing DCUSA drafting) which enacts the intent of the solution. The legal text will be reviewed by the Working Group (if convened) and is likely to be subject to legal review as part of its progress through the DCUSA change process.</p>
<p>5</p>	<p>Proposed Implementation Date</p>	<p>The Change can be implemented in February, June, and November of each year or as an extraordinary release. For Charging Methodology CPs, select an implementation date which takes into consideration the minimum notice periods for publishing tariffs. These are:</p> <ul style="list-style-type: none"> • 15 months, for DNOs acting within their Distribution Services Areas; or • 14 months, for IDNOs and DNOs acting outside their Distribution Services Area. <p>Please select an implementation date that provides sufficient time for the Change to be incorporated into the appropriate charging model and the DCUSA in order to be reflected in future tariffs.</p> <p>Contact the DCUSA helpdesk for any further information on the releases dcusa@electralink.co.uk.</p>

6	Impacts & Other Considerations	Indicate whether this Change Proposal will be impacted by or have an impact upon wider industry developments. If an impact is identified, explain why the benefit of the Change Proposal may outweigh the potential impact and indicate the likely duration of the Change.
7	Environmental Impact	Indicate whether it is likely that there would be a material impact on greenhouse gas emissions as a result of the proposed variation being made. Please see Ofgem Guidance .
8	Confidentiality	Clearly indicate if any parts of this Change Proposal Form are to remain confidential to DCUSA Panel (and any subsequent DCUSA Working Group) and Ofgem
9	DCUSA General Objectives	Indicate which of the DCUSA Objectives will be better facilitated by the Change Proposal.
10	Detailed Rationale for DCUSA Objectives	Provide detailed supporting reasons and information (including any initial analysis that supports your views) to demonstrate why the CP will better facilitate each of the DCUSA Objectives identified.
11	DCUSA Charging Objectives	Indicate which of the DCUSA Charging Objectives will be better facilitated by the Change Proposal. Please note that a CDCM or EDCM change may also facilitate the DCUSA General objectives.
12	Defining 'Material' for Charging Methodology Changes	In respect of proposals to vary one or more of the Charging Methodologies, such proposals shall be deemed to be "material" if they might reasonably be expected to have a significant impact on the tariffs calculated under one or more of the methodologies.