

DCP 335 Draft Legal Text

‘Provision of email contact details for use in Incident Management scenarios’

Add a new Clause 30.13A under Clause 30.13 of Section 2A as follows:

Incident Management

30.13 Subject to Clauses 30.15 and 30.16, where the Company becomes aware of a single incident affecting Electric Lines with a nominal voltage of more than 1,000 volts that interrupts the supply of electricity to more than 5,000 Customers connected to the Company’s Distribution System, the Company shall use reasonable endeavours to notify the User (within a reasonable period of time after the occurrence of the incident) by email of the following information:

30.13.1 the approximate number of such Customers whose supply has been interrupted as a result of such incident;

30.13.2 the postcodes or areas affected by such incident;

30.13.3 the nature of such incident if known; and

30.13.4 the time by which it is anticipated that the supply of electricity interrupted by such incident will be restored.

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

Amend Paragraph 3A in Schedule 14 (Website Requirements) as follows:

3A. Subject to Paragraph 6, the following shall only be accessible through the Password Controlled Pages:

- a) the full text of this Agreement (including the Revenue Protection Code of Practice);
- b) minutes of (and papers associated with) the meetings of the Panel, Working Groups and the DCUSA Ltd board of directors that are not made accessible under Paragraph 3;
- c) the contact details for Contract Managers and holders of Web Accounts; ~~and~~
- d) the contact details for receipt of information under Clause 30.13 (under which Users are notified of significant off-supply incidents); and
- ~~d)e)~~ the theft contacts register provided by each Supplier Party under paragraph 6.7 of the Revenue Protection Code of Practice.

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