

DCUSA Change Report		At what stage is this document in the process?
<h2>DCP 335</h2> <h3>Provision of email contact details for use in Incident Management scenarios</h3> <p><i>Raised in November 2018 as a Standard Change</i></p>	01 – Change Proposal	
	02 – Consultation	
	03 – Change Report	
	04 – Change Declaration	
<p><b>Purpose of Change Proposal:</b></p> <p>The intent of DCP 335 is 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.</p>		
	<p>This document is issued in accordance with Clause 11.20 of the DCUSA, and details DCP 335 – Provision of email contact details for use in Incident Management scenarios.</p> <p>DCP 335 is considered a Part 2 matter and Parties are invited to consider the proposed amendment (Attachment 1) and submit their votes using the Voting form (Attachment 2) to <a href="mailto:dcusa@electralink.co.uk">dcusa@electralink.co.uk</a> by <b>15 March 2019</b>.</p> <p>The voting process for the proposed variation and the timetable of the progression of the Change Proposal (CP) through the DCUSA Change Control Process is set out in this document.</p> <p>If you have any questions about this paper or the DCUSA Change Process, please contact the DCUSA by email to <a href="mailto:dcusa@electralink.co.uk">dcusa@electralink.co.uk</a> or telephone 020 7432 3011.</p>	
	 <p>Parties Impacted: <b>Suppliers</b></p>	
	 <p>Impacted Clauses: <b>Introduction of a new Clause 30.13A under Clause 30.13 of Section 2A and amend Paragraph 3A in Schedule 14 (Website Requirements).</b></p>	

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Any questions?

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## Timetable

The timetable for the progression of the CP is as follows:

### Change Proposal timetable

Activity	Date
Initial Assessment Report Approved by Panel	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
Implementation	First DCUSA Release following Party approval

## 1 Executive 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 a 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 areas of the DCUSA Website by adding the details to the Party contact list.

## 2 Governance

### Justification for Part 2 Matter

- 2.1 The Panel reviewed DCP 335 and noted that the Proposer's opinion was that the change should be treated as a Part 2 matter.
- 2.2 The Proposer believes that although this CP 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 requires the CP to be a Part 1 matter.

- 2.3 The Panel agreed that Authority consent would not be necessary as the CP is straightforward and clear in its intention and does not require any further development.

### Requested Next Steps

- 2.4 The Panel considered that the Proposer has carried out the level of analysis required to enable Parties to understand the impact of the proposed amendment and to vote on DCP 335.
- 2.5 The DCUSA Panel recommends that this CP:
- Be issued to Parties for Voting.

## 3 Why Change?

### Background of DCP 335

- 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 directly 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.

## 4 Solution

### DCP 335 Assessment

- 4.1 The solution for this CP would include included a new Clause 30.13A to be added under Clause 30.13 of Section 2A of DCUSA. The content of the new Clause would create an obligation for Users to provide contact email details and confirm that 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.
- 4.2 The new clause will also create an obligation for the DCUSA 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 DCUSA Website.

## 5 Relevant Objectives

## Assessment Against the DCUSA Objectives

- 5.1 For a DCUSA Change Proposal to be approved it must be demonstrated that it better meets the DCUSA Objectives.
- 5.2 The CP form provided as Attachment 3, details which of the DCUSA Objectives the Proposer considers DCP 335 better facilitates.

Impact of the Change Proposal on the Relevant Objectives:	
Relevant Objective	Identified impact
General Objective One – The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
General Objective Four – The promotion of efficiency in the implementation and administration of the DCUSA	Positive

- 5.3 These DCUSA General Objectives will be better facilitated by the implementation of this change as it will enable the DNO Parties to communicate more effectively and efficiently with Supplier Parties in the event of an emergency incident.

## 6 Impacts & Other Considerations

- 6.1 This has been discussed by the ENA and Energy UK 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.

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

- 6.2 N/A

### Consumer Impacts

- 6.3 No consumer impacts have been identified.

### Environmental Impacts

- 6.4 In accordance with DCUSA Clause 11.14.6, the Proposer assessed whether there would be a material impact on greenhouse gas emissions if DCP 335 were implemented. The Proposer did not identify any material impact on greenhouse gas emissions from the implementation of this CP.

## 7 Implementation

- 7.1 It has been noted that this change will deliver immediate benefits and efficiencies and should be implemented as soon as possible. Therefore, the change will be implemented on the first DCUSA Release following on from Party approval.

## 8 Legal Text

- 8.1 The legal text for DCP 335 has been recommended by the Proposer and reviewed by the DCUSA legal advisor and is provided as Attachment 1.

- 8.2 The legal text change introduces a new Clause 30.13A to 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 updated this as soon as reasonably practicable.**

- 8.3 The Proposer also suggests the amendment of a Paragraph 3A in Schedule 14 (Website Requirements):

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

- 8.3 The Proposer is satisfied that the legal text meets the intent of the change.

## 9 Code Specific Matters

### Modelling Specification Documents

- 9.1 Not applicable.

### Reference Documents

- 9.2 Not applicable.

## 10 Recommendations

### Panel's Recommendation

- 10.1 The Panel approved this Change Report on 20 February 2019. The Panel considered that the Proposer has carried out the level of analysis required to enable Parties to understand the impact of the proposed amendment and to vote on DCP 335.

10.2 The Panel have recommended this report be issued for voting and DCUSA Parties should consider whether they wish to submit views regarding this CP. The Voting Form can be found in Attachment 2.

### **Attachments**

- Attachment 1 – DCP 335 Legal Text
- Attachment 2 – DCP 335 Voting Form
- Attachment 3 – DCP 335 Change Proposal