

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 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 and where changes are notified update this as soon as reasonably practicable.