

DCUSA Change Proposal Form

This form is issued in accordance with Clause 10.5 of the DCUSA.

Completed forms should be returned to dcusa@electralink.co.uk for assessment by the DCUSA Panel. Failure to complete all parts of the form may result in it being rejected by the DCUSA Panel.

PART A – Mandatory for all Change Proposals

PART B – Mandatory for Non Charging Methodologies Proposals

PART C – Mandatory for Charging Methodologies Proposals

PART D – Guidance Notes

PART A - MANDATORY FOR ALL CHANGE PROPOSALS

| Document Control | |
|---|--|
| CP Status | Standard |
| CP Number | DCP 153 |
| Date of submission | 8 August 2012 |
| Attachments | |
| Originator Details | |
| Company Name | British Gas |
| Originator Name | Kevin Woollard |
| Category | SUPPLIER |
| Email Address | Kevin.woollard@centrica.co.uk |
| Phone Number | 07979 563580 |
| Change Proposal Details | |
| CP Title | Service Level Agreement for Resolving Network Operational Issues |
| Impacted parties | DNO/IDNO/Suppliers |
| Impacted Clause(s) | Clause 30 and addition of new Schedule 22 |
| Part 1 / Part 2 Matter | Part 1 |
| Related Change Proposals | |
| Change Proposal Intent | |
| <p>The intent of this proposal is to establish a Service Level Agreement between suppliers and networks owners for the resolution of network issues. The Service Level Agreement will specify timescales for resolution of network issues where the asset condition code is identified as either category A or category B.</p> | |
| Business Justification and Market Benefits | |
| <p>This proposal has been raised following meetings between the Energy Networks Association (ENA) and Energy UK and further discussions at the Consumer Engagement and Roll-Out Operational Issues Sub-Group. Detailed work has already been carried out by the ENA Smart Meter Operations Group to categorise the network issues that could be identified whilst attending a customer's property and these have been set up within the Data Transfer Catalogue by creating a new J item Asset Condition Code.</p> <p>When Suppliers are attempting to roll-out smart meters (both foundation and enduring) they will identify network issues that could be dangerous and /or could prevent a meter exchange from taking place.</p> <p>Currently these types of issues are identified to the network owner via telephone or e-mail and are rectified as soon as possible by the network owner depending on the seriousness of the issue</p> | |

identified. The Supplier has the means of escalation should the necessary work not be completed in an appropriate timescale. The implementation of DTC CP 3336 in November 2012 will standardise the methods for reporting network issues and will place an obligation on network owners to notify the supplier via the D0126 once the issue is rectified. Agreed network service level agreements for the resolution of network issues will build on DTC CP 3336 in that it will:

- Ensure safety related issues resolved in a timely manner
- Ensure network related issues are resolved in a timely manner thereby improving the reliability and efficiency of the network
- Improve the customer experience as the supplier will be able to provide the customer with an expectation of when the issue will be resolved and when they are likely to return to carry out the meter exchange
- Improve supplier business processes as they will have more certainty of when issues will be resolved and will be able to plan future work more efficiently

Proposed Solution and Draft Legal Text

Amendments to Clause 30 Provision of Information and addition of new Schedule 22 to detail service levels applicable to each Asset Condition Code value.

Clause 30.5 already includes obligations on parties relating to the reporting of dangerous incidents. It is proposed that this clause is expanding to include the following areas:

- Obligation on Suppliers to ensure their agents report category A faults by phone
- Obligation on Suppliers to ensure their agents report category B and C faults by dataflow D 0135
- Obligations on network owners to rectify within timescales stipulated in Schedule 22
- Obligations on network owners to publish service level performance as stipulated in schedule 22
- Targets for suppliers relating to erroneous reporting

Proposed Implementation Date

February 2013

Impact on Other Codes

Please tick the relevant boxes and provide any supporting information.

| | |
|-----------|-------------------------------------|
| BSC | <input type="checkbox"/> |
| CUSC | <input type="checkbox"/> |
| Grid Code | <input type="checkbox"/> |
| MRA | <input checked="" type="checkbox"/> |
| Other | <input type="checkbox"/> |
| None | <input type="checkbox"/> |

If other please specify

This change builds on DTC CP 3336

Consideration of Wider Industry Impacts

This proposal has been raised following discussions at the DECC Consumer Engagement and Roll-Out Operational Issues Group. Network service levels will help to ensure the mandated smart meter roll-out is implemented as efficiently as possible and minimise customer inconvenience.

Environmental Impact

Confidentiality

Nothing identified

PART B – MANDATORY FOR NON CHARGING METHODOLOGIES CHANGE PROPOSALS

DCUSA Objectives

General Objectives:

Please tick the relevant boxes.

- ☒ 1 The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks
- ☒ 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 The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences
- ☐ 4 The promotion of efficiency in the implementation and administration of this Agreement
- ☐ 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.

Rationale for better facilitation of the DCUSA Objectives identified above

1. The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks.

This proposal will ensure that network issues reported to the network companies are rectified within agreed timescales therefore contributing to the efficiency of the network.

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.

This proposal will help suppliers in managing customer expectations with regard to fault resolution. This will assist those suppliers who are carrying out meter exchanges to support specific customer propositions and therefore help to improve competition in the electricity supply market.

3. The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences

Licence Condition 21 "The Distribution Code" places obligations on licensees to ensure licencees operate their network in an efficient, co-ordinated and economical manner. The proposed changes will assist network owners in ensuring these obligations are met.

PART C – MANDATORY FOR CHARGING METHODOLOGIES PROPOSALS

DCUSA CDCM Objectives

Please tick the relevant boxes.

CDCM Objectives:

- ☐ 1 that compliance by each DNO Party with the Charging Methodologies facilitates the discharge by the DNO Party of the obligations imposed on it under the Act and by its Distribution Licence
- ☐ 2 that compliance by each DNO Party with the Charging Methodologies facilitates competition in the generation and supply of electricity and will not restrict, distort, or prevent competition in the transmission or distribution of electricity or in participation in the operation of an Interconnector (as defined in the Distribution Licences)
- ☐ 3 that compliance by each DNO Party with the Charging Methodologies results in charges which, so far as is reasonably practicable after taking account of implementation costs, reflect the costs incurred, or reasonably expected to be incurred, by the DNO Party in its Distribution Business
- ☐ 4 that, so far as is consistent with Clauses 3.2.1 to 3.2.3, the Charging Methodologies, so far as is reasonably practicable, properly take account of developments in each DNO Party's Distribution Business
- ☐ 5 that compliance by each DNO Party with the Charging Methodologies facilitates 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.

General Objectives:

- ☐ 1 The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks
- ☐ 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
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Rationale for better facilitation of the DCUSA Objectives identified above

CDCM Objectives:

General Objectives:

Has this issue been discussed at any other industry forums? If so please specify and provide supporting documentation

Network service levels have been discussed by both the ENA Smart meter Operations Group and by

Energy UK. An action was taken by British Gas to raise the appropriate industry modifications to codify network service levels at the July 2012 meeting of the DECC Consumer Engagement and Roll-Out Operational Issues Group.

PART D – GUIDANCE NOTES FOR COMPLETING THE FORM

| Data Field | Guidance |
|--|--|
| Attachments | Append any proposed legal text or supporting documentation in order to better support / explain the CP. |
| Change Proposal Intent | Outline the issue the CP is seeking to address. Please note that the intent of the CP cannot be altered once submitted. |
| 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 |
| CP Status | A CP may be deemed 'urgent' in accordance with Clause 10.4.8 of the DCUSA. The proposer should give supporting reasons. |
| DCUSA General Objectives | Indicate which of the DCUSA Objectives will be better facilitated by the Change Proposal. |
| DCUSA CDCM Objectives | Indicate which of the DCUSA CDCM Objectives will be better facilitated by the Change Proposal. Please note that a CDCM change may also facilitate the DCUSA General objectives. |
| Draft Legal Text | Insert proposed legal drafting (change marked against any existing DCUSA drafting). The Change Proposal Intent will take precedence in the event of any inconsistency. |
| 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 . |
| Impact of Wider Industry Change | 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. |
| Part 1 / Part 2 Matter | 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. |
| Proposed Implementation Date | The Change can be implemented in February, June, and November of each year. |
| Proposed Solution | 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. |
| Rationale for DCUSA | Provide supporting reasons and information (including any initial |

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| Objectives | analysis that supports your views) to demonstrate why the CP will better facilitate each of the DCUSA Objectives identified. |
| Related Change Proposals | Indicate if the CP is related to or impacts any CP already in the DCUSA or other industry change process. |