# **APPENDIX A- RESPONSE FORM**

To: Rosalind Timperley

Email: [DCUSA@electralink.co.uk](mailto:dcusa@electralink.co.uk)

**Name:**

**Organisation:**

**Role:** Please Specify: Supplier/DNO/IDNO/DG/OTSO/Generator/Customer/Other

**Email Address:**

**Phone Number:**

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| Do you have any comments on the definitions provided in the straw man document? |
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| **2.** Do you agree with the proposal that Distributors should use reasonable endeavours to meet the SLAs on 90% of occasions in each calendar month? Please provide supporting comments. |
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| **3.** Do you agree with the proposal that if the average monthly volumes of meter installations across all Suppliers exceed Suppliers’ forecast volumes by a certain percentage then the Distributors would be released from their obligation to meet the SLAs for that month? Please provide supporting comments. |
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| **4.** Should this percentage be set at 15%? Please provide supporting comments. |
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| **5.** The Working Group does not believe that the forecasting in its current format will work for IDNOs. Do you have any views on how the Supplier Volume forecasting for IDNOs should work? |
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| **6.** Do you agree that the D0126 flow issued once a situation has been remedied should contain the Distributor’s view of the correct asset condition code, particularly if different from the code reported in the D0135? Please provide supporting comments. |
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| **7.** Should there be specific clauses in the DCUSA that defines how the process for notifying the Supplier where an SLA cannot be met will work, or would it be preferable to include this information in a guidance document? Please provide supporting comments. |
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| **8.** If specific clauses are to be included in the DCUSA where an SLA cannot be met, which data flow should be used to inform the Supplier that the SLA cannot be met and notify them of when an appropriate person will be sent to resolve the situation? |
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| **9.** Do you agree that the Distributor report should be produced within 15 Working Days of the end of each calendar month? Please provide supporting comments. |
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| **10.** Do you agree that Suppliers should report on their smart metering roll out plans by the last Working Day of December, March, June and September in each year up to and including 2019? Please provide supporting comments. |
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| **11.** Do you agree that the Supplier reports should not be published on the DCUSA website but rather emailed directly to distributors by the DCUSA Secretariat? Please provide supporting comments. |
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| **12.** Should the report be published on the private section (where it will only be visible to registered users) or the public section of the DCUSA website? Please provide supporting comments. |
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| **13.** Do you agree with the proposal that Distributors should be entitled to levy charges where a certain percentage or above of situation are reported by the Supplier, or its Meter Operator Agent, within the company’s service area as a higher Category than is the case? Please provide supporting comments. |
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| **14.** Should this percentage be set at 15%? Please provide supporting comments. |
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| **15.** Are there any other scenarios which should also incur charges (for example, aborted visits)? Please provide supporting comments. |
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| **16.** The majority of respondents to the previous DCP 153 consultation agreed that it is reasonable that category B visits should be scheduled within 10 days of receipt of the D0135 flow. Do you still feel that this is reasonable? Please provide supporting comments. |
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| **17.** It is proposed that where a Distributor has made reasonable endeavours to agree an appointment with a connectee for a Category B Situation and has been unable to secure one then the Distributor will have been deemed to have met the service level. Do you agree that a call to the connectee during working hours on a working day and a call outside working hours and a letter should be considered reasonable endeavours? (Note, Working Hours would be as defined in the definitions section of the Straw man document, i.e. the period between 7.00 am and 7.00 pm on each Working Day and 9.00 am and 5.00 pm on any other day). Please provide supporting comments. |
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| **18.** Do you have any further comments on the Network SLAs as defined in the straw man document? Please provide supporting comments. |
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| **19.** The Working Group proposes to liaise with the MRA to determine how the arrangements can be amended to allow the valid set of Asset Condition Codes to be documented within the DCUSA rather than the MRA Do you agree with this approach? Please provide supporting comments. |
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| **20.** Do you believe that Distributors should report at an industry level or Supplier level? Please provide supporting comments. |
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| **21.** Reporting item (p) in the straw man document proposes that Distributors should report the number of times that they have gone out to a distribution fault at a Premises within a month of a smart meter being installed at the Premises and the fault is with the meter or the meter installation. Do you agree that the SLA reporting should include reporting on failures post smart metering installation? Please provide supporting comments. |
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| **22.** Do you have any further comments on the Distributor reporting requirements as defined in the straw man document? |
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| **23.** Do you have any comments on the Supplier reporting requirements as defined in the straw man document? |
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| **24.** Are there any percentage values or timescales in the straw man document that you do not support? If yes, please provide an alternative value and your reasoning. |
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| **25.** Do you believe that DCP 153 should introduce any reporting requirements in relation to Category C situations? Please provide supporting comments. |
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| **26.** Do you believe that the Working Group should pursue a centralised reporting line of enquiry on performance against the SLAs or should reporting on performance against the SLAs be the responsibility of individual market participants? |
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| **27.** Do you have any further comments? |
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**This form should be submitted to** [**DCUSA@electralink.co.uk**](mailto:DCUSA@electralink.co.ukl) **no later than Friday, 15 February 2013.**