

DCUSA CONSULTATION DOCUMENT	
CHANGE PROPOSAL	DCP 053 - Incident Management
DATE OF ISSUE	23 November 2009
ISSUED TO	DCUSA Contract Managers
RETURN DEADLINE	07 December 2009

1 PURPOSE

- 1.1 The Distribution Connection and Use of System Agreement (DCUSA) is a multi-party contract between electricity Distributors and electricity Suppliers and large Generators. Parties to the DCUSA can raise Change Proposals (CPs) to amend the Agreement with the consent of other Parties and (where applicable) the Authority.
- 1.2 This document is a consultation issued in accordance with Clause 11.14 of the DCUSA and seeks industry views on Change Proposal DCP 053. Parties are invited to consider the questions asked by the Working Group set out in section 5 below and submit comments using the form attached as **Appendix B** to dcusa@electralink.co.uk by 07 December 2009.

2 DCP 053 - INCIDENT MANAGEMENT

- 2.1 DCP 053 seeks to introduce an additional clause to the DCUSA to oblige Distributors to provide notification of supply failures to Suppliers where they become 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 their Distribution System.
- 2.2 Currently Suppliers do not always receive proactive notification from Distributors when customers are off supply. When a large number of customers are off supply in any given area this often results in customers contacting their Supplier for information relating to the supply failure. This can affect call response times when major incidents are experienced. It is proposed that in order to provide a better customer experience Suppliers should receive information from the Distributor as to the nature of the fault, the number of customers affected, the area affected and the likely restoration time.

3 DCP 053 – WORKING GROUP CONSIDERATIONS

- 3.1 The DCP 053 Working Group was established by the Panel and to date has met on one occasion to assess and develop the proposal. Minutes and papers for the DCP 053 Working Group meetings are available on the DCUSA Website.
- 3.2 The Working Group agreed that is supportive of the intent of the Change Proposal. Members recommended that the DCUSA should be amended to in accordance with the proposed legal text set out in Appendix A.

4 IMPLEMENTATION

- 4.1 Subject to Party and Ofgem approval, DCP 053 would be implemented in the February 2010 Release.

5 CONSULTATION

- 5.1 In accordance with the DCUSA any CP progressed through the Definition Process may be issued as part of a consultation exercise. Parties are asked to consider the following consultation questions attached. Responses should be submitted using Appendix B to dcusa@electralink.co.uk no later than 07

December 2009.

- Do you understand the intent of the CP and are you supportive of its principles?
- Does the proposed CP better facilitate the DCUSA Objectives? Please state which objective(s) and give supporting comments.
- Distributors - Do you have a current process in place to notify suppliers when a large number of customers are without power?
- Do you have any comments on the proposed solution?
 - Is 5000 customers an appropriate measure?
 - Are the proposed timescales appropriate / reasonable?
- Are there any alternative solutions or matters that should be considered by the Working Group?
- Are you supportive of the proposed implementation date of 25 February 2010'?
- Please state any other comments or views on the Change Proposal

5.2 Parties are asked to provide as much relevant detail as possible to enable the Working Group to understand the comments and the reasons behind them.

5.3 Responses, or any part thereof, can be provided in confidence. Parties are asked to clearly indicate any parts of a response that are to be treated confidentially.

6 NEXT STEPS

- 6.1 Following the end of the consultation period the Working Group will meet to consider the responses and update the drafting accordingly. The Working Group will liaise with the DCUSA Legal Advisors to ensure that any proposed changes to the text are legally robust and in keeping with the current DCUSA drafting. The DCP 053 Working Group will submit its final report setting out the proposed variations to the DCUSA on the 16th December to the DCUSA Panel before the CP is issued to all Parties for voting.
- 6.2 If you have any questions about this paper or the DCUSA Change Process please contact the DCUSA Help Desk by email to dcusa@electralink.co.uk or telephone 020 7432 3011.

APPENDICES

- Appendix A – Proposed legal text
- Appendix B – Consultation response form