

| DCUSA CHANGE REPORT | |
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| CHANGE PROPOSAL | DCP 053 'Incident Management' |
| DATE OF ISSUE | 04 January 2010 |
| ISSUED TO | DCUSA Contract Managers |
| PARTIES ENTITLED TO VOTE | All Parties |
| RETURN DEADLINE (Voting End Date) | 18 January 2010 – DCUSA@electralink.co.uk |

1 PURPOSE

- 1.1 This document is issued in accordance with Clause 11.20 of the DCUSA. The Change Report details DCP 053 'Incident Management'. 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.
- 1.2 Parties are invited to consider the proposed amendment attached as Appendix A and submit votes using the form attached as Appendix B to dcusa@electralink.co.uk by 18 January 2010.

2 INTENT DCP 053 – INCIDENT MANAGEMENT

- 2.1 DCP 053 has been raised by British Gas and seeks to introduce an additional clause to the DCUSA to oblige Distributors to provide notification of supply failures to Suppliers where a single High Voltage incident affects more than 5,000 Customers in a given area. Suppliers have reported that when an incident occurs which results large number of sites going off supply they experience increased call volumes as Customers contact them for information relating to the supply failure. This can affect call response times when major incidents are experienced.
- 2.2 British Gas considers that implementation of the CP will improve Suppliers' ability to deal with the increase of calls experienced during a major incident by enabling them to provide the right information to Customers and thus improve Customer service. The Change Proposal seeks to provide a better Customer experience by ensuring that Suppliers 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.
- 2.3 DCP 053 was considered by the DCUSA Panel at its meeting on 18 November 2009. The Panel determined that the CP is a Part One change and recommended its progression through the Definition Procedure to allow a Working Group to assess and develop the drafting.
- 2.4 The DCP 053 Working Group comprised representatives from Supplier and Distributor parties. The DCP 053 Working Group has met on 2 occasions and the minutes and papers of the DCP 053 Working Group meetings are available on the [DCUSA Website](#).

3 DCP 053 CONSULTATION

- 3.1 The DCP 053 consultation was issued to all DCUSA Parties on 23 November for a period of 10 Working Days. 8 responses were received.
- 3.2 Responses to the consultation are summarised below. The Working Groups' consideration of the responses is set out in Section 4 below.

Do you understand the intent of the CP and are you supportive of its principles?

- 3.3 100% of respondents confirmed that they understand the intent of the CP and the majority were supportive of its principles. 1 noted that whilst supportive of the principles it considered that an alternative solution to the email notification prescribed in DCP 053 should be considered. 1 respondent stated that it did not support the principles of the CP.

Does the proposed CP better facilitate the DCUSA Objectives?

- 3.4 5 respondents considered that Objective 2¹ is better facilitated by the CP because it will enable Suppliers to provide accurate information to callers and provide better Customer service.
- 3.5 2 respondents suggested that Objective 3² could also be facilitated as it will assist Distributors in meeting their license obligations relating to the non discrimination of industry parties all Suppliers will receive a consistent update on major incidents.
- 3.6 1 party considered that Objectives 1 and 4 may be better facilitated but did not provide a detailed rationale.
- 3.7 2 parties considered that the CP will not facilitate any DCUSA objectives although one noted that the CP may have a positive impact on Customers.

Distributors - Do you have a current process in place to notify Suppliers when a large number of Customers are without power?

- 3.8 2 Distributors stated that they do not have processes of which 1 noted that they do not consider it necessary. Another Distributor confirmed that it has a web based system in place which Suppliers can access to view their live network information. The data is available at all times and gives details of post codes areas off supply, planned and unplanned outages, numbers of Customers impacted and latest information. In emergency situations, when there may be high numbers of Customers off for a lengthy period, the website is constantly updated.

Do you have any comments on the proposed solution? Is 5000 Customers an appropriate measure? Are the proposed timescales appropriate / reasonable?

- 3.9 1 respondent proposed that an alternative, web based, solution could address the issue more effectively.
- 3.10 Another suggested that it is impractical for Distributors to provide real-time information to Suppliers to the level of detail proposed. The respondent suggested that the obligation could detract Distributors from the priority of restoring the supply. They noted that the information provided would quickly become out of date once issued and party noted that IT changes would be required to implement the CP as drafted.
- 3.11 4 respondents agreed that 5,000 Customers is an appropriate measure. 1 suggested that a smaller number may be suitable but did not specify an alternative measure.
- 3.12 4 respondents were supportive of the proposed timescales although another noted that the timescales are too vague and that the drafting should be tightened, for example: "within a reasonable period of time after the occurrence of the incident and in any event within [X minutes] of the incident occurring..."

1 The facilitation of effective competition in generation and supply of electricity and (so as it consistent therewith) the proportion of such competition in the sale, distribution and purchase of electricity.

2 The efficient discharge by each of the Distributor Parties and Distributor Parties of the obligation imposed upon them by their Distribution Licences

How should the process apply to embedded networks?

- 3.13 100% of respondents agreed that the process should apply equally to embedded networks.

Are there any alternative solutions or matters that should be considered by the Working Group?

- 3.14 2 parties recommended that a web based notification system should be considered. They proposed that such a solution would allow Suppliers and Customers to view live network information at any time.
- 3.15 1 respondent suggested that once Suppliers have been notified of a fault they should be able to contact relevant Distributors using a priority number rather than placing an obligation on Distributors to provide regular updates.

1 respondent suggested that the drafting should include a requirement for Suppliers to encourage Customers to contact their respective Distributor when a power outage occurs. The respondent noted that this will ensure that any customers off supply can be identified, especially where they are outside the primarily affected area, and the Distributor can arrange for supply to be restored.

Are you supportive of the proposed implementation date of 25 February 2010?

- 3.16 5 parties confirmed that they are supportive of the proposed implementation. 1 proposed that a later date but be preferable but did not specify an alternative. Another suggested that the implementation date should be extended to allow for the development of a web based solution. 1 respondent rejected the date on the basis that they do not support the CP.

Please state any other comments or views on the Change Proposal.

- 3.17 1 respondent noted that all Suppliers would have to provide an appropriate email address before implementation so that group emails could be set up Distributor systems to enable the notifications to be sent. 1 Distributor noted that the processes managed by its own call centre are sufficient and that DCP 053 is not required.

4 WORKING GROUP CONCLUSIONS

- 4.1 The Working Group concluded that it is supportive of the intent of DCP 053.

DCP 053 better facilitates the relevant DCUSA Objectives

- 4.2 The Working Group concluded that DCP 053 better facilitates DCUSA Objective 2 by enabling Suppliers to provide a better service to their Customers, react to major incidents and maintain call handling times.

Distributors should be required to send an email notification to Suppliers when there is a fault causing of supply to 5,000 or more Customers.

- 4.3 The Working Group concluded that in order to provide a better Customer experience, Suppliers should receive notice and a minimum level of information from the Distributor when an incident occurs. However it agreed that the email could be used to 'sign post' to a web based solution provided

that the required data items are published on the site. The data items required are:

- The approximate number of such Customers affected
- The postcodes or areas affected by such incident
- The nature of the incident (if known)
- The time by which it is anticipated supply will be restored

Distributors will be required to provide a reduced level of information in emergency situations

- 4.4 The Working Group agreed that where the gravity of the incident makes it impractical for Distributors to send the information set out above, they should use reasonable endeavours to notify the Suppliers by email that an incident has occurred and the location of the incident.

The requirement to send status updates should be removed from the proposed drafting

- 4.5 Once a Distributor has notified Suppliers that an incident has occurred, and provided the required information, they will not be required to provide any further information until the fault has been rectified. Suppliers will be able to contact the Distributor if they require updates in the meantime.

Suppliers must provide contact details to Distributors if they wish to receive notifications of incidents.

- 4.6 The Working Group concluded that responsibility shall be placed with Suppliers to provide email contact details to Distributors if they want to receive notifications of incidents in relation to DCP 053. Distributors shall not be obliged to notify Suppliers where contact details are not provided.

Suppliers should encourage Customers to contact their Distributor directly to report the fault.

- 4.7 The Working Group concluded that when Suppliers are contacted by Customers in relation to an incident they should encourage the Customer to contact the Distributor to ensure the fault is logged and that supply can be restored.

No alternative solutions will be progressed

- 4.8 The Working Group noted that 2 consultation responses suggested that a web based solution could be developed as an alternative to the email notification. The Working Group concluded that although the proposal had merit it could result in significant IT developments costs for Distributors and would not negate the requirement for them to send email notification of incidents to Suppliers. Members noted that this would not prevent Distributors from developing such a solution independently.

The implementation date of 25 February 2010 is appropriate

- 4.9 The Working Group agreed that minimal changes should be required to implement an email based solution and that an implementation date of 25 February 2010 is appropriate.

5 WORKING GROUP RECOMMENDATION

- 5.1 The Working Group recommended that the Change Report should be issued to all Parties for 10 Working Days.

6 PROPOSED AMENDMENT AND LEGAL DRAFTING

- 6.1 The proposed legal drafting of DCP 053 has been reviewed by Wragge and Co and is attached as Appendix A.

7 PANEL RECOMMENDATION

- 7.1 The Panel approved the DCP 053 Change Report on 16 December 2009. The Panel supported the conclusions reached by the DCP 053 Working Group.
- 7.2 In accordance with Clause 12.4 of the DCUSA the Panel has determined that DCP 053 should be issued to all Parties for voting for a period of 10 Working Days.
- 7.3 The timetable for the progression of the Change Proposal is set out below:

| ACTIVITY | DATE |
|--------------------|--------------------------|
| Party Voting | 04 January – 18 January |
| Change Declaration | 19 January |
| Authority Consent | 19 January – 23 February |
| Implementation | 25 February 2010 |

Appendices:

- A. DCP 053 – Legal Text
- B. Voting Form