

DCUSA Change Proposal Form

This form should be used by DCUSA Parties who wish raise a draft or formal Change Proposal and for DCUSA members and other interested parties to return their comments on DCUSA Change Proposals which have been circulated for consultation.

Originators - please complete Section A of this form and submit to DCUSA@electralink.co.uk.

Respondents – please complete Section B of this form and return it to DCUSA@electralink.co.uk your response should include your assessment of the solution and comments on the Change Proposal drafting. If you reject the solution then please supply your reason for rejection and an alternative solution. Even if you reject a solution your responses should state whether the proposed implementation date is acceptable to your organisation. If it is not acceptable, please indicate the reasons why and an alternative date.

SECTION A: To be completed by originator

Document Control	
CP Status:	Standard / Urgent (delete as appropriate)
Date Submitted:	04/09/2007
CP Number*:	DCP 008
Version Number:	V1.0
Ref*:	09/07
Attachments:	One – DCP 008 Appendix A

** Assigned by DCUSA Change Control Administrator*

Originator details	
Party Name	United Utilities
Originator Name:	John Lawton
Constituency:	Distributor / Supplier / IDNO / Generator
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CP Details	
Title of Change:	Provision of Urgent Metering Services
DCUSA Parties believed to be impacted:	Distributor / Supplier / IDNO / Generator / Other (please specify)
Proposal to Change: <i>Any proposal to add, delete or amend a Part 1 matter will be subject to Authority Consent</i>	<p>Part 1 matter / Part 2 / housekeeping / other (please specify which section or clause of the DCUSA are being amended)</p> <p>The following sections are impacted by this change proposal:</p> <ol style="list-style-type: none"> 1. – Section 1a, definitions and interpretation 2. – Section 1c, Clause 9.5.2 3. – Section 2a , Clauses 36.1 to 36.18 (all new) 4. – Section 3, Clause 37.9 5. – Schedule 7, Event log 6. – Schedule NN, UMETS Service Levels and Reports (new) 7. – Re-numbering and cross referencing as a consequence of Clause 36 inclusion.
Summary of Change:	<p>This Change Proposal provides for the inclusion of the Provision of Urgent Metering Services:</p> <ul style="list-style-type: none"> - should a distributor identify whilst on site dealing with a no supply call that the problem is with a faulty meter, or - should a special needs Customer, out of normal hours, have a faulty meter.
Related CPs: <i>Please indicate if this CP is related to or impacts any other CP already in the DCUSA or other industry Change Process</i>	None

Proposed Solution:
<p>(Please also attach proposed legal drafting here)</p> <p style="text-align: center;">See attachment to this change proposal – Appendix A</p>

Proposed Implementation Technique:
<p>Big bang</p>

Proposed Implementation Date:

February 2008 Release / ~~June Release~~ / ~~November Release~~ / ~~Other~~ (Please specify and give a reason)

How will the CP facilitate the DCUSA relevant objectives

[please state which one(s)] :

“The development, maintenance and operation of efficient co-ordinated and economical networks” is improved by maintaining and protecting the network from further potential damage whilst also helping vulnerable customers connected to it.

The efficient discharge by distributors of the obligations imposed upon them by their licence” is improved by providing further clarity on the activities undertaken by the Supply Fault Information Centre when calls are received from Customers.

Authority Consent Required: Part 1 or Part 2 matter

Yes [Part 1] / ~~No [Part 2]~~

This change proposal meets the requirements of:

Clause 9.4.1 (it is likely to have a significant impact on the interests of electricity consumers), and

Clause 9.4.4 (it is directly related to the safety and security of the Distribution Network)

Business Justification Including Market Benefits:

In 2002 'The REMA Emergency Services Expert Group', chaired by Ofgem with membership taken from within the industry, consulted Suppliers and Distributors over the issue of a potential increase in occurrences where a customer had to be visited more than once to have their supply restored following a no supply call as a consequence of Metering Competition. Following this consultation the "single visit" principle was adopted i.e. fix first time and don't leave the customer off supply. This was developed into a specification for the Provision of Urgent Metering Services. At the time of DCUSA signature, implementation of these proposals was incomplete, and different levels of service had been agreed between different market participants. This proposal would standardise terms for the provision of such services.

The need for clarity around Urgent Metering Services has increased following recent development in competitive metering services and the move away from Distributors as effective monopoly service providers. This Change Proposal seeks to re-establish the principle of single visit supply restoration by requiring Distributors to provide Urgent Metering Services where loss of supply is a consequence of a problem with the meter, and the Distributor visiting the Customer is not the Supplier's Meter Operator.

The benefit of this proposal will be the speedy restoration of supply to customers whose loss of supply turns out to be a metering problem, although this may have not been evident before the Distributor visited the site. The result will be an improvement in the reputation of the industry, which will reflect favourably on all DCUSA signatories.

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