

DCUSA CHANGE DECLARATION
DCP 053 – Incident Management

VOTING DATE: 18 January 2010

DCP 053	WEIGHTED VOTING		
	DNO	IDNO	SUPPLIER
CHANGE SOLUTION	Rejected	Rejected	Accept
IMPLEMENTATION DATE	Rejected	Accept	Accept
RECOMMENDATION	<p>Change Solution – REJECTED In respect of each Party Category that was eligible to vote, the sum of the Weighted Votes of the Groups in that Party Category which voted to accept the change solution was not greater than 50% in all Categories which voted.</p> <p>Implementation Date - REJECTED In respect of each Party Category that was eligible to vote, the sum of the Weighted Votes of the Groups in that Party Category which voted to accept the implementation date was not greater than 50% in all Categories which voted.</p>		
PART ONE / PART TWO	Part One – Authority Determination Required		

PARTY	SOLUTION (A / R)	IMPLEMENTATION DATE (A/R)	COMMENTS
DNO PARTIES			
Central Networks East PLC	Accept	Accept	-
Central Networks West PLC	Accept	Accept	-
EDF Energy Networks (EPN) Plc	Reject	Reject	<p>The level of customers is set too low. We believe that 20,000 customers is a sensible level as for us this would equate to a large Primary substation or Grid Substation.</p> <p>The other key aspect is that there should be a minimum time off supply before notification e.g. x number of customers off supply for longer than 1 hour.</p> <p>This is because we have methods for reconfiguring the network remotely, so we can often have many customers restored within the first hour.</p> <p>If the criteria is left at 5,000 customers, irrespective of how long, the burden of notifying suppliers could be high and could prove less value for them than expected due to frequency.</p> <p>Those 5,000 customers will be spread across all suppliers and may (should) phone the distributor rather than the supplier, and so it is unclear what the impact of an incident of that size on any individual supplier is - that this</p>

			<p>change seeks to mitigate.</p> <p>It is unclear how the figure of 5,000 has been arrived at. It is also unclear what the impact on suppliers is currently when such incidents occur. The change report does not identify these matters, the 5,000 appears to be arbitrary.</p> <p>Maybe suppliers should identify times when they have experienced excessive call volumes, related to network faults, that have had an impact on their call centres (and the size of those call volumes) and then distributors could identify from those times the nature and scale of incident that has caused the calls. In this way a table can be drawn up comparing volume of calls per supplier (over their normal call volumes) and number of customers affected by an incident and based on this the parties could derive a sensible criteria for this change that is based on actual evidence.</p> <p>It should also be noted that there is an incorrect cross-reference in clause 30.15, currently to clause 30.14, but this should reference clause 30.13.</p>
EDF Energy Networks (LPN) plc	Reject	Reject	See EDF (EPN) comments above
EDF Energy Networks (SPN) plc	Reject	Reject	See EDF (EPN) comments above

Electricity North West Limited	Accept	Accept	-
Northern Electric Distribution Ltd	Accept	Accept	-
Scottish Electric Power Distribution	Reject	Reject	-
Scottish Hydro Electric Power Distribution	Reject	Reject	-
SP Distribution Ltd	Reject	Reject	-
SP Manweb plc	Reject	Reject	-
Western Power Distribution (South Wales) plc	Reject	Reject	-
Western Power Distribution (South West) plc	Reject	Reject	-
Yorkshire Electric Distribution Ltd	Accept	Accept	-
IDNO PARTIES			
EDF Energy (IDNO) Limited	Reject	Reject	-
ESP Electricity	Reject	Accept	<p>We believe the onus on the Distributor (especially for the small IDNOs) to email the Supplier when the fault/loss of supply has been restored, rather than only at the start of the interruption, is uneconomical and an inefficient use of time.</p> <p>For the Supplier to advise the Customer to contact their Distributor</p>

			<p>for further information regarding the fault is impractical, that is, until the Supplier states on the Customer invoice exactly who their Distributor is. We have experienced a high number of 'Loss of Supply' calls to our emergency contact number from Customers who were not connected to our networks. This was due to the fact that our emergency 0800 number appeared on the Customer invoices along with all the other DNOs and the Customer had worked through the list until they got a response, regardless of whether it was the correct Distributor.</p> <p>We also believe that the interruption email notifications should be extended to the embedded network operators on the Distributor's networks (and not just the Supplier) i.e. the User as defined in Section 2B.</p>
Independent Power Networks Limited	Accept	Accept	-
SUPPLIER PARTIES			
British Gas	Accept	Accept	<p>There is currently no formal notification from Distribution Businesses to Suppliers of incidents affecting large numbers of customers. This change will be a vast improvement on the current situation and will enable Suppliers to better</p>

			react to high call volumes and to provide a better customer experience when dealing with these types of call.
Npower	Accept	Accept	-
Scottish Power Energy Retail	Accept	Accept	-
SSE Energy	Accept	Accept	-