











## Part A: Generic

DCUSA Change Proposal (DCP)		At what stage is this document in the process?
<h1>DCP 364: Provision of information on Suppliers out of hours metering service provisions</h1> <p><i>Date raised: 12 February 2020</i></p> <p><i>Proposer Name: Paul Morris</i></p> <p><i>Company Name: UKPN</i></p> <p><i>Company Category: DNO</i></p>		<p><b>01 – Change Proposal</b></p> <p>02 – Consultation</p> <p>03 – Change Report</p> <p>04 – Change Declaration</p>
<p>Purpose of Change Proposal: <i>To require supplier parties to provide and maintain up to date information on Suppliers out of hours metering service provisions.</i></p>		
	<p>Governance: The Proposer recommends that this Change Proposal should be:</p> <ul style="list-style-type: none"> <li>• Part 2 Matter</li> <li>• Treated as a Standard Change</li> <li>• Proceed to a Working Group</li> </ul> <p>The Panel will consider the proposer’s recommendation and determine the appropriate route.</p>	
	<p>Impacted Parties: Supplier parties, DNO parties, IDNO parties</p>	
	<p>Impacted Clauses: Introduction of new Clause 30.5E.1A to be added under Clause 30.5 of Section 2A, and a new Clause 3A(e) be added to Schedule 14</p>	

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Indicative Timeline	
<b>The Secretariat recommends the following timetable:</b>	
Initial Assessment Report	19 February 2020
Consultation Issued to Industry Participants	TBC
Change Report Approved by Panel	20 May 2020
Change Report issued for Voting	22 May 2020
Party Voting Closes	12 June 2020
Change Declaration Issued to Parties	16 June 2020

## 1 Summary

### What?

- 1.1 Work has been underway under the auspices of the ENA to develop best practice protocols for managing emergency incidents, for example where customers have their metering equipment isolated for safety. There is currently no register of metering services cover provided by Suppliers which often have very different hours and modes of operation for both the customer call centres and the emergency response services. This can often leave customers off supply without a clear follow up expectation.
- 1.2 Currently, there is no mechanism for a central register for Supplier Parties to provide details of the emergency services available including hours of operation for emergency call centres and on-site emergency metering services and appropriate contact information for use in such scenarios.

- 1.3 This proposal would provide a facility and requirement for suppliers to provide details of out of hours services, contact telephone numbers and follow up email contacts for receipt of information about emergency incidents and to keep these point of contact details up to date.
- 1.4 This change also supports the Ofgem<sup>1</sup> letter dated 30<sup>th</sup> January 2018 setting out the expectation that suppliers will put in place emergency metering services arrangements for both gas and electricity smart meters to ensure consumers are appropriately protected during and after the smart meter rollout.
- The letter stated, “It is each Suppliers responsibility to provide emergency metering services for their customers”.
- Note: This change does not introduce any changes to the provision of out of hours emergency metering services, only the provision of information about the current arrangements.
- 1.5 Some email and contact facilities are available from Energy UK for Operational Assurance/ Quality Managers, but this register is generally only working day contacts.

## Why?

- 1.6 Provision and maintenance of up-to-date Suppliers contact information and emergency metering cover facilities for metering incident scenarios will improve the efficiency of the process for getting key information about incidents to those who need to know. The objective here is to improve the customer journey by ensuring timely and clear lines of communication in the event of an incident. This will promote effective and efficient responses in order to safeguard and protect customers and maintain a positive industry reputation.

## How?

- 1.7 Currently Parties provide Contract Manager information to the DCUSA Secretariat for publication on the DCUSA website. This change proposes that in addition Supplier Parties shall provide details of emergency call centre and operational attendance hours of operations and contact facilities along with an email incident management point of contact to the DCUSA Secretariat and keep this up to date by notifying DCUSA Secretariat of any changes within 10 Working Days and confirm existing details on an annual basis by 30 September in each calendar year. The DCUSA Secretariat will be responsible for collecting such information from Supplier Parties and uploading this to the secure members area of the DCUSA website.

## 2 Governance

### Justification for Part 1 and Part 2 Matter

### Requested Next Steps

- 2.1 This Change Proposal should:
- Be treated as a Part 2 Matter

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<sup>1</sup> [Ofgem Letter – 30<sup>th</sup> January 2018](#)

- Be treated as a Standard Change
- Proceed to Working Group

2.2 This Change Proposal does not satisfy any of the criteria set out in DCUSA Clause 9.4 which require it to be a Part 1 matter. This Change Proposal does not introduce any changes to the provision of out of hours emergency metering services, only the provision of information about the current arrangements.

### 3 Why Change?

- 3.1 Currently, there is no mechanism within DCUSA for Supplier Parties to provide details of emergency call and attendance facilities, hours of operation and point of contact information for use in scenarios where a DNO has encountered a meter issue. DNO emergency attendance will often leave customers off supply and ask customers to call their Supplier, not knowing if there is an out of hours call centre available or if the supplier will have emergency attendance facilities before the next working day. This can lead to customers being frustrated being left off supply with faulty metering equipment isolated. They will often call the DNO call centre for further advice which is not available to the DNO.
- 3.2 Implementing this change will allow clear understanding of emergency facilities available for different suppliers facilitating improved communication with customers and Suppliers where the DNO has isolated for safety. This will improve Supplier Parties' ability to respond to enquiries from affected customers and to better assist vulnerable customers in emergency situations.

### 4 Solution and Legal Text

#### Legal Text

- 4.1 The proposer suggests that a new Clause 30.5E.1A be added under Clause 30.5 of Section 2A, and a new Clause 3A(e) be added to Schedule 14, as follows:

#### 30.5E.1A

The Parties recognise that in performing its obligations under Clause 30.5 the DNO may leave the customer in a situation where they need to make contact with their Supplier. In order to facilitate this contact, the User will provide details for out of hours customer contact facility, emergency metering cover and follow up points of contact, as detailed in Schedule 14, to the Secretariat. The User will ensure DCUSA Secretariat is notified of any changes within 10 Working Days and confirm existing details on annual basis by 30<sup>th</sup> September each calendar year following initial submission. The Secretariat will publish such contact information on the DCUSA Website in accordance with Schedule 14 and, where changes are notified, update this as soon as reasonably practicable.

Schedule 14:

3A (e) the emergency metering facilities and contact information.

**Include a table**

Supplier Name	Supplier Contact Facility				On Site Meter Availability
	Operating Hours (Mon – Fri) & (Weekends)	Supplier Call Centre Contact Details – For Customer Use	Supplier Call Centre Contact Details – Emergency Line for DNO or Emergency Services	E-mail Address – For Customers or DNO to pass extra information	Emergency services out of hours’ time of operation – Weekdays/ Weekends/ Bank Holidays
All DNOs					
DNO1					
DNO2					
DNO3					

**Text Commentary**

4.2 Creating an obligation for Users to provide details of out of hours emergency metering cover and confirm the continued accuracy of these annually by 30 September each year will ensure that Distributors have access to up to date contact information and relevant points of contact in Supplier organisations, or their agents, for the communication of information on emergency incidents. An obligation needs to be created for the Secretariat to publish and maintain a list of these points of contact, this will need to be located in the members only section of the DCUSA website.

4.3 The request for information includes the following:

- Supplier Name - include any trading names if different to the Supplier name – where the trading names are operating with different contact numbers please add separate table.
- DNO’s – where meter operator operational facilities are different in DNO areas a separate line should be added for each DNO.
- The call centre operating hours weekdays, weekends and bank holidays
- Tel Numbers for the domestic and Industrial/ Commercial customers to call
- Contact number dedicated for DNOs and emergency services to call – not for customer use
- E-mail contact for follow up information
- Meter Operator on site Operational Availability

**5 Code Specific Matters**

**Reference Documents**

5.1 None

## 6 Relevant Objectives

DCUSA General Objectives	Identified impact
<input checked="" type="checkbox"/> 1 The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
<input type="checkbox"/> 2 The facilitation of effective competition in the generation and supply of electricity and (so far as is consistent therewith) the promotion of such competition in the sale, distribution and purchase of electricity	None
<input checked="" type="checkbox"/> 3 The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences	Positive
<input checked="" type="checkbox"/> 4 The promotion of efficiency in the implementation and administration of the DCUSA	Positive
<input type="checkbox"/> 5 Compliance with the Regulation on Cross-Border Exchange in Electricity and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators.	None
<p>This change will enable the DNO parties to communicate more effectively and efficiently with Customers and Supplier parties in the event of out of hours metering incidents and thus this CP better facilitates DCUSA General Objectives One, Three and Four.</p>	

## 7 Impacts & Other Considerations

7.1 None

**Does this Change Proposal impact a Significant Code Review (SCR) or other significant industry change projects, if so, how?**

7.2 N/A

### Does this Change Proposal Impact Other Codes?

- BSC
- CUSC
- Grid Code
- MRA

- SEC
- Other
- None

## Consideration of Wider Industry Impacts

- 7.3 This has been discussed by the ENA and EUK as part of a package of measures to improve the industry management of metering incidents leading to loss of supply for consumers.

## Confidentiality

- 7.4 This Change is not confidential.

## 8 Implementation

- 8.1 This change will deliver immediate benefits and efficiencies and should therefore be implemented as soon as possible.

## Proposed Implementation Date

- 8.2 This CP should be implemented in the next scheduled DCUSA release following approval.

## 9 Recommendations

The Code Administrator will provide a summary of any recommendations/determinations provided by the Panel in considering the initial Change Proposal. This will form part of a Final Change Report.