






DCUSA Consultation		At what stage is this document in the process?
<h2>DCP 364</h2> <h3>Provision of information on Suppliers operating hours for emergency metering service provisions</h3> <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>		01 – Change Proposal
		02 – Consultation
		03 – Change Report
		04 – Change Declaration
Purpose of this Change Proposal: To require Supplier Parties to provide and maintain up to date information on their operating hours for emergency metering service provisions.		
<p>This document is a Consultation issued to DCUSA Parties and any other interested Parties in accordance with Clause 11.14 of the DCUSA seeking industry views on DCP 364 'Provision of information on Suppliers out of hours emergency metering service provisions.'</p> <p>The Working Group recommends that this Change Proposal should proceed to consultation.</p> <p>Parties are invited to consider the questions set in section 10 and submit comments using the form attached as Attachment 1 to dcusa@electralink.co.uk by 14 May 2020.</p> <p>The Working Group will consider the consultation responses and determine the appropriate next steps for the progression of the Change Proposal (CP).</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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Timetable			
The timetable for the progression of the CP is as follows:			
Change Proposal timetable			
Activity		Date	
Initial Assessment Report Approved by Panel		19 February 2020	
Consultation issued to Parties		23 9 April 2020	
Change Report issued to Panel		10 June 2020	
Change Report issued for Voting		19 June 2020	
Party Voting Ends		10 July 2020	
Change Declaration issued to Parties		12 July 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 onsite 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 their operating hours for emergency metering service provisions, 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 Ofgem¹ open letter on emergency metering services, dated 30th 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 requests ~~the provision of~~ information about the current emergency metering arrangements.

Why?

- 1.5 Provision and maintenance of up-to-date Suppliers contact information and emergency metering cover facilities for metering ~~related 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 ~~experience journey~~ by ensuring timely and clear lines of communication in the event of ~~a metering issue an incident~~. This will promote effective and efficient responses in order to safeguard and protect customers and maintain a positive industry reputation.

¹ [Ofgem Letter – 30th January 2018](#)



How?

1.6 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 [metering issueincident](#) 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

Requested Next Steps

2.1 This Change Proposal should:

- Be treated as a Part 2 Matter
- 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 only requests information about the current emergency metering arrangements.](#)

3 Why Change?

General Background



3.1 Currently, there is no mechanism within DCUSA for Suppliers ~~Parties~~ to provide details of emergency call and attendance facilities, hours of operation and point of contact information for use in scenarios where a ~~Distribution Business~~ ~~NO~~ has encountered a meter issue. ~~Distribution Business~~ ~~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 availability or if the ~~S~~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 ~~Distribution Business~~ ~~DNO~~ call centre for further advice which is not available to the ~~Distribution Business~~ ~~DNO~~.

3.2 Implementing this change will allow clear understanding of emergency facilities available for different ~~S~~suppliers facilitating improved communication with customers and Suppliers where the ~~Distribution Business~~ ~~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.

Q1: Do you understand the intent of DCP 364?

4 Working Group Assessment

DCP 364 Working Group Assessment



- 4.1 The DCUSA Panel established a Working Group to assess DCP 364. This Working Group consists of representatives from ~~Distribution Businesses DNOs and Suppliers and Independent Distribution Network Operators~~. Meetings were held in open session and the minutes and papers of each meeting are available on the DCUSA website – www.dcusa.co.uk.
- 4.2 The Working Group has developed this consultation document to gather information and feedback from market participants on the CP.
- 4.3 Following the initial meeting of the Working Group, it was acknowledged that the intent of this CP is not to enforce any new obligations on Suppliers, only to develop better visibility of Suppliers current ~~operating hours for~~ emergency metering service provisions. As stated above, this will allow clear understanding of emergency facilities available for different ~~S~~suppliers facilitating improved communication with customers and Suppliers ~~where the DNO has isolated for safety~~.
- 4.4 Better visibility of Suppliers current ~~operating hours for~~ emergency metering service provisions will also support the Ofgem open letter mentioned in paragraph 1.4 above, which sets out their 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.
- 4.5 In order to facilitate the intent of this CP and understand Suppliers current ~~operating hours for~~ emergency metering service provisions, the Working Group proposes that the DCUSA mandates the following information from Suppliers (it is proposed that this information is submitted through Excel format and the current version can be found in Attachment X):



Supplier XXX		Contact Facility				On-Site Meter Operator Response
DNO area	(A) Operating Hours Yes Weekdays / Weekends / Bank holidays	(B) Supplier Call Centre Contact Details - For Customer Use	(C) Customer Facilities out of hours of operation - message facility / Email / whatsapp	(D) Supplier Emergency Line for Distribution Businesses or Emergency Services	(E) E mail address - for DNO to pass extra information to Customer	(F) Emergency services time of operation on Weekdays / Weekends / Bank Holidays

Supplier Name	Customer Contact Facility					On-Site Meter Operator Response
	(A) Operating Hours Weekdays / Weekends / Bank Holidays	(B) Supplier Call Centre Contact Details - For Customer Use	(C) Customer Facilities out of hours of operation - message facility / Email / whatsapp	(D) Supplier Emergency Line for DNO's or Emergency Services	(E) E mail address - for DNO to pass extra information	(F) Emergency services time of operation Weekdays / Weekends / Bank Holidays
All DNO's						
DNO1						
DNO2						
DNO3						

4.6 To ensure this request for information is provided consistently, each item in the table above has been defined below:

Supplier Name: This should include any trading names if different to the Supplier name and where the trading names are operating with different contact numbers, this should be identified.

- A) The call centre operating hours (weekdays, weekends and bank holidays) for customers to ring for a metering emergency and speak to an agent.
- B) Telephone number(s) for the customer to call in an emergency – if there are different contact numbers for domestic please include.
- C) Identify here any additional contact facilities available to customers when the call centre is unavailable, and they cannot speak to an agent.
- D) An emergency contact number dedicated for Distribution Businesses DNO's or emergency services to call - dedicated numbers not to be shared with customers (the Working Group recommends that this is a generic telephone number).
- E) E-mail contact or other facilities for follow up information (the Working Group recommends that this is a generic email address).
- F) Meter Operator on site operational availability - time of operation to respond to metering emergencies.

Q2: Do you believe that the request for information detailed in 4.5 and 4.6 above is sufficient to understand Suppliers current operating hours for emergency metering service provisions? If not, please provide suggestions for improvement.



- 4.7 Creating an obligation for ~~Suppliers~~Users to provide details of their ~~operating hours for~~ emergency metering service provisions will ensure that Distribution ~~Businesses~~ ~~ors~~ 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 ~~metering issues~~ incidents.

5 Code Specific Matters

Reference Documents

- 5.1 None

6 Relevant Objectives

Assessment Against the DCUSA Objectives

- 6.1 For a DCUSA Change Proposal to be approved it must be demonstrated that it better facilitates the DCUSA Objectives. There are five General Objectives and six Charging Objectives. The full list of objectives is documented in the DCUSA.
- 6.2 The Proposer considers that the following DCUSA Objectives are better facilitated by DCP 364.

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	



This change will enable the ~~Distribution Business'~~~~DNQ~~ parties to communicate more effectively and efficiently with Customers and Suppliers ~~s-parties~~ in the event ~~of out-of-hours-of~~ metering ~~issues~~~~incidents~~ and thus this CP better facilitates DCUSA General Objectives One, Three and Four.

Q303: Do you consider that DCP 364 better facilitates the DCUSA General Objectives?

If so, please detail which of the General Objectives you believe are better facilitated and provide supporting reasons.

If not, please provide supporting reasons.

7 Impacts & Other Considerations

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 | <input type="checkbox"/> |
| CUSC | <input type="checkbox"/> |
| Grid Code | <input type="checkbox"/> |
| MRA | <input type="checkbox"/> |
| SEC | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| None | <input checked="" type="checkbox"/> |

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 ~~customer experience when metering issues occur at consumer premises~~, ~~industry management of metering incidents leading to loss of supply for consumers~~.

Confidentiality

- 7.4 This Change is not confidential.



Q44: Are you aware of any relevant Code Review or Other Code Changes which may be impacted by the development of this Change Proposal?

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.

Q55: Are you supportive of the proposed implementation date of the next scheduled DCUSA release following approval?

9 Legal Text

~~9.1 The proposed legal text for DCP 364 can be found in Attachment 2.~~

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

9.1

To be added to Section 2a30.5E.1A

The Parties recognise that in performing its obligations under Clause 30.5 the ~~Distribution Business~~~~NO~~ may leave the customer in a situation where they need to contact their Supplier. In order to facilitate this contact, the User will provide details of their ~~operating hours for~~ emergency metering ~~provisionscustomer 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 ~~an~~ annual basis by 30th 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: To be added to Schedule 14

~~3A(e) Contact information for User the emergency metering provisionsfacilities and contact information.~~

Each Supplier shall populate the template Supplier Emergency Metering Provisions register.
Include a table

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Supplier Name	Customer Contact Facility					On Site Meter Operator Response
	(A) Operating Hours (Mon - Fri) & [Weekends]	(B) Supplier Call Centre Contact Details - For Customer Use	(C) Customer Facilities out of hours of operation - message facility / Email / webchat	(D) Supplier Emergency Line for DNO's or Emergency Services	(E) E mail address - for DNO to pass extra information	(F) Emergency services time of operation Weekdays / Weekends / Bank Holidays
All Dno's						
DNO1						
DNO2						
DNO3						

Users shall provide details of their operating hours for emergency metering service provisions and confirm the continued accuracy of these annually by 30 September each year to 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. The Secretariat will publish and maintain a list of these points of contact, located in the members only section of the DCUSA website.

Each Supplier shall populate the template Supplier Emergency Metering Provisions register (this is located on the DCUSA website) providing details of their operating emergency metering provisions and confirm the continued accuracy of these annually by 30 September each year to ensure that Distribution Businesses 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 metering issues. The Secretariat will publish and maintain a list of these points of contact, located in the members only section of the DCUSA website.

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9.2 The request for information should include the following:

Supplier Name: This should include any trading names if different to the Supplier name and where the trading names are operating with different contact numbers, this should be identified.

- A) The call centre operating hours (weekdays, weekends and bank holidays) for customers to ring for a metering emergency and speak to an agent.
- B) Telephone number(s) for the customer to call in an emergency – if there are different contact numbers for domestic please include.
- C) Identify here any additional contact facilities available to customers when the call centre is unavailable, and they cannot speak to an agent.
- D) An emergency contact number dedicated for DNO's or emergency services to call – dedicated numbers not to be shared with customers.
- E) E-mail contact or other facilities for follow up information.
- F) Meter Operator on-site operational availability – time of operation to respond to metering emergencies.

Q36 Do you have any comments/ suggested amendments on the proposed legal text for DCP 364?



10 Consultation Questions

10.1 The Working Group is seeking industry views on the following consultation questions:

No.	Questions
1	Do you understand the intent of DCP 364?
2	Do you believe that the request for information detailed in 4.5 and 4.6 above is sufficient to understand Suppliers current operating hours for emergency metering service provisions? If not, please provide suggestions for improvement.
3	Do you consider that DCP 364 better facilitates the DCUSA General Objectives? If so, please detail which of the General Objectives you believe are better facilitated and provide supporting reasons. If not, please provide supporting reasons.
4	Are you aware of any relevant Code Review or Other Code Changes which may be impacted by the development of this Change Proposal?
5	Are you supportive of the proposed implementation date of the next scheduled DCUSA release following approval?
6	Do you have any comments/ suggested amendments on the proposed legal text for DCP 364?
7	Do you have any other comments?

10.2 Responses should be submitted using Attachment 1 to dcusa@electralink.co.uk **no later than, close of play on 14th May 2020.**

10.3 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.

11 Attachments

- Attachment 1 - DCP 364 Consultation Response Form
- Attachment 2 - DCP 364 Draft Legal Text
- Attachment 3 – DCP 364 Change Proposal