DCUSA Change Report	At what stage is this document in the process?
# DCP 364 ## Provision of Information on Suppliers Emergency Metering Service Provisions ***Date raised:*** ***12 February 2020*** ***Proposer Name:*** ***Paul Morris*** ***Company Name:*** ***UKPN*** ***Company Category:*** ***DNO***	**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 emergency metering service provisions.

This document is issued in accordance with Clause 11.20 of the DCUSA, and details DCP 364 'Provision of information on Suppliers emergency metering service provisions.'

This is a Part 2 Matter and so Parties are invited to consider the proposed amendment (Attachment 1) and submit their votes using the Voting form (Attachment 2) to dcusa@electralink.co.uk by **10 July 2020.**

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.

If you have any questions about this paper or the DCUSA Change Process, please contact the DCUSA by email to dcusa@electralink.co.uk or telephone 020 7432 3008.

Impacted Parties: Supplier parties, DNO parties, IDNO parties

Impacted Clauses: Introduction of a new Clause 30.5G.1 to be added to Section 2A, and a new Paragraph 8 be added to Schedule 14

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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 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	14 July 2020

Any questions?

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1 Executive 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 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 Ofgem[1] 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 only requests information about the current emergency metering arrangements and does not seek to place additional obligations on Suppliers.

Why?

1.5 Provision and maintenance of up-to-date Suppliers contact information and emergency metering cover facilities for metering related 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 by ensuring timely and clear lines of communication in the event of a metering issue. 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

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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 issue 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 Part 2 Matter

2.1 This Change Proposal is being treated as a Part 2 Matter as it does not meet any of the criteria for a Part 1 Matter or necessitate the Authority to make a determination.

Requested Next Steps

2.2 The Panel considered that the Working Group has carried out the level of analysis required to enable Parties to understand the impact of the proposed amendment and to vote on DCP 364.

2.3 The DCUSA Panel recommends that this Change Report:

- Be issued to Parties for Voting.

3 Why Change?

Background of DCP 364

3.1 Currently, there is no mechanism within DCUSA for Suppliers 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 has encountered a meter issue. Distribution Business emergency attendance will often leave customers off supply and ask customers to call their Supplier, not knowing if there is call centre availability 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 Distribution Business call centre for further advice which is not available to the Distribution Business.

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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 Distribution Business 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

4.1 The DCUSA Panel established a Working Group to assess DCP 364. This Working Group consisted of representatives from Distribution Businesses and Suppliers. 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 After 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 emergency metering service provisions. As stated above, this will allow clear understanding of emergency facilities available for different Suppliers facilitating improved communication with customers and Suppliers.

4.3 Better visibility of Suppliers current 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.

4.4 In order to facilitate the intent of this CP and understand Suppliers current emergency metering service provisions, the Working Group originally proposed that the DCUSA mandates the following information from Suppliers.

Supplier XXX	**Supplier Contact Facility**					**On-Site Meter Operator Response**
Distribution Business area	(A) Operating Hours on Weekends / Bank Holidays	(B) Call Centre Telephone Contact Details - For Customer Use	(C) Additional Customer Contact Facilities – Answerphone Message / Email / Webchat	(D) Emergency Line for Distribution Businesses or Emergency Services	(E) E mail address - for DNO to pass extra information to Supplier	(F) Emergency services time of operation on Weekdays / Weekends / Bank Holidays

4.5 To ensure this request for information is provided consistently, each item in the table above was defined as 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 or emergency services to call - dedicated numbers not to be shared with customers (the Working Group recommends that this is a generic telephone number).

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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.

DCP 364 Consultation

4.6 The Working Group issued a consultation on the above solution to industry on 23 April 2020. The consultation received eight responses. The full response to the consultation and Working Group feedback can be found in Attachment 3. The responses are summarised below.

4.7 All respondents stated that they understand the intent of DCP 364.

4.8 Industry were asked whether they believe that the request for information detailed in 4.4 and 4.5 above is sufficient to understand Suppliers current emergency metering service provisions. All respondents stated they believed the requested information was sufficient to understand Suppliers current operating hours for emergency metering service provisions. One Party was concerned about the information being requested in column F regarding MOP onsite meter response and whether making a list of MOPs who each supplier contracts with would have implications for commercial sensitivity and competition between parties. It should be noted that column F is only asking for the time of operation for meter operators and not the names of the contracted MOPs. After reviewing it was agreed to change the name of this column from “On-Site Meter Operator Response” to “On-Site Operational Response”. The Working Group also acknowledged a comment regarding expanding the scope of the register to all metering service provisions but at this stage believe it is appropriate to address the specific issue of visibility of Supplier emergency service provisions. Consideration of a more comprehensive register to include all metering service provisions and merging any existing registers to make locating such data as easy as possible, may be appropriate in the future.

4.9 One respondent commented on whether any clarification was needed to reflect that there may be different arrangements for different customer types ie domestic, small business or I&C. The intention is to capture all customer types and therefore if the arrangements are different for certain customer types this should be indicated on a separate line, similar to as would be required if details are different per Distribution Business Licence Area. Appropriate guidance has been included within the Supplier Emergency Metering Service Provisions register.

4.10 All respondents considered that DCP 364 better facilitates the DCUSA General Objectives and none of the respondents were aware of any relevant Code Review or Other Code Changes which may be impacted by the development of this CP.

4.11 All respondents were supportive of the proposed implementation date of the next scheduled DCUSA release following approval.

4.12 A comment was received regarding understanding the materiality of the issues described in this CP and details of the number of Supplier related jobs attended by UKPN staff is provided below. It was agreed that a sample of three licence areas will be sufficient to justify the need for this CP.

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Working Group Conclusions and Next Steps

4.13 The Working Group identified the following areas of further work having discussed the parties' responses to the first consultation and considered the proposed solution further:

- Add some guidance to the register regarding how to capture all arrangements if different details for domestic, small business, I&C.
- Change the title of column F to "On-Site Operational Response" and state in the guidance that this is only requesting time of operation for MOPs and not names of the contracted MOPs.
- Include the MPAN prefix against each Distribution Business Licence Area.
- Add a note to explain the IDNOs will be captured within the listed Distribution Business Licence Areas.
- Provide details of the number of Supplier related jobs attended by UKPN staff from the start of 2019 up to 19th May 2020.
- Consider any costs that will be applied to DCUSA Parties based on the DCUSA Secretariat collating and publishing the Supplier Emergency Metering Service Provisions register.
- Identify an appropriate location within DCUSA for the proposed legal text.

Supplier Emergency Metering Service Provisions register

4.14 The Working Group made the necessary updates to the register and the updated fields, along with the guidance is detailed below:

Supplier Name:	Supplier Contact Facility					On-Site Operational Response
Distribution Business Licence Area	(A) Operating Hours on Weekdays / Weekends / Bank Holidays	(B) Call Centre Telephone Contact Details - For Customer Use	(C) Additional Customer Contact Facilities – Answerphone Message / Email / Webchat	(D) Emergency Line for Distribution Businesses or Emergency Services	(E) E mail address - for Distribution Business to pass extra information to Supplier	(F) Emergency services time of operation on Weekdays / Weekends / Bank Holidays

Supplier Name: Please include any trading names if different to the Supplier name. Where trading names are operating with different contact numbers please add separate table.

Distribution Business: Where emergency metering service provisions are not the same across all Distribution Business Licence Areas, please list on separate lines. If emergency metering service provisions are the same across all Distribution Business Licence areas, select "All Distribution Business Licence Areas". It should be noted that IDNOs are captured within the Distribution Business Licence Area they are connected to.

A) The call centre operating hours on weekdays, weekends and bank holidays for all customers to ring regarding a metering emergency and speak to an agent.

B) Telephone Number(s) for the customer to call in emergency

C) Please 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 Business or emergency services to call (dedicated numbers not to be shared with customers).

E) E-mail contact or other facilities (For follow up information)

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F) Meter Operator on site operational availability (Time of operation to respond to metering emergencies). Please note that this is only requesting time of operation for MOPs and not names of the contracted MOPs.

Note: It may be that you have different arrangements for different customer types (i.e. domestic, small business, I&C). If this is the case please provide on separate lines and indicate which type of customer the emergency metering service provisions are for within the free text fields A-F.

4.15 It is proposed that this information is submitted through Excel format and the current version of the Supplier Emergency Metering Service Provisions register can be found in Attachment 4.

Number of Supplier Jobs Attended across UKPN Licence Areas from 1st January 2019 to 19th May 2020

4.16 Within the consultation one respondent was keen to understand the materiality of the issues raised in this CP regarding emergency incidents, for example where customers have their metering equipment isolated for safety and can be left off supply.

4.17 The below table details the number of emergency attendances due to meter issues across the three UKPN Licence Areas from 1st January 2019 and 19th May 2020. It also details what percentage of these calls were outside of 8am to 5pm or on a weekend.

DNO Emergency Attendance to Meter Issue	2019	2020 (20 weeks) To 19th May
EPN	741	292
LPN	554	207
SPN	407	162
Grand Total	**1702**	**661**

Calls outside 8am to 5 pm 30%

Calls at Weekend 20%

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4.18 The below chart demonstrates the UKPN time of day profile for meter issue calls in 2019.

4.19 The below chart details the UKPN day profile for meter issue calls in 2019.

4.20 The Working Group believes that better transparency from Suppliers on their emergency metering service provisions would help Distribution Businesses manage customer expectations in all these incidents.

4.21 The proposed legal text for this CP and suggested location within the DCUSA document can be found in Section 9 below.

5 Code Specific Matters

Reference Documents

5.1 None

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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
☒ 1 The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
☐ 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
☒3 The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences	Positive
☒ 4 The promotion of efficiency in the implementation and administration of the DCUSA	Positive
☐ 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 Parties to communicate more effectively and efficiently with Customers and Suppliers in the event of metering issues and thus this CP better facilitates DCUSA General Objectives One, Three and Four.	

7 Impacts & Other Considerations

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

7.1 N/A

Does this Change Proposal Impact Other Codes?

BSC ☐
CUSC ☐
Grid Code ☐
MRA ☐

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SEC	☐
Other	☐
None	☒

Consumer Impacts

7.2 This change does not impact consumers.

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.

Costs

7.4 If this CP is approved, there will be costs associated with the implementation (and where applicable the ongoing maintenance) of the obligations placed on the DCUSA Secretariat that are not currently covered within DCUSA. A high-level indicative cost at this time would be in the range of £5K to £10K per annum.

Confidentiality

7.5 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 Legal Text

9.1 The Working Group suggests that a new clause be added within Section 2A, and a new paragraph be added to Schedule 14, as follows:

Insert a new Clause 30.5G.1 in Section 2A of the DCUSA as follows:

In performing its obligations under Clauses 30.5 to 30.5E (inclusive), the Company may need to contact the User or may leave the Connectee in a situation where they need to contact the User. In order to facilitate this contact, the User shall provide to the Secretariat details of the User's emergency metering and follow-up points of contact, for publication pursuant to paragraph 8 of Schedule 14. The User shall ensure that the Secretariat is notified of any changes to such details within 10 Working Days, and shall confirm existing details on an annual basis during September of each year. The Company shall use these contact details to contact the User, and shall provide the relevant contact details to Connectees.

Insert a new paragraph 8 in Schedule 14 of the DCUSA as follows:

The Secretariat shall collate and publish on the Website (as part of the Password Controlled Pages) the emergency metering and follow-up points of contact provided and updated by each Supplier Party

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under Clause 30.5G.1. The Secretariat shall confirm the accuracy of these contact details with each Supplier Party during September of each year.

9.2 The DCP 364 legal text acts as Attachment 1 to this Change Report.

10 Recommendations

Panel's Recommendation

10.1 The Panel approved this Change Report on 17 June 2020. The Panel considered that the Proposer has carried out the level of analysis required to enable Parties to understand the impact of the proposed amendment and to vote on DCP 364.

10.2 The Panel have recommended this report be issued for voting and DCUSA Parties should consider whether they wish to submit views regarding this CP. The Voting Form can be found in Attachment 2.

11 Attachments

- Attachment 1: DCP 364 Legal Text
- Attachment 2: DCP 364 Voting Form
- Attachment 3: DCP 364 Consultation, industry responses and Working Group feedback
- Attachment 4: Supplier Emergency Metering Service Provisions register
- Attachment 5: DCP 364 Change Proposal

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