DCUSA

DCUSA DCP 364 Change declaration
Voting end date: 10 July 2020

DCP 364	WEIGHTED VOTING				
	DNO	IDNO	SUPPLIER	DISTRIBUTED GENERATOR	GAS SUPPLIER
CHANGE SOLUTION	Accept	Accept	Reject	n/a	n/a
IMPLEMENTATION DATE	Accept	Accept	Reject	n/a	n/a
RECOMMENDATION	**Change Solution – Accept.** **For the majority of the Party Categories that were eligible to vote:** • the number of groups in each Party Category which voted to accept the proposed variation was more than 65% of the total number of Groups in that Party Category which voted; and • the sum of the Weighted Votes of the Groups in each Party Category which voted to accept the proposed variation was more than 65% **Implementation Date – Accept.** **For the majority of the Party Categories that were eligible to vote:** • the number of groups in each Party Category which voted to accept the implementation date was more than 65% of the total number of groups in that Party Category which voted; and • the sum of the Weighted Votes of the Groups in each Party Category which voted to accept the implementation date was more than 65%.				
PART ONE / PART TWO	**Part Two** – Authority Determination **Not** Required				

PARTY	SOLUTION (A / R)	IMPLEMENTATION DATE (A / R)	WHICH DCUSA OBJECTIVE(S) IS BETTER FACILITATED?	COMMENTS
DNO PARTIES				
Electricity North West	Accept	Accept	We believe this change will better facilitate General Objectives three and four as it will improve communication between Distribution Businesses and Suppliers together with the customer's experience when faced with an emergency metering issue.	This change proposal is directly linked to Ofgem's 2018 open letter on emergency metering services and will provide up to date contact information to the industry for the resolution of metering issues. The notification of amendments within 10 working days together with an annual confirmation are useful steps. Additionally, the customers experience should improve including being better informed of the steps to be taken to resolve a metering issue.
Northern Powergrid (Northeast) Ltd	Accept	Accept	We agree that this change proposal supports the general objectives 1, 3 and 4.	
Northern Powergrid (Yorkshire) plc	Accept	Accept		
Eastern Power Networks	Accept	Accept	We believe that DCUSA Objective 1 is better facilitated in that this change supports operational decisions in isolation at the DNO service termination and the time taken to resolve particularly where PSR customers are involved. DCUSA Objective 3 is also better facilitated as when we are called to meter issues as the first point of call by customers / or fire calls, the change proposal will enable more efficient decision making and	We believe the provision and coordination of this information requested in the change proposal will improve the customer experience where they are off supply with metering issues, enabling DNO's to understand the supplier out of hours facility provided for customers and enable appropriate advice and or actions to be taken.
London Power Networks	Accept	Accept		
South Eastern Power Networks	Accept	Accept		

			enable managing the expectations of our customers. Also, DCUSA Objective 4 is better facilitated through recording this information via DCUSA, the CP will enable clarity of the service offerings and visibility of out of hours response / contact information for the interface arrangements with DNO's required in DCUSA.	
Western Power Distribution (East Midlands) plc	Accept	Accept	This CP better facilitates DCUSA General Objectives 1, 3 and 4 by enabling DNO parties to create more effective and efficient communication channels with Supplier Parties. The details provided will give clarity on what expectations Customers and DNO parties will receive in response to Out of Hours emergency metering incidents.	
Western Power Distribution (West Midlands) plc	Accept	Accept		
Western Power Distribution (South Wales) plc	Accept	Accept		
Western Power Distribution (South West) plc	Accept	Accept		
IDNO PARTIES				
Electricity Network Company	Accept	Accept	We agree with the working groups assessment of the objectives which are better facilitated.	
Independent Pipelines Limited	Accept	Accept		
ESP Electricity Ltd	Accept	Accept	We agree with the WG in that Objectives 1, 3 and 4 are better facilitated.	None
Energy Assets Networks	Accept	Accept	1 and 3. The proposal enables a more co-ordinated service to Customers and more efficient and	

			effective communication between DNO and IDNO parties and Supplier parties in the event of out of hours metering incidents.	
Leep Electricity Network Ltd	Accept	Accept	DCUSA General Objectives 1, 3 and 4 by delivering improved efficiency in emergency metering processes and ensuring key information can be shared with appropriate parties.	
SUPPLIER PARTIES				
E.ON Energy Solutions Ltd	Accept	Accept	General Objectives 1,3, and 4	
SSE Energy Supply Ltd	Reject	Reject	We agree with the principle behind the change (i.e. to improve the customer experience). However, we do not believe that the solution itself (i.e. the register) actually better facilitates any of the objectives seeing as it is not clear that the register will solve the problem.	Though we support the principle behind the change to improve customer outcomes, we do not believe that the register itself is going to achieve that. The register assumes a 'one size fits all' approach to collating information for different supplier types and customer types, which is not necessarily appropriate. In addition, the register seeks to compile current supplier provision only, so will not improve upon what is already available.
DISTRIBUTED GENERATOR PARTIES				
N/A				
GAS SUPPLIER PARTIES				
N/A				