Part A: Generic

DCUSA Change Proposal (DCP)	At what stage is this document in the process?
# DCP 383: ## DCP Title: Provision for Distributors to Move Meters for Service Alterations *Date raised: 10 February 2021* *Proposer Name: Paul Morris* *Company Name: UK Power Networks* *Company Category: DNO*	**01 – Change Proposal** **02 – Consultation** **03 – Change Report** **04 – Change Declaration**

Purpose of Change Proposal: To define a process detailing when a Distributor can move a Supplier's meter during service alteration works.

	Governance: The Proposer recommends that this Change Proposal should be: • Part 1 Matter • Treated as a Standard Change The Panel will consider the proposer's recommendation and determine the appropriate route.
	Impacted Parties: Supplier parties, DNO parties, IDNO Parties
	Impacted Clauses: Introduction of new Clause

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Indicative Timeline

The Secretariat recommends the following timetable:	
Initial Assessment Report	17 February 2021
Consultation Issued to Industry Participants	March 2021
Change Report Approved by Panel	19 May 2021
Change Report issued for Voting	21 May 2021
Party Voting Closes	11 June 2021
Change Declaration Issued to the Authority	15 June 2021
Authority Decision	20 July 2021
Implementation	Next DCUSA release following Authority decision

Any questions?

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1 Summary

What?

1.1 This proposal is to include provision in the DCUSA to provide a facility for licensed Distributors to move whole current meters as part of customer requested works to alter the service position.

1.2 DCUSA (under clauses 25.23 and 25.24) allows Distributors to remove and replace meters as close as reasonably practicable to the original position and this request would extend this facility to allow trained service alteration craftsmen to reposition the meter and associated equipment to a new service position as requested by a customer.

1.3 The proposal would require communication to Suppliers advising when the appointment is made (via the D0368 flow or similar) and should be followed up through the MRA to provide a flow facility to update suppliers of the activity undertaken and confirmation of the new meter location.

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1.4 The provision will allow:

a) The Supplier / meter operator to facilitate the meter move if the customer prefers. This option must be communicated to the customer.

b) Where the Distributor chooses not to provide the meter move service, the Supplier will, at the customer's request, arrange to move the meter in coordination with the Distributor's service alteration work.

c) Where the Supplier believes it necessary to carry out the meter move work itself it shall notify the Distributors in writing in advance not to provide this service to their customers, on a 'universal' basis.

1.5 The scope of this amendment will apply to whole current meter changes only. Where complex / non-standard metering arrangements are encountered and not recognised by the Distributor, these will be flagged for action by suppliers as part of the pre-site survey. This proposal excludes CT metering.

Why?

1.6 When customers request a service alteration, the coordination / planning of the physical service alteration and the attendance of the Supplier on the same date to move the meter to maintain supply is often problematic for the customer. This causes lead times for attendance to impact on work dates, leading to customer frustration and negative results from the broad measure of customer satisfaction feedback.

1.7 We estimate that during 2020, there were about 15,000 service alterations carried out in the UK, including cut backs, service diversions, and disconnection and new services. These are situations where moving the existing whole current meters (and associated metering equipment) as part of Distributor works can improve the level of service provided to the customer.

1.8 Since privatisation, some Distributors have carried out this activity where customers have not been successful in coordinating both Supplier and Distributor, and arrangements are not in place to maintain the metered supply facility. More recently, Distributors have agreed to assist with meter-moves while Supplier / meter operator staff were unable to co-ordinate with Distributors through COVID-related furlough, helping to reduce negative impact on customers and improve their experience.

1.9 Enabling this change will provide an opportunity for Distributors to offer a 'one-stop-shop' to customers for service diversions, significantly improving the customer journey through the service diversions process and potentially reducing overall costs.

2 Governance

Justification for Part 1 and Part 2 Matter

2.1 This Change Proposal should be treated as a Part 1 Matter as it is likely to have a significant impact on the interests of electricity consumers and it is directly related to the safety or security of the Distribution Network.

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Requested Next Steps

2.2 This Change Proposal should:

- Be treated as a Part 1 Matter
- Be treated as a Standard Change
- Proceed to a Working Group

3 Why Change?

3.1 We estimate that there were circa 15,000 service alterations carried out in the UK during 2020. Where Distributors are both willing and trained to offer a meter-move service to the customer as part of service alteration works, there are opportunities to improve the customer journey by simplifying the coordination of attendance on site and minimising time off supply and the overall inconvenience and cost to the customer.

3.2 Extended time frames and delays to the job linked to the coordination of separate appointments will be avoided.

3.3 Having one team facilitate the alteration enables resource efficiency and opportunities for cost reduction to the customer.

3.4 Where the customer chooses the Distributor to move the meter and has a legacy meter, at survey stage the Distributor could advise the customer of the opportunity to have a smart meter fitted by the Supplier instead.

3.5 Where customers require a service alteration for a smart meter, Suppliers currently have no input as to position and are left to manage both the WAN & HAN signal quality following customers' works. As part of service alteration surveys, Distributors can discuss with the customer the WAN & HAN implications of moving the service positions, and seek to avoid unduly separating the gas and electricity meter locations.

3.6 Maintaining the 'supplier hub principle'. The Supplier has the option to opt out of allowing distributors to offer this service.

3.7 Increasing customer choice. The customer can choose a seamless 'one point of contact journey' for service alteration works; including this in the DCUSA enables customer certainty that the movement of the meter is formalised.

3.8 Improving competition. Where the Supplier does not opt-out, the proposal offers increased choice to the customer.

3.9 Other interested parties: MAP & MAM. DCUSA allows Distributors to take a meter off the wall and replace it and to tighten meter tails (25.23 & 25.24) and so the precedent is therefore set with respect to arrangements between suppliers and the MAP / MAM.

3.10 The DCUSA sets out liabilities of parties in relation to direct loss for property damage and can refer to the moving of meters by Distributors under this Change Proposal.

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4 Solution and Legal Text

Legal Text

Addition to Clause 1.1

Meter Asset Provider means, in respect of any metering equipment, the person who provides that metering equipment (whether or not that person owns the metering equipment).

Additions to Clause 25

Work on Metering Equipment

25.25 Where the Company is relocating an Entry Point and/or Exit Point relating to a Customer Installation, the Company may (at its discretion and subject to Clauses 25.28 and 25.31), offer its services to the Customer to relocate the metering equipment associated with that Entry Point and/or Exit Point at the same time.

25.26 Where, pursuant to paragraph 1(1)(a) of schedule 6 of the Act, the User has asked the Company to relocate an Entry Point and/or Exit Point relating to a Customer Installation, the Company may (at its discretion) agree with the User to relocate the metering equipment associated with that Entry Point and/or Exit Point at the same time.

25.27 Where the Company agrees to relocate metering equipment associated with an Entry and/or Exit Point in accordance with Clause 25.25 or Clause 25.26, the Company shall relocate the metering equipment in accordance with Good Industry Practice.

25.28 The User shall use reasonable endeavours to ensure that the relevant Meter Operator Agent and the Meter Asset Provider consent to the Company working on and relocating the metering equipment that is the subject of an agreement made in accordance with Clause 25.25 or Clause 25.26.

25.29 Where the Company has relocated any metering equipment pursuant to Clause 25.25 or Clause 25.26, it shall notify the User and/or the User's appointed Meter Operator Agent of the metering equipment's new location in accordance with the BSC.

25.30 The User agrees to the Company working on and relocating the metering equipment that is the subject of an agreement made in accordance with Clause 25.25.

25.31 The User may give the Company 90 days' notice in writing at any time that it rescinds its agreement to the Company working on and relocating its whole current metering equipment under Clause 25.30. At any time thereafter, the User may give the Company 90 days' notice in writing that it agrees to the Company working on and relocating its whole current metering equipment under Clause 25.30.

25.32 The Company shall indemnify the User against all expenses, liability, loss or damage incurred by the User as a consequence of the User's liability to the Meter Asset Provider for the Meter Asset Provider's direct losses for physical damage to the metering equipment, as a result of the Company acting contrary to Good Industry Practice in relocating the metering equipment under Clause 25.25.

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5 Code Specific Matters

Reference Documents

None

6 Relevant Objectives

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

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Objective 1 – The change allows the opportunity for a one stop shop and where the customer selects this it will improve efficiencies in booking appointments, it will reduce the time the customer is off supply, and often enables improved coordination in disconnecting redundant services at the same time, avoiding extra visits and cost. Objective 3 – The change improves the support DNOs provide to smart metering in ensuring the functionality works after service alteration and enables resources to be more focused on new installs. Objective 4 – The facility improves the efficiency of the de-energisation and re-energisation process between the distributor and supplier for the customer.	

7 Impacts & Other Considerations

7.1 The change should be supported by an appropriate facility for DNOs to advise Suppliers of the meter being moved.

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 On 12 August 2016, Ofgem approved Change Proposal 253 to change the Distribution Connection and Use of System Agreement (DCUSA) to permit a Distributor, where working on service terminations to access the meter to tighten or re-terminate meter tails including provision to remove and replace the meter in as close to the same position as practical prior to re-energisation. The legal text was not at that time, constructed to address the moving of meters by a Distributor as part of service alterations.

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Confidentiality

7.4 This Change is not confidential.

8 Implementation

8.1 This change will deliver customer benefits and efficiencies and Distributors would be required to make it known where this facility is offered to Suppliers to enable the resource implications on Suppliers to be managed. This will be determined from the industry consultation.

Proposed Implementation Date

8.2 Next release following approval, subject to any reasonable lead-time identified by Working Group.

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.

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