DCP 390 – Provision of Isolations for Safe Working on Customers' Electrical Installations

Draft Legal Text

Add the following new Clauses 25.32 to 25.38 in Section 2A (Distributor to Supplier/Generator Relationships):

De-energisation and re-energisation at the request of the customer

25.32 Customer requests for De-energisation Works and Re-energisation Works are the responsibility of the User to manage and satisfy.

25.33 The User shall establish, maintain and give effect to clear and transparent procedures by which the Customer can obtain a temporary De-energisation and subsequent Re-energisation to enable electrical work to take place on their installation.

25.34 Unless otherwise agreed with the Customer, as a minimum, the User shall:

(a) Carry out the De-energisation in normal working hours within 10 working days of the date of the request; and give a 4 hour attendance slot.

(b) Carry out the Re-energisation in normal working hours within 10 working days of the date of the request; and give a 4 hour attendance slot.

(c) Offer a service whereby the De-energisation and Re-energisation can take place on the same day.

25.35 For the purposes of clauses 25.32, 25.33 and 25.34, reference to the Customer shall include their representative.

25.36 The User shall publish its processes and procedures on, and make them readily available from, its Website.

25.37 The obligation on the User is to make all reasonable endeavours to meet the requirements of clause 25.27 until 01 January 2023, after which date, the User Shall meet the requirements on 90% of occasions within each Quarter.

25.38 The User shall submit a quarterly DCUSA SLA report summarising their performance for the delivery of services in 25.27.

Note: DCP 383 proposes new clauses 25.25 to 25.31. Clause numbers to be confirmed at Authority Decision.