

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

Draft Legal Text

Add the following new Clauses 25.32 to 25.39¹:

De-energisation and Re-energisation at the request of the Connectee

- 25.32 Clauses 25.33 to 25.39 (inclusive) only apply if the User is a Supplier Party (not a CVA Registrant).
- 25.33 The User shall be responsible for dealing with requests from Connectees to temporarily De-energise and subsequently Re-energise the Connectee's Connected Installation in order to enable electrical work to take place at the installation. If the Connectee contacts the Company concerning such temporary De-energisation and subsequent Re-energisation, the Company shall refer the Connectee to the User.
- 25.34 The User shall establish, maintain and give effect to clear and transparent procedures by which Connectees can obtain temporary De-energisation and subsequent Re-energisation of the Connectee's Connected Installation in order to enable electrical work to take place at the installation.
- 25.35 In complying with Clause 25.34, the User shall, unless otherwise agreed with the Connectee:
- (a) carry out the De-energisation within 10 Working Days after the date of the request, during normal working hours and within a 4-hour appointment window;
 - (b) carry out the Re-energisation within 10 Working Days after the date of the request, during normal working hours and within a 4-hour appointment window;
 - (c) offer a service whereby the De-energisation and Re-energisation can take place

¹ Note: DCP383 proposes new clauses 25.25 to 25.31. This proposed numbering assumes that DCP383 is approved. Clause numbers to be confirmed on implementation.

on the same day.

- 25.36 During the period until the end of June 2023, the User's obligations under Clause 25.35 shall apply as a reasonable endeavours obligation. After that date, the User undertakes that it will meet the requirements of Clause 25.35 for 90% of the total requests (across the Distribution Network as a whole) received by the User during each Quarter.
- 25.37 Following the end of each Quarter, the User shall submit to the Panel via the Secretariat (in such form as the Secretariat may reasonably request from time to time) a report for that Quarter summarising the User's performance against the requirements of Clause 25.35 (across the Distribution Network as a whole).
- 25.38 The User shall publish its procedures as referred to in Clause 25.34 on, and make them readily available from, its website.
- 25.39 For clarity, Clauses 25.1 to 25.7 (inclusive) apply to the De-energisation Works and Re-energisation Works undertaken by the User under Clause 25.34.

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