

Modification proposal:	Distribution Connection and Use of System Agreement (DCUSA) DCP383 – Provision for Distributors to move Meters for Service Alterations		
Decision:	The Authority ¹ directs that this modification be made ²		
Target audience:	DCUSA Panel, Parties to the DCUSA and other interested parties		
Date of publication:	15 December 2021	Implementation date:	The first DCUSA release following Authority approval

Background

Service alterations can include a variety of different options, including: service cut backs, service diversions, disconnection and new services. It is explained that the coordination and planning of a physical service alteration by a Distributor, and the attendance of the Supplier on the same date to move the meter to maintain supply, can be potentially problematic for a customer. This could include lead times for attendance which delay work dates, and can potentially create a risk that the customer could go off supply in between appointments which could lead to negative customer satisfaction with the experience.

In certain situations, the Distributor can improve the level of service provided to a customer by moving the existing whole current meter(s) and associated metering equipment as part of a service alteration. Since privatisation, some Distributors have carried out this activity where customers have not been able to coordinate their Supplier and Distributor activity, and arrangements have not been in place to maintain the metered supply facility. Recently, some Distributors agreed to assist with meter moves while Supplier or meter operator staff were unable to coordinate with Distributors due to

¹ References to the "Authority", "Ofgem", "we" and "our" are used interchangeably in this document. The Authority refers to GEMA, the Gas and Electricity Markets Authority. The Office of Gas and Electricity Markets (Ofgem) supports GEMA in its day to day work. This decision is made by or on behalf of GEMA.

² This document is notice of the reasons for this decision as required by section 49A of the Electricity Act 1989.

COVID-related furlough. UK Power Networks (UKPN) ('the Proposer') explained that this sets a precedent for an amendment to the DCUSA to recognise this process.

The modification proposal

The Proposer raised DCP383 on 10 February 2021. The proposal seeks to improve the customer experience of service alterations by updating the DCUSA framework to enable Distributors to move meters during service alterations and offer customers a 'one stop shop' service. This would replace the requirement on the customer to coordinate their Distributor service alteration and Supplier meter move appointments.

Specifically, this provision will allow:

- Distributors to move meters as part of a service alteration, where they have appropriately trained resource and offer the service.
- The Supplier or Meter Operator (MOP) to facilitate the meter move if the customer prefers, and this option will be communicated to the customer.
- The Supplier Hub Principle is maintained, as Suppliers will receive communications advising when an appointment is made with the Distributor via a data flow through the Data Transfer Network (DTN), which should be followed up with a flow facility to update Suppliers of the activity undertaken and confirmation of the new meter location. Where the Supplier believes it is necessary to carry out the meter move work itself, it shall notify the Distributor in writing beforehand.
- Distributors to choose not to provide the meter move service, in which instances the Supplier will, at the customer's request, arrange to move the meter in coordination with the Distributor's service alteration work, as is currently the standard industry practice.

DCP383 proposes an interim solution where Suppliers should advise Distributors of appropriate contact details so Distributors are able to provide the above mentioned information to the Supplier before and after any meter move. The DCUSA Secretariat will liaise with the REC code manager to progress either the creation of a new data flow, or adaptation of an existing data flow, to inform Suppliers before and after any meter move carried out by a Distributor. Suppliers will inform the DCUSA Secretariat whether they prefer to wait until new data flows are created or they are happy to utilise the proposed solution.

The full legal text of this proposal can be found in Attachment 1 of the Change Report.³

DCUSA Parties' recommendation

In each party category where votes were cast (no votes were cast in the CVA Registrant or Gas Supplier party category),⁴ there was unanimous support for the proposal and for its proposed implementation date. In accordance with the weighted vote procedure, the recommendation to the Authority is that DCP383 is accepted. The outcome of the weighted vote is set out in the table below:

DCP383	WEIGHTED VOTING (%)									
	DNO ⁵		IDNO/OTSO ⁶		SUPPLIER		CVA ⁷ REGISTRANT		Gas Supplier	
	Accept	Reject	Accept	Reject	Accept	Reject	Accept	Reject	Accept	Reject
CHANGE SOLUTION	100%	0%	100%	0%	100%	0%	n/a	n/a	n/a	n/a
IMPLEMENTATION DATE	100%	0%	100%	0%	100%	0%	n/a	n/a	n/a	n/a

Our decision

We have considered the issues raised by the proposal, the Change Declaration and Change Report dated 16 November 2021. We have concluded that:

- implementation of the modification proposal will better facilitate the achievement of the Applicable DCUSA objectives.⁸
- directing that the modification is approved is consistent with our principal objective and statutory duties.⁹

³ [Voting Phase – DCP 383 Change Report - DCUSA](#)

⁴ There are currently no gas supplier parties.

⁵ Distribution Network Operator

⁶ Independent Distribution Network Operator/Offshore Transmission System Operator

⁷ Central Volume Allocation

⁸ The Applicable DCUSA Objectives are set out in Standard Licence Condition 22.2 of the Electricity Distribution Licence.

⁹ The Authority's statutory duties are wider than matters that the Parties must take into consideration and are detailed mainly in the Electricity Act 1989 as amended.

Reasons for our decision

We agree with the Proposer and the DCUSA Parties that this modification proposal will better facilitate DCUSA Objectives (a), (c) and (d), and has a neutral impact on the other applicable Objectives.

DCUSA Objective (a) - the development, maintenance and operation by the licensee of an efficient, co-ordinated, and economical Distribution System

We agree that the implementation of DCP383 will better facilitate DCUSA General Objective (a) as, by enabling the distributor to move a customer's meter during a service alteration, it allows the service alteration to be carried out by one party. This will increase efficiency in the system by requiring less coordination for the customer between the Supplier and Distributor, thereby improving customer service.

We also note that DCP383 can further prevent the need to leave existing services 'live' when the customer is unable to effectively coordinate the Supplier and Distributor, and reduce the likelihood of the customer being left without energy supply. When this situation occurs, it leads to extra work and visits by parties to complete the work. DCP383, by enabling a 'one stop shop', increases efficiency in the system and therefore better facilitates this Objective.

DCUSA Objective (c) – the efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences

Our view is that the implementation of DCP383 can improve the cost efficiency of service alterations and meter moves because the cost of a MOP or supplier visit is avoided. This modification can also enhance efficiency for parties by reducing the need to coordinate separate appointments, and enable resources to focus on new installations rather than meter moves. We consider DCP383 to help parties discharge their obligations more efficiently.

DCUSA Objective (d) – the promotion of efficiency in the implementation and administration of the DCUSA arrangements

DCP383 will better facilitate DCUSA General Objective (d) as it will deliver a solution enabling a more efficient interface between Distributors and Suppliers through DCUSA. It

will improve the efficiency of the de-energisation and re-energisation process between the distributor and supplier, and avoid extended timeframes and delays for the customer.

Decision notice

In accordance with standard licence condition 22.14 of the Electricity Distribution Licence, the Authority hereby directs that modification proposal DCP383: Provision for Distributors to Move Meters for Service Alterations be made.

Michael Walls

Senior Policy Manager

Metering and Market Operations

Signed on behalf of the Authority and authorised for that purpose