

SCHEDULE 8 – DEMAND CONTROL

1. INTRODUCTION

- 1.1 The capacity and other technical parameters of the constituent elements which make up the Distribution System can create operational constraints on Demand and the coincidence of Demand.

2. DEFINITIONS

- 2.1 Words beginning with a capital letter that are not otherwise defined in this Schedule 8 have the meanings given to them in Clause 1 of the main body of this Agreement, and the rules of interpretation set out in Clauses 1 and 15 also apply.
- 2.2 In this Schedule 8, except where the context otherwise requires, the following expressions shall have the meanings set opposite them:

Auxiliary Load Control Switch	means a switch which is an integral part of a Smart Metering System and which can switch electrical loads in the premises of a Customer.
Capacity Headroom	means the minimum margin below the maximum capacity of the Distribution System which the Company reasonably believes is necessary and justifiable to maintain Security of Supply and other technical parameters.
Compliance Notice	means a notice issued to a Supplier pursuant to Paragraph 7.6 or 8.6.
Demand	has the meaning given to that term in the Distribution Code.
Effective Date	means the date on which a notice issued pursuant to this Schedule 8 is deemed to be received in accordance with Clause 59 and/or Paragraph 11.3 (as appropriate).

Emergency Security Restriction Notice or Emergency SRN	means a notice issued pursuant to Paragraph 8.1.
Firm SRN	means a notice issued pursuant to Paragraph 7.1.
Line Loss Factor Class (LLFC)	has the meaning giving to that term in the BSC.
Load Managed Area	means an area designated pursuant to Paragraph 5.1.
Load Managed Area Notice	means a notice issued pursuant to Paragraph 5.1.
Provisional SRN	means a notice issued pursuant to Paragraph 6.1.
Load Switching Device	means equipment relating to a Metering Point which has the functional capability to switch electrical load at that Metering Point, including radio teleswitches and/or Smart Metering Systems.
Load Switching Regime	means the allocation by a User of SSC and/or time switching patterns and other material load switching characteristics of a Load Switching Device as part of a programme intended to influence consumption behaviour. For the avoidance of doubt, such characteristics shall include (but shall not be limited to) features which assist in the minimisation of coincident load switching, such as Randomised Offset and/or staggered switching, and load limiting features which allow remote interruption or reduction of Demand where such functionality is available.
Randomised Offset	means, in relation to a Smart Metering System, the product of the Randomised Offset Limit and the Randomised Offset Number rounded to the nearest second. This value is used

to delay the tariff switching table times and the Auxiliary Load Control Switch switching times.

Randomised Offset Limit	means, in relation to a Smart Metering System, a value in seconds in the range of 0 to 1799.
Randomised Offset Number	means, in relation to a Smart Metering System, a randomly generated value between 0 and 1.
Security of Supply	means the ability of the Company to provide supplies to Customers that comply with the Regulations and with Engineering Recommendation P2/6 (or such other planning standard as may be in force for the Company under Condition 24 of the Distribution Licence) as amended or re-enacted from time to time.
Security Restriction Notice or SRN	means a notice issued pursuant to Paragraph 6.1.
SSC	means Standard Settlement Configuration.
Supplier	means a person authorised to supply electricity pursuant to Section 6(1)(d) of the Act.
Total System	has the meaning given to that term in the Distribution Code.

3. GENERAL OBLIGATIONS

- 3.1 The User shall use reasonable endeavours to ensure that it
- (a) does not make any changes to Load Switching Regimes in force at particular Metering Points which have or may have a materially adverse effect on the discharge of the Company's statutory and/or regulatory obligations to develop and maintain an efficient, secure, safe, co-ordinated and economical system for the distribution of electricity by increasing the coincidence of Demand on the

Distribution System in a way which is likely to infringe the Capacity Headroom so that it is insufficient to allow for normal variations in Demand.

- (b) shall only install Load Switching Devices which comply with all relevant technical standards in force at the date of installation and are technically suitable and properly configured for operation in conjunction with the Company's Distribution System;
 - (c) shall only install Load Switching Devices which operate with staggered switching arrangements such that coincident switching with other similar equipment under the control of the User is limited to the extent reasonably possible; and
 - (d) shall comply with any restrictions on Load Switching Regimes reasonably required by the Company and notified to the User in accordance with the terms of this Schedule 8.
- 3.2 The Company shall use reasonable endeavours (i) to issue notices in the following order: advisory notice (as referred to in Paragraph 4), Load Managed Area Notice, SRN, and Emergency SRN, and (ii) normally not to issue a notice for a relevant geographic area within 60 Working Days of the Effective Date of the last notice for that area.
- 3.3 The User may at any time seek advice concerning operational constraints on the Distribution System from the Company on such reasonable terms as the parties may agree in writing.

3A OBLIGATIONS SPECIFIC TO SMART METERING SYSTEMS

- 3A.1 The User shall use reasonable endeavours to ensure that, where appropriate functionality is available, Smart Metering Systems installed by it (or any agent acting on its behalf) are configured:
- (a) to provide Randomised Offset; and
 - (b) such that the Randomised Offset Limit is set at a value of no less than 600 and no greater than 1799.

4. ADVISORY NOTICES

- 4.1 The Company may at any time issue an advisory notice to the User and other Suppliers concerning potential operational constraints on the Company's Distribution System, with the intent of avoiding the requirement to designate areas of the Distribution System as Load Managed Areas.

5. LOAD MANAGED AREAS

- 5.1 The Company may from time to time designate areas of the Distribution System as Load Managed Areas where the Company has identified a need to reinforce or extend the capacity of such areas and, prior to issuing a Load Managed Area Notice, has either:

- (a) avoided or deferred the need for such reinforcement or extension through limiting the coincidence of Demand by adopting Customer Demand management to control the Load Switching Regimes; or
- (b) reasonably believes that such reinforcement or extension would be avoided or deferred through limiting the coincidence of Demand by Suppliers adopting Customer Demand management to control Load Switching Regimes.

- 5.2 A Load Managed Area Notice shall be sent to the User, all other Suppliers and the Authority.

- 5.3 A Load Managed Area Notice shall be effective when received or deemed to be received in accordance with Clause 59 and shall indicate:

- (a) the geographical area to which it applies by providing the LLFC and associated Load Switching Regimes for each postcode (or such other method as the Company and the Supplier agree, acting reasonably);
- (b) the time or times of day during which in the Company's opinion:
 - (i) changes to Load Switching Regimes in force at particular Metering Points introduced by Suppliers have increased the coincidence of Demand to such an extent that Security of Supply may be threatened; and

- (ii) new applications of Load Switching Regimes to particular Metering Points introduced by Suppliers may reasonably be expected to increase the coincidence of Demand to such an extent that Security of Supply may be threatened;
- (c) the former radio teleswitch (RTS) group code (where relevant);
- (d) the existing SSC and replicating SSC for peak and off-peak, including the replicating SSC description aligned to Market Domain Data;
- (e) the replicating time pattern regime (TPR) and time periods for peak and off-peak;
- (f) the existing SSC and replicating SSC for combined switched loads, including the replicating SSC description aligned to Market Domain Data;
- (g) the combined replicating TPR and time periods for switched loads;
- (h) notes column to provide relevant additional information or descriptions of the Load Switching Regimes;
- (i) the date from which the notice is effective; and
- (j) that it shall continue in force until withdrawn in writing by the Company by serving a notice on all Suppliers and the Authority.

5.4 The Company and the User acknowledge and agree that the issue of a Load Managed Area Notice constitutes notice that:

- (a) significant modifications of Customer Demand in the area identified in such notice may threaten Security of Supply;
- (b) SRNs and Emergency SRNs may be issued in respect of that area;
- (c) any future changes to Load Switching Regimes and/or the Randomised Offset Limit in force at particular Metering Points in that area may be subject at the request of the Company to change in accordance with Paragraph 7.6 or 8.6; and

- (d) any changes to Load Switching Regimes and/or the Randomised Offset Limit referred to in Paragraph 5.4(c) will, if requested by the Company pursuant to Paragraph 7.6 or 8.6 or if made voluntarily by a User, be at the relevant User's cost.
- (e) where the User is replacing a Load Switching Device at a particular Metering Point, in the area identified in such a notice, the User shall use reasonable endeavours to ensure that the Load Switching Regime, and any other material characteristics of the existing Load Switching Device, are replicated on the new Load Switching Device (including the use of the Load Switching Regimes associated with a LLFC at a particular Metering Point where these have been issued by the Company in accordance with Paragraph 5.3(a)); and
- (f) where the User is unable to comply with Paragraph 5.4 (e) the User will consult with the Company and agree to alternative arrangements for that particular Metering Point.

5.5 The Load Managed Area Notice referred to in Paragraph 5.3 shall be provided in Excel spreadsheet format using the template in Appendix A to this Schedule 8. The Secretariat shall make this template available on the Website, together with additional guidance notes.

6. NOT USED

7. SECURITY RESTRICTION NOTICES

- 7.1 The Company may from time to time issue a Security Restriction Notice where in the Company's opinion;
- (a) the changes to existing Load Switching Regimes in force at particular Metering Points; and/or
 - (b) new applications of Load Switching Regimes applied to particular Metering Points,

since the Effective Date of a Load Managed Area Notice have increased the coincidence of Demand in the whole or part of the area identified in that notice and as a result there is a material risk to Security of Supply. For the avoidance of doubt, the obligations relating to any Load Managed Area Notice in accordance with Paragraph 5 continue to apply.

- 7.2 A Security Restriction Notice shall be sent to the User, all other Suppliers and the Authority.
- 7.3 A Security Restriction Notice shall be effective when received or deemed received in accordance with Clause 59 and shall indicate:
- (a) the geographical area to which it applies by providing LLFC and associated Load Switching Regimes for each and postcode (or such other method agreed as per Paragraph 5.3(a));
 - (b) the time or times of day during which Capacity Headroom is infringed and into which Demand cannot be moved or added as a result of changes to Load Switching Regimes;
 - (c) the time or times of day during which there is sufficient capacity at the Effective Date of the Security Restriction Notice into which Demand can be moved
 - (d) the date from which the notice is effective; and
 - (e) that it shall continue in force until withdrawn in writing by the Company by serving a notice on all Suppliers and the Authority.
- 7.4 The Company and the User acknowledge and agree that the issue of a Security Restriction Notice constitutes notice that:
- (a) any modifications of Customer Demand induced by changes to Load Switching Regimes in the area identified in such notice may threaten Security of Supply;
 - (b) Emergency SRNs may be issued in respect of that area and that such notices will normally not be issued within 20 Working Days of the Effective Date of the relevant Security Restriction Notice;

- (c) any future changes to Load Switching Regimes and/or the Randomised Offset Limit in force at particular Metering Points in that area may be subject at the request of the Company to change in accordance with Paragraph 7.6 or 8.6; and
- (d) any changes to switching times in order to effect changes to Load Switching Regimes and/or the Randomised Offset Limit referred to in Paragraph 7.4(c) will, if requested by the Company pursuant to Paragraph 7.6 or 8.6 or if made voluntarily by a User, be at the relevant User's cost.

7.5 This Paragraph 7.5 applies where the Company, having issued a Security Restriction Notice, reasonably believes that Load Switching Regimes and/or the Randomised Offset Limit allocated in respect of the Customers of a User since the Effective Date of the relevant Load Managed Area Notice have materially contributed to the risk to Security of Supply in respect of which the Security Restriction Notice has been issued.

7.6 Where Paragraph 7.5 applies, the Company may also send a separate Compliance Notice to the relevant User, and a copy to the Authority, requiring the User:

- (a) to change at its own cost and within such period of time as the Company considers reasonable the Load Switching Regimes and/or the Randomised Offset Limit in force at particular Metering Points in the area designated in the Security Restriction Notice to the Load Switching Regimes for the relevant Metering Points at the Effective Date of the relevant SRN (or, where the Company reasonably believes that it is necessary, to such other Load Switching Regimes as shall not have a materially adverse effect on Security of Supply); or
- (b) to take such other action as the Company considers reasonable.

8. EMERGENCY SECURITY RESTRICTION NOTICES

8.1 The Company may at any time issue an Emergency Security Restriction Notice where in the Company's opinion there is an immediate risk to Security of Supply. (For the avoidance of doubt, the issue of an Emergency SRN need not be restricted to Load Managed Areas.)

- 8.2 An Emergency SRN shall be sent to the User, all other Suppliers and the Authority.
- 8.3 An Emergency SRN shall be effective when received or deemed to be received in accordance with Paragraph 11.3 and shall indicate:
- (a) the geographical area to which it applies, by providing LLFC and associated Load Switching Regimes for each and postcode (or such other method agreed as per Paragraph 5.3(a));
 - (b) the time or times of day into which Demand cannot be moved or added as a result of changes to Load Switching Regimes;
 - (c) the time or times of day during which there is sufficient capacity at the Effective Date of the Emergency SRN into which Demand can be moved;
 - (d) the date and time from which the notice is effective; and
 - (e) that it shall continue in force until withdrawn in writing by the Company by serving a notice on all Suppliers and the Authority.
- 8.4 The Company and the User acknowledge and agree that the issue of an Emergency SRN constitutes notice that:
- (a) any modifications of Customer Demand induced by changes to Load Switching Regimes in the area identified in that notice may threaten Security of Supply;
 - (b) any future changes to Load Switching Regimes and/or the Randomised Offset Limit in force at particular Metering Points in that area may be subject to reversion to the Load Switching Regimes for the relevant Metering Points at the Effective Date of the Emergency SRN, or to such other Load Switching Regimes as shall not have a materially adverse effect on Security of Supply;
 - (c) any changes to switching times in order to effect changes to Load Switching Regimes and/or the Randomised Offset Limit referred to in Paragraph 7.4(b) will, if requested by the Company, be at the relevant User's cost;

- (d) where the User is replacing a Load Switching Device at a particular Metering Point, in the area identified in such a notice, the User shall use reasonable endeavours to ensure that the Load Switching Regime, and any other material characteristics of the existing Load Switching Device, are replicated on the new Load Switching Device (including the use of the Load Switching Regimes associated with a LLFC at a particular Metering Point where these have been issued by the Company in accordance with Paragraph 5.3(a)); and
- (e) where the User is unable to comply with Paragraph 8.4 (d) the User will consult with the Company and agree to alternative arrangements for that particular Metering Point.

8.5 This Paragraph 8.5 applies where the Company, having issued an Emergency SRN, reasonably believes that Load Switching Regimes and/or the Randomised Offset Limit allocated in respect of the Customers of a User have materially contributed to the risk to Security of Supply in respect of which the Emergency SRN has been issued.

8.6 Where Paragraph 8.5 applies, the Company may also send a Compliance Notice to that User, and a copy to the Authority, which notice shall require the User:

- (a) to change at its own cost and within such period of time as the Company considers reasonable the Load Switching Regimes and/or the Randomised Offset Limits in force at particular Metering Points in the area designated in the Emergency SRN to the Load Switching Regimes for the relevant Metering Points at the Effective Date of the relevant Security Restriction Notice (or, where the Company reasonably believes that it is necessary, to such other Load Switching Regimes as shall not have a materially adverse effect on Security of Supply); or
- (b) to take such other action as the Company considers reasonable,
- (c) provided that where the Company requires changes to Load Switching Regimes and/or the Randomised Offset Limits in an area which is not a Load Managed Area or to Load Switching Regimes and/or the Randomised Offset Limit which have not been modified by the User since the Effective

Date of the current Load Managed Area Notice, then the reasonable cost visits required to affect such changes shall be at the Company's cost.

- 8.7 Failure to comply with an Emergency SRN or a Compliance Notice shall constitute a breach of this Agreement and the Company may, with no prior notice to the User where the User is in such breach, De-energise any Metering Point affected by the Emergency SRN or Compliance Notice for which the User is Registered in MPAS.

9. CONFIDENTIALITY

- 9.1 Any notice issued by either of the Company or the User pursuant to this Schedule 8 shall be confidential if marked as such. Any other information may be made available to third parties.

10. APPEALS PROCEDURE

- 10.1 The Company and the User shall attempt to resolve in good faith any dispute in relation to this Schedule 8. Where the dispute remains unresolved after 10 Working Days, either of them may refer the dispute to the Authority for determination. Any determination by the Authority under this Paragraph 10 shall be final and binding.

11. NOTICES

- 11.1 Save as provided in Paragraph 11.2, a notice, approval, consent or other communication to be made by the Company or the User under or in connection with this Schedule 8 shall be in writing and shall be delivered personally or sent by first class post, courier, fax or email to the other at the address specified for such purpose in that Party's Party Details.
- 11.2 An Emergency SRN shall be dictated by the Company to the User to the person(s) specified for such purpose in the User's Party Details on the telephone number so specified who shall record it and on completion shall repeat the notification in full to the Company and check that it has been accurately recorded.
- 11.3 An Emergency SRN shall be deemed received when the Company has dictated it to the User in accordance with Paragraph 11.2.

- 11.4 The Company shall also send an Emergency SRN in writing as soon as is reasonably practicable to the User in accordance with Paragraph 11.1. For the avoidance of doubt, such notice shall be for the record and shall not replace the notice given in accordance with Paragraph 11.2 but shall be deemed to be received in accordance with Clause 59.

12. REVIEW PROCEDURE

- 12.1 The Company shall;
- (a) no later than the latter of twelve months after its Effective Date or twelve months after its last review, review every Advisory Notice and every Load Managed Area Notice;
 - (b) no later than the latter of six months after its Effective Date or six months after its last review, review every SRN and Emergency SRN; and
 - (c) no later than the latter of three months after its Effective Date or three months after its last review, review every Compliance Notice,
- issued by it pursuant to this Schedule 8 which is still in force.
- 12.2 Where the Company reasonably believes that the relevant notice should continue in force, it shall notify all Suppliers and the Authority accordingly (together with its reasons), and reissue MPAN information as detailed in Paragraphs 5.3, 7.3 and 8.3 (where applicable).
- 12.3 Notwithstanding Paragraph 12.1, where the Company reasonably believes that the relevant notice should not continue in force, it shall withdraw the relevant notice and notify all Suppliers and the Authority.

13. ROTA LOAD BLOCK ALPHA IDENTIFIERS

- 13.1 By 31 August each year, the Company shall provide to the Nominated Central Source the Alpha Identifier for each Postcode within which Customers have connections to the Company's Distribution System.

- 13.2 The Company shall ensure that the Nominated Central Source collates the information referred to in Paragraph 13.1 with the comparable information of other DNO/IDNO Parties. The collated information shall be provided free of charge, and shall be contained in a file in .csv format and shall show each relevant Postcode in one column with the applicable Alpha Identifier and Distributor ID in separate columns. The Company shall ensure that, by 30 September of the relevant year, the Nominated Central Source shall provide the collated information to the Secretariat using the method agreed between the Nominated Central Source and the Secretariat. By the second Working Day of October each year, the Secretariat shall publish, free of charge, the collated information on the Website, in a .csv file format, and upon such publication, the Secretariat shall issue a notification to each User (where it is a Supplier Party) and the DNO/IDNO Parties that such publication has occurred.
- 13.3 During the 12-month period commencing on 1 November of each year, the User shall (where it is a Supplier Party) take reasonable steps to notify each Alpha Identifier provided to it in accordance with Paragraph 13.2 to the User's Customers that have Customer Installations located within the relevant Postcode area. The User shall only be obliged to take such steps to the extent it is reasonably practicable to do so, and shall be taken to have complied with its obligation in respect of a particular Customer Installation where the Bills (or statements of account) sent to the Customer in respect of that Customer Installation, during such 12-month period, display (where reasonably practicable, in a square box on the front page, and in the uppermost third, of such Bills) the Alpha Identifier made available to the User on the Website during the October preceding that November.
- 13.4 In this Paragraph 13:
- (a) “**Alpha Identifier**” means the single letter assigned to each Postcode area covered by the Company's Distribution System for the purpose of identifying (insofar as reasonably practicable) the Load Block with which Customers in that Postcode area are associated;
 - (b) “**Bill**” has the meaning given to that term in Condition 1 of the Supply Licences;
 - (c) “**Distributor ID**” means the first two-digit numbers of the MPAN;

- (d) “**Electricity Supply Emergency Code**” means the code of that name designated as such by the Secretary of State from time to time;
- (e) “**Load Block**” means a geographic grouping of consumer load for the purpose of applying rota disconnections, as such rota disconnections are more fully described in the Electricity Supply Emergency Code;
- (f) “**Nominated Central Source**” means a person agreed between the majority of DNO/IDNO Parties for the purpose of this Paragraph 13; and
- (g) “**Postcode**” means the full Post Office postcode (outcode and incode) of up to 8 characters, which will be presented with a space between the outcode and the incode (and no other spaces).

APPENDIX A

Load Managed Area Notice												
GSP Area (A_B_C_etc..)	Notice Effective From Date	Notice End Date (leave empty if ongoing)	Restriction Start Time (leave empty if 24hrs per day)	Restriction End Time (leave empty if 24hrs per day)	Restriction Start Month (leave empty if full year)	Restriction End Month (leave empty if full year)	Geographical area/Postcode Outcode	LLFC	Former RTS Group Code (where relevant)	Existing SSC	Existing SSC for peak/off-peak	SSC for replicating peak/off-peak

Load Managed Area Notice (columns continued)												
SSC description for replicating peak/off-peak	TPR replicating peak	Time periods for peak	TPR replicating off-peak	Time periods for off-peak	Existing SSC for combined switched load(s)	Combined SSC for replicating switched load(s)	Combined SSC description for replicating switched load(s)	Combined TPR replicating switched load(s)	Combined TPR time periods (in MDD) - Max	Time periods for switched load 1 - space heating - Max	Time periods for switched load 2 - water heating - Max	Notes