

## SIG Sub-Group DIF 65 '200Amp Fuses with Lower-Rated Tails'

### COLLATED RFI RESPONSES

Company	Q1. The initial view of the Working Group is that a B Code is not appropriate as it is not necessarily a defect and may also affect DNO reporting – if not a B Code, how would you want this to be communicated?	Working Group Comments
SSEN	The customer should be advised to make contact with SSEN and follow our “service alteration” / “change of supply capacity” process as detailed in our Connections Portal and website.	The group discussed that suppliers and MOPs need a single process to follow and the customer needs a clear way forward.
NGED	This issue is not a defect, it is related to the agreed capacity between the customer and DNO. The customer or their agent should contact the DNO to agree any updates required to their connection agreement. If the agreement results in a capacity where whole current metering can be fitted then it would be the DNO’s responsibility to attend site and reduce the fuse size to match the connection agreement.	The group agreed that the DNO responses were consistent, being, in summary, “to contact us”. It was confirmed verbally that this is inline with Northern Powergrid’s processes.  The group discussed that not all customers are tech savvy, so processes need to establish some best practice for helping all customers.
ENWL	We agree with the Working Group that applying a B Code would not be appropriate. If the customer requires a reduction in supply capacity then they should contact us in line with the instructions on our website Upgrade or reduce your supply (enwl.co.uk).	The group discussed that there could be a one-pager containing DNO contact details for the visiting MOP to use to provide the contact details to the customer.
British Gas	It is acknowledged by both DCUSA parties that the relationship for de-rating of fuses lies between the customer and the DNO. However Suppliers recognises that they are the conduit to link the two by informing the customer via a Safety Advice Notice of what they need to do to progress the issue.	The group discussed that there could be a template which each Supplier/MOP could leave with the customer, with the DNOs’ contact information on it.

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		<p>The group discussed that this could be included in the Information for Meter Operators document, which is updated annually. DNOs have an obligation to update the document if things change.</p> <p><b>Action:</b> Secretariat to engage with REC to add this item to the Electricity Operations Metering Forum, being held on 14 December 2022, with the recommendation that guidance for this issue be included in the Information for Meter Operators document.</p>
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Company	Q2. What information would you need to have the most productive discussions with the Customer?	Working Group Comments
SSEN	The customer would be advised by SSEN what information needs to be provided with their application once their initial enquiry is received.	The group agreed that the DNO and customer will discuss what information is needed, which simplifies the process.
NGED	You would need any existing connection agreement and to know a load profile for the existing or revised installation/capacity, their MPAN and site address.	
ENWL	This type of enquiry tends to be bespoke to the installation and we would discuss the information needed when the customer contacts us.	

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British Gas	The Supplier/MOp should have all the evidence at site to have an informed conversation with the customer; which is the maximum rating of meter and the rating of fuse(s) found in the cut-out. If they have DNO contact details and MPAN they could include this in the detail left with the customer to ensure the correct communication between both parties.	
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Company	Q3. How would you, as a DNO, like to be notified?	Working Group Comments
SSEN	SSEN have a connections team that deal with all customer requests for supply alterations; any supply alteration request should be made via SSEN's connections portal/gateway or contact details on our website.	The group reiterated the need to consider how to cater for non-tech-savvy customers. (e.g., to include general enquiries number).  The MOP should be able to give the customer enough information on what to say/ask for when contacting the DNO.
NGED	Directly from the customer or their agent into the Connections Team at <a href="mailto:nged.connectionspolicy@nationalgrid.co.uk">nged.connectionspolicy@nationalgrid.co.uk</a> .	
ENWL	The customer should contact us through the appropriate mechanisms, see response to Q1 above.	
British Gas	n/a.	

Company	Q4. Do you believe there should be a responsibility of the MOP to notify the DNO?	Working Group Comments
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SSEN	<p>No, only applications from customers (or their appointed agents) would be considered by SSEN. However, in some cases local agreements between Suppliers and SSEN may exist to facilitate the downgrading of supply capacity with the involvement of the customer.</p> <p>The Customer/Customers Qualified Electrician shall provide, install and maintain LV tails as per BS 7671 from the Customer's Point of Isolation/Main Switch to the outgoing terminals of the MHDCO. Customer tails shall be a size to support the customers requested available capacity and detailed on the IET Wiring Certificate.</p>	The group agreed that the contact is between the DNO and the customer/customer's agent.
NGED	No, the DNO has a contract with the customer, so it should be the customer or their agent who the DNO deal with.	
ENWL	Any notification required from the MOP should only be if necessary under the current CAT A, B or C reporting process.	
British Gas	Does this conflict with the acknowledgment that the two stakeholders are the customer and DNO? MOs could contact the DNO on the customers behalf to ensure the appropriate action; however would the Call Handler accept the call as this is the issue at present?	

Company	Q5. Is this DNP service free or chargeable to the customer?	Working Group Comments
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SSEN	To increase or reduce an existing supply, a load check is free of charge, and if we do need to increase the load and this is a small piece of work when we arrive, we will do this free of charge also. However, if we are unable to change the fuse on this visit due to specialist teams required, or needing a large increase, we will send the customer a quotation.	The group agreed that any charges would be discussed and agreed between the DNO and the customer/customer's agent.
NGED	The issue of reducing capacity would be evaluated on a case-by-case basis, and some costs would be incurred for most jobs. There would likely be a standard charge to attend site and replace the fuses as a minimum.	
ENWL	We have assumed DNP refers to DNO. Any changes to supply arrangements would only be carried out at the request of a customer and normally incur a fee.	
British Gas	n/a.	

Company	Q6. Would a supplier exchange the meter on the first visit with an understanding that they have informed the customer that they need to notify the DNO to affect a fuse size reduction?	Working Group Comments
SSEN	N/A – Supplier question.	It was discussed that, from DNO perspective, it's not a defect.
NGED	N/A.	
ENWL	Any work carried out by a Supplier/MOP must meet the appropriate electrical standards and not leave the customer with a non-compliant installation.	It was agreed that the decision to go ahead with a job is a Supplier/MOP policy/risk-based

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British Gas	If the MO has followed the agreed procedure and left all the correct detail with the customer; there should be no reason to abort the job as an assumption has to be made that the work will be undertaken. Also there would be no dataflow to inform the Supplier that the remedial work has been undertaken by the DNO to instigate a re-visit.	decision. The site visit will have identified any safety issues. The risk is that the customer does not follow-up with the DNO to replace the fuse.
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