









DCUSA Change Proposal (DCP)	At what stage is this document in the process?
<p><b>DCP 419:</b></p> <p><b>Pre-notification of Planned Supply De-energisations</b></p> <p><b>Date raised:</b> 06 March 2023</p> <p><b>Proposer Name:</b> Nikhel Jethwa</p> <p><b>Company Name:</b> Scottish and Southern Electricity Networks (SSEN)</p> <p><b>Company Category:</b> Distribution Network Operator (DNO)</p>	<p><b>01 – Change Proposal</b></p> <p>02 – Consultation</p> <p>03 – Change Report</p> <p>04 – Change Declaration</p>
<p>Purpose of Change Proposal:</p> <p>To ensure that all DCUSA Parties, that de-energise metering equipment as part of any planned work, provide the Distributor with advance notification of the supply interruption.</p>	
	<p>Governance:</p> <p>The Proposer recommends that this Change Proposal should be:</p> <ul style="list-style-type: none"> <li>• Treated as a Part 1 Matter;</li> <li>• Treated as a Standard Change;</li> <li>• Proceed to a Working Group for further development.</li> </ul> <p>The Panel will consider the proposer’s recommendation and determine the appropriate route.</p>
	<p>Impacted Parties: Suppliers, DNOs, IDNOs, the Crowded Meter Room Coordinator and Safe Isolation Providers</p>
	<p>Impacted Clauses: Potential Impacts on Clause 1, as well as Sections 2A, 2C, 2E, 2G and 2H (which will be implemented on 29 June 2023).</p>

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		<b>[TBC]</b>
Indicative Timeline		
<b>The Secretariat recommends the following timetable:</b>		
Initial Assessment Report	15 March 2023`	
Consultation Issued to Industry Participants	April/ May 2023	
Change Report Approved by Panel	14 June 2023	
Change Report issued for Voting	23 June 2023	
Party Voting Closes	14 July 2023	
Change Declaration Issued to Parties	18 July 2023	
Authority Decision	TBC	

## 1 Summary

### What?

- 1.1 Distributors have been developing their systems and processes to make full use of the data that is now available from smart meters. One of the key opportunities to deliver improved services to customers is offered by the availability of Power Outage Alerts (POA) and Power Restoration Alerts (PRA) from the smart metering system. If a customer has a smart meter installed and suffers a supply interruption to their property, the smart metering system delivers a POA to the Distributor within a few minutes. For low voltage network faults this provides a clear understanding of the extent of the network that has been affected faster than was ever possible through the receipt of calls from customers, as has traditionally been the case for low voltage faults.
- 1.2 When a Distributor receives a single POA they need to determine whether the supply interruption is a planned event or a network fault. There are various non-network fault scenarios that would trigger an POA to be sent to the Distributor.
1. Withdrawal of the Distributor's fuse by a Meter Operator to enable safe working on metering equipment.
  2. Withdrawal of the Distributor's fuse by a Crowded Meter Room Co-ordinator (CMRC) to enable safe working on metering equipment.
  3. Withdrawal of the Distributor's fuse by a Safe Isolation Provider (SIP) for an isolation to enable safe working on the customer's electrical installation by a third party.
  4. Withdrawal of the Distributor's fuse by a Distributor field operative (e.g., joiner) to enable safe working on Distributor's equipment.
  5. Supplier firmware upgrade to the metering equipment.
  6. Supplier live replacement of a comms hub.
  7. Unauthorised removal of the Distributor supply fuse by an electrician undertaking electrical installations work in the consumer's premise.

### Why?

- 1.3 Within Ofgem's 'Regulatory Instructions and Guidance (RIG): Annex F – Interruptions' document, there is an obligation on Distributors as below:

*Section 2.11*

*Single premises power outage alerts originating from a smart meter are not reasonably expected to indicate no supply. Where an outage alert is received, the DNO should contact the customer as soon as reasonably practicable thereafter to check whether the customer is without power, but only between 8am and 9pm.*

*However, this should not restrict the DNO from contacting a customer outside of those hours if the DNO considers it in the customer's interest to do so. The single premises power outage alert originating from a smart meter will be deemed to have been received at the earliest of either 8am or when there is contact with the customer.*

- 1.4 In order to meet their regulatory requirements and to maintain a positive customer experience Distributors will need to receive prior notification of any planned supply de-energisations which are being undertaken by DCUSA Parties in the course of their normal works. This proposal seeks to make the necessary changes to DCUSA legal text that satisfies this requirement.
- 1.5 Having prior notification of planned supply interruptions will enable Distributors identify the POAs that should be ignored and help to avoid contacting the customer unnecessarily while maintaining a positive experience for the customer when dealing with DCUSA Parties.

### How?

- 1.8 This proposal seeks to ensure that all DCUSA Parties, that de-energise metering equipment as part of any planned work, provide the Distributor with advance notification of the supply interruption via a new or amended Market Message. This will enable the Distributor to avoid contacting the customer unnecessarily and improve the customer journey whenever planned activities occur at their premise involving DCUSA Parties.

## 2 Governance

### Justification for Part 1 and Part 2 Matter

- 2.1 This change proposal should be treated as a Part 1 Matter as it is likely to have a significant impact on the interests of electricity consumers and it is directly related to the safety or security of consumers.

### Requested Next Steps

- 2.2 This Change Proposal should:
  - Be treated as a Part 1 Matter
  - Be treated as a Standard Change
  - Proceed to a Working Group

## 3 Why Change?

- 3.1 Distributors are making the best use of smart meter data and alerts to drive improvements in the levels of service they deliver to network customers. POAs offer Distributors an opportunity to respond to supply interruptions promptly and efficiently without the need for customers to contact the Distributor.

- 3.2 Distributors are required to do what is reasonably practicable to establish if the cause of a single POA is a fault on the Distributor's network. This therefore means that the Distributor should attempt to contact the customer to confirm if they have lost supply. Distributors are already receiving some negative reactions from customers that have a Meter Operator on site undertaking metering works. This situation will be further exacerbated when SIP Parties accede to DCUSA and commence their provision of safe isolations expected from 29 June 2023.
- 3.3 It is vital that POAs received by Distributors truly reflect an unplanned supply interruption and that all POAs from planned de-energisations are filtered out, as much as reasonably possible, to avoid wasted processing effort and inconvenience to the customer.
- 3.4 Providing advance notice of planned de-energisations to the Distributor will enable the Distributor to discount the associated alert and focus efforts on alerts that have resulted from a network fault.
- 3.5 Providing advance notice of planned de-energisations to the Distributor will also help to maintain that DCUSA Parties deliver a joined-up service to their customers. This will also avoid unnecessary inconvenience to the customer from unwanted calls from Distributor call agents and unnecessary site visits by field staff.

## Part B: Code Specific Details

### 4 Solution and Legal Text

#### Proposed Solution

- 4.1 Before attending site, a DCUSA Party who intends on carrying work on a customer's property which is expected to involve De-energisation Works will need to provide the Distributor with sufficient notice of the date they intend to carry out the planned De-energisation Works associated with their programme of work. The notification should be received by the Distributor at least one day before the planned de-energisation date.
- 4.2 To facilitate this, it is proposed that the best approach would be to create a new Market Message (or amend an existing one) which DCUSA Parties could easily utilise to provide Distributors with the relevant details. When DCP394 (*Allow any REC accredited meter operator to de-energise any metering point*), and the equivalent REC change (R0021) were created, it was noted that this requirement for SIPs to notify Distributors of planned de-energisations should also apply to Meter Operators for routine metering work. Therefore, this change is being pursued outside of DCP 394 and R0021 to achieve the desired outcome.

#### Legal Text

- 4.3 The legal text is to be developed by a Working Group once an appropriate solution has been designed.

## 5 Code Specific Matters

### Reference Documents

## 6 Relevant Objectives

DCUSA General Objectives	Identified impact
<input checked="" type="checkbox"/> 1 The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
<input type="checkbox"/> 2 The facilitation of effective competition in the generation and supply of electricity and (so far as is consistent therewith) the promotion of such competition in the sale, distribution and purchase of electricity	None
<input checked="" type="checkbox"/> 3 The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences	Positive
<input checked="" type="checkbox"/> 4 The promotion of efficiency in the implementation and administration of the DCUSA	Positive
<input type="checkbox"/> 5 Compliance with the Regulation on Cross-Border Exchange in Electricity and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators.	None

- 6.1 This change will introduce a responsibility for DCUSA Parties to provide Distributors advance notice of planned supply de-energisations thus this CP better facilitates DCUSA General Objectives 1, 3 & 4.

## 7 Impacts & Other Considerations

### Does this Change Proposal impact a Significant Code Review (SCR) or other significant industry change projects, if so, how?

- 7.1 This Change Proposal is not expected to impact any current SCR.

## Does this Change Proposal Impact Other Codes?

BSC.....	<input type="checkbox"/>	SEC.....	<input type="checkbox"/>
CUSC.....	<input type="checkbox"/>	REC.....	<input checked="" type="checkbox"/>
Grid Code.....	<input type="checkbox"/>	None.....	<input type="checkbox"/>
Distribution Code..	<input type="checkbox"/>		

7.2 We believe there may be a consequential change required under the REC as once the Market Message has been designed, it will need to be submitted to the REC for development and/or inclusion in the data specification.

## Consideration of Wider Industry Impacts

7.3 DCUSA Parties will be required to send an advance notification Market Message to the Distributor to advise that they plan to withdraw the Distributor fuse causing a planned supply de-energisation. This requirement from Distributors came too late for it to be included in DCP 394 and R0021. The Working Group for DCP 394 concluded that this work should proceed outside of DCP 394 and R0021. ENA has therefore worked with their Distributor members to ensure this work progresses towards the implementation of the most appropriate solution. This proposal is the first step towards achieving that objective.

## Confidentiality

7.4 This Change Proposal document is non-confidential

## 8 Implementation

8.1 We expect that this change will deliver immediate benefits and efficiencies and should therefore be implemented as soon as reasonably practicable. We suggest that the exact implementation date will be best determined via industry consultation.

## Proposed Implementation Date

8.2 As noted above, we believe that the implementation date should be determined following appropriate industry engagement.

## 9 Recommendations