

## DCUSA Issues Form (DIF)

This form should be used by parties to submit matters for consideration to DCUSA Standing Issues Group (SIG). The completed form should be issued to [DCUSA@electralink.co.uk](mailto:DCUSA@electralink.co.uk)

Document Control	
<b>Date Submitted:</b>	25 September 2023
<b>Issue Title:</b>	When is it acceptable for a DNO / IDNO to carry out a legal meter bypass and how should they communicate it to suppliers and MOPs?
<b>Attachments:</b>	
<b>Issue Number*:</b>	DIF 70
<b>Meeting Reference*:</b>	

\*Assigned by DCUSA Secretariat

Originator Details	
<b>Party Name:</b>	ScottishPower Energy Retail Ltd
<b>Originator Name:</b>	Komal Brown
<b>Party Category:</b>	Supplier
<b>Email Address:</b>	<a href="mailto:Komal.brown@scottishpower.com">Komal.brown@scottishpower.com</a>
<b>Telephone Number:</b>	07541950354

Nature of Issue
<p>Currently, at least one DNO is carrying out legal meter bypasses if a customer calls and states they are at risk of going off supply (generally smart meters in PPM mode or traditional PPMs). We are aware that there is no documented process on when a DNO / IDNO should or should not carry out legal meter bypasses as they may not be aware of suppliers' friendly non-disconnect processes or that a smart meter can be topped up online, without leaving the house and outwith call centre opening times.</p> <p>There is no set way for DNOs / IDNOs to communicate legal meter bypasses to suppliers and MOPs. We have received details via D0001s, SDEP contract manager queries and email. If or when the process is required, we believe there has to be a set way for the industry, to allow everyone to build processes and structure around it.</p> <p>Lastly</p>

Solution Overview – If Known	
Solution Description	
Lead Time For Implementation	