

Request for DCUSA Party feedback 01 December 2023

DIF 70: Meter Bypasses

1. Purpose of this Document

- 1.1 The purpose of this document is to seek Party feedback to understand in what circumstances a Distributor (DNO/ IDNO) would perform a bypass of a meter and whether these are for faulty or non-faulty meters and what the volumes are. It also seeks to understand if Suppliers are aware of any bypasses performed on non-faulty meters.
- 1.2 To respond to the questions posed in Section 3.1 of this document, please complete the RFI response form found in Attachment 1.

2. Summary

- 2.1 DIF 70 was discussed at a Standing Issues Group (SIG) meeting held on 27 October 2023. The original issues form can be found in Attachment 2 of this document.
- 2.2 The proposal states that Distributors are carrying out meter bypasses. It was noted by a member that they did not carry out meter bypasses for non-faulty meters and that they and other Distributors would likely only carry out a meter bypass for a faulty meter in exceptionally rare circumstances, for example, when the customer is vulnerable and receiving end of life care and is unable to be moved, and the customer/Distributor is unable to contact the responsible Supplier out of hours to fix the meter.
- 2.3 It was noted that at present there is no set way for DNOs / IDNOs to communicate meter bypasses to suppliers and MOPs and therefore there is a risk that the Supplier is unaware of meter bypasses.
- 2.4 It was noted that meter bypasses could potentially occur on faulty meters or non-faulty meters, and it was important to differentiate between them both. It was noted that Ofgem is making changes to Supplier licenses to require them to provide a 24-hour service for customers with faulty meters, which may mean the root cause of an issue is resolved, as customers would always be able to contact their supplier in the event of being off supply. It was also noted that, in the interim, the ENA is in discussions with Ofgem regarding what support they can provide to Suppliers over the forthcoming winter prior to the new licence conditions being implemented.

- 2.5 SIG members agreed to issue this RFI to understand further in what circumstances a Distributor may perform a bypass of a meter and what are the volumes of meter bypasses for both faulty and non-faulty meters and to understand if Suppliers are aware of any bypasses being performed on non-faulty meters.
- 2.6 SIG members will use the responses to this RFI to aid them in determining next steps.

3. Feedback Request

- 3.1 The SIG is keen to seek DUSA Party views on the following:

To Distributors

Non-faulty meters

1. Do you carry out meter bypasses for non-faulty meters eg a meter that has no credit left? If so, under what circumstances would you carry out a meter bypass?
2. If you responded yes to Q1 please provide volumes for the number of meter bypasses for non-faulty meters you have performed in the last 12 months period (1 November 2022 to 31 October 2023).

Faulty meters

3. Do you carry out meter bypasses for faulty meters? If so, under what circumstances do you carry out the meter bypasses?
4. If you responded yes to Q1 please provide volumes for the number of meter bypasses for faulty meters you have performed in the last 12 months period (1 November 2022 to 31 October 2023).

To Suppliers

Non-faulty meters

5. What are the volumes for non-faulty meter bypasses in your portfolio in the last 12 months period (1 November 2022 to 31 October 2023)? Split the volumes by GSP group and under what circumstances you have been made aware of the bypass and if the customer is on your PSR register?

Faulty meters

6. What are the volumes for faulty meter bypasses in your portfolio in the last 12 months period (1 November 2022 to 31 October 2023)? Split the volumes by GSP group and under what circumstances you have been made aware of the bypass and if the customer is on your PSR register?

Distributors and Suppliers

7. In cases where a Distributor has bypassed a meter, what mechanism should be followed to report such instances and what would be a reasonable timescale for reporting such bypasses?

8. Any other comments?

3.2 Please respond to the above questions by completing the consultation response form found in Attachment 1.