

DCP 419

‘Pre-Notification of Planned Supply De-Energisations’

COLLATED RFI RESPONSES WITH WORKING GROUP COMMENTS

Company	Confidential/ Anonymous	1. For Distributors: How many POAs from a single premise, not linked to a network fault, have you received in the last three months (01 June 2023 to 31 August 2023)?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted
British Gas [Supplier]	Non-Confidential	N/A	Noted
EDF [Supplier]	Non-Confidential	N/A	Noted
Engie [Supplier]	Non-Confidential	N/A	Noted
ENWL [DNO]	Non-Confidential	We have received 8,529 single premises POAs between 1 June – 31 August 2023.	8,529 POAs had been received
NPg [DNO]	Non-Confidential	Northern Powergrid’s Intelligent Filter Dashboard is used by the Contact Centre to identify which customers to contact under the RIGS. It matches incoming alarms from smart meters with our existing knowledge of planned and unplanned outages.	100 customer contacts per day or 9200 over the 3-month period.

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		<p>Currently we estimate that approximately 100 customers are contacted each day.</p> <p>Noisy meters sending repeated outage alarms are excluded from the Intelligent Filter Dashboard. This is either done on a count of how many have been received within a time period or where individual MPANs are identified with a defect.</p>	
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	N/A	Noted
Scottish Power [Supplier]	Non-Confidential	N/A	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	N/A	Noted
SSEN [DNO]	Non-Confidential	Based upon routine filtering by network connectivity and other factors, SSEN are able to categorise AD1 POA notifications into known faults at varying levels of the network.	176434

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		Through the period 01/06/23 – 31/08/23, 176,434 POAs were received which were not linked to a network fault.	
UKPN [DNO]	Non-Confidential	<p>Our DCC adapter has received 434,574 POAs during the period 1 June 2023 – 31 August 2023 that includes alerts associated to single premise and network fault incidents, however this also includes spurious POAs that are not linked to any network faults.</p> <p>From the alerts received during this period, 67,734 were attributed to known network incidents. This leaves 366,840 that were confirmed as not linked to a network fault. These will have been generated due to a mixture of various jobs carried out by MOPs working on customers meters, firmware updates and “chatty meters”. This and another previously approved SEC modification, MP102B, will help to reduce notifications at source, however “chatty meters” will continue to be a problem going forward and needs addressing.</p>	366840
<p>Working Group Conclusions: The volumes of POAs received over the 3 month period varied between DNOs however it was noted that NPg filter there raw data in a rigorous manner which has allowed them to get better results when making customer contact.</p>			

Company	Confidential/ Anonymous	2. For Distributors: Please share you views on what proportions of these individual POAs will be planned work by any DCUSA Party?	Working Group Comments
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Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted
British Gas [Supplier]	Non-Confidential	N/A	Noted
EDF [Supplier]	Non-Confidential	N/A	Noted
Engie [Supplier]	Non-Confidential	N/A	Noted
ENWL [DNO]	Non-Confidential	We do not have sufficient information regarding supplier activity to quantify a view on this. The majority of the work taking place at present is where a Supplier/MEM is replacing a traditional or SMETS1 meter with a SMETS2 meter. In these situations, we would not receive a POA. Once the SMETS2 rollout is completed, the majority of DCUSA party activity where a fuse operation is involved will result in a POA.	Unable to verify

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<p>NPg [DNO]</p>	<p>Non-Confidential</p>	<p>The Intelligent Filter contains the MPANs of Planned jobs for that day. Smart metering outage alarms from these properties are excluded from the proactive customer contact activity but shown on the report. We do not contact customers at these properties.</p> <p>Although Northern Powergrid is not able to determine how many of smart metering outage alarms are initiated from DCUSA parties, when we contact customers under the RIGS we are told by customers when work is being undertaken at their property that has generated the alert. We estimate current volumes to be in the region of 2-3 per day.</p>	<p>Unable to determine how many smart metering alerts are initiated by DCUSA but a rough estimate is 2-3 per day.</p>
<p>Rodgers Electrical Services Ltd. [MEM/SIP]</p>	<p>Non-Confidential</p>	<p>N/A</p>	<p>Noted</p>
<p>Scottish Power [Supplier]</p>	<p>Non-Confidential</p>	<p>N/A</p>	<p>Noted</p>
<p>Siemens [MEM]</p>	<p>Non-Confidential</p>	<p>N/A</p>	<p>Noted</p>
<p>SSE (Business) [Supplier]</p>	<p>Non-Confidential</p>	<p>N/A</p>	<p>Noted</p>

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<p>SSEN [DNO]</p>	<p>Non-Confidential</p>	<p>As a DNO party, SSEN would only speculate at a figure of planned works by other DCUSA parties, however from prior investigation it was found that at least 21% of alerts categorised as individual POAs were confirmed to be linked to planned work. A further 14% were found to be on supply, and the POA was generated spuriously.</p> <p>Looking at our own DNO planned works, this accounted for an additional 3% of POAs received.</p> <p>Based on this, SSEN would suggest that at least 38% of POAs received would be for single premises, resulting from planned work.</p>	<p>38% of POAs for a single premise resulting from planned work but caveated with this figure being a speculative figure.</p>
<p>UKPN [DNO]</p>	<p>Non-Confidential</p>	<p>Currently we are not made aware of any planned work carried out by other DCUSA parties at a customer’s premises, so UK Power Networks is unable to give a view on how many individual POAs should be received from this activity.</p> <p>The other DCUSA parties should be able to provide an indication of these volumes from their planned activities already carried out.</p>	<p>Unable to verify.</p>
<p>Working Group Conclusions: DNOs were not able to verify exact volumes. One DNO stated that 38% of POAs for a single premise resulting from planned work and another stated 2-3 per day but both respondents caveated this by stating the volumes quoted were from high level speculative analysis.</p>			

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Company	Confidential/ Anonymous	3. For Distributors: How do you currently manage/propose to manage the RIG requirement in 2.1 for internal planned supply interruption work?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted
British Gas [Supplier]	Non-Confidential	N/A	Noted
EDF [Supplier]	Non-Confidential	N/A	Noted
Engie [Supplier]	Non-Confidential	N/A	Noted
ENWL [DNO]	Non-Confidential	Where we are aware of a supply interruption (planned or unplanned), the information for all customers affected is held within our Network Management System (NMS). Should a POA be received, it is automatically associated with the known event in NMS.	Noted
NPg [DNO]	Non-Confidential	Contact Centre agents monitor the Intelligent Filter and decide which customers to contact.	Noted

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	<p>The Intelligent Filter functionality automatically generates a Service Request 7.4 Read Supply Status on receipt of every outage alarm from a smart meter. This is system generated and happens immediately on receipt. The results of this check are visible on the Intelligent Filter Dashboard. Where restore alarms are received from a meter that has issued an outage alarm they are also shown.</p> <p>The Contact Centre agents monitoring the report have the access to issue the Service Request 7.4 Read Supply Status to an individual MPAN or a group, prior to contacting a customer. The Intelligent Filter Dashboard also shows Unplanned Outage details so that the smart metering outage alarms that are not matched are visible. The Intelligent Filter Dashboard includes address details and network asset information so groups of outages are visible.</p> <p>Northern Powergrid proactively contact customers depending on the contact details we hold using the following script.</p> <p>“Good Morning/Afternoon/Evening, this is Northern Powergrid. Your smart meter has sent us a notification indicating your property is without power. If this is the case, please get in touch by calling 105 to speak with a member of our team or by visiting our website at northernpowergrid.com/power-cuts Kind regards.”</p>	
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Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	N/A	Noted
Scottish Power [Supplier]	Non-Confidential	N/A	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	N/A	Noted
SSEN [DNO]	Non-Confidential	<p>SSEN have sought to meet this requirement however, in doing so, the volumes of spurious alerts have had a negative impact. Spurious alerts mean that a large proportion of calls made were seen as unnecessary by the customer.</p> <p>Such calls did not benefit the customer and were seen as a disturbance, these calls also took time away from our contact centres that could have been used for responding to genuine POAs.</p>	Noted
UKPN [DNO]	Non-Confidential	We do not currently receive prior notification from Suppliers or MOPs of their planned works at a customer’s premises and are unable to	Noted

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		<p>differentiate them from all the other POAs we receive (see response to Q1).</p> <p>The market message from DCUSA parties will be used to suppress POAs in our DCC Gateway when received from any smart meter on the date of the planned work notified in the message.</p> <p>The market message prior notification will enable UK Power Networks from unnecessarily contacting the customer, improving the customer journey whenever planned activities occur at their premise involving DCUSA Parties.</p>	
<p>Working Group Conclusions: It was concluded that DNOs were not following similar processes on how they currently manage/propose to manage the RIG requirement. It was noted that there are a number of spurious alerts which result in calls to customers where one isn't required. It was also noted that the market message prior notification will enable DNOs from unnecessarily contacting customers.</p>			

Company	Confidential/ Anonymous	4. For Distributors: If you have any and are able to share, please provide analytics of supply interruption duration following a POA.	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted

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British Gas [Supplier]	Non-Confidential	N/A	Noted
EDF [Supplier]	Non-Confidential	N/A	Noted
Engie [Supplier]	Non-Confidential	N/A	Noted
ENWL [DNO]	Non-Confidential	<p>We have not carried out this specific analysis. We are unsure as to how it will assist as the length of a power outage, which may be planned or unplanned, is dependent on many factors. It will range from less than 3 minutes to many hours.</p> <p>As previously mentioned, a significant proportion of current Supplier/MEM meter change activity will most likely not generate a power outage alert.</p>	States this specific analysis hasn't been carried out but anecdotal evidence suggests from as little as 3 minutes to many hours.
NPg [DNO]	Non-Confidential	<p>Northern Powergrid's Estimated Time to Restore is expected to be that 90% of customers are restored within 90 minutes.</p> <p>For the very limited instances where we are able to match smart metering outage and restore alarms we believe that this estimate is confirmed.</p>	90% of customers restored within 90 minutes

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Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	N/A	Noted
Scottish Power [Supplier]	Non-Confidential	N/A	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	N/A	Noted
SSEN [DNO]	Non-Confidential	At this moment in time, SSEN are unable to provide an overall figure.	Unable to provide a figure at this time.
UKPN [DNO]	Non-Confidential	We do not have any analytics on the duration of supply interruptions following the receipt of a POA.	Unable to provide a figure at this time
<p>Working Group Conclusions: 2 of the DNOs were unable to provide any estimates for supply interruptions.</p> <p>One DNO stated they didn't have exact estimates but interruptions can last between 3 minutes to many hours.</p> <p>Another DNO stated that 90% of all interruptions were resolved within 90 minutes.</p>			

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Company	Confidential/ Anonymous	5. For Distributors: If the alternative solution in 4.1 is adopted, what do you consider is an acceptable amount of time between POA and power restoration alert before contacting the customer?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted
British Gas [Supplier]	Non-Confidential	N/A	Noted
EDF [Supplier]	Non-Confidential	N/A	Noted
Engie [Supplier]	Non-Confidential	N/A	Noted
ENWL [DNO]	Non-Confidential	What might be considered reasonable will depend on factors such as: <ul style="list-style-type: none"> • The time of day/night • Any adverse/storm conditions 	Doesn't provide a window however states that any window would be dependent on several factors such as time of day, adverse weather and know customer information ie vulnerabilities.

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		<ul style="list-style-type: none"> Any known customer information (for example vulnerability considerations) <p>Adopting solution 4.1 would essentially mean having to ignore all power outage events which we cannot associate with an existing network issue for a pre-determined length of time. We do not believe that this is a way forward that is in the best interests of our customers. It does not take account of a need to manage the network in a dynamic way and risks not considering the needs of individual customers or customer groups.</p> <p>Having information from Suppliers/MEMS regarding their intention to operate a fuse means that we can consider the information in our triage process for deciding when/if it is appropriate to contact the customer. We can focus better on those customers who genuinely have an unplanned power outage and makes for better coordination across the industry.</p> <p>Whilst we use a PRA from the meter in our automated and manual decision-making processes, unfortunately there is a low incidence of correlation between outage and restoration alerts and so it cannot be relied on.</p>	<p>Also highlights a number of risks with the alternative process ranging from ignoring all power outages not associated with an existing network issue for a pre determined period of time to a low volume of restoration alerts being received.</p>
<p>NPg [DNO]</p>	<p>Non-Confidential</p>	<p>Northern Powergrid’s internal SLA for contacting the customer after a single POA is within 15 mins. Therefore, we would need to receive</p>	<p>Has a 15 minute SLA</p>

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		<p>the power restoration alert within this time. However, we are not receiving sufficient power restoration alerts from smart meters, approximately 40%, with 10% of the metering estate providing this functionality. Therefore, we are still having to contact customers when we receive a POA.</p> <p>Due to the issues in the Communications Service Provider in the North suppliers have rolled out more early generation meters (SMETS1) in our licence areas. Even when enrolled into the DCC national infrastructure these meters will not send outage or restoration alarms.</p> <p>Northern Powergrid services approximately 3.9 million MPANs, of which just over half of meters are now smart. Of which, approximately half are meters that second generation (SMETS2) meters that issue outage alarms.</p>	
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	N/A	Noted
Scottish Power [Supplier]	Non-Confidential	N/A	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted

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SSE (Business) [Supplier]	Non-Confidential	N/A	Noted
SSEN [DNO]	Non-Confidential	OFGEM deem this a benefit area to contact customers proactively, following the receipt of a genuine POA. This would allow DNOs to provide a better level of service to customers and support those most vulnerable. Based upon this, SSEN would not look to suggest a waiting period for this action to be taken.	
UKPN [DNO]	Non-Confidential	<p>The alternative solution proposed in 4.1 is not suitable for UK Power Networks (or other DNOs) for taking appropriate and timely action on receipt of a POA</p> <p>The Regulatory Instructions and Guidance and the Statutory Instrument 699 (as amended for RIIO-ED2 by 887) that UK Power Networks, and all DNOs, work to have set response timescales for responding to single premise faults so delaying our response until a Power Restoration Alert notification is received reduces our timeframe to respond. Customers are also eligible for compensation payments if we fail this standard.</p> <p>The benefit of an accurate POA to UK Power Networks is that we would be able to immediately take appropriate action for the restoration of supply to the customer’s premises, ahead of any customer calling UK Power Networks to notify of their power cut.</p>	

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		Any delays to taking action on receipt of the POA will negate the benefit of receiving the POA. There is also evidence that not all smart meters send a power restoration alert making the solution in 4.1 an unsuitable option.	
<p>Working Group Conclusions: Of the 4 DNOs who responded, all of them believed that a waiting period would not be a suitable solution due to a number of risks. These risks ranged from delaying to contact vulnerable customers to not fulfilling licence obligations set by Ofgem to proactively contact customers. It was also noted that once a DNO is made aware of an outage, there is a preset number of hours that the customer has to be back on supply before the DNO can incur financial penalties. Having a waiting period could mean DNOs are at greater risk of incurring these penalties.</p> <p>It was also noted not all restore messages are received, a that only 40% of the metering estate for one DNO had the capability to send the restore alerts and of this 40%, only 10% are correctly received so the waiting period would offer no benefit as the messages are receive in very instances.</p>			

Company	Confidential/ Anonymous	6. For Suppliers/ Meter Equipment Managers (MEM)s: Considering all works that you undertake that require de-energisation at an individual property, as an estimate, what is the typical time (in minutes) the property is de-energised for? Separate out different tasks if possible.	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	CMRC Activity: Alt HAN Co utilises ‘Shared MEMs’ to resolve Crowded Meter Rooms. Sometimes this will require the de-energisation of a smart meter to create space for other installations in a meter room. During the pilot the approximate time any customer was off power is 45-60 minutes.	Noted

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		However in our communications with customers we notify them that this may be ‘up to 2 hours’.	
British Gas [Supplier]	Non-Confidential	We have estimated that the average time a customer is de-energised is 40 minutes. Therefore if DNO’s allowed a minimum of 1 hour before trying to contact the smart meter this should provide ample time for the comms to be restored.	Noted
EDF [Supplier]	Non-Confidential	Average of 60mins but can vary depending on multiple reasons on site.	Noted
Engie [Supplier]	Non-Confidential	A cautious estimate to cover most eventualities is 1 hour.	Noted
ENWL [DNO]	Non-Confidential	N/A	Noted
NPg [DNO]	Non-Confidential	N/A	Noted
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	The task of installing a new meter/isolation point involves an isolation of 30-120mins depending on the task and metering system (Economy 7 or Comfort plus metering systems may require an extended outage to resolve wiring, etc).	Noted

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SSE (Business) [Supplier]	Non-Confidential	Maximum of 20 minutes for each job that requires a de-energisation unless the engineer identifies a potential issue with the work required.	Noted
Scottish Power [Supplier]	Non-Confidential	The supply will be off for 30 minutes per meter. So a Single Fuel install will be 30 minutes and Dual Fuel will be 60 mins.	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSEN [DNO]	Non-Confidential	N/A	Noted
UKPN [DNO]	Non-Confidential	N/A	Noted
Working Group Conclusions: A range of answers were given due to the different type of jobs and metering a MEM could be working on but typically jobs could take between 30 minutes to 2 hours.			

Company	Confidential/ Anonymous	7. For Suppliers: How many planned works have you undertaken involving sites where a smart meter is already installed in the last three month (01 June 2023 to 31 August 2023)?	Working Group Comments
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Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	CMRC Activity: Alt HAN Co utilises ‘Shared MEMS’ to resolve Crowded Meter Rooms. Sometimes this will require the de-energisation of a smart meter to create space for other installations in a meter room. During this period meters in around 40 meter rooms have been subject to de-energisation, however not all of those meters were smart. The number of meters de-energised was normally less than 30 but could be up to 100.	Noted
British Gas [Supplier]	Non-Confidential	Around 23,500.	23,500
EDF [Supplier]	Non-Confidential	51,464.	Over 50k
Engie [Supplier]	Non-Confidential	In the past three months we are not aware that our agents have conducted any such works.	Noted
ENWL [DNO]	Non-Confidential	N/A	Noted
NPg [DNO]	Non-Confidential	N/A	Noted
Rodgers Electrical Services Ltd.	Non-Confidential	N/A	Noted

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[MEM/SIP]			
Scottish Power [Supplier]	Non-Confidential	Around 13k.	13k
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	Approximately 10.	
SSEN [DNO]	Non-Confidential	N/A	Noted
UKPN [DNO]	Non-Confidential	N/A	Noted
Working Group Conclusions: A large range between the number of jobs between those who answered with a range starting at 10 jobs for the 3 mo			

Company	Confidential/ Anonymous	8. For Suppliers: For the comms hub replacement programme how long (in minutes) would a typical replacement take in a property?	Working Group Comments

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Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted
British Gas [Supplier]	Non-Confidential	40 minutes.	Noted
EDF [Supplier]	Non-Confidential	We estimate that a standard comms hub exchange can take from 30mins – 1hr per fuel.	Noted
Engie [Supplier]	Non-Confidential	This question is hard to answer as we have not yet done any CH only replacements – an estimate would probably be 30-45 minutes as the installer is still going to have to introduce themselves, etc, it’s not just the work. We note however that the Fact Sheet issued by SEC on the CH replacement programme states that “it will not be necessary to power-down the electricity supply in order to replace a Comms Hub” - this requires clarification.	A hot swap of a coms hub does trigger a POA.
ENWL [DNO]	Non-Confidential	N/A	Noted
NPg [DNO]	Non-Confidential	N/A	Noted

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Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	N/A	Noted
Scottish Power [Supplier]	Non-Confidential	Dependant on GSME re-join time, the process can take between 15 mins & 1hour.	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	Maximum 30 minutes.	Noted
SSEN [DNO]	Non-Confidential	N/A	Noted
UKPN [DNO]	Non-Confidential	N/A	Noted
Working Group Conclusions: The average time suggests 30 minutes for a single meter so 1 hour for dual fual			

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Company	Confidential/ Anonymous	9. For Suppliers/ MEMs: Is there a known method for Suppliers or MEMs to suppress the power outage alert whilst works are undertaken on site?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	CMRC Activity: The CMR Shared MEMs are not requested to suppress power outage alert when de-energising smart meter points.	Noted
British Gas [Supplier]	Non-Confidential	No – we are not aware of any mechanism to suppress the power outage alert.	Noted
EDF [Supplier]	Non-Confidential	No.	Noted
Engie [Supplier]	Non-Confidential	We would defer to MEMs on this question.	Noted
ENWL [DNO]	Non-Confidential	N/A	Noted
NPg [DNO]	Non-Confidential	N/A	Noted

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Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	Not as far as I am aware.	Noted
Scottish Power [Supplier]	Non-Confidential	No.	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	No.	Noted
SSEN [DNO]	Non-Confidential	N/A	Noted
UKPN [DNO]	Non-Confidential	N/A	Noted
Working Group Conclusions: Noe of the respondents were aware of how to supress a power outage however one responder noted that if there was a way, some SEC obligations would need to be considered.			

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Company	Confidential/ Anonymous	10. For Suppliers: Can parties suggest an anticipated effort/cost for implementing the market message and accommodating this process?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	<p>CMRC Activity: AHC would request the Shared MEMs to issue any new market message to DNOs in advance of CMR resolution activity. The CMR processes already contain a mechanism to notify DNOs (who have requested the information) of CMR activity in their network region. We would assess whether it is reasonable to retain dual processes for DNO notification or simply request the use of the market messages.</p> <p>Suppliers and MEMs are best placed to provide cost estimates for creating and processing new data flows.</p>	Noted
British Gas [Supplier]	Non-Confidential	<p>We have assessed the cost of implementing this solution and unfortunately due the many different job booking systems we support across our businesses we estimate this cost would be approx. £2.2m plus or minus 20%. This cost had been estimated based on the information provided in the RFI.</p> <p>This change would necessitate:</p> <ul style="list-style-type: none"> • Changes to job booking systems to identify when a de-energisation is required • Changes to trigger new flow 	Noted

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		<ul style="list-style-type: none"> • Data storage capabilities • Project management costs <p>Job types and systems that would require amendment would include:</p> <p>Metering work</p> <p>Electrical services</p> <p>Heat pump installation</p> <p>EV Charger Installations</p>	
EDF [Supplier]	Non-Confidential	We cannot provide an anticipated effort/cost at this stage due to a complete change of systems we are using. Also, there would be no effort/cost if the option of using the restoration alert was used which we are more supportive of.	Noted
Engie [Supplier]	Non-Confidential	Costs would be incurred in changing system and processes, training out the change, and having team members sending the messages. Estimated cost £2k.	Noted
ENWL [DNO]	Non-Confidential	N/A	Noted

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NPg [DNO]	Non-Confidential	N/A	Noted
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	N/A	Noted
Scottish Power [Supplier]	Non-Confidential	Around 40k– includes cost of implementing the change and the people cost.	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	We are unable to quantify this, as without a full end to end process being designed and providing the relevant market message structure, we would be unable to request costings from our system developers.	Noted
SSEN [DNO]	Non-Confidential	N/A	Noted
UKPN [DNO]	Non-Confidential	N/A	Noted

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Working Group Conclusions: A range of responses were given from 2.2m to 2k. The reason for the larger estimate was due to the number of booking systems within the organisation that would require updating. It was also highlighted by a number of respondents that they either couldn't give an estimate, or the estimate provide was very high level as the solution wasn't known which made costing IT work difficult.

Company	Confidential/ Anonymous	11. What are your initial views on the alternative solution set out in section 4.1 above?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	N/A	Noted
British Gas [Supplier]	Non-Confidential	<p>We are supportive of more work being carried out to explore the feasibility of the alternative solution set out in section 4.1</p> <p>We have discussed this internally with our smart meter technical experts and believe that this solution would be more cost efficient than the original solution proposed.</p> <p>We have discussed the use of alerts N42 and N16 but suggest the best way forward would be to convene a workshop with the relevant smart meter experts.</p>	Supports the alternative solution

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EDF [Supplier]	Non-Confidential	We agree that this would be the most cost effective and least time-consuming option for all. It allows suppliers to continue with their current process’ without additional intervention but also means that DNO’s have clear guidance on when they do and do not have to contact customers off the back of a POA. This is the fairest approach to help combat the requirements on the DNO’s.	Supports the alternative solution
Engie [Supplier]	Non-Confidential	We would be supportive of the “time out” option where the DNO can assume the visit is not routine after a certain period of time has elapsed.	Supports the alternative solution
ENWL [DNO]	Non-Confidential	As described in answer 5, we do not believe that this is a way forward that is in the best interests of our customers. It also has the potential to undermine the DESNZ business case for smart meters.	Doesn’t support
NPg [DNO]	Non-Confidential	Based on our response to Q5, waiting for a power restoration alert to remove the DNO obligation to contact customers will not work. Therefore, this would not be a suitable solution. Due to the issues in the Communications Service Provider in the North suppliers have rolled out more early generation meters (SMETS1) in our licence areas. Even when enrolled into the DCC national infrastructure these meters will not send outage or restoration alarms.	Doesn’t support

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		Northern Powergrid services approximately 3.9 million MPANs, of which just over half of meters are now smart. Of which, approximately half are meters that second generation (SMETS2) meters that issue outage alarms. We receive restore alarms from less than half of SMETS2 meters that send outage alarms.	
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	This would be a common-sense approach to the problem. The main issue with this is that if a DNO waits 2 hours before contacting the customer to make them aware of a POA, this may prove to be too long for a particularly vulnerable party. This may need to be looked at to see if this would be workable. The issue of market messages for a de-energisation/re-energisation obviously helps this process.	Supports the alternative solution
Scottish Power [Supplier]	Non-Confidential	Suppliers would incur additional costs to implement this brand-new data flow. We believe that an alternate solution should be explored to see if the information required by DNOs could be provided without suppliers incurring additional costs. The flow/new market message notes should be updated to include cancellation events if the supplier is expected to send the new market message to notify DNOs of any customer cancellations.	
Siemens [MEM]	Non-Confidential	N/A	Noted

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SSE (Business) [Supplier]	Non-Confidential	The quarterly submission provided to DESNZ provides an average of power outage for each job which could be utilised to form an average view of time. 65 – 70 mins. Please also see our response to Q8.	
SSEN [DNO]	Non-Confidential	As mentioned in the response to Question 5, SSEN do not support an alternative solution that involves imposing a waiting time that erodes benefits that could be achieved for customers in relation to the OFGEM RIG.	Doesn't support
UKPN [DNO]	Non-Confidential	The alternative solution in 4.1 is not suitable for UK Power Networks for the reasons mentioned in the response to question 5.	Doesn't support
<p>Working Group Conclusions: There was a mixture of support for the alternative solution however it was clear that the majority of respondents from suppliers supported the alternative solution whereas all the DNOs who replied stated they did not support the alternative solution. A number of reasons were given for the lack of support from DNOs which can be found in the responses to the question.</p>			

Company	Confidential/ Anonymous	12. Are you aware of any other solutions that could address the intent of DCP 419?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	CMRC Activity: Under the CMR processes we propose to notify DNOs of planned works in their region (where the DNO requests it). This can be delivered bilaterally to a CMR contact within the DNO and/or via providing access to the CMR system so the DNO can check CMR cases under	Noted

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		resolution. This does not address the wider issue of Supplier/SIP de-energisation but does allow a notification route for CMR Specific activity.	
British Gas [Supplier]	Non-Confidential	Until 4G comms hubs are installed on all smart metering systems DNOs will not receive power restoration alerts in all cases. In the interim DNOs may need to proactively contact smart meters after a given period to identify if power has been restored.	Noted
EDF [Supplier]	Non-Confidential	No.	Noted
Engie [Supplier]	Non-Confidential	If the solution was to be sending a data flow, we would suggest that MEMs are better placed to send this given their proximity to the site operations. This would also avoid suppliers giving erroneous notifications of outages if the MEM was unable to access the property, locate the meter, or unable to de-energise it for safety reasons.	Would require a REC change to create an obligation on the MEM as well as the data flow creation. Minimum 6 months on data flow creation (after the change was approved).
ENWL [DNO]	Non-Confidential	The proposed solution in the initial change proposal appears to be the most straight forward approach to providing greater visibility of non-network related power outage events resulting from authorised work by parties.	Supports the original process

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NPg [DNO]	Non-Confidential	No.	Noted
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	No.	Noted
Scottish Power [Supplier]	Non-Confidential	Automated daily reporting from suppliers to DNOs with a list of planned de-energisation instead of a new data flow.	Noted
Siemens [MEM]	Non-Confidential	N/A	Noted
SSE (Business) [Supplier]	Non-Confidential	No.	Noted
SSEN [DNO]	Non-Confidential	<p>Alternative solutions could include the use of Mobile Apps or Phone calls to notify the DNO of planned works taking place, however this would require a widespread effort to produce and adopt the new solution.</p> <p>The market messages infrastructure is already present and would provide a standardised method of notifying DNOs of planned works. These dataflows could readily be used within automated DNO processes.</p>	Noted

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UKPN [DNO]	Non-Confidential	No, we are not aware of any other relevant solutions.	Noted
<p>Working Group Conclusions: One responder highlight that until 4G comms hubs are installed on all smart metering systems DNOs will not receive power restoration alerts in all cases. Another noted that any obligation should be placed upon the MEM to send the flow however this would require a REC consequential change.</p> <p>Another responder suggested automated daily reporting from suppliers to DNOs with a list of planned de-energisation instead of a new data flow.</p> <p>Another suggestion was to use mobile apps or calls to notify DNOs of any planned work however it was acknowledged this would be difficult to adopt.</p>			

Company	Confidential/ Anonymous	13. Do you have any other comments in relation to DCP 419?	Working Group Comments
Alt HANCo [Crowded Meter Room Coordinator]	Non-Confidential	CMRC Activity: Under the CMR processes we propose to notify DNOs of planned works in their region (where the DNO requests it). This can be delivered bilaterally to a CMR contact within the DNO and/or via providing access to the CMR system so the DNO can check CMR cases under resolution. This does not address the wider issue of Supplier/SIP de-energisation but does allow a notification route for CMR Specific activity.	Noted
British Gas d[Supplier]	Non-Confidential	With regard to the original proposed solution we have identified that a significant number of customers in the non-domestic market	Highlights that there are some sites with their own private metering

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		appoint their own meter operator and the supplier may be unaware of any planned metering work. Therefore if this option is to be pursued MEMs would need to be obligated to provide advance notification.	arrangements and as such it would be unlikely that a supplier would be made aware of a planned outage. Notes if the alternative solution was pursued, a new obligation to all MEMS to provide advanced notice would be required.
EDF [Supplier]	Non-Confidential	No.	Noted
Engie [Supplier]	Non-Confidential	We do not believe that this change (to introduce a new data flow) is necessary especially if either a technical solution (POA alert suppression) or non-data flow based solution (time-out) could be adopted. From our perspective the numbers of Smart to Smart exchanges do not currently justify any technical development to address the issue raised in DCP419 and we suspect this may be similar for other non-domestic suppliers.	Believes the new flow is not necessary due to number of exchanges not justifying the need for a technical solution.
ENWL [DNO]	Non-Confidential	It is important that there is a joined-up approach within the industry. If we contact the customer and there is a party working on the installation, it reflects on all parties. It also diverts resource that might be better used addressing other network issues. The information will be particularly useful during adverse weather and storm situations where it will provide us with improved triage information when prioritising stretched resources.	Noted

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		While the situation with replacement of 2G communication hubs is important, it should not distract from the merits of this proposal which will put in place an enduring solution that is to the benefit of customers and efficient operation of the network.	
NPg [DNO]	Non-Confidential	No.	Noted
Rodgers Electrical Services Ltd. [MEM/SIP]	Non-Confidential	No.	Noted
Scottish Power [Supplier]	Non-Confidential	Implementation timescales - if suppliers are expected to start using the new market message, then we would need at least 6-8 months to implement this change.	Notes that if adopted, an implementation window of 6-8 months would be needed.
Siemens [MEM]	Non-Confidential	Siemens are an independent agent operating in the role of MEM. As DCP419 is currently written, it only affects DCUSA parties, SIPs and CMRCs. This excludes Siemens. From reading DCP419, I think that excluding MEMs is an oversight. Your change proposal even mentions MEMs in section 4.2 Proposed Solution. We	highlighted that MEMs would need to be included within the final solution and that this would require a REC change

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		regularly de-energise properties to fit isolators, perform meter exchanges etc. Please can you arrange for a consequential change to be raised by the REC. If the change affects MEMs, the requirement needs to be written into REC Schedule 14.	
SSE (Business) [Supplier]	Non-Confidential	No comment.	Noted
SSEN [DNO]	Non-Confidential	N/A	Noted
UKPN [DNO]	Non-Confidential	No.	Noted
<p>Working Group Conclusions:</p> <p>One responder highlighted that they believed the new flow is not necessary due to number of exchanges not justifying the need for a technical solution.</p> <p>It was noted that many metering jobs booked in advanced get cancelled or rescheduled for a number of reasons. The same responder who raised this also noted that not all engineers will know the site will need to power down until they attend on the day and that GDPR implications of sharing any data would need to be considered.</p> <p>One responder highlighted that an implementation window of 6-8 months as a minimum would be required if this change was adopted.</p>			

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Some responses highlighted that MEMs would need to be included within the final solution and that this would require a REC change. It was also noted that any MEM obligation should include that a MEM should give the supplier advanced notice when looking to carry out any planned metering work.