

## **ALTERNATIVE SOLUTION FOR DCP419 / I0216**

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### **1 PURPOSE**

At the DCP419 meeting on 26 November 2024 the REC Code Manager was tasked with drawing up an alternative solution to DCP419 and REC Issue I0216. This paper sets out a high-level summary of the solution to provide a real time solution and not via a new market message. The DCP419 working group is invited to comment on any part of the solution. The REC Code Manager has not provided high level estimates or a timeline as it is yet to be decided which Code will go on to develop this solution.

### **2 BACKGROUND AND INFORMATION**

This solution should allow anyone working on the meter / comms hub to flag that the meter is going to drop communication and trigger an AD1 notification to DNOs. DNOs have an obligation to contact Consumers on the back of an AD1 to check for system outages. This means they are currently contacting Consumers unnecessarily when AD1 notifications are triggered for planned works. The flag would be available to DNOs and potentially Suppliers to allow them to manage the AD1 notifications.

### **3 PROPOSED SOLUTION**

The REC Code Manager has split the real time solution into input and output with the aim of targeting discussions. This should also help if or when this solution is developed further. The Code Manager has set out who would use it, how they would use it, what data is needed and when they would use it. They have also provided points on who pays and when is it needed to help facilitate discussions.

The DCP419 work group is invited to comment on and query each section. Suggestions on the data items needed at input and output are particularly welcome.

#### **3.1 WHO WOULD USE IT?**

Input – anyone working on the meter. This includes:

- MOA
- EMO – operative working on the meter on behalf of a MOA / DNO
- Revenue Protection agent
- Comms hub replacement agent (don't have to be a MOA / EMO)
- SIP
- Debt collection – need to be a MOA / Supplier / Revenue Protection but can be separate
- Alt HAN
- Crowded Meter Room MOA
- DNO
- Anyone else?

Output

- DNOs / IDNOs
- Suppliers
- Anyone else?

### 3.2 HOW WOULD IT BE USED?

#### Input

- App
- Website
- Application Programming Interface (API)
- Could be used directly or via the agent onsite handheld device.
- Search EES API to bring back MPAN, address, MSN (depends on data provided).

#### Output

- Graphical User Interface (GUI) or API
- Could be searched on case-by-case basis or via an API into DNO's / Supplier's systems.

### 3.3 WHAT DATA IS NEEDED

#### Input – any of the following:

- Meter Serial Number (MSN)
- Address
- MPAN
- Job type - is this is needed?
- Date / time
- Anything else?

#### Output

- MPAN
- Address
- MSN
- Date / time
- Job type
- Anything else?

### 3.4 WHEN WOULD IT BE USED?

#### Input

- First thing in morning before jobs – to report jobs list in bulk. This would reduce the risk of mobile communication issues when on site.
  - The REC Code Manager has made an assumption that if a notification is received of a planned drop in communications that then does not happen (e.g. job is aborted), DNOs would not follow up on this. Request for the DCP419 work group to validate this assumption.
- When on site before de-energisation or drop in communication in the case of unplanned or emergency jobs.

#### Output

- Workflow management to pre-empt any AD1 notifications – could be as an API or GUI.
- Available to be searched when AD1 received.

#### Question – should this be Performance Assured? Some questions to consider are as follows:

- Is it a check on flows v jobs input?
- Is it a check during a on-site audit?

## RETAIL ENERGY CODE

- Is there a check on DNOs using the information?

### 3.5 WHO PAYS

#### Industry Codes

- REC – split across all Parties. Including DNOs and MOAs but mainly suppliers.
- DCUSA – supplier and DNO

#### Other options

- ENA – not all IDNOs are members, they have discounted this option before. Understand that UKPN already has something.
- AMO – not all MOAs are members, and they won't be the only ones carrying out the work.

### 3.6 WHEN IS IT NEEDED?

- As soon as possible.
- AD1 notifications are being received already but DNOs are not being monitored on their obligations to contact Consumers off the back of them - yet.
- Comms hub replacement roll out started New Year 2025. This is expected to result in a dramatic increase in numbers of AD1 notifications.

**Commented [CF1]:** Do we know who would be auditing this? We may need to speak to them to make sure these notifications received via API are sufficient for them to audit that Consumer contact isn't needed

**Commented [LM2R1]:** It's an Ofgem thing so not sure. I believe they have reporting on it but it's not a DCUSA / REC thing. But does raise the question on PA