




DCUSA Change Report		At what stage is this document in the process?								
<h2>DCP 449: NTC phone number deletion</h2> <p>Date Raised: 18/12/2024</p> <p>Proposer Name: Peter Waymont</p> <p>Company Name: Eastern Power Networks</p> <p>Party Category: DNO</p>		01 – Change Proposal								
		02 – Consultation								
		03 – Change Report								
		04 – Change Declaration								
<p>Purpose of Change Proposal:</p> <p>To delete the phone number quoted in Schedule 2A 'Mandatory Terms for Contracts' and Schedule 2B 'National Terms of Connection'</p>										
	<p>This document is issued in accordance with Clause 11.20 of the DCUSA, and details DCP 449 'NTC phone number deletion'. Parties are invited to consider the proposed amendment (Attachment 1) and submit their votes by 15 April 2025 using either:</p> <ul style="list-style-type: none"> the manual voting form (Attachment 2) and sending to dcusa@electralink.co.uk; or via the online voting form which will be available on the following page of the DCUSA website: <ul style="list-style-type: none"> DCP 449 'NTC phone number deletion' <p>The voting process for the proposed variation and the timetable of the progression of the Change Proposal (CP) through the DCUSA Change Control Process is set out in this document.</p> <p>If you have any questions about this paper or the DCUSA Change Process, please contact us by email: dcusa@electralink.co.uk or telephone: 02074323011.</p>									
	<p>Parties Impacted: Suppliers / DNOs / IDNOs</p>									
	<p>Impacted Clauses:</p> <table border="1"> <thead> <tr> <th>Section/Schedule</th> <th>Clause/Paragraph</th> </tr> </thead> <tbody> <tr> <td>Schedule 2A</td> <td>All</td> </tr> <tr> <td>Schedule 2B</td> <td>Clauses D and I in Section 1 and Clause 15 in Section 2</td> </tr> <tr> <td>Section 2A</td> <td>Clause 17</td> </tr> </tbody> </table>		Section/Schedule	Clause/Paragraph	Schedule 2A	All	Schedule 2B	Clauses D and I in Section 1 and Clause 15 in Section 2	Section 2A	Clause 17
Section/Schedule	Clause/Paragraph									
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Section 2A	Clause 17									

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Any questions?

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Timetable

The timetable for the progression of the CP is as follows:

Change Proposal timetable

Activity	Date
Initial Assessment Report	15 January 2025
Change Report Approved by Panel	25 March 2025
Change Report issued for Voting	25 March 2025
Party Voting Closes	15 April 2025
Change Declaration Issued to Parties	17 April 2025
Implementation	26 June 2025

1 Executive Summary

What?

- 1.1 The phone number quoted in Schedule 2A and Schedule 2B for queries regarding the National Terms of Connection (NTC) is no longer operational. When it was in use, it merely gave a recorded message. Most people will have access to the NTC website or the option to be able to write to Energy Networks Association (ENA) is still available

Why?

- 1.2 If the change is not made an incorrect point of contact is being perpetuated.

How?

- 1.3 By removing the four instances of the invalid phone number across Schedule 2A and Schedule 2B.

Who?

- 1.4 Suppliers will have to amend their terms if this change is made, however a reasonable lead time of six-months post any Change Proposal that amends the text of Schedule 2A is being included within this proposal to allow Suppliers time to amend their terms.

2 Governance

Justification for Part 2 Matter

- 2.1 This is a simple change which is akin to a 'House Keeping' change to delete the relevant contact details set out within Schedule 2A and Schedule 2B.

Requested Next Steps

- 2.2 The Panel considered that the Proposer has carried out the level of analysis required to enable Parties to understand the impact of the proposed amendment and to vote on DCP 449.
- 2.3 The DCUSA Panel recommends that this CP:
- be issued to Parties for voting.

3 Why Change?

Background of DCP 449

- 3.1 If the change is not made an incorrect point of contact is being perpetuated.

4 Post Panel Communications and Solution

Post Panel Communications

- 4.1 On 27 January 2025, a Post Panel Q&A session was held, where an overview of this CP was provided. A few attendees asked if it was possible to check whether there was any data to show how often the telephone number being removed by DCP 449 had been used and to also check whether the recorded message was static (i.e. one that never changed) or one that was updated.
- 4.2 In relation to stats on how often the number was used, it was noted that the ENA do not have access to the old system, and therefore this data is unavailable. It was also not possible to determine whether the message was static or dynamic. However, it was noted that there have been no complaints around the number not working which suggests there is no issue with it being removed.

Solution Overview

- 4.3 The proposed solution is to delete the phone number in Schedule 2A and Schedule 2B.
- 4.4 It should be noted that Clause 17.3 of the DCUSA sets out that each time a User (i.e., a Supplier or CVA Registrant) enters into a Contract (whether written, oral, or deemed), that the wording set out in Schedule 2A is included within that Contract and that the User shall ensure that such wording is presented in such a way as to create an effective contract (insofar as one can be created by presentation alone) between the Company (i.e., a DNO or IDNO) and the relevant Customer or Generator on the terms and conditions of the National Terms of Connection. Therefore, Suppliers will have to amend their contract terms if this change is made.
- 4.5 It is therefore proposed that the legal text will state that where a Change Proposal is Implemented, and it has the effect of amending the wording set out in Schedule 2A, then a six-month transition period, within which Suppliers will remain in compliance, as long as either the old wording or the new wording is included within their Contracts. Post the six-month transition period, it would be expected that Suppliers will have updated the relevant part of their Contracts to match that of any amended wording set out in Schedule 2A.

5 Relevant Objectives

Assessment Against the DCUSA Objectives

- 5.1 For a DCUSA Change Proposal to be approved it must be demonstrated that it better facilitates the DCUSA Objectives. There are five General Objectives and six Charging Objectives. The full list of objectives is documented in the DCUSA.
- 5.2 The Proposer considers that the following DCUSA General Objectives are better facilitated by this CP.

	DCUSA General Objectives	Identified impact
	1. The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks.	None
	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
	3. The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences.	None
	4. The promotion of efficiency in the implementation and administration of the DCUSA.	Positive
	5. Compliance with the EU Internal Market Regulation and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators.	None

5.3 This Change Proposal better facilitates DCUSA General Objective 4 as it is clearly more efficient to remove an incorrect phone number than to leave it in place.

6 Impacts & Other Considerations

Impacts on any Significant Code Review (SCR) or other significant industry change projects

6.1 None.

Impacts Other Codes

6.2 The Proposer does not consider that there are any impacts to any other 'Industry Codes' as a result of the implementation of this CP.

Grid Code..... ☐ SEC..... ☐ CUSC..... ☐

Distribution Code... ☐ REC..... ☐ BSC..... ☐

None..... ☒

Impacts on DCUSA Owned Data Flows

6.3 The Proposer does not believe that this change will require any amendments to DCUSA owned data flows or data items.

Consumer Impacts

- 6.4 The Proposer believes that this CP has impacts on consumers but only in so far as it will be a positive impact as they won't be in a position of trying to use a phone number that is no longer operational.

Environmental Impacts

- 6.5 In accordance with DCUSA Clause 10.4.5A, the Proposer assessed whether there would be a material impact on greenhouse gas emissions if this CP were implemented. The Proposer did not identify any material impact on greenhouse gas emissions from the implementation of this CP.

7 Legal Text

Legal Text Amendments

- 7.1 The draft legal text can be found in Attachment 1 of this Change Report.

Legal Text Commentary

- 7.2 The main changes are simple in nature and involve the deletion of the ENA phone number that appears four times across Schedules 2A and 2B and the inclusion of an additional Clause 17.3A in Section 2A, that provides for a six-month transition period, within which Suppliers will remain in compliance as long as either the old wording or the new wording is included within their terms and conditions.
- 7.3 It should be noted that during the process of legal review, DCUSA Ltd.'s legal advisors picked up that:
- (a) Clauses 17.11 – 17.13 cover the original implementation of DCUSA, and so are no longer relevant and that specifically, Clause 17.12 refers back to Clause 17.3 (as does the proposed new Clause 17.3A) and therefore it seemed to be justified to delete Clauses 17.11-17.13 as part of the amendments with this change; and
 - (b) In addition to the above, current Clause 17.14 is linked to current Clause 17.10B, but the two Clauses are currently separated by Clauses 17.11-17.13 and so deleting these Clauses, and renumbering Clause 17.10B to 17.11 would result in current Clause 17.14, becoming Clause 17.12, which would then logically follow on from on 17.11, making the legal text clearer and easier to interpret.

8 Implementation

Lead Time for Implementation

- 8.1 As set out in paragraphs 1.4, 4.5 and 7.2 above, the proposed new Clause 17.3A, makes provision for a six-month transition period for Suppliers to update the relevant section of their terms and conditions to match that of Schedule 2A. The wording is such that the six-month transition period will apply to this change and any others changes that may amend Schedule 2A in the future.

Proposed Implementation Date

- 8.2 The standard June DCUSA release which is scheduled for 26 June 2025.

9 Recommendations

Panel's Recommendation

- 9.1 The Panel approved this Change Report on 25 March 2025. The Panel considered that the Proposer has carried out the level of analysis required to enable Parties to understand the impact of the proposed amendment and to vote on DCP 449.
- 9.2 The Panel have recommended this report be issued for voting and DCUSA Parties should consider whether they wish to submit views regarding this Change Proposal. The voting form acts as Attachment 2 to this Change Report or can be completed via the online voting form which will be available on the following page of the DCUSA website:
- [DCP 449 'NTC phone number deletion'](#)

10 Attachments

- Attachment 1 – DCP 449 Legal Text
- Attachment 2 – DCP 449 Voting Form
- Attachment 3 – DCP 449 Change Proposal Form