

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

Document Control	
Date Submitted:	Feb 2025
Issue Title:	Use of generators at new developments before site can be connected to the network
Attachments:	
Issue Number*:	DIFF 78
Meeting Reference*:	

**Assigned by DCUSA Secretariat*

Originator Details	
Party Name:	ScottishPower Energy Retail Ltd
Originator Name:	Komal Brown
Party Category:	Supplier
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Nature of Issue
<p>This issue was originally raised on the 26th Sept 23 under DIF71.</p> <p>DIF71 summary:</p> <p>We are aware of a number of new build developments that have progressed with MPAN registration, meter installations and customers taking over the property but the development is not connected to a network. In all cases the electricity has been provided via an onsite generator.</p> <p>As a supplier we only became aware of this as the developer queried their bill. We were not told at point of contract, meter installation or by the DNO / IDNO responsible for the site.</p> <p>We are concerned as the MPANs are energised (both at site and in terms of industry data) but are not actually connected to the grid via a distributor. This also has a knock-on impact to settlements and DUoS as we are being billed for these sites. We are further concerned that these customers are not covered by the National Terms of Connection and question who would be responsible if the worst</p>

should happen.

This DIF was discussed at a Standing Issues Group (SIG) meeting held on 27 October 2023. Following this meeting, a request for information (RFI) was issued at the time to seek party feedback.

Summary of the RFI responses:

- Although the volumes may not be high, there is a considerable safety concerns related to this issue which need to be addressed urgently
- Currently, there is no formal process in place, there should be a formal notification from ICPs/IDNOs to DNOs to notify such instances
 - Roles and responsibilities must be clearly defined for this process to avoid any issues
- Suppliers are unable to bill the customer until the connection is made so any electricity used up to that point is effectively unidentified
 - Settlements (trading disputes) and DUoS impact
- Manual intervention is required by the suppliers as they are not notified of the change of tenancy.
- Additional step to the new connection process could help resolve this issue
- Risk of customer being overcharged
- It is important to ensure that all health and safety concerns are drawn out and considered within this CP

RFI responses were discussed at the SIG meeting held on the 30th of January 24. It was agreed that the working group to create an impact assessment - discuss an educational piece, define roles, responsibilities and timescales around this process. The working group should discuss how the process should be regularly maintained. This new DIF has been raised with a view to recap the issue, the RFI responses and decide next action to progress this change.

Solution Overview – If Known

Solution Description	
Lead Time For Implementation	