

## 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](mailto:DCUSA@electralink.co.uk)

Document Control	
<b>Date Submitted:</b>	Feb 2025
<b>Issue Title:</b>	Meter Bypass Notification Process
<b>Attachments:</b>	
<b>Issue Number*:</b>	DIFF 77
<b>Meeting Reference*:</b>	

*\*Assigned by DCUSA Secretariat*

Originator Details	
<b>Party Name:</b>	ScottishPower Energy Retail Ltd
<b>Originator Name:</b>	Komal Brown
<b>Party Category:</b>	Supplier
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Nature of Issue
<p>This issue was originally raised on the 26th Sept 23 under DIF70 with an issue title – When is it acceptable for a DNO / IDNO to carry out a legal meter bypass and how should they communicate it to suppliers and MOPs?</p> <p>Currently, there is no documented process on when a DNO / IDNO should or should not carry out legal meter bypasses as they may not be aware of suppliers' friendly non-disconnect processes or that a smart meter can be topped up online, without leaving the house and out with call centre opening times. There is no set way for DNOs / IDNOs to communicate legal meter bypasses to suppliers and MOPs. We have received details via D0001s, SDEP contract manager queries and email. If or when the process is required, we believe there must be a set way for the industry, to allow everyone to build processes and structure around it</p>

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:

- DNOs have a duty of care and would not want to leave a vulnerable customer off supply due to a metering fault.
- It is not always easy to identify the reason the meter is not working, and as suppliers set up meters differently
- Meter bypass is done by DNOs only in circumstances where the Supplier is unable to provide an out of hours response to the customer and when a customer is a vulnerable person, typically for medical reasons on our PSR database.
- Meter bypass is reported using D0001, D0126, D0136, emails or SDEP
- A new data flow suggested for reporting meter bypass
- DNOs don't have right contact details for supplier to report this issue
- General support to implement a formal process with defined timescales

#### Solution Overview – If Known

<b>Solution Description</b>	
<b>Lead Time For Implementation</b>	