

## 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	
Date Submitted:	Feb 2025
Issue Title:	MPAN and GSP group correction and charges
Attachments:	
Issue Number*:	DIFF 76
Meeting Reference*:	

*\*Assigned by DCUSA Secretariat*

Originator Details	
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Nature of Issue
<p>This issue was originally raised on the 26<sup>th</sup> Sept 23 under DIF69 with issue title – Should suppliers be compensated if a MPAN or GSP group needs to be corrected?</p> <p>DIF69 summary:</p> <p>DNOs and IDNOs can charge suppliers if data items within MPAS requires to be updated retrospectively. This is set out in the MPAS Charging Statement and BSCP 501 (it was previously covered via MAP04 in the MRA). This is done in recognition of the manual effort required. However, there is no equivalent for suppliers. There is no recognition of the impact this has on suppliers. MPAN and or GSP Group can be the main driver for selecting agent appointments, billing tariffs and smart metering installations. The MPAN is the key connection to the industry so moving all data (SSC, MSN, readings etc) from one MPAN to another is an onerous task and generally involves some manual intervention.</p>

We believe that a compensation payment would recognise the impact on suppliers and provide an incentive to DNOs / IDNOs to make sure the data is correct first time. Lastly, there is no industry process or SLA for these instances. We believe there should be a discussion to decide if one is required and if so, which could be most appropriate.

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 in relation to the volumes of MPANs being created on the wrong network or set up on a wrong GSP group and to understand potential impacts on the customers.

**Summary of the RFI responses:**

- Correcting this issue is time consuming due to the manual effort required and almost impossible to correct without customer engagement.
- There is a large impact on Settlements - Under MHHS, correcting these issues would be more time limited as settlements would be crystallised after four months instead of the current 14 months.
- There is a need to have some form of compensation pay to suppliers to recover costs for resolving the issue.
- It would be more appropriate for the distributors to send initial comms to the customer explaining the situation.
- A guidance document to support DNOs/IDNOs in setting up GSP group would be helpful
- REC and BSC could help with this issue
- There is no industry process or SLA for these instances

RFI responses were discussed at the SIG meeting held on the 30<sup>th</sup> of January 24. This new DIF has been raised with a view to recap the issue, the RFI responses and to ensure that suppliers are able to recover the cost from DNOs/IDNOs for fixing these issues.

#### **Solution Overview – If Known**

<b>Solution Description</b>	<b>Proposed solution:</b> <ul style="list-style-type: none"><li>- Documented industry process with SLAs</li><li>- A guidance document</li><li>- Updates to DCUSA, REC and BSC documents</li></ul>
<b>Lead Time For Implementation</b>	<b>6 months</b>