













DCUSA Change Proposal (DCP)		At what stage is this document in the process?
<h1>DCP 467:</h1> <h2>DCP Title: Online reporting tools for Category A and B defects</h2> <p><b>Date Raised:</b> 21/10/2025</p> <p><b>Proposer Name:</b> Paul Morris</p> <p><b>Company Name:</b> London Power Networks</p> <p><b>Party Category:</b> DNO</p>		<div>01 – Change Proposal</div> <div>02 – Consultation</div> <div>03 – Change Report</div> <div>04 – Change Declaration</div>
<p><b>Purpose of Change Proposal :</b></p> <p>To mandate that relevant DCUSA Parties utilise online reporting tools where DNOs have made them available for the purpose of reporting Category A and B situations.</p>		
	<p><b>Governance:</b></p> <p>The Proposer recommends that this Change Proposal should be:</p> <ul style="list-style-type: none"> <li>• Treated as a Part 1 Matter</li> <li>• Treated as a Standard Change</li> <li>• Progressed to the Working Group phase</li> </ul> <p>The Panel will consider the proposer's recommendation and determine the appropriate route.</p>	
	<p><b>Impacted Parties:</b></p> <p>Suppliers/ DNOs/ IDNOs/ SIPS</p>	
	<p><b>Impacted Clauses:</b></p> <p>Section 2, Scheduled 24</p>	

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3	Why Change?	4	 020 7432 3011
4	Solution and Legal Text	4	Proposer: <b>Paul Morris</b>
5	Code Specific Matters	4	 <a href="mailto:paul.morris@ukpowernetworks.co.uk">paul.morris@ukpowernetworks.co.uk</a>
6	Relevant Objectives	4	 telephone
7	Impacts & Other Considerations	5	Other:
8	Implementation	6	<b>Insert name</b>
9	Recommendations	6	 email address.
Indicative Timeline			 telephone
<b>The Secretariat recommends the following timetable:</b>			Other:
Initial Assessment Report	18 November 2025		<b>Insert name</b>
Consultation Issued to Industry Participants	January 2026		 email address.
Change Report Approved by Panel	15 April 2026		 telephone
Change Report issued for Voting	16 April 2026		
Party Voting Closes	7 May 2026		
Change Declaration Issued to Parties and Authority	9 May 2026		

## 1 Summary

### What?

- 1.1 Where smart enhanced reporting facilities are provided to report Category A and B defect reports to DNO's, these shall be fully adopted by the relevant DCUSA Parties (Suppliers and their appointed agents, SIPs).

### Why?

- 1.2 Where DNOs have created an online reporting mechanism to report defects, there is enhanced function and features such as it is delivered to the DNO immediately as opposed to one working day and it allows for additional information to be sent such as photos. Where photos are provided it allows for the DNO to make a better assessment as to what is required to resolve the issue and has proven to reduce occasions of double visit to sites.
- 1.3 By mandating the use of such systems if made available, may encourage other DNOs to invest and subsequently see the benefits of the enhanced features.

### How?

- 1.4 Where DNOs have put in place an enhanced communication tool for Category A and B defect reporting that improves customer service the requirement to use this as the primary communication is added to the DCUSA.
- 1.5 It is proposed that there should be a single landing page that then provides links to each individual DNO online tool. This is to make it easier for operatives to navigate when onsite.

## 2 Governance

### Justification for Part 1 or Part 2 Matter

- 2.1 This Change Proposal should be treated as a Part 1 Matter as it is likely to have a significant impact on the interests of electricity consumers, and it is directly related to the safety or security of the Distribution Network.

### Requested Next Steps

- 2.2 This Change Proposal should:
- Be treated as a Part 1 Matter; and
  - Proceed to the Working Group phase.
- 2.3 A working group should be formed to ensure appropriate engagement with industry prior to a solution being fully developed.

### 3 Why Change?

- 3.1 We estimate that there will be c 36k defects reports in 2026 and close to 20k would be Category B defects reported by data flow.
- 3.2 Now in the online tools 5<sup>th</sup> Year at UKPN, the Category A facility is used by 60% of Suppliers and the Category B by 30%, when other DNO's are looking to invest in a similar tool the ability to ensure it is used is a significant deflator to the business case and should be addressed.
- 3.3 Circa 40% of Category B jobs are aborted in first visit because of issues / information that are not designed to be included in the data flows. The online form allows for additional information that reduces the instances of visiting sites twice.

### 4 Solution and Legal Text Legal Text

#### Text Commentary

- 4.1 Where the DNO has provided an enhanced facility for improved communication of defects the impacted DCUSA Parties will use this as the primary communication method to report Category A and B situation.
- 4.2 At present, DCUSA states that a Category A situation needs to be reported via telephone. This obligation would need to be updated to mandate reporting through the online tool if made available by the DNO.
- 4.3 For Category B situations the DCUSA states that Parties should report these by using the Data Transfer Network (data flow D0135) **or by such other method as agreed by the Company**, within 5 Working Days after becoming aware of such matter or incident. The text highlighted in red allows for DNOs to agree a different approach with DCUSA Parties for Category B reporting but further review of this text within the working group is required.

### 5 Code Specific Matters

#### Reference Documents

- 5.1 N/A

### 6 Relevant Objectives

<p><b>DCUSA General Objectives</b></p> <p>Please tick the relevant boxes. (<a href="#">See Guidance Note 9</a>)</p>	<p><b>Identified impact</b></p>
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<input checked="" type="checkbox"/>	1. The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
<input type="checkbox"/>	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
<input checked="" type="checkbox"/>	3. The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences	Positive
<input checked="" type="checkbox"/>	4. The promotion of efficiency in the implementation and administration of the DCUSA	Positive
<input type="checkbox"/>	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

6.1 It is believed that DCUS General Objectives 1, 3 and 4 will be better facilitated by the CP. The additional information received via an online tool such as pictures has been proven to reduce the among of aborted DNO jobs as it allows for a better understanding of the requirements of the defect. Defects reported through online tools are received within seconds as opposed to one working day via data flow.

## 7 Impacts & Other Considerations

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

7.1 None noted

### Impacts on other Codes

7.2 Insert text here.

Grid Code..... ☐ SEC..... ☐ CUSC..... ☐  
 Distribution Code... ☐ REC..... ☐ BSC..... ☐  
 None..... ☒

### Consumer Impacts

7.3 This will provide better customer experience as it should reduce the risk of having to visit sites of resolve issues more than once.

## Environmental Impacts

- 7.4 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 and that assessment is set out below.
- 7.5 Reduced site visits would have a positive environmental impact.

## Are there any wider industry impacts?

- 7.6 N/A

## 8 Implementation

- 8.1 It is proposed that there should be a lead time post approval for DCUSA Parties to put in place new processes. The working group should consider what is appropriate (ie 3 months, 6 months).

## 9 Recommendations

*The Code Administrator will provide a summary of any recommendations/determinations provided by the Panel in considering the initial Change Proposal. This will form part of a Final Change Report.*