



Making a positive difference  
for energy consumers

DCUSA Panel Chair, DCUSA Panel,  
Electricity Distribution Network Operators,  
Electricity Suppliers and other interested parties

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2 March 2026

Dear Panel Chair,

**Authority Decision to ‘send back’ DCUSA Change proposal DCP446 “Emergency Disconnections”**

On 16 April 2025, the Change Report and Change Declaration for DCUSA Change Proposal DCP446 was submitted to the Authority<sup>1</sup> for decision. We have decided that we cannot properly form an opinion on DCP446 as submitted to us and are therefore sending the Proposal back for further work.

**Background**

If a party wishes to disconnect or de-energise their supply from the network, they are required to contact their Distribution Network Operator (DNO) to arrange for the work to be carried out, confirm an appropriate timeframe, and agree the charges for which they will be responsible. In certain situations, where urgent action is necessary, the work may be categorised as an ‘emergency disconnection’ or ‘emergency de-energisation’. Such circumstances typically arise for safety reasons or at the request of the emergency services. Emergency disconnections and emergency de-energisations generally incur higher costs and charges than those associated with planned works. At present the costs associated with emergency disconnection and de-energisation work tend to be recovered through socialisation across the wider consumer base rather than recovered directly from the responsible party. According to the Proposer of DCP446 this situation occurs due to a lack of clarity and inconsistencies within the National Terms of Connection (NTC) which make it difficult for DNOs to recover directly from responsible parties.

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<sup>1</sup> 1References to the “Authority”, “Ofgem”, “we”, and “our” are used interchangeable in this document. The Authority refers to GEMA, the Gas and Electricity Markets Authority. The Office of Gas Electricity Markets (Ofgem) supports GEMA in its day-to-day work. This decision is made by or on behalf of GEMA

## **The Proposal**

DCP446 was raised by Eastern Power Networks on 7 November 2024 (the Proposer). The Proposal intends to amend the legal text of the National Terms of Connection (NTC) to enable DNOs to charge customers for emergency disconnections or de-energisations which are required for safety reasons or are requested by the emergency services. This would be implemented by change to the wording of the NTC Schedule 2B, section 2 Clause 7, Section 3 Clause 5.7, 5.8, 6.3 and Section 4 Clause 5.7, 5.8, 6.3. The Proposer and the DCP446 Working Group considered that the proposed change would reduce the level of socialisation associated with emergency disconnections and de-energisations, encourage positive user behaviour and ensure responsible parties pay towards the costs they generate.

We have considered the Proposal and Change Report and have concluded that we currently do not have sufficient information to assess the full merits and impact of the Change Proposal. We require additional detail to be provided of the consumer impacts and further clarity on how it would apply to comprehensively consider all aspects of the proposal.

## **Reason for our decision**

We have identified the following deficiencies in the Change Report.

We require further information regarding the costs associated with the changes proposed under DCP446, particularly in relation to the amounts that may be charged directly to responsible parties and, if different, would no longer socialised. However, we acknowledge the concerns raised by the Working Group that obtaining precise and reliable data in this area is challenging due to the unpredictable nature of emergency works. A clearer understanding of the financial impact of DCP446 including why it is considered more efficient than socialising costs would enable us to make an informed decision.

We acknowledge that the working group has considered the principles of Standard Licence Condition (SLC) 10AA and has updated the legal text following feedback from legal advisers. However, we would welcome further consideration by the working group regarding the dispute process associated with emergency disconnections, as well as greater detail on the reconnection process. The current legal text appears to state that customers will not be reconnected unless the relevant charge is paid, irrespective of the circumstances that necessitated the emergency disconnection. If the legal text should be changed to reflect SLC 10AA, that will be needed to make an informed decision.

It should be noted that the current legal text lacks clear definitions of key terms ('emergency disconnection' and 'emergency de-energisation') and does not make explicit reference to them within the existing legal provisions. For example, if the

intention is to exclude an emergency due to circumstances outside the customer's control, then clarity is needed in the legal text. This absence of defined terms may lead to uncertainty or misinterpretation when applying the changes proposed under DCP446. Without additional clarity, we do not believe it is possible to make an informed decision on DCP446.

## **Direction**

We therefore direct that further detail and clarification is provided on the consumer impacts of DCP446, the application of charges for reconnection after the emergency works, and that related terms and the definitions are reviewed in the legal text. A revised Change Report should include revised legal text that explains these points and key defined terms and provide detail on the costs which will be charged directly to responsible parties and, if different, no longer recovered through socialisation if DCP446 is approved. If information is not available, illustrative figures based on well-justified assumptions should be provided.

After addressing the issues discussed above and revising the Change Report accordingly, the DCUSA Panel should re-submit it to us for decision as soon as reasonably practicable.

Yours Sincerely,

**Andrew Malley**

**Head of Electricity Charging**

Signed on behalf of the Authority and authorised for that purpose