







DCUSA Consultation		At what stage is this document in the process?
<h2>DCP 467</h2> <h3>Online reporting tools for Category A and B defects</h3> <p> Date Raised: 21/10/2025 Proposer Name: Paul Morris Company Name: London Power Networks Party Category: DNO </p>		01 - Change Proposal
		02 - Consultation
		03 - Change Report
		04 - Change Declaration
Purpose of the Change Proposal 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.		
	This document is a Consultation issued to DCUSA Parties and any other interested parties in accordance with Clause 11.14 of the DCUSA, seeking industry views on this CP. You are invited to consider the questions set in section 9 of this Consultation and submit comments using the form provided to dcusa@electralink.co.uk . The deadline for responses is 19 May 2026.	
	Impacted Parties Suppliers/DNOs/IDNOs/SIPs/Crowded Meter Room Coordinator	
	Impacted Clauses Section 2A, 2G and 2H	

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Timetable		
Activity	Date	
Initial Assessment Report	18 November 2025	
Consultation Issued to Industry Participants	April 2026	
Change Report Approved by Panel	15 July 2026	
Change Report issued for Voting	16 July 2026	
Party Voting Closes	6 August 2026	
Change Declaration Issued to Parties and Authority	10 August 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 including SIPs and the Crowded Meter Room Coordinator).

Why?

- 1.2 Where DNOs have created an online reporting mechanism to report defects, there are enhanced functions and features such as the notification of a Category B defect is delivered to the DNO immediately (as opposed to after at least one working day's delay using the industry standard dataflow) 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 this has proven to reduce occasions of double visits to sites.
- 1.3 The Proposer believes that 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 the requirement to use this as the primary communication is added to the DCUSA.
- 1.5 The Proposer envisages 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

- 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.
- 2.2 This consultation is issued for a period of 15 working days.

3 Why Change?

- 3.1 The Proposer estimates that in UKPN's networks 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 tool's 5th Year at UKPN, it is used to report 60% of Category A defects and 30% of Category B defects. When other DNO's are looking to invest in a similar tool the Proposer believes that the lack of a mandatory requirement to ensure it is used is a significant deflator to the business case.
- 3.3 Circa 40% of UKPN's Category B jobs are aborted during the first visit because of issues / lack of information that is not included in the data flows. The online form allows for submission of additional information that reduces the instances of visiting sites twice.

4 Working Group Assessment

Overview

- 4.1 The DCUSA Panel established a Working Group to assess this CP. This Working Group consists of Supplier, DNO, IDNO, Alt Han Co, Consultant and REC representatives. Meetings were held in open

session and the minutes and papers of each meeting are available on the DCUSA website – www.dcusa.co.uk.

- 4.2 Overall, the Working Group recognises that DCP 467 is intended to enhance the way Category A and B defects are reported and to support improvements in information quality, efficiency and customer service. While the Proposer's rationale is viewed positively, the Working Group has also identified a number of practical considerations that would benefit from wider industry input through this consultation.
- 4.3 For the purposes of this consultation, references to "Relevant Parties" mean:
- Suppliers
 - Meter Operator Agents (MOPs)
 - Safe Isolation Providers (SIPs)
 - The Crowded Meter Room Coordinator (CMRC)
- 4.4 These parties would be required to use an online reporting tool where this is made available by a DNO.

Proposer's rationale and intended benefits

- 4.5 The Proposer has explained that DCP 467 would enable Category A and B defects to be reported via online reporting tools, such as web-based forms accessed through a URL, where such tools are made available by a DNO. The Proposer considers that this would allow clearer, more structured information to be captured at the point of reporting and provide greater flexibility compared to existing arrangements.
- 4.6 The Proposer also considers that improved information quality at the outset may help DNOs to triage and resolve defects more efficiently. This could reduce follow-up queries and the need for multiple site visits, resulting in improved customer service outcomes and greater overall efficiency.

Use of D0368 and D0126 Data Flow (DNO to Supplier)

- 4.7 The Working Group has discussed how online reporting would interact with established industry processes. At present, Category B defects are reported by Relevant Parties to DNOs using the D0135 data flow. DNOs issue a D0368 to confirm a customer appointment and a D0126 data flow once a defect has been investigated and where possible resolved to notify Relevant Parties that the report has been cleared.
- 4.8 The Working Group wishes to make clear that, even where a DNO chooses to make use of an online reporting tool under DCP 467, the existing D0368 and D0126 notifications would continue to be issued once the customer appointment has been made and then subsequently the report is closed. The proposed change is intended to provide an alternative method for *initial defect reporting only* and does not affect the established process for confirming resolution of a defect.
- 4.9 This continuity is expected to ensure that Relevant Parties continue to receive clear and consistent confirmation that reports have been cleared, regardless of how the defect was originally reported.

Use of different reporting processes

- 4.10 The Working Group recognises that, if DCP 467 were approved, there is likely to be a period during which different methods are used to submit initial defect reports. Development of an online reporting tool would not be mandatory for DNOs, and therefore some DNOs may choose to provide an online reporting tool while others may continue to rely solely on the existing DTN.
- 4.11 Where an online reporting tool is made available, Relevant Parties would be required to use it. As a result, Relevant Parties may need to operate more than one reporting process depending on the relevant DNO. The Working Group is keen to understand whether this could introduce operational challenges, additional cost, or increased complexity.

- 4.12 In addition, the Working Group is seeking views on whether, where an online reporting tool is utilised, DNOs would still require submission of the existing D0135 flow (Category B) or telephone call (Category A) for initial defect reporting or whether the new online reporting tool would be sufficient. The Proposer's intent is that where Suppliers use the DNOs online reporting tool, the D0135 flow or telephone call will not be needed.
- 4.13 The Working Group also noted that approval of DCP 467 may increase the appetite for DNOs to invest in online reporting tools, as Relevant Parties would be mandated to use such tools where they are provided. Industry feedback will help the Working Group assess whether transitional complexity is likely to be proportionate and how any issues could best be mitigated.

Question 1 – Relevant Parties

If DCP 467 is implemented, it is expected that, at least initially, there may be two reporting processes in use: online reporting tools where provided by some DNOs, and the DTN (including the D0135 flow) where an online tool is not available. Do you foresee any issues arising from this, and if so, how could these be mitigated?

Question 2 – DNOs

Where Suppliers use a DNO-provided online reporting tool for initial defect reporting, would you still require the D0135 flow (Category B) or telephone call (Category A)? Please explain your response.

Costs and operational impacts

- 4.14 The Working Group has also considered the potential cost implications for Relevant Parties. Where online reporting tools are available, organisations may need to develop or adapt internal processes to enable use of a URL-based reporting method. There may also be costs associated with updating procedures, training staff, or making system changes.
- 4.15 In addition to initial setup costs, the Working Group has discussed whether there could be any ongoing labour or operational impacts once online reporting becomes business-as-usual.

Question 3 - Relevant Parties

Can you please provide details of the expected cost of this change to your organisation?

- a) Costs associated with developing or adapting processes to enable use of a URL-based reporting method.*
- b) Any expected additional ongoing labour or operational costs.*

Use of photographs and quality of information

- 4.16 The Working Group notes that the data currently requested through the D0135 flow would be replicated within the online reporting tool, ensuring that the same core information continues to be captured for initial defect reporting. The only material addition is that the online reporting tool would also enable the submission of supporting photographs.
- 4.17 The Working Group views the ability to include photographs as part of defect reporting as a key potential benefit of the proposed change. Members noted that photographs could provide valuable visual context at the point of reporting, helping DNOs to better understand the nature, location and severity of defects.
- 4.18 The Working Group considers that this enhanced information has the potential to improve the quality and completeness of defect reports, support quicker and more informed decision-making, and reduce the need for follow-up queries. This may also help to reduce repeat site visits and contribute to improved customer service outcomes.

Question 4 – All

Do you think including photographs would add value to defect reports and help improve customer service, for example by reducing the need for repeat visits? Please provide your rationale.

Question 5 – All

Where a DNO provides an online reporting tool for initial defect reporting, do you consider that the submission of supporting photographs should be mandated? Please provide your views, noting that existing reporting processes do not currently require photographs.

Provision of online tools

- 4.19 The Working Group notes that views on this CP are mixed. Some Working Group members have expressed the view that, if this Change Proposal is approved, the provision of an online reporting tool should be made mandatory for all DNOs. These members consider that a mandatory approach could support greater consistency and clarity in initial defect reporting arrangements.

Question 6 - All

Do you consider that, if this CP is approved, the development of an online reporting tool for initial defect reporting should be mandatory for all DNOs? Please provide your rationale either way.

Question 7 - DNOs only

If this Change Proposal is approved, do you envisage that you would seek to provide an online facility for reporting defects?

Implementation and alternative solutions

- 4.20 The Working Group has also discussed potential implementation considerations. If approved, parties may require a lead time to update internal processes, systems and guidance, and to ensure staff are appropriately trained. The Working Group is keen to seek industry views.

Question 8 – All

If DCP 467 is approved, would you require a lead time before implementation? If so, how long would you consider appropriate?

Alternative Solutions

Question 9 - All

Do you have any alternative solutions or approaches that could achieve the objectives of this Change Proposal in relation to initial defect reporting?

Overall support

- 4.21 Finally, the Working Group is seeking to understand overall industry support for DCP 467, taking account of the anticipated benefits, costs and practical considerations set out above.

Question 10 – All

Are you supportive of this Change Proposal?

5 Relevant Objectives

Assessment Against the DCUSA Objectives

5.1 For a DCUSA CP to be approved it must be demonstrated that it better facilitates the DCUSA Objectives. This CP is being assessed against the DCUSA General Objectives.

	DCUSA General Objectives	Identified impact
<input checked="" type="checkbox"/>	The development, maintenance and operation by the DNO Parties and IDNO Parties of efficient, co-ordinated, and economical Distribution Networks	Positive
<input type="checkbox"/>	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"/>	The efficient discharge by the DNO Parties and IDNO Parties of obligations imposed upon them in their Distribution Licences	Positive
<input checked="" type="checkbox"/>	The promotion of efficiency in the implementation and administration of the DCUSA	Positive
<input type="checkbox"/>	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

5.2 It is believed that DCUSA 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. Category B defects reported through online tools are received within seconds as opposed to one working day via data flow.

Question 11 – All

Do you agree that the proposal better facilitates the DCUSA General Objectives? Please give supporting reasons either way.

6 Impacts & Other Considerations

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

6.1 None noted

Impacts on other Codes

6.2 There will be a subsequent change to REC required – [R0306](#)

Consumer Impacts

- 6.3 The Proposer believes this will provide better customer experience as it should reduce the risk of having to visit sites to resolve issues more than once.

Environmental Impacts

- 6.4 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.
- 6.5 Reduced site visits would have a positive environmental impact.

Are there any wider industry impacts?

- 6.6 N/A.

Question 12 - All

Are you aware of any wider industry developments that may impact upon or be impacted by this CP?

7 Implementation

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

8 Legal Text

- 8.1 The proposed legal text amendments to the DCUSA are intended to support the introduction of online reporting tools for Category A and Category B defects, where such tools are made available by a DNO.
- 8.2 The changes amend existing provisions in Section 2A, Section 2G and Section 2H of the DCUSA to allow initial defect reporting to take place via an online reporting tool provided by the relevant DNO, or where not available via existing mechanisms.
- 8.3 The detailed legal text amendments are provided in full within Attachment 1.

Question 13 – All

Do you have any comments on the draft legal text?

9 Consultation Questions

- 9.1 The Working Group is seeking industry views on the following consultation questions:

No.	Question
1.	Relevant Parties - If DCP 467 is implemented, it is expected that, at least initially, there may be two reporting processes in use: online reporting tools where provided by some DNOs, and the DTN (including the D0135 flow) where an online tool is not available. Do you foresee any issues arising from this, and if so, how could these be mitigated?
2.	DNOs - Where Suppliers use a DNO-provided online reporting tool for initial defect reporting, would you still require the D0135 flow (Category B) or telephone call (Category A)? Please explain your response.

3.	<p>Relevant Parties - Can you please provide details of the expected cost of this change to your organisation?</p> <p>a) Costs associated with developing or adapting processes to enable use of a URL-based reporting method.</p> <p>b) Any expected additional ongoing labour or operational costs.</p>
4.	All - Do you think including photographs would add value to defect reports and help improve customer service, for example by reducing the need for repeat visits? Please provide your rationale.
5.	All - Where a DNO provides an online reporting tool for initial defect reporting, do you consider that the submission of supporting photographs should be mandated? Please provide your views, noting that existing reporting processes do not currently require photographs.
6.	All - Do you consider that, if this CP is approved, the development of an online reporting tool for initial defect reporting should be mandatory for all DNOs? Please provide your rationale either way.
7.	DNOs only - If this Change Proposal is approved, do you envisage that you would seek to provide an online facility for reporting defects?
8.	All - If DCP 467 is approved, would you require a lead time before implementation? If so, how long would you consider appropriate?
9.	All - Do you have any alternative solutions or approaches that could achieve the objectives of this Change Proposal in relation to initial defect reporting?
10.	All - Are you supportive of this Change Proposal?
11.	All - Do you agree that the proposal better facilitates the DCUSA General Objectives? Please give supporting reasons either way.
12.	All - Are you aware of any wider industry developments that may impact upon or be impacted by this CP?
13.	All - Do you have any comments on the draft legal text?

10 Attachments

- Attachment 1: DCP 467 Legal Text
- Attachment 2: DCP 467 Change Proposal