

## 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:     | 11/05/2026                                |
| Issue Title:        | DCP414/458 Guidance – DNO contact details |
| Attachments:        |                                           |
| Issue Number*:      | 90                                        |
| Meeting Reference*: |                                           |

*\*Assigned by DCUSA Secretariat*

| Originator Details |                                                                              |
|--------------------|------------------------------------------------------------------------------|
| Party Name:        | Positive Energy                                                              |
| Originator Name:   | Urszula Thorpe                                                               |
| Party Category:    | Supplier                                                                     |
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| Nature of Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The guidance states that DNOs are elected to proactively contact suppliers to provide them with contacts details which DNOs want suppliers to provide to customers for the purposes of agreeing the MIC. Suppliers are also expected to use the details provided by the DNO to share certain customer information and as well as the plan for undertaking change of measurement class process.</p> <p>We have approached DNO contract managers for the contact details and only a few responded. What contact details do we use in customer communications and to send the relevant customer and plan details, where the DNO has not provided us with their contact details?</p> |

| Solution Overview – If Known |  |
|------------------------------|--|
| Solution Description         |  |

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| <b>Lead Time For<br/>Implementation</b> |  |