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

Document Control	
Date Submitted:	28 October 2026
Issue Title:	UMS Supplier
Attachments:	
Issue Number*:	DIF 93
Meeting Reference*:	SIG 185

**Assigned by DCUSA Secretariat*

Originator Details	
Party Name:	Eastern Power Networks
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Party Category:	DNO
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Nature of Issue

We are receiving lots of enquiries from unmetered supplies customers regarding one particular supplier's invoices.

Most of these are around charges. The supplier appears to be referring customers to us for any disputes about their charges.

They claim that they are merely collecting charges on our behalf and refer customers to us.

Allegedly thay have even suggested we can state the customer is exempt from charges (!) and the billing will be reviewed.

Many of these relate to fixed charges. We do not make any fixed charges for unmetered supplies

In most cases the supplier is charging fixed charges to Christmas lights in the summer time.

They have advised customers to get the MPAN disconnected as the only way to avoid charges.

This has risk for settlement in the next festive period if a newly created MPAN is not registered.

Clearly the supplier is not collecting charges on our behalf, as we do not make any fixed charges for unmetered supplies, and there is no consumption in the summer to which unit charges might apply.

I don't believe suppliers collect charges on our behalf anyway.

I believe our charges, when we do actually levy them, form part of the overall costs that suppliers base their charges on. As such suppliers ought to be able to explain their own charges and not involve us.

Often these customers are on deemed contracts. It is not clear to me if a deemed contract can apply where there is no consumption in the entire month.
With Christmas lights in the summer there is usually no "ability to consume" as the lights have been removed, see Ofgem's recent consultation on deemed contract guidance.

I think it is wrong of suppliers to refer these customers to us. If there is any error in our DUoS charges the supplier ought to contact us themselves. Otherwise they should deal with it.

In these cases the customer is caught in the middle where the supplier is blaming us but we are saying we're not involved (as we aren't).

The supplier has not responded to my emails.

Solution Overview – If Known	
Solution Description	Add text to DCUSA to oblige suppliers to deal with their customers themselves, or to contact us themselves for DUoS disputes rather than telling customers to. Add text to DCUSA to prohibit suppliers misrepresenting DNOs.
Lead Time For Implementation	none