



DCC Fault reporting processes

DCG Subgroup 3 meeting 2

05 October 2010

Simple schematic reveals detailed issues that need to be addressed

A – there are three key scenarios for detecting faults

1. Consumer detects fault – informs supplier
2. Consumer detects fault – informs DN
3. DCC detects faults

B – Several issues regarding instructing suppliers

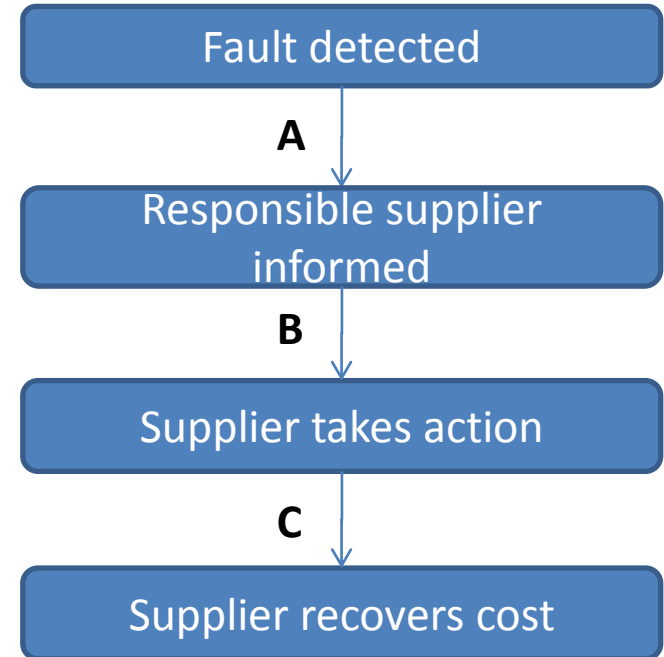
1. Which supplier is instructed?
2. What happens if fault detected/reported through several routes?

C – After the fault has been remedied:

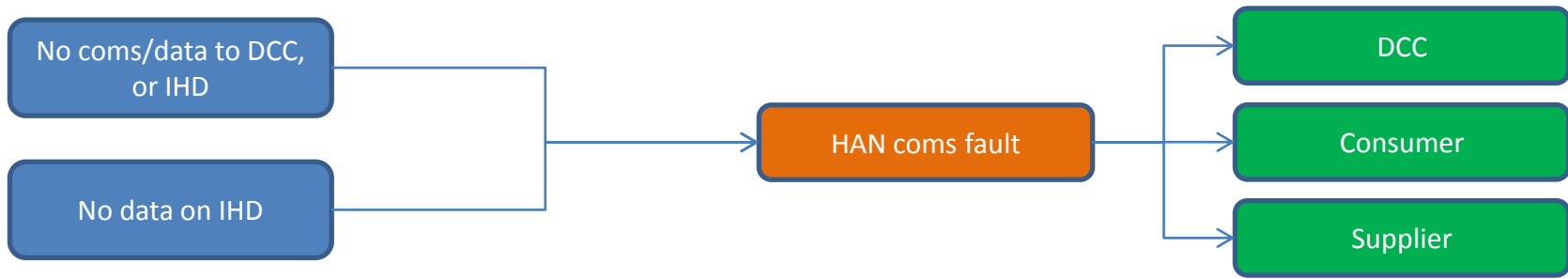
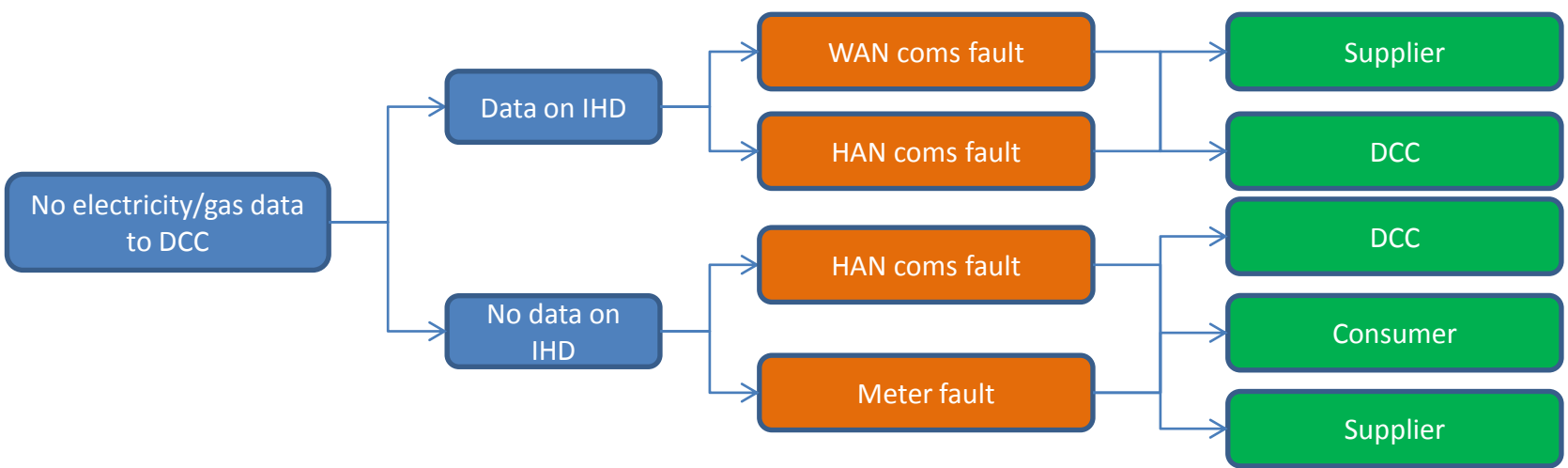
1. How does the supplier who undertakes the work charge another supplier for work undertaken on the shared infrastructure?

How do we design an industry process that:

- ensures a “one stop shop” experience for consumers
- reduces confusion for consumer
- enables effective allocation of cost and risk



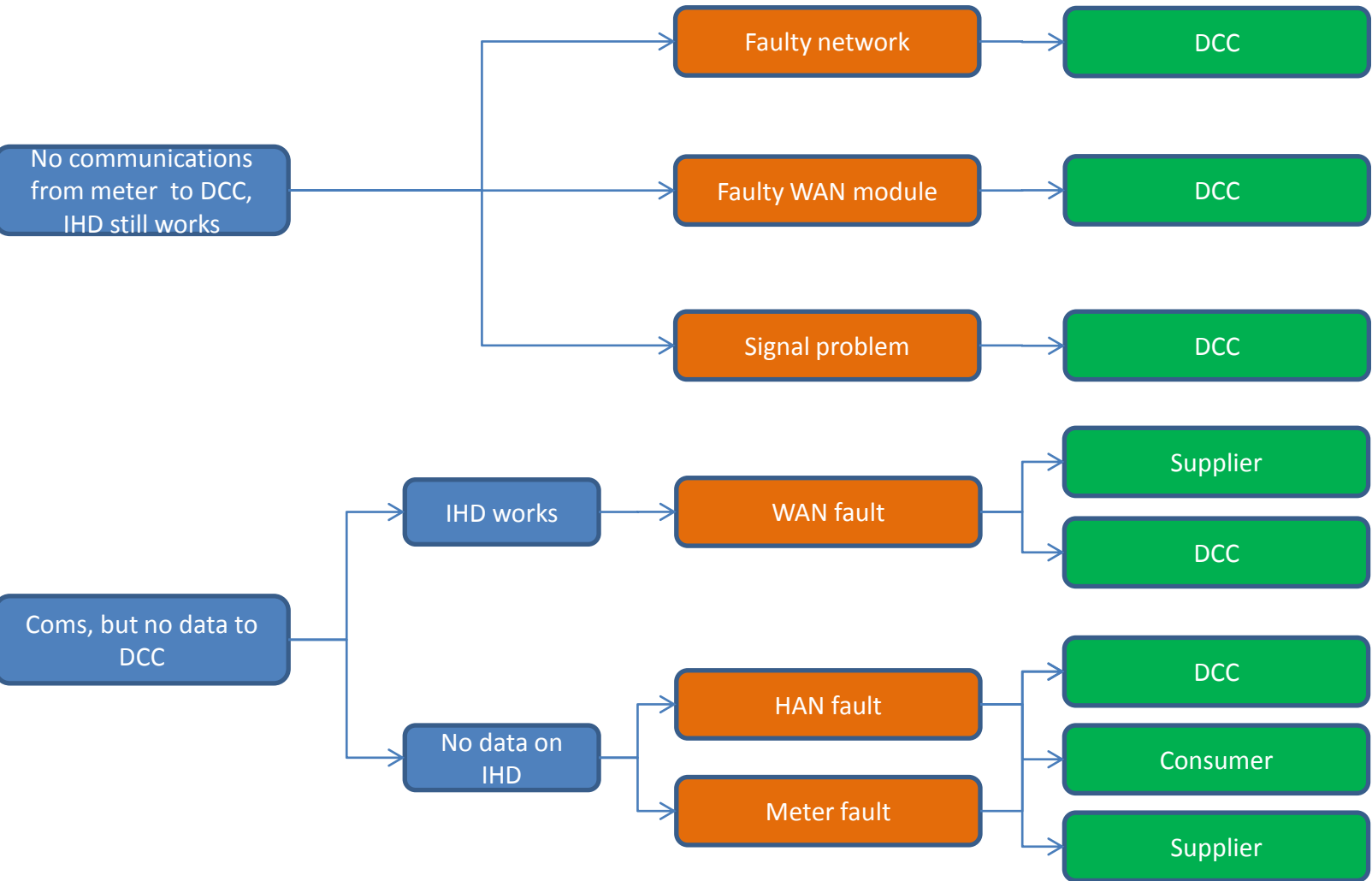
Example: Fault types



Legend:



Example: Fault types



Legend:

Symptom

Possible explanation

Likely contact point / detection

Central fault log

- Reason:

- Possible and/or likely that faults will be detected at multiple points, and/or reported to multiple parties,
- raises risk of multiple suppliers arranging visits to consumer and unnecessary consumer confusion

- Prudent to have a central log function?

- Possible for suppliers and DCC to query log when fault detected/reported
- Also, to track who is currently responsible for a particular issue raised

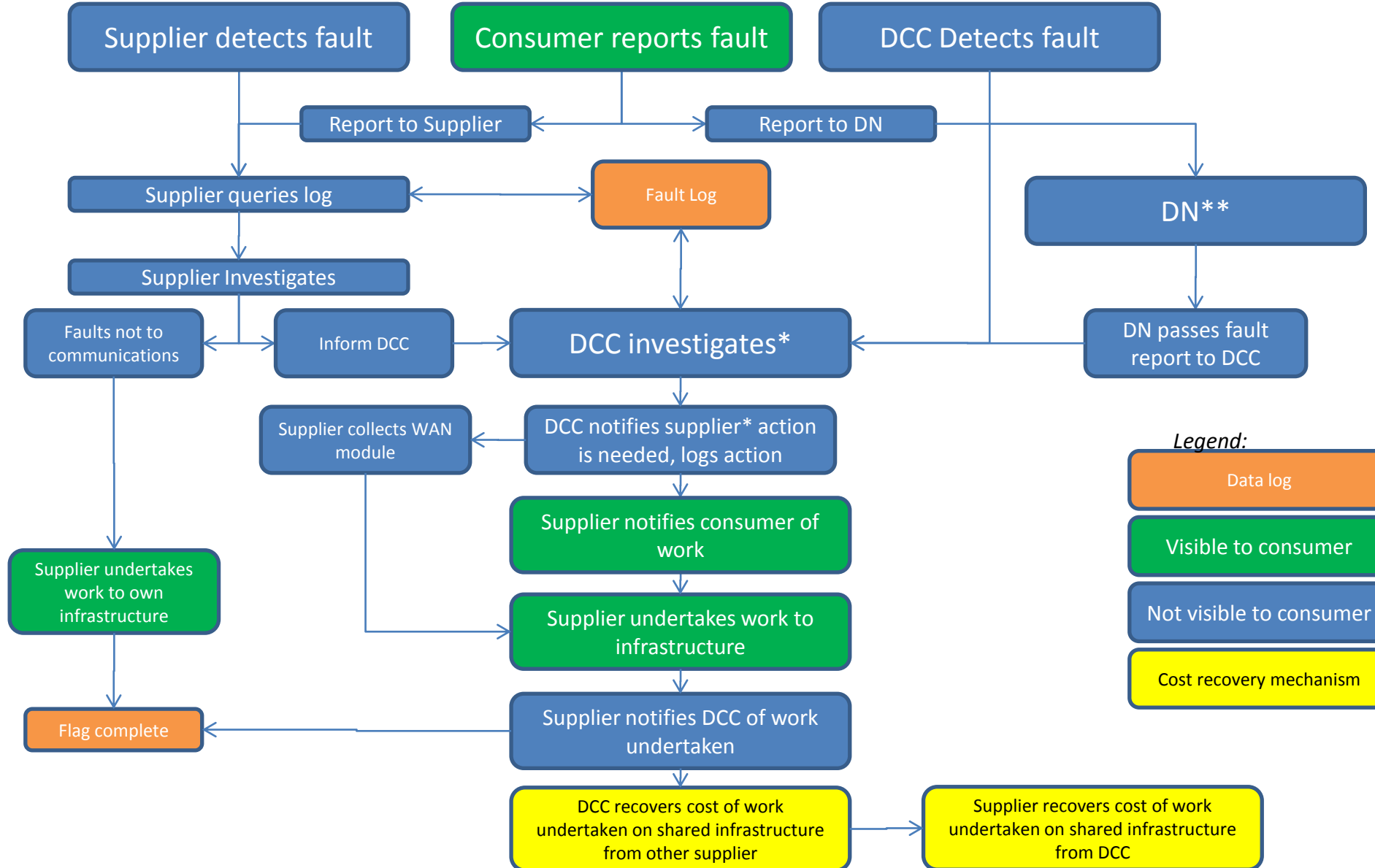
- Functions:

- Records party raising the query
 - i.e. responsible supplier if they receive call or detect fault
 - Supplier allocation process when DCC detects fault (see later slide regarding process) – supplier ID not to be available to other supply querying database.
- Possible for supplier/DCC to query log in real time (i.e. to detect if resolving the fault is already:
 - A) detected
 - B) track progress of fault
- Flag issues completed
- Alert for unresolved faults
- Audit trail for complaints

- Could form basis for cost recovery mechanism?

- Log work undertaken

Overall schematic

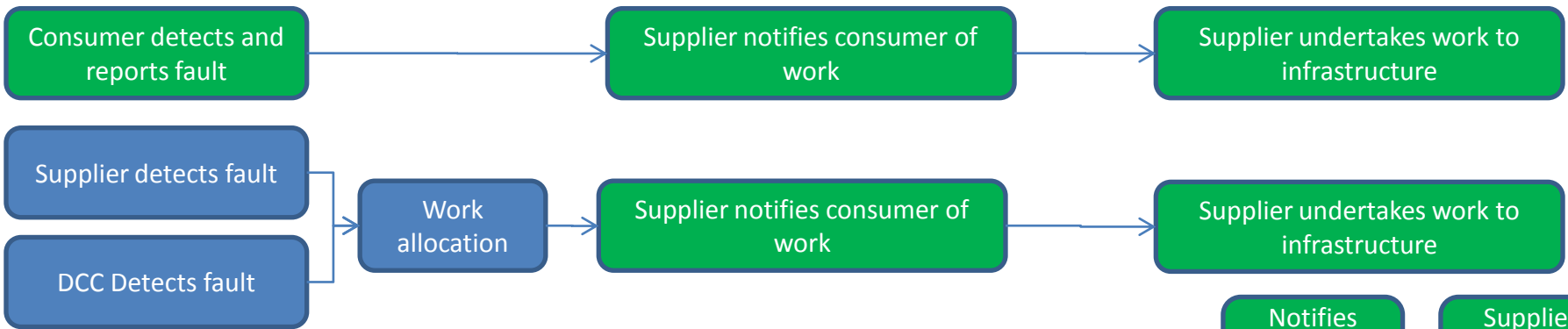


Legend:

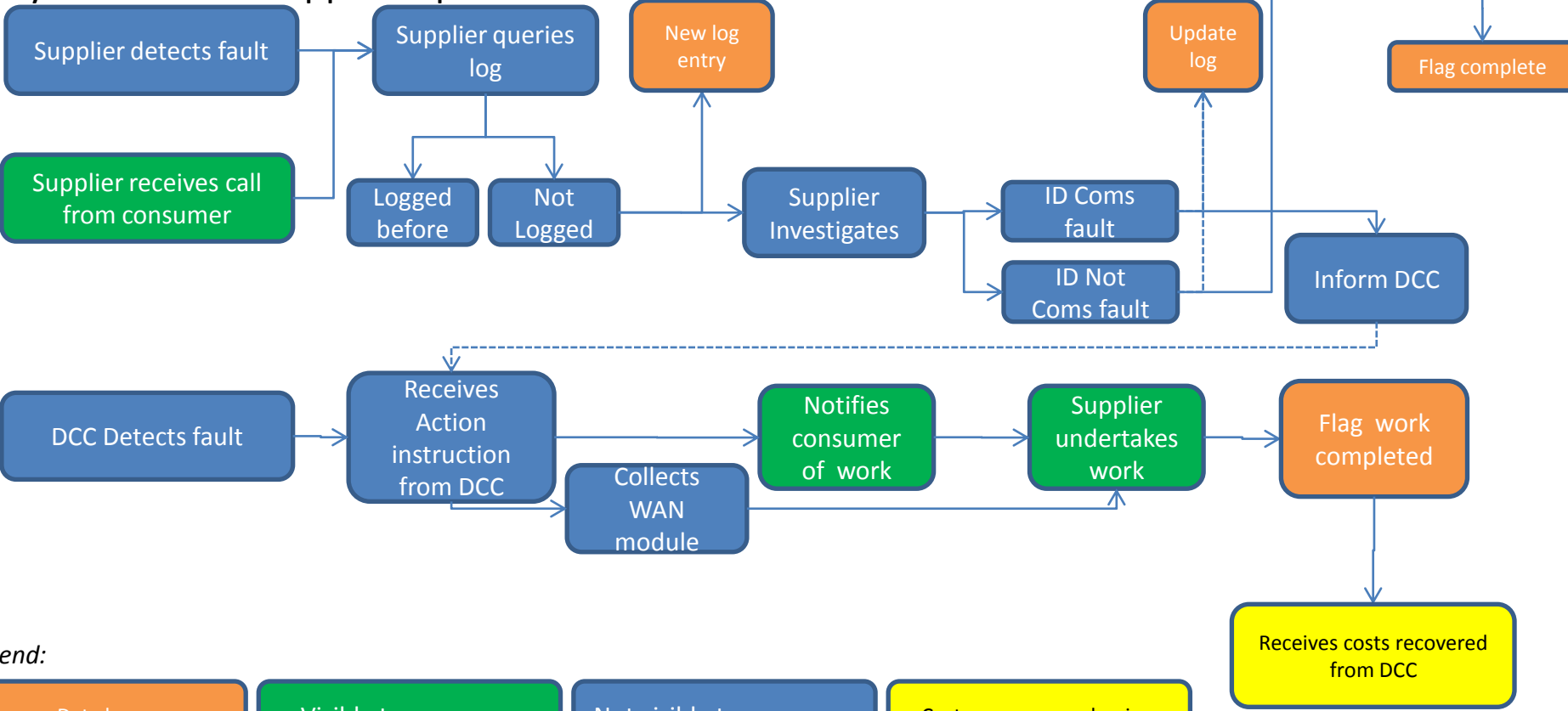
- Data log
- Visible to consumer
- Not visible to consumer
- Cost recovery mechanism

Note that faults can be detected/reporting in several places at the same point. Central fault log to avoid duplication and confusion.
 Assumes that if responding supplier replaces meter then he takes ownership and recovers cost from current supplier
 *a very important question is determining which supplier should be notified in cases where a fault is not reported directly to one of his suppliers. This is explored on subsequent slides
 ** Alternative model for DN to provide contact details to supplier to avoid DN's becoming contact point

Party Schematic – Consumer’s point of view



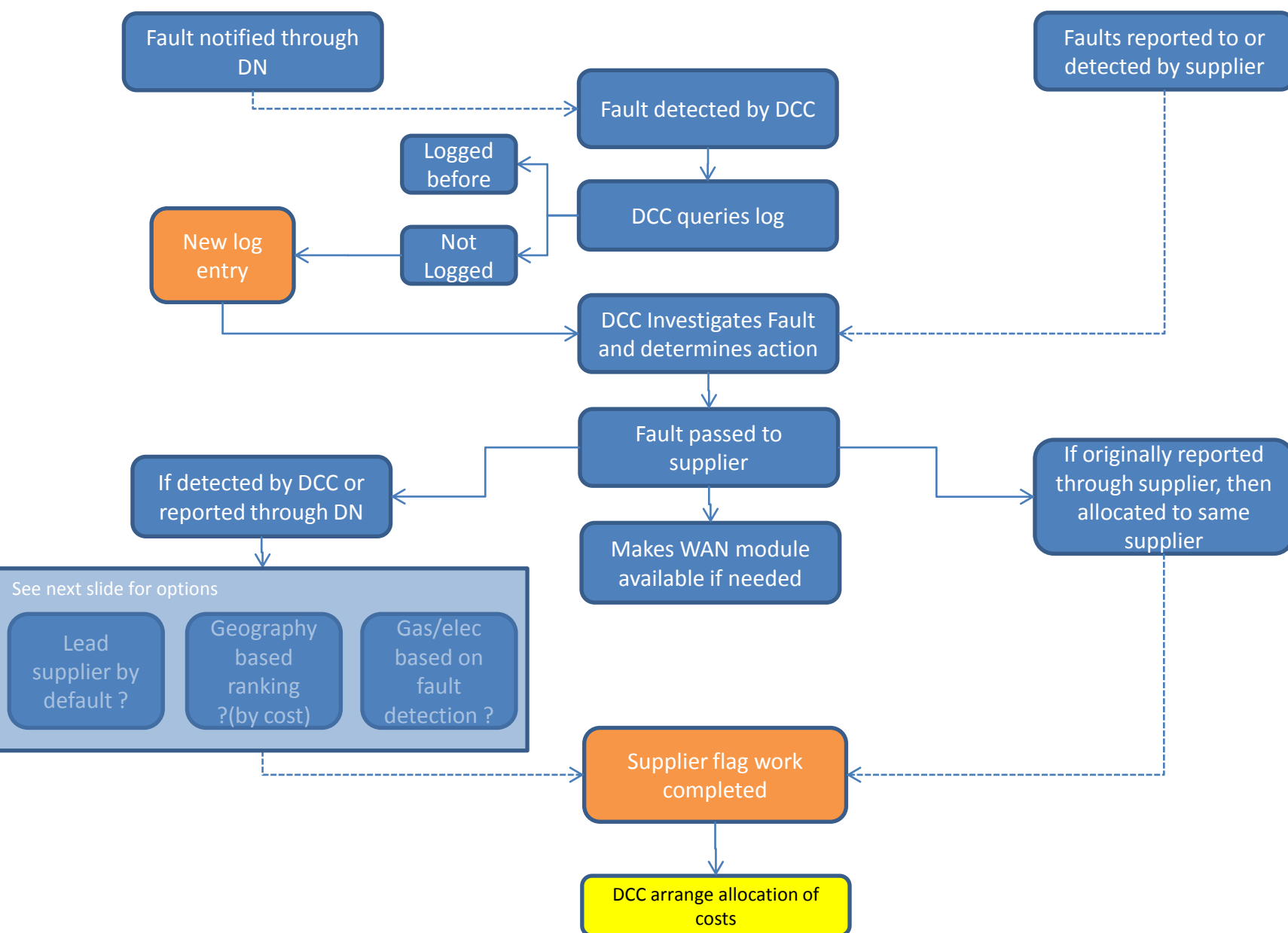
Party Schematic – Supplier’s point of view



Legend:

- Data log
- Visible to consumer
- Not visible to consumer
- Cost recovery mechanism

Party schematic – DCC’s point of view



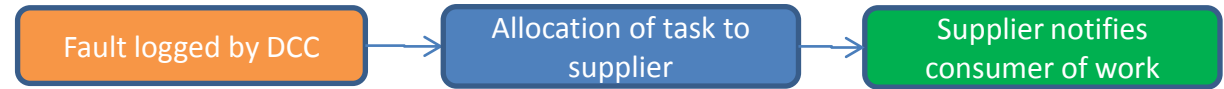
Legend:

- Data log
- Visible to consumer
- Not visible to consumer
- Cost recovery mechanism

Schematic – allocation of work to supplier when not triggered by consumer call or detected

When:

1. Fault detected by DCC
2. Reported to DCC by DN



Lead supplier by default

Benefits

- Simple process

Disadvantages

- May lead to misalignment between ownership and responsibility of assets in some scenarios (i.e. electricity supplier replaces gas meter to remedy HAN fault)

Geography based ranking (cost)

Benefits

- May help reduce costs
- pragmatic

Disadvantages

- Difficult to create geographical order
- Practical?
- May lead to misalignment between ownership and responsibility of assets in some scenarios (i.e. electricity supplier replaces gas meter to remedy HAN fault)

Gas/elec based on fault detection mechanism

Benefits

- Minimises impact on assets when work undertaken
- Clearer link for consumer to supplier undertaking the work
- Process can default to lead supplier if diagnostic not clear

Disadvantages

- Fault diagnostic may be difficult
- Unnecessary step?



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