



De-Energisation Code of Practice

Approved

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**Distribution System Operator
ESB Networks
June 2006**

Contents

1.0	ABOUT THIS DOCUMENT	3
1.1	Context	3
1.2	Scope.....	3
1.3	Associated Documentation.....	4
2.0	DEFINITIONS	4
3.0	MAIN PRINCIPLES	5
4.0	DETAILED PROCEDURE	6
4.1	Notice of De-energisation	6
4.2	Validation of request.....	6
4.3	Informing the Customer	7
4.4	Handling of the De-energisation.....	7

1.0 About this document

Under the terms of the Distribution System Operator (DSO) licence, ESB Networks is required to prepare a De-energisation Code of Practice and submit it to the Commission for approval.

1.1 Context

The DSO is required to de-energise customer connection points under a range of circumstances. Because of the inconvenience this can cause customers, a set of practices is followed to ensure that the reason for a de-energisation is validated and that cases of hardship are sensitively handled.

1.2 Scope

This code covers cases of de-energisation where:

- The premises to be de-energised is occupied as a business or residence.
- The de-energisation is not at the request of the customer.

This code does not cover cases of de-energisation where:

- The customer requests the de-energisation.
- The DSO considers that it is necessary to avoid danger to persons or damage to property
- Temporary de-energisation e.g. planned outages or outages to enable the DSO to restore supplies to other Customers connected to the Distribution System.

While within the scope of this code, in cases where the premises to be de-energised is not occupied e.g. unmetered connections, the provisions relating to Informing the Customer and Handling the De-Energisation (4.3 and 4.4 below) will not apply. If there is a continuous process involved, it is the responsibility of the supplier or party requesting the de-energisation to ensure that adequate consideration is taken of this.

1.3 Associated Documentation

Documents associated with this code are listed in Table 1.

Table 1. Documents associated with this Code

No	Document	Source	Comment
1.	Conditions for Connection to the Distribution System	ESB Networks	Customers with connections of capacity less than 100 kVA.
2.	General Conditions for Connection of Industrial and Commercial Customers and Generators to the Distribution System.	ESB Networks	Customers with connections of capacity greater than 100 kVA
3.	Rules for Application of Transaction Charges	ESB Networks	Commercial rules for application of transactional charges for additional services to Use of System

2.0 Definitions

A glossary or terms is listed in Table 2.

Table 2. Glossary of Terms

No.	Term	Definition	Reference
1.	De-energise ¹	The deliberate prevention of the flow of electricity between the Distribution System and the facility through the Connection Point for any purpose other than a System Outage. The terms De-Energisation and De-Energising and like terms shall be construed accordingly.	General Conditions for Connection

¹ Disconnection is defined as the removal of all or any of the Companies Connection Equipment in such a way that the customer may not import or export electricity to or from the Distribution System. It may sometimes be necessary to disconnect in order to de-energise.

3.0 Main principles

Table 3 Main principles

No.	Principle	Description
1.	Notice of de-energisation.	The Customer is entitled to adequate notice of de-energisation, the reason for the de-energisation and adequate opportunity to remedy the reason for the de-energisation before an instruction to de-energise is initiated.
2.	Validation	DSO will take all reasonable steps to ensure that the request for de-energisation is from a valid source e.g. registered supplier and/or for a valid reason.
3.	Informing the customer	<p>The caller will attempt to contact the customer at the premises before effecting the de-energisation. Except where the premises is vacant or the customer refuses entry, the customer will be given the reason for the de-energisation and the contact number of the party requesting the de-energisation.</p> <p>In cases of non-payment, the caller will provide a copy of an information leaflet containing suppliers details and details of HELP agencies in several languages (this will be implemented following CER approval of the information leaflet).</p>
4.	Handling of the de-energisation	Cases involving vulnerable customers or potential financial loss must be handled sensitively.
5.	Re-energisation	Re-energisation will be effected as soon as possible after the DSO is informed that the reason for the de-energisation has been resolved (see Customer Service Code). Time for re-energisation will be as per Service Level Agreement.
6.	Customer Service	Once the instruction to de-energise has been issued and through to re-energisation, adequate information will be available to customers by contacting the ESB contact centre.
7.	Cancellation of call by supplier	<u>If the reason for the de-energisation is resolved after the supplier has requested the de-energisation and before the call has been carried out the supplier will inform networks.</u>
8.	Confidentiality	DSO will preserve the confidentiality of the Customer and the supplier.

4.0 Detailed Procedure

The detailed aspects of the code are set out below.

4.1 Notice of De-energisation

Table 4 Notice of de-energisation

No.	Reason for de-energisation	Notice	By
1.	Supplier request due to non-payment of account	As set out in supply agreement. The notice to the customer warning of de-energisation will include the following sentence: 'For overdue bills, ESB Networks have been authorised to withdraw your supply when requested by (name of supplier).'	Supplier
2.	Breach of connection agreement or Distribution Code.	Notices of such breach will be issued as in the connection agreement. Where the breach leads to de-energisation, there will be a notice issued at least 2 business days in advance.	DSO
3.	DSO is entitled to de-energise by law.	There are rare cases where DSO can be requested to de-energise by a third party. The notice will be as set out in the appropriate legislation or Agreement.	Person requesting the de-energisation

4.2 Validation of request

Table 5 Validation of request

No.	Reason for de-energisation	Validation
1.	Supplier request due to non-payment of account	Supplier is registered for the connection point (via Meter Registration Service)
2.	Breach of connection agreement or Distribution Code.	DSO will take all reasonable steps to ensure that the de-energisation is for a valid reason.
3.	DSO is entitled to de-energise by law.	DSO will take all reasonable steps to ensure that: <ol style="list-style-type: none"> 1. The request for de-energisation is from a valid source. 2. The connection point has been correctly identified. In the rare event that de-energisation is effected in error, the customer will be compensated in accordance with the CER approved figure.

Table 5 Validation of request

No.	Reason for de-energisation	Validation
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4.3 Informing the Customer

Table 6 Informing the Customer

No.	Required Action	By
1.	The caller provides the customer with the following information:	Caller
	1. The reason for the de-energisation.	
	2. In cases where the caller is not authorised to discuss the reason for the de-energisation (e.g. de-energisation at the request of a supplier), the notice will include the contact telephone numbers of a person authorised to discuss the reason for the de-energisation.	
	3. <u>This number must be manned by the authorised person from 8.00 a.m. to 7.00pm (Mon-Thurs.)</u>	Supplier
2.	Where de-energisation takes place, a notice is left with the following information:	Caller
	4. The fact that de-energisation has taken place.	
	5. The reason for the de-energisation.	
	6. A contact number for the Supplier.	
	7. In cases of non-payment, a copy of an information leaflet containing suppliers' details and details of HELP agencies in several languages (this will be implemented following CER approval of the information leaflet).	

4.4 Handling of the De-energisation

Table 7 Handling of the De-energisation

No.	Item	Guideline
1.	Scheduling of call	No de-energisation calls are carried out on a Friday, at weekends, on the eve of bank holidays or on bank holidays. For any period during which de-energisations will not take place advance notice will be provided to CER and suppliers

Table 7 Handling of the De-energisation

No.	Item	Guideline
2.	Vulnerable Customers	<p>In a domestic situation where the customer indicates that there is a sickness or bereavement in the house, the caller should withdraw. In very exceptional and rare cases, where a customer is especially vulnerable for reasons other than those stated above, the caller has the discretion to withdraw, even where the supplier indicates otherwise.</p> <p>Where the caller has withdrawn the supplier will be informed. Charging will be in accordance with 'Rules for Application of Transaction Charges'. It will be up to the supplier to log a further call following their contacting the customer concerned.</p> <p><u>(Customers reliant on dialysis machines etc. should inform their supplier.)</u></p> <p>As per section 5 below, any customer has the option of contacting a person authorised to discuss the reasons for de-energisation. In some cases – following on contact with the authorised person – the caller may be instructed to withdraw.</p>
3.	No adult present	<p>In a domestic situation where access is provided, but there is no adult present i.e. there are only children in the house, the caller will withdraw and leave a notice. ESB networks will carry out a second call on the customer within the next three working days.</p>
4.	Continuous processes and potential of serious financial loss	<p>In a business situation where, at the time of the call, the customer has plant engaged in a commercial process and de-energisation would cause a serious financial loss to the business, the caller will immediately give notice of de-energisation for next most suitable time taking the process into account, but in any event, no more than the end of the next working day</p> <p>The caller will return at the notified time and de-energise.</p>
5.	Customer's access to information	<p>Where the de-energisation relates to the functions of ESB as Distribution System Operator, the caller will generally be authorised to discuss the reason for the de-energisation.</p> <p><u>In all other cases</u>, the de-energisation notice given by the caller to the customer provides the contact telephone numbers of a person authorised to discuss the reason for the de-energisation. (If the de-energisation is at the request of the supplier, this will be the supplier contact number.):</p> <ol style="list-style-type: none"> 1. The onus of then initiating contact lies with the customer. The caller will allow reasonable time for this contact to take place (say 10mins.) before de-energising. 2. Where contact with the authorised officer is made by the customer, the authorised officer may, on the

Table 7 Handling of the De-energisation

No.	Item	Guideline
		<p>phone, instruct the caller to withdraw.</p> <p>3. If the customer gets no response from the contact numbers and as a result, contact is not made with the authorised officer, the caller will withdraw. Charging will be in accordance with 'Rules for Application of Transaction Charges'. The supplier must log a further call.</p>
6.	No access	<p>1. Where there is no access due to premises <u>being unoccupied at the time of the call</u>, the connection is to be de-energised outside (where reasonably possible) and a notice left. Where an outside disconnection would require more than one person or would involve substantial work, charging will be in accordance with 'Rules for Application of Transaction Charges'.</p> <p>2. Where access is denied i.e. the customer prohibits the caller from gaining access to the connection point, <u>ESB will make no more that one further call in an attempt to gain access or to disconnect outside where reasonably possible. Where an outside disconnection would require more than one person or would involve substantial work</u>, charging will be in accordance with 'Rules for Application of Transaction Charges'.</p> <p>In all cases if de-energisation is not possible, a notice will be left.</p>
7.	Offers of payment	If the call is at the request of the Supplier, the caller cannot accept payment or agree to arrangements to pay on the Supplier's behalf.
8.	Change of supplier	If, after de-energisation, the customer requests immediate re-energisation as a customer of another supplier, the customer is to be informed that a formal application to the new supplier must be made. The caller leaves the connection point de-energised.
9.	Purpose of call	No other business will be transacted with the customer as part of a de-energisation call.
10.	Re-energisation	The supplier should make an appointment for the re-energisation. The supplier will then log this on the system with networks
11.	Staff Safety	The safety of staff making the call to de-energise must be ensured at all times.
12.	Change of Legal Entity (COLE)	The person at the premises may indicate that the customer who was registered for the MPRN has since departed and that they wish to effect a COLE. The Networks caller will allow the customer (while they are present) to telephone the

Table 7 Handling of the De-energisation

No.	Item	Guideline
		registered supplier for the MPRN, following that call the Supplier will instruct networks to either withdraw or proceed.