

R0021 –SAFE ISOLATOR PROVIDER - WEBINAR QUESTION & ANSWERS

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PROCESS OR NON-TECHNICAL QUESTIONS

Please could we have the full list of Q & A's published and communicated out?

They will be published on the REC Portal, and a link will also be provided in the Change Bulletin on 17 March 2023.

You can also access the previously published Q & A document from July 2022 [here](#).

When can you start the DCUSA accession process to become a SIP?

01 March 2023

When will the Application Form be available from DCUSA?

The application process is now live. More details are available here: more details can be found here: [Safe Isolation Provider \(SIP\) Party Accession - Applications Open - DCUSA](#)

Will a publicly available list of SIPs with contact information be available on REC portal for DNO to pass on to customers if they enquire about isolation?

Once a Party has successfully acceded to DCUSA, confirmation will be sent to the REC Service Desk by DCUSA, for the REC Party Register to be updated with the new role.

It's just been shown on the slide of the scope a SIP can do which states the SIP will work on the DNO and Metering Equipment. Richard stated while going through slides that the SIP will only deal with DNO equipment – is this a contradiction?

WHAT CAN A SIP DO?

The role of the SIP is defined separately from that of the REC MEM, and they should not be conflated They have a very narrow scope of activities that they can undertake:

- (a) De-energise that Metering Point.
- (b) (if reasonably necessary) adjust the terminals of the meter and associated equipment and re-make the connection to them to make safe and remedy any disturbance of the connection that may have occurred.
- (c) If required, terminate replacement customer tails into the Suppliers Meter, customer tails having been presented and tested by the electrical contractor as part of their works
- (d) Re-energise that Metering Point.

WHAT CAN'T A SIP DO?

When the SIP attends the premises under a contract with the Premise Owner, they cannot perform any other metering related activity that would be reserved to the supplier and their MEM under their contractual relationship. For example, they cannot move or exchange a meter.

What was the background as to why the MEM role wasn't expanded to cover these new processes rather than introduce a new industry role/participant?

The MEM role has been expanded; the change is specifically to allow the MEM to undertake work independently of the Supplier as a SIP. It's a requirement that the SIP is first and foremost an acceded and appropriately qualified MEM.

Equally, the Supplier can still accept requests from their customers for their appointed MEM to undertake the work a SIP is being allowed to do for a premise owner (independently of the Supplier/Consumer relationship).

This seems to be pitched to existing MEMs, not new companies doing this - can new ones become a MEM if want to do EV installs for example?

The pre-requisite for becoming a SIP is that you are a MEM first. You must be acceded to the REC as a MEM before you can accede to the DCUSA as a SIP. If you lose your REC accreditation or cease to be an acceded REC Party, you are not qualified to be a SIP.

If a company wants to be a SIP to allow for other work onsite i.e., installing an EV charger, do they still have to complete the whole MEM application process?

In order to work for the Premise Owner to undertake safe isolation works, the SIP must first and foremost be qualified and acceded as a MEM under the REC. As a MEM they can then apply to accede to DCUSA as a SIP. Once acceded to DCUSA, the permitted SIP activities are set out in relevant sections of DCUSA. If a SIP wishes to undertake other electrical work that they are qualified for, that does not come under the preserve of the Electricity Supplier's MEM such as replacing a meter, they are free to engage in other appropriate commercial electrical works (i.e., installing an electric vehicle charging point, or fitting an isolator), under a normal commercial agreement.

Does SIP need to use different sealing pliers to those it uses as a MEM?

No, the SIP will use their normal sealing pliers, issued to them as a MEM. The SIP is first and foremost a MEM, it's a pre-condition to their ability to operate as a SIP. However, when they are at the site under a contract with the premise owner rather than the Registered Supplier, their work is restricted to the activities set out in their DCUSA accession (and set out in the response to question 2 above).

Will there be a public list of sealing plier codes used by SIPs?

The availability of the details of the Sealing Pliers issued to the MEM's is not changing and therefore the source of the information, is as today.

To confirm - can a MEM act in the capacity of both a MEM and a SIP at the same time on the same job? I think not.

Also: see the answer to Question 2. In the event that the SIP is also the Registered Supplier's MEM for the particular site, they will be able to accept instructions from the supplier to undertake any work, however, if they are not the Registered Supplier's MEM for that particular Meter Point, they must not undertake any work that a MEM would normally perform.

Is there a process noted for the replacement of a meter found to be deficient? Such as broken or heat damaged terminals.

The SIP should adopt the normal process a MEM would in respect of finding a fault on site and report it to the Supplier or DNO (as relevant). The Category A, B or C notices should be sent from the SIP. The SIP is not permitted to undertake work outside the scope of their permitted activities – unless they are also the Registered Supplier's Appointed MEM and are instructed to do any work by the Registered Supplier. In other instances, the SIP must wait for the DNO or the Supplier to confirm the necessary work has been completed. (An instance of the response file to the SIP confirming resolution will be the subject of a new Change Proposal.)

So, if we do not report the category B, for example a welded fuse cut out on a SIP visit, it seems a wasted journey then for a MEM visit for a meter exchange.

You have to send Cat A, B and C notifications by the same mechanism as you would if you were the MEM on site. You cannot undertake any work outside the scope of the SIP activities, unless you are the appointed MEM for the Registered Supplier.

If a Data Collector/supplier reports a data issue to MEM which turns out to have been caused by a SIP- does the MEM need to resolve this?

Yes, The SIP is a qualified MEM, and the scope of work the sip can undertake are purposefully narrow so as not to cross over into the supplier's responsibilities. So, if the DC or Supplier receives a fault report, the Supplier's MEM should resolve the issue.

In the event that the cause of the fault rests with the SIP, the DCUSA legal text covers indemnities for the Supplier and the DNO for third party claims arising from work undertaken by the SIP, and that process should be followed.

The new PSR details needs to confirm to the D0225 PSR obligations including conditional data items, Effective To Date and Additional Information

Before a SIP can begin any work, the Landlords will have to provide evidence to the SIP that they have gathered relevant information from the tenants, specifically about any special needs that need to be provided for before their supply can be interrupted, for example:

- a) having electricity dependent medical equipment (such as stair lifts, bath hoists, home dialysis, etc) that will be impacted by the de-energisation of the metering point;
or
- b) for homes where an additional person is needed to provide support to the occupier (age related, language related or other un-specified vulnerability),

The SIP will conduct their own risk assessment before commencing any work, having regard to the two elements above. The Suppliers asked that this information would be shared with them, not as an update to the data, but as an observation so that the Supplier can identify any gaps in their data that need to be addressed. We included this as a requirement of the new flow to

provide a record to the Supplier that the SIP has attended the site and has observed these needs. There was no expectation that this would be shared using the D0225. This is supplementary to the process and is for the supplier to act upon and validate as necessary.

When does the SIP send the new message (SIP Event Completed)? Is it in addition to the D0139? Only when PSR data is collected?

The new SIP Event Completed flow will be sent to the Supplier at the completion of every visit to the premises. This means, if the work is completed within the day, only the new flow will be sent. If the site is to be left de-energised, to be re-energised following other activities (such as fault rectification), the new flow and the D0139 will be sent. When the SIP returns to complete the Safe Isolation Works, the SIP will again issue the new flow and a new D0139 when the site is re-energised. The data regarding vulnerability observed which is either related to medically dependent electricity needs, or third party presence required, will be included in this flow (not a separate D0225).

If abstraction of electricity is found at the time of the visit by the SIP, what is the agreed process?

If the identity of the Registered Supplier is known, the SIP will notify the Registered Supplier of the suspicion of theft, using “MM00029/DCP0136 - Report to Supplier of Possible Irregularity”. If the SIP does not know the identity of the Registered Supplier, they are to report the suspected theft to the UKRPA using the following link: [Who to Contact - UKRPA](#) or report the issue to CrimeStoppers on 0800 023 2777.

What is the proposed notification process and time scale for SIP to attend a site? Is a notification required prior to site visit?

One working days' notice to the DNO is required before you can begin work on site. Obviously, completed risk assessments and evidence of consent to disconnect have to be verified before the SIP can undertake any work.

Will the SIP be responsible for reporting ESQCR incidents volumes to BEIS? Or will these need to be reported by the supplier?

No, ESQCR incident reporting is not a requirement for the SIP. ESQCR requirements fall on the Generator Operators, Transmission Operators, DNOs, Suppliers, and MEMs who install, maintain or remove metering equipment. The SIP is not attending the site in any of those capacities and is therefore not required to undertake any ESQCR reporting. [Who should make a report? - ESQCR - HSE](#)

There might be jobs for SIPs where they won't get 24 hours' notice to notify DNO about their visit. Does it mean they can't attend this job as?

The SIP cannot undertake work without giving 1 business days' notice to the DNO before commencing work. This pre-notification is a requirement before any work is commenced.

In anticipation of the introduction of SIP later this year, I am reaching out to gain information as to how we are able to gain the accreditation required to perform SIP works? We are currently registered as MEM.

As an existing MEM you meet the pre-conditions required. You will need to apply to accede to DCUSA.

AUDIT SPECIFIC QUESTIONS

Is there a process for audit fails, post SIP visit?

There is an outstanding question that we have taken away regarding reporting of any audit failures for the SIP role.

Are post completion audits to be carried out on the SIP? If so, whose responsibility is this?

The SIP is first and foremost a MEM and any works they undertake as a REC accredited MEM (including their SIP activities) will be subject to the normal audit arrangements.

There is an outstanding question that we have taken away regarding reporting of any audit failures for the SIP role.

Who is responsible to audit the SIP? The MEM, Supplier or REC as part of CoMCoP?

Please above

How do we get visibility of the audit results for our customers and notification of any incidents that may be found?

The customers in this instance are not customers of the energy suppliers and therefore they are not working at the request of the Registered Supplier.

As above. There is an outstanding question that we have taken away regarding reporting of any audit failures for the SIP role.

TECHNICAL QUESTIONS

Can you confirm all the dataflow issues and potential delays does not affect the go live date of 29 June 2023?

Unfortunately, it is looking less likely that the Change can be implemented on the 29 June and will be deferred until November 2023. Following a discussion with Ofgem, we will raise a change proposal to defer the implementation date,

Will be provisions be made if we do not have enough time to create the data item?

We are proposing moving the implementation date of the CP forward to November, to allow sufficient time for the resolution of the queries raised on the technical questions. If any Party cannot meet the timescales, they may consider applying for a derogation.

There may be insufficient time to design, build, test and implement due to the lack of lower-level detail.

Please see the response above.

Where is the new obligation in REC for SIP to send the D0139 or the new message?

The legal text provided include changes to the Metering Operations Schedule states that:

21.4 *The expectation is that the SIP Works at each premises will be completed in one day, so that the connection is de-energised and re-energised on the same day. If, however, the connection is not de-energised and re-energised on the same day, then the SIP shall notify the Registered Supplier (electricity) using the Change of Energisation Status Market Message. In such cases, the SIP shall send a further update once the connection has been re-energised.*

Should the SIP send the D0139 to the Supplier, MEM or both? If the latter two it makes the whole process simpler for suppliers as this is what happens today.

No, it was only intended that the SIP would send the information to the Registered Supplier, to ensure they were aware that the site is being left de-energised or, so that the Registered Supplier could address any settlement issues that might arise. When the solution was developed, there was no request to include any SIP to MEM communications.

If the SIP only sends the D0139 to the supplier how are suppliers supposed to notify the MEM as there is no DTN flow to do this?

This was not raised as an issue/requirement during impact assessment or solution development, and so was not included within the scope of the solution.

When will the market message/data flow reference number be confirmed?

It will be published by 24 March 2023.

Will the flow version number of existing flows be changing? E.G:D0139 is currently V2, if it changes to V3 this could affect these parties: MEM, NHHDC, HHDC, Distributor & Supplier (+SIP)

There will not be any changes to flow version numbering to any of the flows used in the solution. This is because the structure of the flow is not being changed, and we are only adding new scenario variant routes for SIPs to send and receive these detailed flows.

Regarding Flows - will there be a mandatory requirement to take meter readings or is that flow item not mandatory?

The new flow requires meter readings only if the site has a change of energisation status. The reading will be included in the Change of Energisation Status notification to the Supplier, not in the Completion of Work new flow.

You said new flow would say what they have done but that is not included in the new flow, so what is the point of the new flow?

The purpose of the new flow is to provide an audit trail that a SIP has de-energised and re-energised a metering point – outside of the Registered Supplier to MEM relationship. This will ensure that the Registered Supplier has confirmation that the SIP attended the site and the date on which that occurred. Additionally, if the SIP observes vulnerability related to electricity dependent medical needs or the requirement for a third party to be present during the carrying out of any work, this will be shared with the Registered Supplier, so that the Registered Supplier can take whatever action they deem necessary.

The scope of the work the SIP undertakes is very specific and purposefully narrow, and therefore does not need to be further detailed.

Can the SIP send industry flows to the DNO e.g., D0135 reporting issues with the cut out?

Yes, the SIP will send the flows prescribed in the solution.

Ref - A SIP leaving site de-energised - Can you confirm that this action would only be allowed under Cat A issues?

No, the SIP will not intentionally de-energise a site with the expectation that it will be left de-energised beyond the end of the working day. However, the SIP may subsequently find that it is not appropriate to re-energise the site until remedial work has been completed. They will notify the Supplier and the DNO (as appropriate).

Is there a route for reporting B and C codes and a way of providing visibility of the DNO action?

The Normal Category A and Category B Notices that a MEM would usually send to the DNO should be sent by the SIP to the DNO, so that the DNO may take the appropriate steps.

Unfortunately, the resolution of the B & C codes was not included in the original solution for this change. A new Change Proposal will include the response files variants from the DNO to be sent to the SIP.

Which D flows have the new variants? The final change report and redlined text aren't consistent. Some in the FCR state 'possible/further review/feedback required'.

None of the flows mentioned in the solution will have new flow version. All of the flows that form part of the solution with only have scenario variants for communication to include the SIP, the structure of the flow will remain as is.

Is there an incident management process? e.g., loose terminations at the meter position SIP was the last person onsite.

This follows the normal Category A, B or C reporting requirements.

If the SIP de-energises and re-energises the meter on the same day, would they send the D0139 flow twice to notify of both changes?

No, the intention of the proposal was to only send details of the De-energisation and subsequent Re-energisation if the property is disconnected and left de-energised beyond the end of the working day. This is to ensure that the Supplier can address any settlement issues if the site is left de-energised for an extended period. It wouldn't be expected normally that a change of energisation status would be issued during normal electrical working at the premise with re-energisation upon successful completion of general electrical works.

When will the new market message be finalised? Looking on the REC Portal the 'proposed market message' document is different to what you have shown here, so unless we attended today, we wouldn't have known of these further changes?

These will be published by 24 March 2023

Will there be an obligation for the SIP, to report Distribution Business asset conditions as per the service termination guidance?

Yes, these are referenced as Category A, B or C notifications required to the DNO. The SIP should report these in the same manner that they would if they were on site operating as a MEM.