

**Metered Connections Guaranteed  
Standards of Service for  
Electricity Distribution Companies  
in  
England, Wales and Scotland**

**January 2012**

## **Introduction**

This guide sets out the guaranteed standards for metered connection services provided by your electricity distribution company which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this. In this document the electricity distribution company is referred to as “we” and “us”.

This guide summarises the Electricity (Connection Standards of Performance) Regulations 2010 (in relation to metered demand connections) and the Direction under Distribution Licence Condition 15A (in relation to generation connections).

Ofgem, the industry regulator, sets the guaranteed standards. If your distributor fails to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or not being able to gain access to premises. If any of these exemptions are invoked, we will need to demonstrate that it had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

These standards do not apply where some of the connections work is to be carried out by an independent connections provider. Separate service standards and compensation arrangements apply in those cases.

## **CONNECTION GUARANTEED STANDARDS**

We guarantee our key connection services. The guarantees apply to new or modified connections.

### **Provision of Budget Estimates**

If you ask us for a desk top budget estimate of connection costs that does not require a visit, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees.

If the required capacity of the connection is less than 1MVA we will provide the budget estimate within 10 working days.

If the required capacity of the connection is 1MVA or more we will provide the budget estimate within 20 working days.

If we fail we will pay you £50.

### **Provision of Quotations**

If you ask us for a quotation for a connection, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees.

If we fail we will pay you a fixed amount for each working day we are late.

<i>Type of Connection</i>	<i>Timescale (demand)</i>	<i>Timescale (generation)</i>	<i>Late payment per working day</i>
Single LV service demand connection or alteration (including work associated with moving a meter)	5 working days	-	£10
Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	15 working days	-	£10
Other LV connections with LV works	25 working days	45 working days	£50
Connections involving HV works	35 working days	65 working days	£100
Connections involving EHV works	65 working days	65 working days	£150

## **Quotation Accuracy Scheme**

This only applies to customers asking for a quotation for a single LV service demand connection or for small -project demand connections.

Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment. We will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If we have undercharged you, we will require you to repay the additional amount.

<i>Type of Connection</i>	<i>Payment</i>
Single LV service connection or alteration (including work associated with moving a meter)	£250
Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	£500

## **Making Contact to Schedule Work and Completing Work for Single LV Services and Small LV Projects**

Once we have received written acceptance of our quotation and you have paid the full amount quoted, we will contact you within 7 working days to discuss dates for carrying out the works. It may not always be possible to agree a date when we contact you initially, for example if wayleaves or other consents are required. Please note: works on moving meters are not covered by this standard.

If we fail to contact you we will pay you £10 for each working day we are late.

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). We will complete the works on the agreed date.

If we fail we will pay you £25 for each working day we are late.

## **Making Contact to Schedule Work and Commencing and Completing Work for Other LV Connections, HV and EHV Connections**

Once we have received written acceptance of our quotation and you have paid the full amount quoted (or an amount for phases specified in the quotation), we will contact you to arrange to schedule dates to carry out the work. It may not always be possible to agree dates when we contact you initially, for example if wayleaves or other consents are required.

If we fail to contact you we will pay you a fixed amount for each working day we are late.

<i>Type of Connection</i>	<i>Timescale to make contact</i>	<i>Late payment per working day</i>
Other LV connections with LV works	7 working days	£50
Connections involving HV works	10 working days	£100
Connections involving EHV works	15 working days	£150

We will agree dates to commence the works, complete the works (or a phase of works specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleave consents, or if we are unable to undertake live working on our system for safety reasons or prerequisite works have not been completed). We will commence on-site work, complete the on-site works, and energise if required, on the agreed dates.

If we fail to meet an agreed date we will pay you a fixed amount for each working day we are late.

<i>Type of Connection</i>	<i>Late payment per working day for commencing work</i>	<i>Late payment per working day for completing work</i>	<i>Late payment per working day for energising where required</i>
Other LV connections with LV works	£20	£100	£100
Connections involving HV works	£20	£150	£150
Connections involving EHV works	£20	£200	£200

## **Notification of Payment Under Guaranteed Standards**

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the failure (for budget estimates), within 10 working days of a quotation being found to be incomplete or inaccurate (for the quotation accuracy scheme) and within 10 working days of completion of the job (for all the other standards covered by this document).

If we fail to make the payment within the above timescales we will send you an additional £50.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of your distributor's failure.

## **Complaints**

If you have a complaint about any aspect of your distributor's service please contact your distributor. You will find their complaints handling procedure on their website or you can ring the general enquiry line to request a copy. If they are unable to resolve the matter with you, and you are a domestic or small business customer, you can refer it to the Energy Ombudsman. This is a free and independent dispute resolution service.

They are able to offer free independent advice and will look at your complaint, but will expect you to let your distributor try to sort it out first. You can telephone the Energy Ombudsman on 0845 055 0760. You can find further information on the Energy Ombudsman website: [www.ombudsman-services.org](http://www.ombudsman-services.org).

## **Disputes**

If you are unable to resolve a dispute with your distributor about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of your distributor's failure.

## **Contacting Your Electricity Distributor**

For further information about any of the guaranteed standards, or if you would like to request a service from your distributor, please telephone them on the number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat your enquiry as having been received at the start of business on the next working day.

Where your distributor is willing to accept requests by telephone for estimates and quotations, such requests are covered by these Standards.

<b>Company</b>	<b>Area</b>	<b>Connections Enquiries (Mon-Fri) (unless otherwise stated)</b>	<b>Customer Relations No. (Mon-Fri)</b>	<b>Website Address</b>
<b>Western Power Distribution East Midlands:</b>	East Midlands	0845 7240240	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Western Power Distribution West Midlands</b>	West Midlands	0845 7240240	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Western Power Distribution South Wales</b>	South & West Wales	0845 601 3341 08:00 to 18:00	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Western Power Distribution South West</b>	South West England	0845 601 2989 08:00 to 18:00	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>UK Power Networks – Eastern Power Networks plc</b>	East Anglia	08456 014516 (09:00 to 17:00)	0800 028 4587 (08:30 to 17:00)	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>UK Power Networks – London Power Networks plc</b>	London	08456 014516 (09:00 to 17:00)	0800 028 4587 (08:30 to 17:00)	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>UK Power Networks – South Eastern Power Networks plc</b>	South East England	08456 014516 (09:00 to 17:00)	0800 028 4587 (08:30 to 17:00)	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>UK Power Networks (IDNO) Ltd</b>	Olympic Park and Stratford City site	08456 014516 (09:00 to 17:00)	0800 028 4587 (08:30 to 17:00)	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>Northern Powergrid (Northeast) Ltd</b>	The Northeast & most of North Yorkshire	08450 702 703 (08:00 to 20:00) Sat:0:900 – 17:00	0800 7818848 09:00 to 17:00	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>

<b>Northern Powergrid (Yorkshire) plc</b>	West, South & East Yorkshire & northern Lincolnshire	08450 702 703 (08:00 to 20:00) Sat:0:900 – 17:00	0800 7818848 09:00 to 17:00	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>
<b>SSE Power Distribution</b>	North Scotland	08000 483 515 (08:00 to 17:00 Sat: 08:00-14:00)	08000 483 515 (08:00 to 17:00 Sat 08:00 to 14:00)	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>SSE Power Distribution</b>	South England	08000 483 516 (08.00 to 17.00 Sat: 08:00-14:00)	08000 483 516 (08:00 to 17:00 Sat 08:00 to 14:00)	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>SP Energy Networks</b>	Central & Southern Scotland	0845 270 0785 (08:30 to 16:45)	0845 273 4444	<a href="http://www.spenergynetworks.co.uk/">http://www.spenergynetworks.co.uk/</a>
<b>SP Energy Networks</b>	Merseyside, Cheshire & North Wales	0845 270 0783 (08:30 to 16:45)	0845 273 4444	<a href="http://www.spenergynetworks.co.uk/">http://www.spenergynetworks.co.uk/</a>
<b>Electricity North West</b>	North West England	0800 048 1820 (08.30 to 16:30)	0800 0481820	<a href="http://enwl.co.uk">enwl.co.uk</a>
<b>WPD South Wales</b>	South & West Wales	0845 601 3341 (08:00 to 18:00)	0800 0556833 (08:30-17:00)	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>WPD South West</b>	South West England	0845 601 2989 (08:00 to 18:00)	0800 0556833 (08:30-17:00)	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Electricity Network Co Ltd</b>	UK	01359 243311 (08:30 to 17:00)	01359 243311	<a href="http://www.gtc-uk.co.uk">www.gtc-uk.co.uk</a>
<b>ESP Electricity Ltd</b>	Great Britain	01372 227560 08.00 - 18.00	01372 227560 08.00 - 18.00	<a href="http://www.espelectricity.com">www.espelectricity.com</a>

<b>Independent Power Networks</b>	Great Britain	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.independentpowernetworks.co.uk/">http://www.independentpowernetworks.co.uk/</a>
<b>Energetics Electricity</b>	Great Britain	01698 404640 08:30-16:45	01698 404640 08:30-16:45	<a href="http://www.energetics-uk.com">www.energetics-uk.com</a>