

Competition in the provision of
New Connections to the
Western Power Distribution
Electricity Distribution System

A Guide for Customers and Connection Providers

November 2008

Content of the Customer Handbook

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1. INTRODUCTION

Customers may seek competitive quotations for some of the work required to make a new connection to the Western Power Distribution (“WPD”) electricity distribution system. This document provides advice and guidance for a customer and their appointed Connection Provider relating to competition in new connections.

Part of the new connection works can only be undertaken by WPD. This is called **non-contestable work** and includes design approval, obtaining statutory consents, inspection of the works, and work on the existing WPD Distribution System.

Work that can be undertaken by someone other than WPD is known as **contestable work** and this includes the provision of materials to form the connection, trenching, other site preparation work and the construction of the connection.

A customer may appoint a third party (“the Connection Provider”) to carry out the contestable work on their behalf. The Connection Provider must be agreed with WPD.

The customer and Connection Provider wishing to take responsibility for contestable work will be required to enter into an **Adoption Agreement** and on energisation, the ownership of assets will be transferred to WPD. WPD will be responsible for the on-going operation, repair and maintenance of those assets.

The customer will have to appoint an Electricity Supplier and Meter Operator for each connection. WPD’s Cost Indication or Offer will explain what the customer has to do. It is in the customer’s interests that the appointment is made as soon as possible, because a connection cannot be made and energised unless Electricity Supplier and Meter Operator agreements are in place.

2. SUMMARY OF PROCEDURE TO OBTAIN AN ELECTRICITY CONNECTION

STEP NO.	STEP DESCRIPTION	COMMENTS
STEP 1	Send New Connection Enquiry to WPD	WPD will acknowledge receipt of the application for supply.
STEP 2	WPD prepares Cost Indication	
STEP 3	On receipt of the Cost Indication, the customer decides whether to proceed with the connection and whether to undertake any of the contestable work.	<p>If the customer does not wish to undertake any contestable work, WPD will prepare a fixed price Offer to undertake all the work to provide the new connection. Only the following sections of this handbook apply: Section 3 - Procedure for Contestable Work Section 7 - Charges & Payment Arrangements</p> <p>If the customer decides to undertake some or all of the contestable work, or to employ the services of a Connection Provider, all the following sections of this handbook apply and involve additional stages: Section 3 - Procedure for Contestable Work Section 4 - Provision of Design Section 5 - Provision of materials Section 6 - Agreement of Connection Providers Section 7 - The Adoption Agreement Section 8 - Charges & Payment Arrangements Section 9 - Co-ordination of the Commissioning and Connection of Apparatus</p>
STEP 4	WPD prepare a fixed price Offer for the work it will undertake	This Offer will be for the non-contestable work and any contestable work to be undertaken by WPD
STEP 5	WPD will inspect the work of the agreed Connection Provider during installation	Inspection of agreed Connection Provider's works is a requirement of the Adoption Agreement.
STEP 6	WPD requires payment for the works undertaken before the connection is energised	See section 8
STEP 7	Subject to satisfactory completion of all tests required before energisation, submission of a Completion Certificate, and any outstanding defects having been rectified, WPD will energise the connection. Remaining tests which could not be undertaken prior to energisation must then be satisfactorily completed.	A Supplier and Meter Operator must be appointed before a connection can be made and energised.
STEP 8	WPD will adopt the connection assets upon energisation.	WPD shall assume operational responsibility following energisation and may undertake any remedial work and recover the cost thereof from the customer.

3. **PROCEDURE TO UNDERTAKE THE CONTESTABLE WORK**

This section describes the procedure for undertaking contestable work associated with a new connection to the WPD distribution system. Following the initial enquiry WPD will provide a Cost Indication which will be broken down into non-contestable and contestable work elements that the customer has indicated it wants WPD to do. Only WPD may undertake the non-contestable activities which include design approval, the obtaining of statutory consents, inspection and the initial connection of the assets, and any reinforcement or modification to the existing WPD distribution system. Certain reinforcement work that may be carried out independently of the existing WPD distribution system is contestable.

Procedure if WPD undertakes all of the Contestable Work

If the customer wishes WPD to undertake all of the contestable work then they should complete and sign the 'Confirmation of Connection Details' form, which will be attached to the Cost Indication, and return it to the specified office. WPD will then produce the final design, obtain any necessary consents and prepare a fixed price Offer for the scheme. Once the 'Confirmation of Connection Details' form has been signed, WPD will charge for preparing the final Offer, even if the customer subsequently decides not to proceed to the construction stage.

If WPD undertakes all of the work, WPD will take responsibility for providing the new electrical connection. It is often advantageous for the customer to provide all associated civil works for the new connection at the customer's own cost. If on-site trenching or certain civil works are to be undertaken by the customer the Adoption Agreement will not be required.

Procedure if the Customer undertakes any Contestable Work

If the customer wishes to undertake all or part of the contestable work then they should discuss this with WPD. If this course of action is taken by the customer then consideration must be given to the provision of materials, adherence to specifications, the use of a Connection Provider and the entering into an Adoption Agreement with WPD. The Adoption Agreement is not required for trenching or certain civil works undertaken by the customer, (please refer to sections 4, 5, 6 & 7 of this document for further details of undertaking some of the contestable work). WPD staff will be pleased to discuss all alternatives.

4. **PROVISION OF DESIGN**

Design

The Connection Provider may elect to provide the design.

A Connection Provider wishing to contest the design element of a scheme must notify WPD in writing of their intention to do so. Where the Connection Provider is appointed as an agent of the person requiring the new connection written evidence of their appointment must be provided in the form of a letter of confirmation.

Applicants wishing to provide the design must comply with a nationally agreed framework document;

For housing developments reference must be made to Engineering Recommendation G81 Part 1.

For industrial and commercial connections up to and including 11kV reference must be made to Engineering Recommendation G81 Part 4.

Each framework document is supplemented by a WPD design specification appendix. Both documents are available for viewing on WPD's website (www.westernpower.co.uk)

Provision of Point of Connection Information

WPD will identify the point of connection to the existing distribution system so the Connection Provider may execute the design.

Before WPD can provide Point of Connection information the Connection Provider must furnish WPD with all relevant data. This will include, as a minimum:

- Site location
- Site plan to suitable scale
- Number of premises/connections
- Load requirements
- An indication of any equipment to be installed - motors, welders, refrigeration, air conditioning, water heating, space heating, generation capability, etc.
- Any other information the Connection Provider believes is relevant to the design
- A breakdown of the materials to be adopted (only where materials are purchased from WPD – See Section 5).

Where a detailed study is required prior to ascertaining the point of connection WPD will agree the study costs and require payment in advance with the Connection Provider.

WPD will provide a Cost Indication or Offer for the Non-contestable works and additional information which will include, as appropriate,

- a drawing showing WPD's existing Distribution System and point of connection location;

- a single line diagram showing WPD's existing Distribution System and point of connection location;
- WPD's design assumptions applied to connected demand;
- point of connection specification e.g. KVA capacity, voltage of connection, frequency, service impedance, volts drop, fault level, etc;
- a description of any upstream reinforcement work required;
- a description of any diversionary/recovering work required;
- a plan showing any diversionary/recovery work required.

Design Approval

Following receipt WPD will consider a submitted design and either provide confirmation of approval or explanation for rejection.

Any design submitted must refer to the point of connection proposed and comply with design specifications outlined.

WPD's charge for the approval of any design work undertaken by the Connection Provider will be recovered as part of the Non-contestable charges.

Additional Design Requirements

WPD may on occasion request a Connection Provider to include additional features in the design. Such request shall be made in writing and as soon as is reasonably practicable. WPD will fund the difference in cost between those assets required for the minimum scheme design and those that are considered additional.

5. **PROVISION OF MATERIALS**

This section describes how to purchase materials for a new connection. WPD provide a sales service for new connection materials and equipment. This service is provided only where materials purchased will be used for assets ultimately adopted by WPD.

If the Connection Provider decides to provide the materials for a new connection, an Adoption Agreement with WPD will be required before assets are transferred to WPD ownership as part of the distribution system. WPD needs to be satisfied that these assets meet appropriate equipment and material specifications and are compatible with WPD standard operation, repair and maintenance requirements. Agreement will not unreasonably be withheld.

Quotation for Supply of Materials

The Inventory Control Office (address below) will, on request, provide a fixed price quotation for provision of materials which will remain valid for one month. The supply of materials and equipment will be subject to availability at the time of quotation acceptance.

In cases where WPD has prepared the design for the assets to be adopted (i.e. the design is not contested) a Work Allocation Schedule, itemising each asset component, will be provided. Connection Providers requiring a quotation from the Inventory Control Office for the supply of these materials must provide a copy of the Work Allocation Schedule and be able to quote the scheme reference number. A quotation cannot be given without this information. All requests for a Work Allocation Schedule should be made to the WPD Planner responsible for preparing the Cost Indication/Offer.

In cases where the Connection Provider has prepared the design for the assets to be adopted (i.e. the design is contested) the Connection Provider must supply their own Work Allocation Schedule. The Schedule should provide a list of materials including the required numbers, sizes, lengths etc. The list must be forwarded as part of the design submission to WPD's Planner who will in turn forward it to the Inventory Control Office to allow a quotation for the purchase of materials to be prepared.

Connection Providers should be aware that materials purchased directly from WPD shall be subject to an additional on-cost to cover stores handling and administration costs.

Acceptance of a Quotation for Supply of Materials

Payment for materials must be made at the time the quotation is accepted and prior to collection of the materials. Payment should be made by cheque (no credit card payments can be accepted) forwarded with the quotation acceptance to the Inventory Control Office. A receipted invoice will be issued which can be used to obtain the materials at an agreed time and location.

Alternatively arrangements can be made to have materials delivered either to a local WPD Depot closest to the customer for collection, or, direct to site.

This service may be subject to an additional charge depending on individual circumstances of the sale. WPD accept no responsibility for the security of the materials after delivery to the agreed location.

Address for correspondence:

Inventory Control Office,
Exeter Depot,
Western Power Distribution (South West) plc
Osprey Road,
Sowton Industrial Estate,
Exeter EX2 7WP

Telephone: 01392 352703 Facsimile: 01392 352708

Alternative Methods of Material Purchase

- (a) Purchase materials from a WPD approved supplier - see website references below.
- (b) Purchase materials manufactured to the listed WPD or National Specification supplied by an alternative manufacturer.

Applicants wishing to provide materials must comply with the appropriate nationally agreed framework document; either

Engineering Recommendation G81 Part 2 : Materials Specification for Greenfield / Brownfield Housing; or

Engineering Recommendation G81 Part 5 : Materials Specification for Commercial / Industrial Loads.

The framework documents are supplemented by a WPD material specification appendix also available for viewing on WPD's website (www.westernpower.co.uk). For other types of contestable work a more extensive list of materials is also included on the website.

WPD charges may be increased to reflect the additional cost of operation, repair, maintenance, replacement, spares holding and training associated with the use of non-standard equipment supplied under these alternative methods.

For materials provided under option (a) or (b), information shall be provided, to WPD, that allows a quality assessment to be made. The level of information required will be pertinent to the complexity of the equipment and/or materials being considered. Information under all the following categories is required:

Supplier

Full details of the proposed supplier that will enable future contact to be made.

Materials and/or Equipment

A full product description, its intended use, details of the manufacturers if different from the supplier. Appropriate catalogues, drawing and diagrams.

Specification

Details of those national or international specifications to which the equipment or materials comply and their electrical rating characteristics.

Agreement or refusal to agree to the use of the proposed equipment and/or materials will normally be provided within 5 working days.

6. USE OF CONNECTION PROVIDERS

If the customer chooses to do any of the contestable work the following basic requirements apply:

Under the Adoption Agreement a contractual relationship shall be established between WPD, the customer and the customer's appointed Connection Provider for the connection works. No contractual relationship will exist between any sub-contractor appointed by the customer's Connection Provider and WPD. WPD is concerned with the competence of a Connection Provider who is to install the assets associated with any new connection, because WPD will have the on-going responsibility for all assets that become part of the distribution system. If the customer wishes to act as the Connection Provider then the procedures detailed still apply.

Accreditation

Connection Providers wishing to carry out some or all of the Contestable Work must first satisfy WPD of their competence.

WPD recognises those Connection Providers who are Accredited under the National Registration Scheme developed in consultation with the Authority and overseen by Lloyd's Register.

A Connection Provider must submit a current Assessment Certificate detailing compliance with the relevant categories of work to be carried out as part of the Contestable Work.

A Connection Provider's past record of operation in the competitive connections market shall also be taken into account when assessing their competency.

Where appropriate, WPD may request additional information from the Connection Provider where it is reasonable to do so to establish the Connection Provider's competency.

Where information is submitted to WPD agreement or refusal for the Connection Provider to carry out the Contestable Works will normally be provided within 5 working days and will be based on objective criteria in a similar way to that used for European procurement legislation.

Even where WPD agree a Connection Provider may carry out the Contestable Works the Connection Provider shall remain responsible for ensuring its officers, employees and agents work in compliance with any relevant:

- (a) legislation;
- (b) Health and Safety Executive (HSE) publications;
- (c) National Joint Utilities Group (NJUG) publications;
- (d) Electricity Association Technical Specifications (EATS)
- (e) Engineering Recommendation G81

- (f) WPD's Appendices to Engineering Recommendation G81
- (g) where appropriate, WPD's Distribution Safety Rules and working procedures

The Connection Provider will only employ suitably qualified and competent staff who have sufficient training and knowledge of electricity to be aware of and to deal with unexpected dangers arising from their activities or the environment within which their activities take place.

All operatives/craftsmen employed by the Connection Provider will hold a passport detailing qualifications and competencies together with validity dates. The passport will be held at all times and be available for inspection on site.

The range of complexity of varying projects will mean that some Connection Providers will have a capability that may be limited to the more simple projects. This may be entirely appropriate to small projects and is not intended to restrict the ability of small builders and Connection Providers who do not hold Accreditation to work in this marketplace. The amount of information required from a small builder installing a new service cable as compared to a nationally accredited Connection Provider installing HV cables, switchgear and LV networks will differ. However, the basic framework of information will be the same.

WPD will still need to consider the complexity of the particular scheme and the Connection Provider's past experience when assessing the level of information required.

Information Required on Proposed Connection Provider

The level of information required will be pertinent to the scale of the project being considered.

Nature and Size of Project

Actual data is required, sufficient for evaluation of the scale of the work. For example install and joint 500 metres of 185mm² Wavecon together with 25 services up to service cut out termination.

Experience

What similar work has been carried out? Applicants should provide references and contact names and telephone numbers for follow up and give examples of other projects of comparative work content and project size. Include information about specific work e.g. LV jointing, HV jointing, plant installation etc.

Does the applicant hold current accreditation under the Ofgem agreed National Accreditation scheme? If so, evidence should be provided to demonstrate that it is relevant to the nature of the works being contested.

Understanding

Who are the individuals that will be involved in the practical aspects of the work? e.g. cable jointers. What levels of training, qualification, and previous background do they have? Documentary evidence e.g. Ofgem agreed National Accreditation, will be required.

Capability to Carry out Work

Depending on the size of the project, what resources are available to carry out site work effectively. Is it intended to supplement with the use of the sub-contractors. (These will also need to be agreed). Please provide sufficient information to confirm that all the required skills will be available on site.

Quality

What are the procedures for Inspection and Supervision of work on site? For large projects does the Connection Provider hold any quality approvals? (e.g. BS EN ISO 29002)

Safety

Of particular concern is the ability of the Connection Provider to avoid danger to himself, other people on site, the public and WPD staff and WPD contractors.

The Connection Provider must provide evidence it can demonstrate compliance with Health and Safety Legislation. For large projects, full Construction (Design and Management) CDM Regulations 1994 requirements should be confirmed. Approved procedures documentation and methods for ensuring safety of the general public should be provided.

Copies of the Connection Provider's Policy Statement under the Health and Safety at Work etc. Act 1974 and method statement under the Management of Health and Safety at Work Regulations and Electricity at Work Regulations shall be provided.

Live Jointing

WPD will make the initial energising connection to the distribution system however, a Connection Provider wishing to carry out subsequent on-site jointing to a live cable may do so subject to agreement with WPD.

The Connection Provider shall hold relevant Accreditation (see page 11) and shall only use suitably qualified operatives for live working. The Connection Provider shall carry out live working in accordance with WPD safety rules at all times.

It is an offence under Regulation 25 of the Electricity Supply, Quality and Continuity Regulations 2002 to make an unauthorised connection to WPD's distribution system.

Permission to carry out live jointing will be given by WPD on a site by site basis. The Connection Provider is required to follow a 3 stage process from original application to energisation. The 3 stage process is described below.

Part A - Notice of Application for Consent to Connect

The Connection Provider must submit Part A to WPD before the Contestable Works are commenced. This form is normally completed at the time an Adoption Agreement is signed.

WPD will inspect the completed Part A, endorse the form and return it to the Connection Provider as confirmation that general consent has been granted for the site.

An example of Part A is attached as Appendix A and copies are available for download from WPD's website.

Part B - Notice of Completion for Live Jointing

Part B must be satisfactorily completed and submitted to WPD in advance of live jointing being undertaken, typically covering one week's work with one week's notice.

WPD will use the information given on Part B to verify whereabouts of the Connection Provider's operatives and to facilitate inspection and audit.

The Connection Provider will be required to attach to each Part B form submitted any relevant test and conformance data/certificates and an accurate record of assets installed.

An example of Part B is attached as Appendix B and copies are available for download from WPD's website.

Part C - Confirmation of Satisfactory Testing Certificate

A Part C form must be completed by the Connection Provider for each and every connection. A copy of each Part C form will be requested by WPD so as to provide confirmation that the work has been completed successfully and post-commissioning tests are carried out satisfactorily. A record of the joint position must also be attached. This information must be provided within 5 working days.

An example of Part C is attached as Appendix C and copies are available for download from WPD's website.

The provision of live jointing by the Connection Provider is restricted to low voltage mains and service joints and terminations on and to the newly installed and adopted contestable assets.

Installation and Inspection

Applicants wishing to install assets must comply with the appropriate nationally agreed framework document; either

Engineering Recommendation G81 Part 3 Installation and Records for Greenfield / Brownfield Housing, or

Engineering Recommendation G81 Part 6 Installation and Records for Industrial / Commercial Loads.

Inspection

WPD shall be entitled to inspect the Connection Provider's Contestable Works in accordance with the inspection regime approved by the Authority under the guidance of the Electricity Connections Steering Group.

WPD will charge for each inspection made in accordance with the inspection regime.

Charges for inspection will be included within the Offer made to the Connection Provider for the Non-Contestable Works.

Any additional inspections by WPD required as a consequence of the Connection Provider's act or omission including defects, faults, departures from specification or unacceptable working practices will be charged for separately.

Recording of Assets

Where a Connection Provider chooses to install some or all of the connection assets it will be their responsibility to record accurately the position and type of plant and cables.

A Connection Provider must record installed assets in compliance with WPD's framework document appendix relating to recording techniques, available for viewing on WPD's website.

7. THE ADOPTION AGREEMENT

This section describes the use of the Adoption Agreement in association with the provision of a new electrical connection. If a customer decides to undertake some or all of the contestable work then the customer and their appointed Connection Provider for the connection work shall enter into an Adoption Agreement with WPD. This agreement states the terms and conditions under which WPD will adopt the new connection assets, and includes specifications, indemnities and liabilities.

The Adoption Agreement deals with such things as:

- the design and specification of the works and of the materials to be used;
- the extent and timing of the works;
- recording of assets;
- arrangements for inspection, monitoring and testing of the works and rectification of any faults discovered during this process;
- the procedure for WPD to adopt;
- liability to WPD for any defects in the works or assets and indemnification of WPD for any loss of liability arising out of the work or assets;
- the payment of any Connection Charge or fees.

Whoever carries out the contestable work, the assets installed during the course of this work between WPD's existing distribution system and a consumer's equipment will be owned, following adoption, operated and maintained by WPD with effect from connection to WPD's distribution system and energisation of the Contestable Works, in all cases in accordance with the Adoption Agreement. Thereafter WPD shall be entitled to use such assets for the purpose of giving supply to others.

Insurance and Security

The Connection Provider shall be required to keep and maintain:

- (a) public liability insurance in its own name to a minimum level of not less than £3,000,000 per incident or series of incidents arising out of any one event against death and personal injury and loss or damage to property; and
- (b) employers liability insurance for a minimum liability of £5,000,000 per incident or series of incidents arising out of any one event.

A Connection Provider may be required to provide additional security according to its credit rating status. WPD shall assess the need to provide additional security using the Dun and Bradstreet Corporation assessment scheme.

A suitable form for providing WPD with insurance details is included at the end of this guidance as Appendix D.

The Exit Point from the WPD Distribution System can only be energised when:

- WPD is satisfied that the new connection assets up to the Exit Point have been installed in accordance with Adoption Agreement specifications;
- appropriate tests and inspections have been carried out and the installation has met the relevant criteria;
- any identified defects are rectified;
- the requirements of the Electricity Safety Quality and Continuity Regulations 2002 have been met;
- a Connection Agreement, where appropriate, has been entered into with WPD;
- the customer has been accepted for the supply of electricity with an authorised Supplier.

8. CHARGES AND PAYMENT ARRANGEMENTS

This section describes the procedure for payment by the customer or Connection Provider for the work associated with new connections.

Charges

Upon final agreement of the contestable work that WPD will undertake and the receipt of the customer's formal acceptance of WPD's terms, a fixed price Offer will be prepared. At this stage, if the customer does not wish to proceed with the new connection then a charge will be levied to recover all the reasonable costs incurred by WPD in the production of the detailed design (if appropriate) and the Offer. If the customer does wish to proceed then the costs for the design work (or design approval) and planned inspections will be included in the final connection charge.

Payments from the Customer

The final connection charge includes charges for the non-contestable work and any contestable work undertaken by WPD.

The payment of the final connection charge shall be received by WPD before the exit point from the distribution system is energised i.e. the commencement of electricity supply. It is in the customer's interests to ensure that payment for the connection is received well in advance of the required energisation date, to avoid delays.

Payments from WPD

Upon adoption the ownership and property in the contestable assets shall be sold and transferred to WPD free from any encumbrances. The consideration for such sale and transfer shall be the adoption of the contestable assets supported by the payment of a nominal sum of £1 to the Connection Provider by WPD.

Where WPD has requested the Connection Provider install additional assets as a distribution system enhancement the Connection Provider's charge for carrying out the additional works will be agreed prior to the work commencing and WPD will pay such charge upon adoption of the assets.

9. **CO-ORDINATION OF THE COMMISSIONING AND CONNECTION OF APPARATUS**

This section describes the procedures to be followed to ensure the safe connection of an electrical distribution system constructed by a Connection Provider to the WPD distribution system.

To ensure good communication and a close working relationship it is strongly recommended the Connection Provider nominates a single site contact for which all queries and requests can be routed to WPD's nominated representative.

Dangerous Occurrences

Any dangerous occurrence arising whilst the Connection Provider is carrying out live working or is carrying out work associated with live working shall immediately be reported to WPD and all works suspended.

The Connection Provider and WPD shall work together to investigate the occurrence and where appropriate shall co-ordinate a report to the DTI/HSE.

The Connection Provider shall be responsible for the safety of its operatives whilst carrying out any live working on site and shall ensure all operatives are familiar with reporting processes in the event of a dangerous occurrence.

Procedure

A Connection Provider must submit evidence to WPD of appropriate accreditation and competence to carry out the procurement and installation of electrical assets before work commences (see Section 5), and where appropriate evidence of accreditation to carry out live jointing.

Where the Connection Provider is to provide any live jointing they shall have previously submitted a Part A form (Notice of Application for Consent to Connect). (See Section 6).

WPD shall provide the contact name of the nominated WPD Inspector who shall be the site contact for the Connection Provider.

The Connection Provider must provide name(s) of their authorised contacts for provision and receipt of notices under the Adoption Agreement.

The Connection Provider requiring a connection to be made to the WPD Distribution System shall provide a detailed work program in accordance with the Adoption Agreement to the WPD Inspector at the start of the project.

The work program shall be used by the WPD Inspector for the purpose of WPD selecting inspection dates and to schedule the provision of resources and the issuing of shutdown notices to customers and co-ordination with the WPD System Control Centre where appropriate.

The Connection Provider shall provide a new work program to the WPD Inspector whenever there is a material change to the timing or sequence of the contestable connection works. This program shall allow sufficient time to permit WPD to reprogram work accordingly, subject to the availability of adequate resources, the issuing of shutdown notices and system access.

Where a connection is required to WPD's distribution system and it is not possible to make the connection due to abnormal system conditions WPD shall as soon as is reasonably practicable agree a new date for that connection with the Connection Provider.

A minimum of **five** working days (As defined in the Adoption Agreement) prior to the connection date the Connection Provider shall provide the WPD Mapping Centre with the following information:

- two complete sets of as-constructed records indicating the location and depth of plant and apparatus etc, in accordance with appropriate WPD specification and the proposed point(s) of connection to WPD's distribution system
- a Completion Certificate (Appendix E) duly completed, signed and dated by the Connection Provider's competent person
- an adequate test certificate covering all electrical plant/apparatus, which confirms that the pre-commissioning tests have been carried out, and it is fit for service. Typical examples are attached as Appendix F
- an HV schematic drawing (if appropriate)
- the connection date, which would be expected to normally be the same date as stated on the latest version of the Work Program provided to the WPD Inspector at the start of the project

All correspondence should clearly indicate the nature of the submission and be uniquely numbered using the allocated WPD Crown reference then 1, 2 etc. e.g. 114386/1.

Where WPD is carrying out the live jointing the Connection Provider's nominated contact shall sign and date the Completion Certificate and from this date the electrical network requiring connection to WPD's distribution system is deemed to be under the control of WPD and only WPD staff or their appointed contractors shall have access to this network.

Having issued the Completion Certificate the Connection Provider shall ensure that all appropriate persons are notified that the electrical network is deemed to be **LIVE** and no further work is permitted, unless authorised by WPD in writing.

Provision of Part C

Where the Connection Provider has carried out live jointing they shall provide the WPD Mapping Centre within 5 working days with the following information:

- two complete sets of as-constructed records indicating the location and depth of the energising joint, in accordance with WPD specification
- a Part C form for every connection made confirming the work has been completed successfully and post-commissioning test carried out satisfactorily.

The Mapping Centre address to forward the as-constructed plans is given below:

For work in South West England:

The Mapping Centre
Western Power Distribution (South West) plc
Osprey Road
Sowton Industrial Estate
Exeter
Devon EX2 7WP

Telephone: 01392 352656/352658

For work in South Wales:

The Mapping Centre
Western Power Distribution (South Wales) plc
Lamby Way
Mardy Industrial Estate
Rumney
Cardiff CF3 2EQ

Rejection Notice

A rejection notice shall be issued where; for example;

- a program of work has not been provided
- there are omissions or late delivery of the Completion Certificate
- the as-constructed records are inaccurate or incomplete
- the electrical network offered for connection has not been inspected by WPD in accordance with the inspection regime detailed in the adoption agreement

- electrical apparatus or plant is rejected due to non-conformance with WPD specification
- apparatus has not been installed in accordance with the approved design
- inadequate or unsafe joint holes exist where WPD is to make the joint
- WPD is unable to connect and energise on the given date due to operational restrictions of force majeure.
- the working area or site is deemed unsafe by WPD staff/contractors
- a Principal Contractor, site agent, site security or any other authorised person refuses access to site
- WPD staff are unable to gain sufficient access to a work location with tools or testing equipment
- any other requirements of appropriate U.K. legislation are deemed by WPD Inspector not to have been met

Where the Connection Provider is issued with a rejection notice WPD shall invoice the Connection Provider for any reasonable costs directly incurred by them.

Where a WPD Inspector rejects the proposed electrical network requiring connection a new work program shall be provided by the Connection Provider.

A verbal notice of rejection shall be issued as soon as reasonably practicable to the Connection Provider by telephone to the contact number provided on the Completion Certificate.

The formal rejection notice shall be completed and sent to the Connection Provider's address provided on the Completion Certificate as soon as practicable after the inspection by WPD.

Post Energisation

WPD shall assume operational responsibility following the energisation of assets offered for connection by the Connection Provider. The assets shall become part of WPD's distribution system and the Connection Provider shall treat them in all respects as the property of WPD.

If any of the assets offered for connection to WPD's distribution system fail WPD's post-energisation commissioning tests, WPD will issue a rejection notice and WPD may at its own discretion, either:

- (a) disconnect the assets from the distribution system until the Connection Provider undertakes all work necessary to enable the assets to pass the commissioning tests;
or
- (b) undertake such works itself and recover the cost thereof from the Connection Provider.

10. **FURTHER INFORMATION**

WPD will be pleased to provide further information on request. Please telephone 0845 601 2989 for work in WPD's area in South West England and 0845 601 3341 for work in WPD's area in South Wales.

Disputes

Where a customer is not satisfied with WPD's proposed terms for connection, they should first contact WPD to discuss the problem. The matter will be referred to a Manager who will investigate the dispute. For further information regarding WPD's disputes process, visit our website:

www.westernpower.co.uk

If agreement with WPD cannot be reached within a reasonable time, the customer may escalate the dispute.

If the dispute concerns a household or small business the customer may refer the matter to the Energy Ombudsman for a decision. This is a free and independent dispute resolution service.

For further information on how to make a complaint visit the Energy Ombudsman website;

www.energy-ombudsman.org.uk.

Where it is inappropriate for the Energy Ombudsman to resolve a dispute which is determinable, either party may request settlement by the Gas and Electricity Markets Authority.

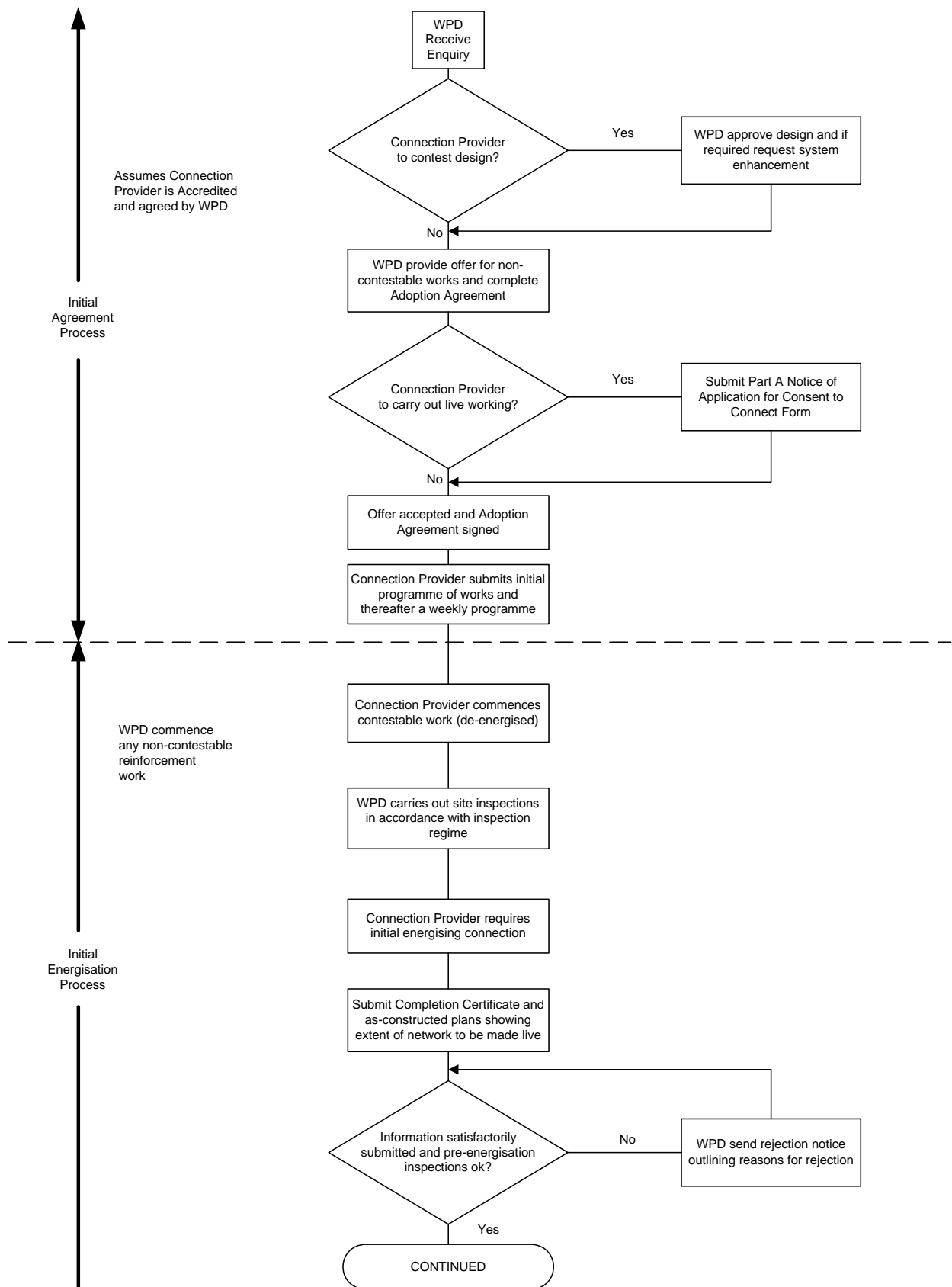
For further information on determinations go to Ofgem's website;
www.ofgem.gov.uk.

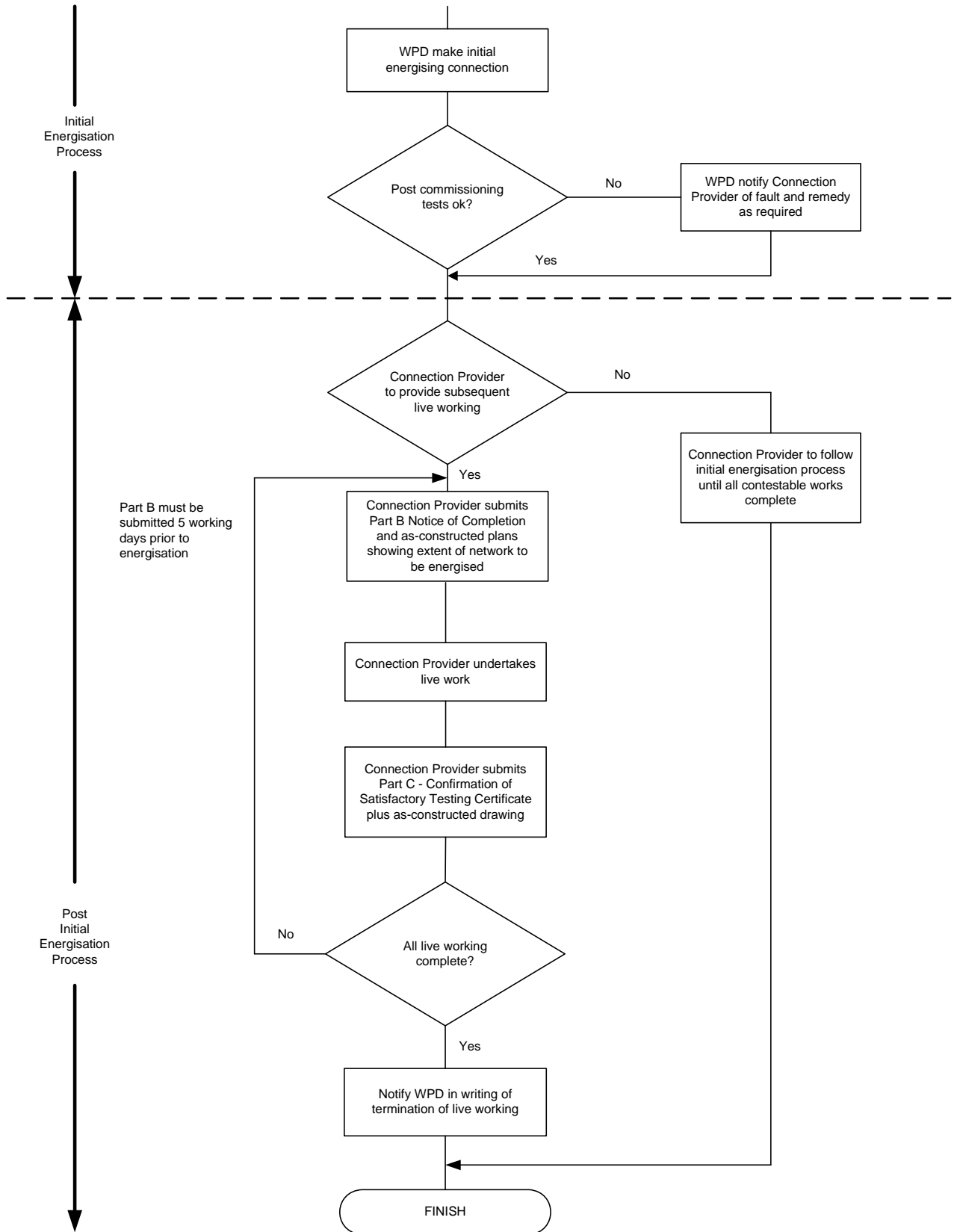
Western Power Distribution (South West) plc.
Registered in England and Wales No.2366894
Registered Office:
Avonbank, Feeder Road, Bristol BS2 0TB

Western Power Distribution (South Wales) plc
Registered in Wales No. 2366985
Registered Office:
Avonbank, Feeder Road, Bristol BS2 0TB

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PROCESS MAP FOR THE COMMISSIONING AND CONNECTION OF APPARATUS





**WESTERN POWER DISTRIBUTION
NOTICE OF APPLICATION FOR CONSENT TO CONNECT
("GENERAL CONSENT")**

To Western Power Distribution :

For the attention of:	(WPD Inspector)
WPD Reference Number	
Work Site Address	
From	(Print Name)
Name of Connection Provider	(Company)
Address of Connection Provider:	
Telephone Contact Number	
Accreditation Reference	

This Form must be satisfactorily completed with respect to the site in advance of any live connections being made by the Connection Provider – typically at the time the Adoption Agreement is signed

Declaration

I certify to the best of my knowledge and belief that the information contained in this Notice of Application for Consent to Connect is correct and complete : and

- All works will be carried out in compliance with the signed Adoption Agreement relating to the above site;
- All pre-commissioning tests and checks will be satisfactorily completed prior to energisation;
- All post-commissioning tests and checks will be satisfactorily completed immediately following energisation;
- All connections will comply with the Electricity Safety, Quality and Continuity Regulations 2002, BS-7671 and all relevant Statutory Instruments;
- All persons involved will, prior to making the live connection(s);
 - ✓ be technically competent in all relevant work areas
 - ✓ comply with WPD's safety requirements
 - ✓ hold current relevant accreditation status in accordance with the National Electricity Registration Scheme
 - ✓ hold current relevant accreditation status in accordance with WPD's assessment scheme

Authorised Signatory: (on behalf of the Connection Provider)	Date:
Name (printed):	
Address:	Post Code:
Telephone No:	Mobile:
Consent to Connect granted Authorised Signatory on behalf of WPD:	Date:
Name (Printed):	

**WESTERN POWER DISTRIBUTION
COMPLETION CERTIFICATE
LIVE JOINTING BY CONNECTION PROVIDER**



To Western Power Distribution :

For the attention of:	(WPD Inspector)		
WPD Reference Number		Request Number	
Site Address			
The programmed connection date for this electrical network is (DD/MM/YY):			
From	(Print Name)		
Name of Connection Provider	(Company)		
Telephone Contact Number			
Total number of pages attached (including these four):			

We will be making live the following apparatus: (addresses/plot numbers)

The connection to the WPD Distribution System shall be **made Live** at: (location description)

I am competent and authorised as a representative of the Connection Provider to certify that the information contained in this Notice of Completion is correct and complete and:

- This apparatus has been constructed in accordance with the signed adoption agreement and the part which is now requested to be energised is shown on the attached records relating to the above address.
- No supplies shall be derived from any Exit Points until the Connection Provider has completed its post-energisation commissioning tests and an accredited supplier has registered against said Exit Points in accordance with the Master Registration Agreement dated 1 June 1998 (as amended)
- The Connection Provider will carry out post - energisation commissioning tests immediately following energisation and in the event any part of the apparatus covered by this Completion Certificate should fail the post - energisation commissioning tests WPD may, at its reasonable discretion and following notification of the Connection Provider named above, undertake such works as are necessary to remedy the failure and recover the cost thereof from said Connector Provider.
- All necessary consents have been obtained and completed and copies provided.

Test results are attached which confirm all appropriate pre-commissioning tests have been carried out. All works have been carried out in compliance with the Adoption Agreement and complies with The Electricity, Safety, Quality and Continuity Regulations 2002, BS-7671, all relevant Statutory Instruments and where appropriate Engineering Recommendation G81 and WPD associated Framework Appendices.

All persons involved in making the connection are technically competent, authorized under WPD's accreditation scheme and will comply with WPD safety requirements.

I understand that formal adoption will take place on energisation.

Authorised Signatory:	Date:
Name (printed)	Designation:

WESTERN POWER DISTRIBUTION CONFIRMATION OF SATISFACTORY TESTING CERTIFICATE

To Western Power Distribution :

For the attention of:				(WPD Inspector)
WPD Reference Number		Request Number		
Site Address				
From	(Print Name)			
Name of Connection Provider	(Company)			
Telephone Contact Number				
Total number of pages attached (including this one):				

The following apparatus has been made live: (address/plot number)

I am competent and authorised as a representative of the Connection Provider to certify that the information contained in this Confirmation of Satisfactory Testing Certificate is correct and complete and:

- This apparatus has been constructed in accordance with the signed adoption agreement and the part which was energised is shown on the attached records relating to the above address.
- The Connection Provider has satisfactorily completed post - energisation commissioning tests (In the event any part of the apparatus covered by this Certificate should fail the post - energisation commissioning tests WPD may, at its reasonable discretion and following notification of the Connection Provider named above, undertake such works as are necessary to remedy the failure and recover the cost thereof from said Connector Provider).
- All necessary consents have been obtained and completed and copies provided.

Test results are attached which confirm all appropriate post - commissioning tests have been carried out. All works have been carried out in compliance with the Adoption Agreement and complies with The Electricity, Safety, Quality and Continuity Regulations 2002, BS-7671, all relevant Statutory Instruments and where appropriate Engineering Recommendation G81 and WPD associated Framework Appendices.

Insulation resistance:	Value
Continuity	Correct?
Phase rotation/polarity	Correct?
Earth loop impedance	Value

Authorised Signatory:	Date:
Name (printed)	Designation:

APPENDIX D

CONNECTION PROVIDER'S INSURANCE DETAILS

Description of Contract type of work undertaken:

Name and Address of Connection Provider:

.....

Does the Business Description on policies listed below incorporate work undertaken in the above contract?

.....

EMPLOYERS LIABILITY POLICY: POLICY NO.:

Name and Address of Insurer:

.....

Limit of Indemnity:

Policy Period:

Has the current Insurance Premium been paid? YES/NO

Please advise specific policy exclusions, conditions or warranties other than standard policy exclusions:

PUBLIC AND PRODUCTS LIABILITY: POLICY NO:

Name and Address of Insurer:

.....

Limit of Indemnity:

Limit of Indemnity any one event:

Aggregate amount any one period:

Does the policy contain an indemnity to principal clauses? YES/NO

Does the policy include liability to sub-contractors? YES/NO

Policy Period:

Has the current Insurance Premium been paid? YES/NO

Current policy excess:

Please advise specific policy exclusions, conditions or warranties other than standard policy exclusions:

Signed: Dated:

This form to be completed by your Insurance Broker/Company

**WESTERN POWER DISTRIBUTION
COMPLETION CERTIFICATE**



To Western Power Distribution :

For the attention of:	(WPD Inspector)		
WPD Reference Number		Request Number	
Site Address			
The programmed connection date for this electrical network is (DD/MM/YY):			
From	(Print Name)		
Name of Connection Provider	(Company)		
Telephone Contact Number			
Total number of documents attached (including these four):			

Please energise the following apparatus:

Access and testing can be carried out at:

The connection to the WPD Distribution System shall be **made Live** at: (location description)

I confirm that:

- This apparatus has been constructed in accordance with the adoption agreement and the part which is now requested to be energised is shown on the attached records relating to the above address.
- All persons have been withdrawn and informed that no further work is permitted.
- All access points are locked off/sealed to prevent danger.
- No supplies shall be derived from any Exit Points until WPD has completed its post-energisation commissioning tests and an accredited supplier has registered against said Exit Points in accordance with the Master Registration Agreement dated 1 June 1998 (as amended)
- In the event any part of the apparatus covered by this Completion Certificate should fail WPD's post-energisation commissioning tests WPD may, at its reasonable discretion and following notification of the Connection Provider named above, undertake such works as are necessary to remedy the failure and recover the cost thereof from said Connector Provider.
- All necessary consents have been obtained and completed and copies provided.

I am competent and authorised as a representative of the Connection Provider to state that the electrical apparatus/plant above has been tested by us and is now fit for service. Test results are attached which confirm all appropriate pre-commissioning tests have been carried out. All works have been carried out in compliance with the Adoption Agreement and complies with The Electricity, Safety, Quality and Continuity Regulations 2002 and where appropriate Engineering Recommendation G81 and WPD associated Framework Appendices.

I understand that formal adoption will only take place on energisation.

I understand that all of the equipment detailed above is now under the operational control of WPD **and is to be treated as LIVE.**

Signed **Hours** **Date**

Please forward this Notice of Application for Consent to Connect together with any accompanying documentation to:

For work in South West England : The Mapping Centre Western Power Distribution (South West) plc Osprey Road Sowton Industrial Estate Exeter Devon EX2 7WP	For work in South Wales : The Mapping Centre Western Power Distribution (South Wales) plc Lamby Way Mardy Industrial Estate Rumney Cardiff CF3 2EQ
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HV / LV SUBSTATION TEST / CHECK SHEET		
SITE LOCATION –		
Item	Test / check	Result value or Y/N
Earthing resistance at substation	Overall value measured at substation Ohms	
	At HV/LV substation – combined HV/LV / not combined and overlap (depends on achieving < 1 Ohm)	
	HV Value Ohms	
	LV Value Ohms	
	Overlap value Ohms	
	HV earth link position in or out?	
	LV fuse cabinet	Insulation resistance 500/1000V M Ohms
	All fuseway carriers in place? Y/N	
	Ratings of fuses installed – A, by fuseway	
HV/LV transformer	Insulation resistances HV-LV winding / earth 5kV HV G Ohms	
	Pressure test, value and duration kV, time	
	Voltage and phasing checks OK? Y/N	
	Tap setting check +/- % (Value)	
	Oil moisture content ppm	
	Oil electric breakdown strength kV / gap	
	Confirmation from oil supplier that PCB content <5ppm Y/N	
HV Switchgear	Insulation resistance 5kV G Ohms	
	Pressure test value and duration kV, time	
	Protection test, secondary injection or dummy HV fuse tester (e.g. B&S device) OK? Y/N	
	Functional test of interlocks and operation OK? Y/N	
	Insulation test of any loose test devices G Ohms	
	Gas pressure indication satisfactory? Y/N	
	Busbar resistance if work includes connections of busbars, new to new or new to existing. Micro Ohms	