

## Agreements

The following agreements apply to a new connection:

**A) THE SUPPLY AGREEMENT** is between you and your supplier. It details the arrangements for the supply of electricity. **You should appoint your electricity supplier as soon as possible, because they must make all the arrangements for connecting the meter(s) and energising the connection. You cannot have a supply of electricity unless you have appointed a supplier.** You can enter into a supply agreement with any licensed supplier.

**B) THE METER OPERATOR AGREEMENT** - only required for the more complex supplies that are metered every half hour. WPD will be pleased to provide a competitive quote for Meter Operator Services.

**C) THE CONNECTION AGREEMENT** is between you and WPD, and sets out the obligations of both parties, and the terms for connection to the WPD Distribution System. You will automatically sign up to WPD's Standard Connection terms when you enter into a Supply Agreement with your appointed supplier. In certain cases WPD may ask you to sign a site specific Connection Agreement.

**D) THE ADOPTION AGREEMENT** is between the customer, the customer's appointed independent connection provider and WPD and applies where any contestable work is undertaken by someone other than WPD. This agreement states the terms and conditions under which WPD will adopt the new connection and it details obligations, specifications, indemnities, liabilities and insurance arrangements.

### Other Related Documents:

The Electricity Distribution Licence for Western Power (South West) plc

The Electricity Act 1989 (as amended by the Utilities Act 2000)

The Electricity Safety, Quality and Continuity Regulations 2002

The Distribution Code

The Health and Safety at Work, etc. Act 1974

### Available on WPD's website :

Statement of the Basis of Charges for Connection to Western Power Distribution (South West) plc's Electricity Distribution System

### Documents relating to Competition in Connections

Engineering Recommendation G81 :-

Part 1 Design and Planning for Greenfield/Brownfield Housing

Part 2 Materials Specification for Greenfield/Brownfield Housing

Part 3 Installation and Records for Greenfield/Brownfield Housing

Part 4 Design and Planning for Industrial/Commercial Loads

Part 5 Materials Specification for Industrial/Commercial Loads

Part 6 Installation and Records for Industrial/Commercial Loads

Part 7 Contestable Diversionary and Reinforcement Works

Also available are WPD Appendices to be read in conjunction with the G81 documents given above.

WPD Customer Handbook

### Information

For more information please phone our Customer Enquiry Centre on :

**0845 0727270**

Or write to:

Records Team  
Western Power Distribution  
Toll End Road  
Tipton  
DY4 0HH

or visit our website :  
[www.westernpower.co.uk](http://www.westernpower.co.uk)

Western Power Distribution (West Midlands) plc  
Registered Office :  
Avonbank, Feeder Road, Bristol, BS2 0TB  
Registered in England and Wales No 3600574



## New Connections to the Western Power Distribution Electricity Distribution System in the West Midlands

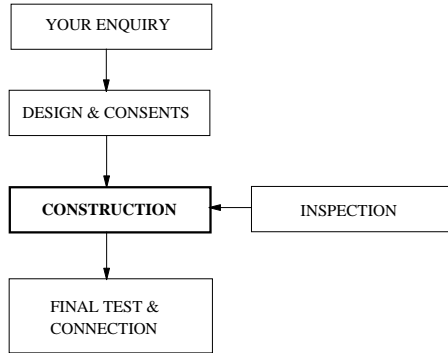
October 2011

## Introduction

This leaflet provides information about making a new connection to the Western Power Distribution (WPD) electricity distribution system. If you wish, you may take responsibility for some of the work required to make a new connection, or you may leave it all to WPD. You are also able to choose your supplier of electricity and Meter operator. Our Offer letter will indicate the choices you have.

## The Connection Process

The following basic stages apply to a new connection to the WPD Distribution System:



You may choose who will do the work contained within the construction stage and who will do the design. You should bear in mind that the work must pass our inspection and test, and be suitable for adoption as part of WPD's electricity distribution system. Whichever option you choose, once details are finalised, we will prepare and forward to you a formal Connection Offer.

## Contestable Work

This is work that can be done by someone other than WPD and includes design, purchasing materials to form the connection, site preparation, trenching and construction of the connection.

Certain elements of reinforcement and diversion of the existing WPD electricity distribution system to accommodate the new connection is contestable. Details can be provided on application.

A suite of national framework documents and WPD localised appendices has been prepared specifically for customers who wish to do contestable work. It provides specifications for design, material procurement and installation and recording of assets. (See other related documents).

The new connection (up to the start of your electrical installation) will become part of the WPD electricity distribution system on

satisfactory final inspection, testing and connection. WPD will own the new connection from that time, and will take responsibility for future operation, repair, maintenance and replacement (subject to any guarantee requirements of the Adoption Agreement).

**WPD will competitively quote to undertake all contestable work.**

## Non Contestable Work

This is work that must be undertaken by WPD. It normally includes providing point of connection information, design approval, obtaining statutory wayleaves, inspection, and the final testing and connection to the WPD electricity distribution system.

The design of reinforcement works to the existing WPD electricity distribution system to accommodate the new connection is non-contestable.

All work WPD undertakes will be reflected in the connection charge.

## Connection Charge (Basic Charges)

This is paid by you. We will charge you for all the non-contestable work and for any contestable work that we undertake. If you use an independent connection provider to carry out contestable work, you will be responsible for paying them.

Some of the charges for non-contestable work will be based on our time employed, for example:

	Indicative Charges		
<b>DESIGN:</b>			
Single LV connection	£98	to	£457
Single LV connection (including HV works)	£457	to	£571
Multiple LV connections (including HV works)	£457	to	£1,677
Single HV connection	£685	to	£1,677
<b>DESIGN APPROVAL:</b>			
Single LV connection	£49	to	£228
Single LV connection (including HV works)	£171	to	£342
Multiple LV connections (including HV works)	£171	to	£342
Single HV connection	£342	to	£633
<b>CONSENTS:</b>			
Legal consent from a third party owner	£57	to	£1,371
<b>INSPECTION:</b>			
Per visit (up to and including HV works)	£171	to	£216
<b>FINAL TEST AND CONNECTION:</b>			
LV service to mains	£219	to	£492
LV mains to mains	£268	to	£556
HV mains	£694	to	£2,579

## POINT OF CONNECTION INFORMATION:

Single domestic (up to 15kVA)	£98	to	£196
Single non-domestic (up to 45kVA)	£98	to	£342
LV connection(s) with a total load up to 250kVA LV	£342		
Connection greater than 250kVA and up to 1MVA at LV	£456		
Connection greater than 250kVA and up to 1MVA at HV	£571		

The above charges are for indicative purposes only and do not include the contestable costs of providing and installing the connection assets such as underground cable and substation plant.

The above charges are not reflective of costs for connection above 1 MVA or where work at EHV is required. Charges can be obtained on application.

## Operations, Repairs and Maintenance Charge

This cost is normally recovered through the electricity charges requested by your appointed electricity supplier, as part of your quarterly or monthly bill.

In exceptional circumstances, for example, where a customer requests a level of security above that normally provided, WPD may make an additional charge for those costs not recovered through future electricity charges.

**WPD is committed to providing the highest standard of customer service.**

If you are not happy with the service we have given you, please call our Customer Enquiry Centre on **0845 0727270**. If we cannot resolve your problem then it will be referred to a Manager who will investigate your complaint.

For further information regarding our disputes process, visit our website; [www.westernpower.co.uk](http://www.westernpower.co.uk)

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

If the dispute concerns a household or small business you 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](http://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](http://www.ofgem.gov.uk).