BILATERAL CONNECTION AGREEMENT

WESTERN POWER DISTRIBUTION (WEST MIDLANDS) PLC(1)

And

IDNO NAME

BILATERAL CONNECTION AGREEMENT FOR A DIRECTLY CONNECTED DISTRIBUTION SYSTEM OF ANOTHER LICENSED DISTRIBUTOR AT

SITE ADDRESS

WPD Reference: IDNO Reference:

Western Power Distribution (West Midlands) plc Registered in England and Wales No.3600574

Registered Office: Avonbank, Feeder Road, Bristol BS2 0TB

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BETWEEN

- (1) WESTERN POWER DISTRIBUTION (WEST MIDLANDS) PLC a company registered in England and Wales with number 3600574 whose registered office is at Avonbank, Feeder Road, Bristol BS2 0TB (the "Company", which expression shall include its successors and/or permitted assigns); and
- (2) COMPANY NAME & REGISTERED ADDRESS (the "User", which expression shall include its successors and/or permitted assigns).

WHEREAS

- (A) The User has applied for Connection to and use of the Company's Distribution System and pursuant to the Company's Distribution Licence the Company is required to offer terms in this respect.
- (B) The Company and the User are parties to the Distribution Connection and Use of System Agreement (the "DCUSA") as referred to in Condition 9B of their distribution licences granted, or treated as granted, under the Electricity Act 1989.
- (C) This Bilateral Connection Agreement including its schedules (this "BCA") is entered into pursuant to the DCUSA and shall be read as being governed by it.
- (D) For the purposes of this BCA, the Company is the person providing Connection and Use of Distribution System (and so is the Company for the purposes of the DCUSA) and the User is the person receiving Connection and Use of Distribution System (and so is the User for the purposes of the DCUSA).

NOW IT IS HEREBY AGREED as follows:

1 DEFINITIONS, INTERPRETATION AND CONSTRUCTION

- 1.1 Unless the subject matter or context otherwise requires or is inconsistent therewith, terms and expressions defined in the DCUSA have the same meanings in this BCA. Where terms and expressions have different meanings in respect of Sections 2A and 2B of the DCUSA, the meanings given in respect of Section 2B of the DCUSA shall apply.
- 1.2 Unless the subject matter or context otherwise requires or is inconsistent therewith, the rules of interpretation applying in the DCUSA shall apply equally to this BCA, and accordingly clause

1.2 of the DCUSA shall apply to this BCA as if it was set out herein and referred to this BCA (rather than "the Agreement"). Where different rules of interpretation apply in respect of Sections 2A and 2B of the DCUSA, the rules of interpretation applying in respect of Section 2B of the DCUSA shall apply.

2 COMMENCEMENT, DURATION AND CONNECTION

- 2.1 This BCA shall take effect on the date hereof and shall continue in force until terminated in accordance with Clause 7.
- 2.2 The DCUSA and this BCA shall supersede any prior agreements or arrangements between the Company and the User in respect of Connection at the Connection Points specified herein.

3 THE USER'S RIGHT TO BE AND TO REMAIN CONNECTED TO THE COMPANY'S DISTRIBUTION SYSTEM

- 3.1 Subject to the terms and conditions of the DCUSA and this BCA, the User shall have the right for the User's Distribution System to be, and to remain, Connected to the Company's Distribution System at the Connection Points specified herein, and (subject to the DCUSA) the right to be and remain Energised.
- 3.2 The rights referred to in Clause 3.1 are conditional upon:
 - 3.2.1 Successful installation and commissioning of the relevant Connection Assets under and in accordance with any agreement for the construction or modification of the Connection Assets so that they may be Energised as specified under Schedule 3 of this BCA;
 - 3.2.2 the Company having procured, or the User having procured or granted to the Company in respect of land under its control, the land rights and interests for the Connection Assets as specified in Schedule 3 (and those land rights and interests remaining in force) [or the User having provided an indemnity to the Company (on terms reasonably acceptable to the Company) in respect of the absence of such rights]; and
 - 3.2.3 Any other site specific conditions specified under Schedule 3 of this BCA.
- 3.3 If the conditions set out in Clause 3.2 are not fulfilled at the date hereof each party shall use reasonable endeavours to procure the fulfilment of those conditions relating to it which have not

already been fulfilled. If the conditions have not been fulfilled within three months of the date hereof, the Company shall have the right to terminate this BCA.

- 3.4 Once each of the conditions in Clause 3.2 has been fulfilled, each party shall use reasonable endeavours to keep such conditions relating to it fulfilled throughout the term of this BCA.
- 3.5 The User and the Company undertake to each other that they shall forthwith notify the other of any change of circumstances occurring hereafter as a result of which any of the above conditions ceases to apply and the User and the Company shall indemnify each other against all actions, proceedings, claims or demands brought or threatened against them by a third party as a result of any breach of the undertakings contained in Clause 3.

4 THE CONNECTION POINTS, CONNECTION EQUIPMENT AND CONNECTION ASSETS

4.1 The Connection Points, Connection Equipment and Connection Assets to which this BCA relates are more particularly described in Schedules 1 and 3.

5 MAXIMUM CAPACITY

5.1 The Maximum Import Capacity and the Maximum Export Capacity for this BCA are specified at Schedule 1.

6 COMPLIANCE WITH SITE SPECIFIC CONDITIONS AND OPERATIONAL ARRANGEMENTS

6.1 The site specific conditions and operational arrangements are specified in Schedule 3. As appropriate the Company and/or the User shall use reasonable endeavours to comply with them.

7 TERM

- 7.1 Subject to Clause 3.3, this BCA shall continue in full force and effect until:
 - 7.1.1 terminated by the User giving the Company 3 months' notice in writing (or such lesser period as may be agreed between the parties);

- 7.1.2 terminated by the Company giving the User 3 months' notice in writing (or such lesser period as may be agreed between the parties) save that for so long as the Company is required to offer terms for Connection and Use of Distribution System to the User in respect of the Company's Distribution System pursuant to the Company's Distribution Licence, such termination shall only be effective if the User does not notify the Company within 14 days of the date of the Company's notice that the User requires replacement terms to be entered into pursuant to Condition 4D of the Company's Distribution Licence;
- 7.1.3 terminated in accordance with Clause 7.3; or
- 7.1.4 (subject to contrary agreement between the parties) Disconnection of the Connection Point.
- 7.2 For the purpose of this BCA it shall be an event of default if:
 - 7.2.1 the User ceases to be a Party to the DCUSA;
 - 7.2.2 the User breaches in any material respect any of its obligations under this BCA and (if it is capable of remedy) it is not remedied within 30 days of receiving written notice from the Company of the occurrence thereof; or
 - 7.2.3 any of the conditions precedent set out in Clause 3.2 and relating to the User cease to be satisfied.
- 7.3 Upon an event of default pursuant to Clause 7.2, the Company (without prejudice to its other rights and remedies) shall have the following rights:
 - 7.3.1 to terminate this BCA;
 - 7.3.2 to an injunction or equitable relief, or to make restitution of amounts improperly received; and
 - 7.3.3 to set off any amounts then due and owing by the User to the Company against amount payable by the Company to the User.

- 7.4 Upon termination of this BCA the User shall allow the Company at its sole option to Disconnect, and to enter the User's premises in order to Disconnect, the Connection Point and shall pay to the Company all sums then due and payable or accrued due under this BCA and any costs incurred by the Company in Disconnecting the Connection Point and removing the Company's Connection Equipment and/or the User's Connection Equipment and re-instating the Company's premises or those of any Affiliate.
- 7.5 Termination of this BCA shall not affect any rights or obligations which may have accrued prior to termination or resulting from the event giving rise to the right to terminate and shall not affect any continuing obligations which survive termination.
- 7.6 Clauses 7.3, 7.4, 7.5, 7.6, 7.7 and 10 shall survive termination of this BCA.
- 7.7 Upon termination of this BCA for any reason whatsoever, the User shall pay to the Company the charges due or owing to the Company under the DCUSA and this BCA (or such other agreements as may be in place) together with any, costs, fees and expenses properly incurred by the Company as a result of such termination, and the User shall pay the same within 28 days of the date of an invoice submitted by the Company.

8 VARIATIONS

- 8.1 Subject to Clause 8.2, and 8.3 below, no variation to this BCA shall be effective unless made in writing and signed by or on behalf of both parties.
- 8.2 Either party shall at any time be entitled to propose variations to this BCA by notice in writing to the other party (including variations to the Maximum Import Capacity and the Maximum Export Capacity). The Company and the User shall negotiate in good faith the terms of any such variation, but if a variation to this BCA has not been agreed and put into effect within 20 Working Days after it has been proposed, either party shall be entitled to refer the matter to the Authority, pursuant to Section 23 of the Act, as if the variation were a new connection as referred to in that Section. The parties shall give effect to the determination of the Authority and shall enter into any agreement supplemental to this BCA as shall be necessary to give effect to any variation agreed or so determined.
- 8.3 The parties shall use reasonable endeavours to ensure the BCA is maintained (or varied) in line with the DCUSA and other Relevant Instruments.

9 COUNTERPARTS

9.1 This BCA may be executed in any number of counterparts and by the parties on separate counterparts, but shall not be effective until each party has executed at least one counterpart. Each counterpart, when executed, shall be an original of this BCA and all counterparts shall together constitute one instrument.

10 GENERAL

- 10.1 For the purposes of this BCA and the provisions of the DCUSA referred to in Clause 10.2.1, the figure of "£1 million" referred to in that provision of the DCUSA shall remain unchanged.
- 10.2 Subject to Clause 10.1, the provisions of the DCUSA under the following headings shall apply to this BCA as if they were set out herein and referred to this BCA (rather than "the Agreement"):
 - 10.2.1 Limitation of Liability;
 - 10.2.2 Force Majeure;
 - 10.2.3 Disputes;
 - 10.2.4 Notices;
 - 10.2.5 Entire Agreement;
 - 10.2.6 Severability;
 - 10.2.7 Waivers;
 - 10.2.8 Third Party Rights;
 - 10.2.9 Assignment and Sub-contracting; and
 - 10.2.10 Law and Jurisdiction.

IN WITNESS WHEREOF the hands of the duly authorised representatives of the parties hereto at the date first above written:

Signed for and on behalf of the User by)
)
Print name:) Signature:
)
Job title:)

Signed for and on behalf of the Company by)
)
Print name:) Signature:
)
Job title:)

SCHEDULE 1 - CONNECTION CHARACTERISTICS

1. Types of Connection

- 1.1 The types of connection as shown in this Schedule 1 are more fully described as follows:
 - 1.1.1 Firm

A firm connection provides an arrangement which, in the event of a fault on, or the taking out of commission for maintenance or other purposes, any one circuit forming part of the connection arrangement at the Connection Point or the Distribution System feeding that arrangement, ensures continued availability of the agreed Maximum Import Capacity or Maximum Export Capacity shown in paragraph 2.1 of this Schedule. This definition is to be regarded as unaffected by the fact that switching may be required to relieve a condition of overloading following the loss of one circuit or item of equipment, provided there is no De-Energisation resulting from such switching.

1.1.2 Automatic Firm

An automatic firm connection provides an arrangement which, with the exception of a momentary De-Energisation resulting from the operation of Automatic Switching following a fault on any of the circuits forming part of the arrangement or the Distribution System feeding that Connection Point, will maintain the agreed Maximum Import Capacity or Maximum Export Capacity declared in paragraph 2.1 of this Schedule.

1.1.3 Alternative Switched

An alternative switched connection provides an arrangement which will restore capacity by switching the availability of the agreed Maximum Import Capacity or Maximum Export Capacity shown in paragraph 2.1 of this Schedule following a fault on one of the circuits forming part of the connection arrangement or the Distribution System feeding the Connection Point.

1.1.4 Single Circuit

A single circuit connection provides an arrangement such that in the event of De-Energisation occurring at the Connection Point as a result of a fault on the Connection Equipment or, the circuit or Distribution System feeding that Connection Point, Re-Energisation will be delayed until the completion of all necessary repairs.

2. Characteristics of Connection

2.1 The Characteristics of Connection provided below are given in respect of the following Connection Point(s):

Site Address: Pseudo MPAN:

NAME(S) OF SUBSTATION	
SUBSTATION REF. NO(S)	
CONNECTION POINT	The first bolted connection on the outgoing bushings of the Company's 11kV Circuit Breaker
TYPE AND RATING OF PROTECTIVE DEVICE AT POINT OF CONNECTION	
VOLTAGE(S) OF CONNECTION	11,000v
VOLTAGE(S) OF METERING	
SYSTEM OF SUPPLY	3phase 50Hz, Alternating Current
TYPE OF CONNECTION	
MAXIMUM IMPORT CAPACITY	kVA
MAXIMUM EXPORT CAPACITY	kVA

2.2 The Maximum Import Capacity and Maximum Export Capacity stated above has been requested by the User and agreed with the Company. The Maximum Import Capacity and Maximum Export Capacity will be fixed for a period of 12 months from the Effective Date of this Agreement unless increased by agreement between the User and the Company, in which case the Maximum Import Capacity and Maximum Export Capacity will be fixed for a further 12 months from the date of increase.

SCHEDULE 2 - USE OF SYSTEM, METERING AND DATA PROVISION

1. Use of System

- 1.1 The Company shall invoice the User for use of the Company's Distribution System in accordance with the portfolio billing process set out under the DCUSA, or such alternative solution as may be agreed between the Company and the User.
- 1.2 The charges for Use of System and any variations will be calculated in accordance with the Company's Statement of Charges for Use of the Electricity Distribution System published in accordance with licence condition 14. The current edition of this Statement can be viewed by accessing the Company's website: www.westernpower.co.uk.

2. Metering

- 2.1 The Company shall not require metering and communication equipment at the boundary unless specifically identified in this BCA.
- 2.2 Where the Company has identified a need for metering and communication equipment at the boundary it will notify the User. The Company (or its appointed agent) will, at the Company's cost, procure, install, own, maintain, operate and replace, as necessary, both the metering and communication equipment and any accommodation required to house the metering and communication equipment at the boundary, for operational, design and Distribution System planning purposes.
- 2.3 The metering equipment shall be compliant with Metering Code of Practice 5

3. Data Provision

- 3.1 The User (or its appointed agent) will, at its own cost, be responsible for the collection of metering data on a monthly basis to allow calculation of charges for Use of System (unless otherwise agreed in writing).
- 3.2 Where the Company has installed its own metering and communication equipment at the boundary for operational, design and Distribution System planning purposes it will, at its own cost, be responsible for the collection of metering data.

SCHEDULE 3 - SITE SPECIFIC CONDITIONS

1. Responsibility Schedule - Operational Arrangements

I OBJECTIVES	To lay down requirements with a view to ensuring safety of persons working on the Distribution System at or across the Ownership Boundary . It details the division of responsibilities for Operation , Maintenance, Control and Safety at the Operational Boundary .
DEFINITIONS	All words that are in bold print in this document are defined in the Distribution Code "Glossary and Definitions".
	DOC 7, DOC 10 and DOC 11 are clauses within the Distribution Code .

The User shall ensure that a legible copy of Section 1 (Responsibility Schedule – Operational Arrangements) of this Schedule 3 is displayed in a prominent position at all times in the substation building.

II RESPONSIBILITY FOR CONNECTION ASSETS

OWNERSHIP AND RESPONSIBILITY OF BUILDINGS					
OWNED BY MAINTAINED AT COST BY OF					
SUBSTATION BUILDING	Company/User	Company/User	Company/User		
The User shall provide the substation enclosure which will be fit for purpose and comply with					

all appropriate Energy Networks Association Technical Specifications, International and National Standards for the Company's Connection Equipment, together with accommodation for the metering equipment where separately located. The User shall, without cost to the Company, keep in good order repair and condition all parts of the substation building including the interior surfaces and any boundary fences and/or cladding which enclose the substation building.

III PLANT & EQUIPMENT SCHEDULE

SUBSTATION SITE-SITE OCCUPIER

EQUIPMENT NO. AND/OR NOMENCLATURE	EQUIPMENT TYPE	OWNER	CONTROL	OPERATION	MAINTENANCE

IV SYSTEM RESPONSIBILITIES

- 1 The person responsible for the co-ordination of operational safety on behalf of the Company is the appropriate Company **Control Person** which can be either:-
 - (i) A Central Company Control Person

or

- (ii) The Company Control Person who has been delegated control of part of the Company's Distribution System by the Company Central Control Person.
- 2 The Company **Control Person** at any particular time can be contacted by calling or other revised telephone number as advised by the Company in writing.
- 3 The person responsible for the co-ordination of operational safety on behalf of the User is the appropriate User **Control Person** which can be either:-
 - (i) A Central User **Control Person**

or

- (ii) The User **Control Person** who has been delegated control of part of the User's **Distribution System** by the User Central **Control Person**.
- 4 The User **Control Person** at any particular time can be contacted by calling the telephone number given in Schedule 6 or other revised telephone number as advised by the User in writing.

V OWNERSHIP, OPERATION AND MAINTENANCE

- 5 Ownership responsibilities are in accordance with the Equipment Schedule and **Operation Diagram** included in this document.
- 6 At the time that any work or **operations** are to be carried out on the relevant **equipment**, the Ownership and subsequent Responsibility shall be confirmed from the Equipment Schedule and **Operation Diagram**.

- 7 Changes in the boundary arrangements and responsibilities proposed by either party shall be agreed in advance and shall be recorded on the Equipment Schedule and **Operation Diagram.**
- 8 Every item of **Apparatus** at the site of the **Ownership Boundary** shall have numbering and/or nomenclature that has been mutually agreed and notified between the Company and the User. It shall be in accordance with the **Distribution Code** DOC11 "Numbering and/or Nomenclature".

VI OPERATION AND EVENT REPORTING

- 9 The reporting of relevant **Operations** or **Events** on the **System**, between the Company and the User shall be in accordance with the **Distribution Code** DOC7 "Operational Liaison" and DOC10 "Operational **Event** Reporting and Information Supply".
- 10 Operational Liaison shall be between the Company Safety Co-ordinator and the User Safety Co-ordinator as defined in paragraphs 1 and 4.

VII ENVIRONMENTAL SAFETY AND SECURITY

- 11 The User and the Company will each be responsible for general site safety when carrying out their respective activities, including as a minimum keeping areas clear, unobstructed and free of tripping or slipping hazards.
- 12 The Company is responsible for warning the User contact referred to in paragraph 4 above, of hazards which arise as a result of the activities of the Company.
- 13 The User is responsible for warning all personnel entering the site, of hazards which arise as a result of the activities of the User.
- 14 Access to the site for Company and User staff is available as follows:-

via dual locking padlocking arrangement. Each party will use their own key for access

- 15 The User shall be responsible for compliance under the Electricity Supply, Quality and Continuity Regulations 2002 as amended or it replacement thereof and, as a consequence, shall provide and maintain the Danger of Death signs and single emergency contact number.
- 16 The Company shall provide and maintain a sign with the name of the substation.

VIII SAFETY MANAGEMENT SYSTEM AT THE OPERATIONAL BOUNDARY

- 17 The Company shall notify the User contact referred to in Schedule 6 of any planned work that will require operation of the User's System. The Company will use all reasonable endeavours to make said notification not less than 10 working days prior to the required operation of the User's System and in any case not less than 5 working days prior to the required operation of the User's system.
- 18 The User shall notify the Company contact referred to in paragraph 2 above of any planned work that will require **operation** of the Company **System** The User will use all reasonable endeavours to make said notification not less than 10 working days prior to the required operation of the Company System and in any case not less than 5 working days prior to the required operation of the Company system.
- 19 For unplanned fault conditions on either **System** that require **Operation** of the other's **System**, the person referred to in paragraphs 1 and 4 above, shall notify their counterpart at the earliest opportunity.

- 20 The Company **Control Person** and the User **Control Person** shall agree the switching operations to be undertaken in accordance with the switching schedule.
- 21 The Company **Control Person** and the User **Control Person** shall agree who is to carry out the **Operations** and the **Safety Management** system to be used (which shall, as a minimum default, be the Company Safety Rules) (see also Annex A).
- All **Operations** shall be carried out under the respective **System Control**.
- 23 On occasions, users of **HV Apparatus** become aware of defects or failures which necessitate taking precautionary action to safeguard personnel. The Company will notify the User contact referred to in paragraph 4 of any operational restrictions imposed on Company **HV Apparatus** listed in the Responsibility Schedule.
- 24 The Company reserve the right to refuse to operate or work on User's **Plant** or **Apparatus** unless it has been maintained to a satisfactory standard and can be safely operated or worked upon in accordance with an acceptable safe system of work.
- 25 The User reserve the right to refuse to operate or work on the Company's **Plant** or **Apparatus** unless it has been maintained to a satisfactory standard and can be safely operated or worked upon in accordance with an acceptable safe system of work.

HIGH VOLTAGE OPERATION, ISOLATION AND EARTHING CERTIFICATE

	ficate Numbe ete as approp	propriate Cross Reference			
1. (A)		To Please OPEN*, ISOLATE* and apply S/L & C/N to* the following apparatus :			
		Signed Date Date			
(B)	<u>ISSUE</u>	I hereby certify that the following apparatus has been OPENED*, ISOLATED* and S/L & C/N applied :			
		Points of ISOLATION are :			
		Signed Date Date			
2. (A)	<u>EARTHING</u> REQUEST	To Please earth the following apparatus			
		Signed Date Date			
(B)	<u>ISSUE</u>	I hereby certify that the following apparatus has been EARTHED			
		Points of EARTHING are			
3.	RECEIPT	Signed Date Date Date			
		Signed Date Date			
4.	<u>RETURN</u>	I hereby declare that all relevant Permits-to-Work and Sanctions-for-Test issued are now cancelled and all additional earths and persons under my control have been withdrawn. Points of EARTHING are as detailed in section 2(B) with the following exceptions :			

		Signed	Print Name	Time	Date
5. (A)	OF EARTHS	Please remove EARTHS fro	om the following apparatus		
		Signed	Print Name	Time	Date
(B)	<u>ISSUE</u>	Issued to			
		I hereby declare that the EA	ARTHS have been removed from	the following appa	ratus :
		at the following points			
		Signed	Print Name	Time	Date
6. (A)	<u>RE-ENERGI</u> <u>REQUEST</u>	<u>SING</u> To	Please remove SAFETY LOC	KS and operate the	e following apparatus
		Signed	Print Name	Time	Date
(B)		hereby certify that SAFETY energised :	LOCKS have been removed and	I the following appa	ratus has been
7.	CANCELLAT	-	Print Name this CERTIFICATE is now cance	Time	Date
		Signed	Print Name	Time	Date

2. Operational Diagram

See attached drawing number CA/Example

The User shall ensure that a legible copy of the Operational Diagram from this Schedule 3 is displayed in a prominent position at all times in the substation building

3. Land Rights

The User agrees to grant or obtain the appropriate easement or property rights necessary to carry out the connection works and install and maintain the Company's plant and apparatus within the site boundary.

The route(s) of the Company's electric lines shall, if applicable and required by the Company, be shown on a plan to be annexed hereto. Such route(s) shall be so preserved by the User that damage shall not be caused to the electric lines.

The User shall indemnify the Company on demand against any proceedings, claims, demand, costs, charges and expenses that the Company incurs as a result of the User's failure to grant or obtain for the Company the appropriate easement or property rights to carry out the connection works, install and maintain its plant and apparatus within the site boundary.

In addition, the User shall grant the Company all reasonable rights to install, retain and maintain the electric lines necessary in connection with the supply of electricity to and from the substation including, without limitation, connections to other customers.

4. Site Plan

See attached drawing number CA/Example2

SCHEDULE 4 - GENERATION

4.1 Distributed Generation connected to the User's Distribution System

In respect of generation to be connected in parallel with the User's Distribution System that does not fall under the definition of a Small-Scale Generating Equipment, the Company consents to the connection of the following Generator Installations:

MPAN	Address/Location	Generator Detail		
	Rating	No. of Phases	Туре	

SCHEDULE 5 - APPLICATION FOR MODIFICATION

- 5.1 If the User wishes to make a Modification it shall complete and submit to the Company in advance of the modification a Modification Application using the Company's Modification Application form, a copy of which is available on request.
- 5.2 If the Company wishes to make a Modification it shall complete and submit to the User in advance of the modification a Modification Application using the User's Modification Application form, a copy of which is available on request.

SCHEDULE 6 - NOTICES

6.1 Planned System Outages

Where The Company plans to carry out a System Outage that will De-energise the User's Connection Point (either directly or indirectly) the Company will notify the User in accordance with clause 41 of Section 2B of the DCUSA, The Company will use all reasonable endeavours to make said notification not less than 10 working days prior to the System Outage and in any case not less than 5 working days prior to the System Outage, by contacting the User at the address given below.

Company Name & Address

Marked for the attention of: Networks Manager

Facsimile No:

6.2 Liaison under System Outages

Where the Company needs to liaise directly with the User, in the event of a planned System Outage, Distribution System fault, for rota load shedding, or any other emergency, the Company shall notify the User by contacting the User's Contact Centre at the address given below.

Company Name & Address

Telephone number:

Facsimile No:

6.3 Other Notices

All other notice shall be made in accordance with the provisions of the DCUSA.

Emergency number:

Maintenance: