

SLC15 Table of Services and Standards

This document details the prescribed timescales that WPD must meet against certain non-contestable connection activities. These standards of performance must be met by WPD to comply with condition 15 of its distribution licence. Where WPD fails to meet the prescribed timescale without exemption it will make a payment to the customer.

	Voltage	Standard
1. Provision of quotations	a) Low Voltage Demand For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is not more than 1 kilovolt.	Within 15 Working Days of receiving the request.
	b) Low Voltage Generation For a new generation connection to the licensee's distribution system where the highest voltage of the asset at the point of connection and any associated works is not more than 1 kilovolt.	Within 30 Working Days of receiving the request.
	c) High Voltage Demand For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is more than 1 kilovolt but not more than 22 kilovolts.	Within 20 Working Days of receiving the request.
	d) High Voltage Generation For a new generation connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is more than 1 kilovolt but not more than 22 kilovolts.	Within 50 Working Days of receiving the request.
	e) Extra High Voltage Demand For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and associated works is more than 22 kilovolts but not more than 72 kilovolts.	Within 50 Working Days of receiving the request.
	f) Other Connections For a new connection to the licensee's distribution system that is not included within the preceding subparagraphs.	Within 3 months of receiving the request.

2. Information and design submissions	<p>a) Point of Connection Information Provide the technical information necessary to enable the applicant to identify the proposed location and characteristics of the point of connection of the premises to the licensee's distribution system, where the highest voltage of the assets at that point and any associated works is more than 22 kilovolts but not more than 72 kilovolts.</p>	Within 30 Working Days of receiving the request.
	<p>b) Design submissions for low voltage and high voltage connections In response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connecting Premises to the licensee's distribution system, provide a written approval of the proposed design, or a written rejection stating reasons for rejection.</p>	Within 10 Working Days of receiving the proposed design (unless any part of it would require or directly affect the use of extra high voltage assets).
	<p>c) Design submissions for extra high voltage and other connections In response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connecting premises to the licensee's distribution system, provide a written approval of the proposed design, or a written rejection stating reasons for rejection.</p>	Within 20 Working Days of receiving the proposed design.
3. Final Works and Phased Energisation Subject to all conditions precedent being met.	<p>a) Low voltage connections Complete the Final Works for a low voltage connection.</p>	Within 10 Working Days of receiving the request.
	<p>b) High voltage connections Complete the Final Works for a high voltage connection.</p>	Within 20 Working Days of receiving the request.
	<p>c) Extra high voltage connections Inform the applicant of the date by which it is proposed to complete the Final Works for an extra high voltage connection.</p>	Within 20 Working Days of receiving the request (and complete the works as soon as reasonably practicable).
	<p>d) Low voltage energisation Complete the works required for a low voltage Phased Energisation.</p>	Within 5 Working Days of receiving the request.