

Unmetered Connections Guaranteed Standards of Service

May 2021

Introduction

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. In this document the electricity distribution company is referred to as “we” and “us”. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If we fail to meet these standards then you are entitled to receive a payment.

These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works.

These standards do not apply if you have entered into a separate bilateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply including:

- under exceptional circumstances;
- due to events beyond our control;
- industrial action;
- actions of third parties;
- not being able to gain access to our equipment;
- NRSWA restrictions; or
- where the total number of units of street lighting or other street furniture for which you have requested quotations, in the current month, exceeds 115% of the monthly average for the last calendar year.

If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure of the relevant standard.

UNMETERED CONNECTION STANDARDS

Fault Repairs

If you notify us of a fault affecting your unmetered equipment such that we need to carry out a repair to our equipment, we will respond in the following timescales. If we fail to meet the standard we will make the appropriate payment.

Service	Fault Repairs – street lighting or street furniture	
Type of Connection	Timescale	Failure Payment
Works to remove immediate danger to the public or property arising from the	Attend on site within 2 hours	£130

electricity distribution network		
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£30 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£30 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£30 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£30 per working day late

Provision of Quotations for New Works

If you ask us for an individual quotation for a connection scheme outside our published standard charges, we will provide this within 25 working days from when you have given us all the information that we need and paid us any applicable fees.

If we fail we will pay you £30 for each working day we are late.

Completing New Works

(a) Works on a New Site

Once we have received written acceptance of our quotation and you have paid the full amount quoted, and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g. erecting street lighting columns), we will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied at your request or by agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works). We will complete the works on the agreed date.

If we fail we will pay you £30 for each working day we are late completing the scheme.

(b) Works in an Existing Adopted Highway

We will complete the requested scheme within 35 working days provided that any prerequisite works for which you are responsible have been completed (e.g. erecting street light columns). This may be varied at your request or by agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

If we fail we will pay you £30 for each working day we are late completing the scheme.

Notification of Payment under Guaranteed Standards

If we fail to meet any of the standards we will make your payment by cheque, within the next 3 months.

If we fail to make the payment within the above timescales we will send you an additional £130.

Disputes

If you have a dispute that you cannot resolve with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

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

Contacting Us

To request a service from us, please telephone us on the relevant number below. Further contact details are available on our website.

Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri)	Website address
105	0800 096 3080 09:00 – 17:00	www.westernpower.co.uk

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

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland.

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