



Making a positive difference
for energy consumers

How to get an electricity connection

If you're building a new property or business premises, or developing a generation site, you may need a new electricity supply.

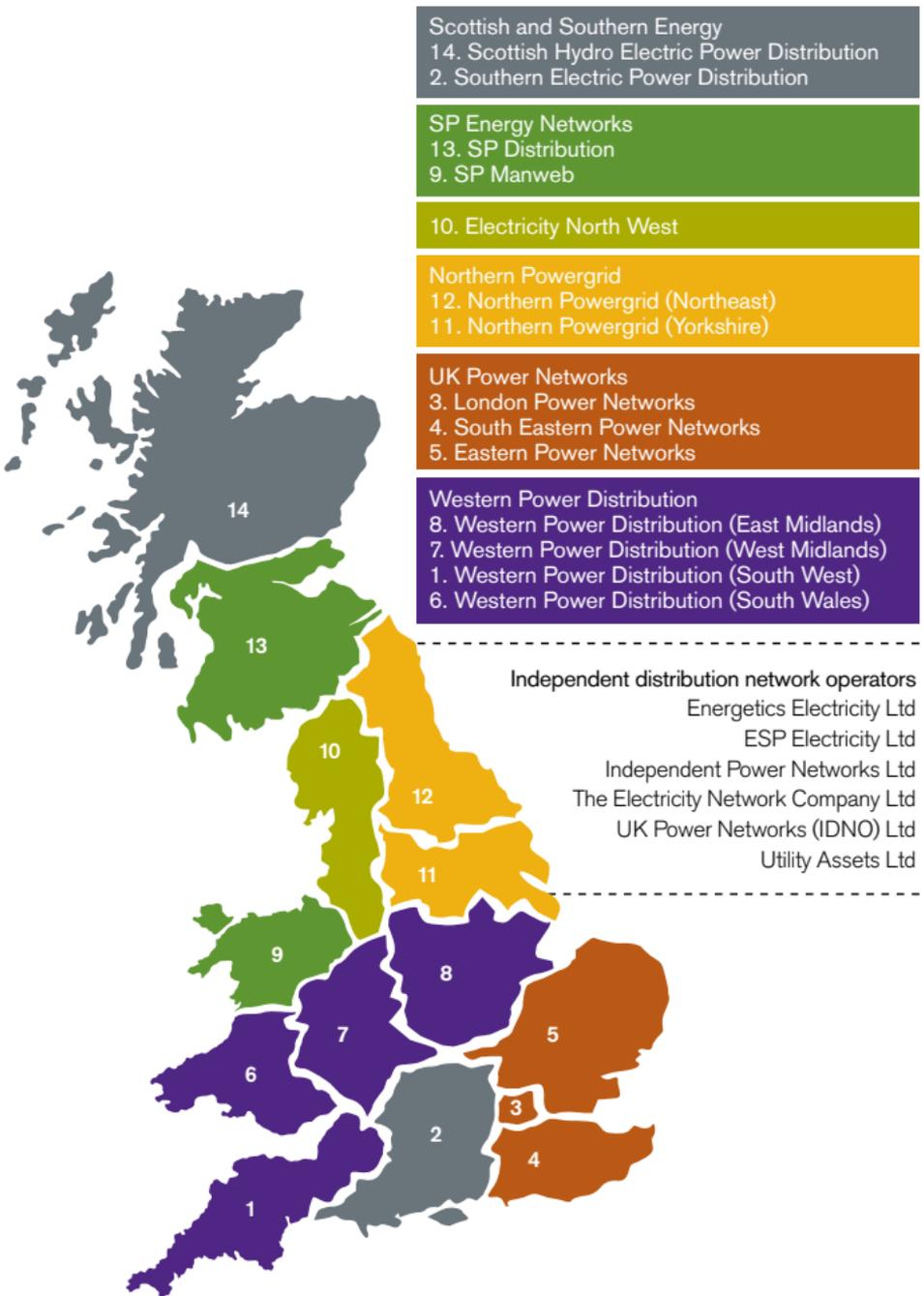
This guide will help you get connected.

The electricity distribution network

Companies that own and operate the infrastructure that delivers electricity to your premises are called distribution network operators (DNOs).

Most are regional monopolies, so you don't choose your DNO; it's based on your location (see map below).

Independent distribution network operators (IDNOs) also own parts of the network.



How do I get a connection?

The first step is to contact your DNO. Their websites will tell you how to reach them.

You'll need to provide details of your requirements. The DNO will give you a quote for the work.

You don't have to use your DNO for all connection services. You can go to an independent connections provider or IDNO for some services instead.

What will I have to pay for?

You'll need to pay for the cost of the work in advance. The cost will depend on factors including where you're located and the amount of electricity you will need.

The price will cover:

- the cost of assets solely for your use
- a proportion of the cost of reinforcing the network, if needed.

The DNO must calculate the cost of the work using its connection charging methodology. Each DNO publishes this on their website. We approve this methodology, but we don't approve the individual charges it works out.



How do you ensure I get a fair deal?

As the regulator, we make sure you receive a high quality service at a fair price by setting the framework each DNO operates under.

Each DNO has a licence and we monitor performance against it. This includes requirements for DNOs to provide connections. It also encourages them to improve their performance in this area.

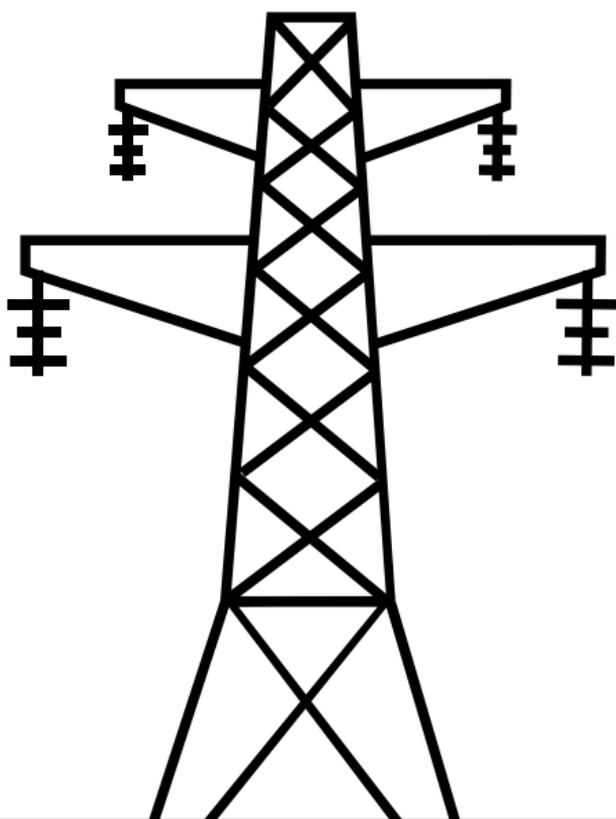
- Once the DNO has the information it needs from you it must offer you terms for a connection within three months, including information on how the charge was calculated.
- The guaranteed standards of performance measure whether DNOs are meeting minimum requirements for specified connection services. A DNO must pay you compensation if it fails to meet these standards.
- A DNO should provide transparent information to make it easier for you to connect, such as guides on the process.
- DNOs publish their complaints processes and are incentivised to deal with complaints quickly.



Better services from DNOs

The service provided to connection customers is getting better. But there's room for further improvement. From April 2015 we'll strengthen existing measures and introduce new ones.

- We're introducing an incentive to reduce the time to quote and connect smaller connections.
- The existing customer satisfaction survey will focus on the views of smaller connection customers.
- We're creating an incentive to improve engagement with larger and more complex connection customers (such as housing developments). DNOs will have to implement a strategy that meets the needs of these customers or they may face a financial penalty.





Further information

To find out who your DNO is and how to contact them, call the Energy Networks Association on 020 7706 5100 or go to: www.energynetworks.org/info/faqs/electricity-distribution-map.html

For a list of IDNOs, go to: www.ofgem.gov.uk/electricity/distribution-networks/connections-and-competition/independent-distribution-network-operators

For a list of independent connection providers, go to: www.lloydsregister.co.uk/schemes/NERS/providers-list.aspx

If you aren't happy with the service you receive and can't resolve this with your DNO you can contact Ombudsman Services: Energy on 0330 440 1624, or from their website: www.ombudsman-services.org/energy.html

You can also refer a dispute you are having with your DNO to us to determine. See our website for further information: www.ofgem.gov.uk/ofgem-publications/38164/determinationsguidanceaug2012.pdf

We have published a more detailed note on electricity connections. You can view this on our website at: www.ofgem.gov.uk/publications-and-updates/guide-electricity-distribution-connections-policy