

Gas and Electricity Connections Industry Review 2009-10



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Target audience: Business and domestic customers seeking gas and electricity connections and their representatives, distribution network licensees, independent connection providers and other interested parties.

Overview:

This document contains supplementary appendices to Ofgem's Connections Industry Review for 2009-10, presenting the latest developments in the gas and electricity connections markets during the regulatory year from 1 April 2009 to 31 March 2010.

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Context

Volume 1 of this year's Connections Industry Review sets out key messages and data on the level of competition and customer service in the connections market.

During the Connections Industry Review process we also collected a significant amount of data which has not been presented in the main volume, but which is likely to be of interest to market participants and other stakeholders. These appendices set out data supplementary to that presented in the main report including:

- more detailed and disaggregated data than has been presented in the main document, and
- data in tabular and chart form

Associated Documents

Connections Industry Review 2009-10

<http://www.ofgem.gov.uk/Networks/Connectns/ConnIndRev/Pages/ConnIndRev.aspx>

X

Connections Industry Review 2008-09

<http://www.ofgem.gov.uk/Networks/Connectns/ConnIndRev/Pages/ConnIndRev.aspx>

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Connections Industry Review 2007-08 (143/08)

<http://www.ofgem.gov.uk/Networks/Connectns/ConnIndRev/Pages/ConnIndRev.aspx>

X

Electricity Distribution Price Control Review – Final Proposals (145/09)

http://www.ofgem.gov.uk/Networks/ElecDist/PriceCtrls/DPCR5/Documents1/FP_2_Incentives%20and%20Obligations%20FINAL.pdf

Electricity Distribution Price Control Review – Initial Proposals – Incentives and Obligations (93/09)

http://www.ofgem.gov.uk/Networks/ElecDist/PriceCtrls/DPCR5/Documents1/Initial%20Proposals_2_Incentives%20and%20Obligations.pdf

Review of Competition in Gas and Electricity Connections Proposals Document (26/07)

<http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Pages/CompinCnnctns.aspx>

Ofgem Corporate Strategy and Plan 2009-2014 (34/09)

<http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=346&refer>Aboutus/CorpPlan>

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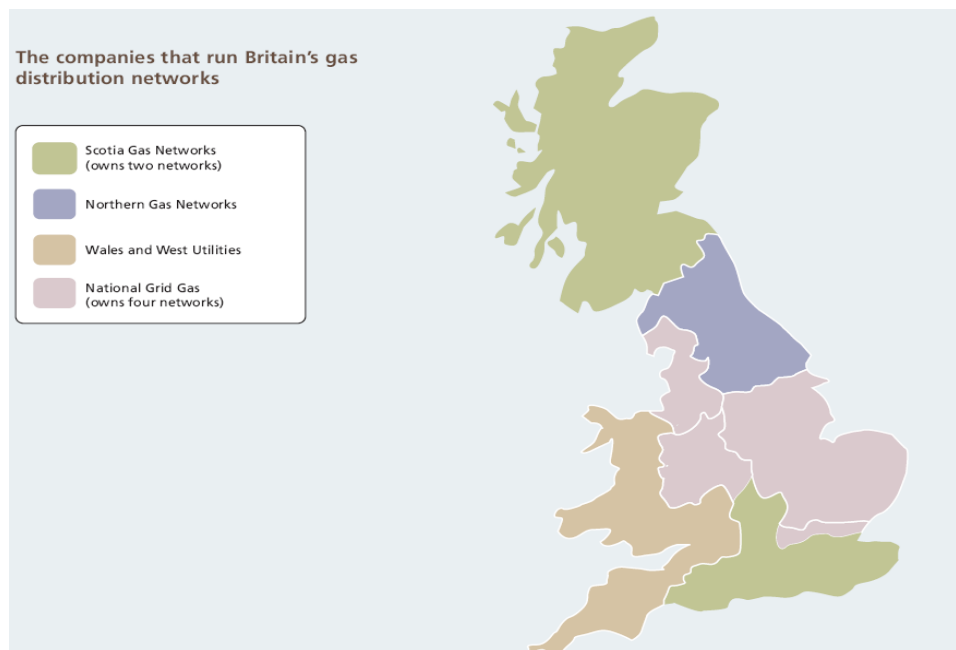
Appendix 5 - Industry Structure

This appendix contains further detail about the structure of the GB gas and electricity distribution industry, and licence conditions relevant to connections.

Gas Distribution Network Operators

1.1. There are eight Gas Distribution Networks (GDNs) in Great Britain. Formerly, all eight were owned and operated by Transco plc but in May 2005 Transco (renamed National Grid Gas plc in October 2005) sold four of its eight gas distribution networks in Great Britain. Two of them (Scotland Gas Networks and Southern Gas Networks) are now owned by Scotia Gas. Northern Gas Networks and Wales and West Utilities own one each. GDN licences refer to defined network areas called Transportation Services Areas (TSAs). There are 11 Independent Gas Transporters (IGTs) in Great Britain. IGTs own and operate their own networks (mainly new housing developments). Both GDNs and IGTs can adopt connections undertaken by Independent Connections Providers (ICPs)¹. The 11 IGTs are owned by seven businesses: East Surrey Pipelines, Gas Transportation Company, Energetics Gas, Inexus, Scottish and Southern Pipelines, National Grid and British Gas².

Figure A5.1 – GDN TSAs



¹ For the purposes of this document the terms gas distributor and gas transporter have the same meaning.

² British Gas Pipelines Ltd has not undertaken any activity during the reporting period.

GDN organisational structure

1.2. In 1997 British Gas was split into a customer service arm and a distribution arm called Transco which carried out gas connections as part of its business. In 2001 Transco connections became a stand-alone business providing connection services for Transco and in 2002 this business was renamed Fulcrum Connections.

1.3. For some time after the network sales in 2005, Fulcrum provided connection services to all the GDNs. They continue to provide connections in the four National Grid Gas distribution areas for schemes where four or more properties are being connected. In the other four GDN areas (and in the National Grid Gas areas in instances where less than four properties are being connected) the GDNs have in-house connections resources.

1.4. It is also possible for developers to use an Independent Connections Provider (ICP), sometimes alternatively referred to as a Utility Infrastructure Provider (UIP) in the context of gas, to provide some elements of connections infrastructure. In addition, developers can ask a licensed gas supplier to make connection arrangements on their behalf or consider using an independent gas transporter (IGT) to provide a local distribution network to meet their needs.

Gas Transporters Licence: Standard Conditions

1.5. Under Standard Condition 4B (Connection Charges etc) of the Gas Transporters Licence, Ofgem requires licensees to provide a statement setting out the way they calculate charges for gas connections. Licensees have to comply with the approach set out in their statement, keep it up to date and give worked examples of charges. They also have to provide information on the Authority's power to determine (adjudicate) on disputes between connection applicants and licensees.

1.6. Standard special condition D10 of the Gas Transporter's licence applies solely to GDNs and lays down a number of required standards for gas connection services by those licensees:

- 90 per cent of standard quotations for obtaining a new gas connection or altering an existing gas connection with rates of flow of 275kWh per hour must be issued within six working days of receipt of the request unless the customer requests a deferral
- 90 per cent of non-standard quotations for obtaining a new gas connection or altering an existing gas connection up to and including rates of flow of 275kWh per hour must be issued within eleven working days of receipt of the request unless the customer requests a deferral
- 90 per cent of non-standard quotations for obtaining a new gas connection or altering an existing gas connection where rates of flow exceed 275kWh per hour must be issued within twenty one working days of receipt of the request unless the customer requests a deferral
- 90 per cent of new or altered gas connections are substantially completed within timescales agreed with the customer

-
- 90 per cent of replies to land enquiries must be issued within five working days
 - in 90 per cent of cases, GDNs must provide dates within twenty working days for the commencement and substantial completion of works from the receipt of acceptance of a quotation unless the customer requests a deferral

1.7. In addition, standard special condition D10 provides for a scheme to review the accuracy of connections quotations prepared by GDNs, and requires GDNs to undertake a regular audit of their connections services and provide the results to the Authority.

Electricity Distribution Network Operators

1.8. There are fourteen electricity DNOs in Great Britain owned and operated by seven corporate groups. These are Central Networks East and West, Electricity North West Limited, CE Electric UK NEDL and YEDL, Western Power Distribution Wales and Western Power Distribution West, EDFE EPN, LPN and SPN³, Scottish Power Distribution, Scottish Power Manweb, Scottish Hydro Electric Power Distribution and Scottish Electric Power Distribution. DNO licences refer to defined network areas called Distribution Services Areas (DSAs). There are six Independent Distribution Network Operators (IDNOs) in Great Britain. Independent Power Networks Limited (IPNL), the Electricity Network Company Limited (ENC), Energetics Electricity Limited, ESP Electricity Limited, ECG (Distribution) Limited, and EDF Energy (IDNO) Limited. IDNOs own and operate their own networks but do not have Distribution Service Areas (DSAs). Both DNOs and IDNOs can adopt connections undertaken by ICPs.

DNO Organisational structure

1.9. In fulfilling their obligations to provide connections to their networks DNOs may use:

- in-house teams / directly instructed contractors, or
- affiliates acting as agents / main contractor

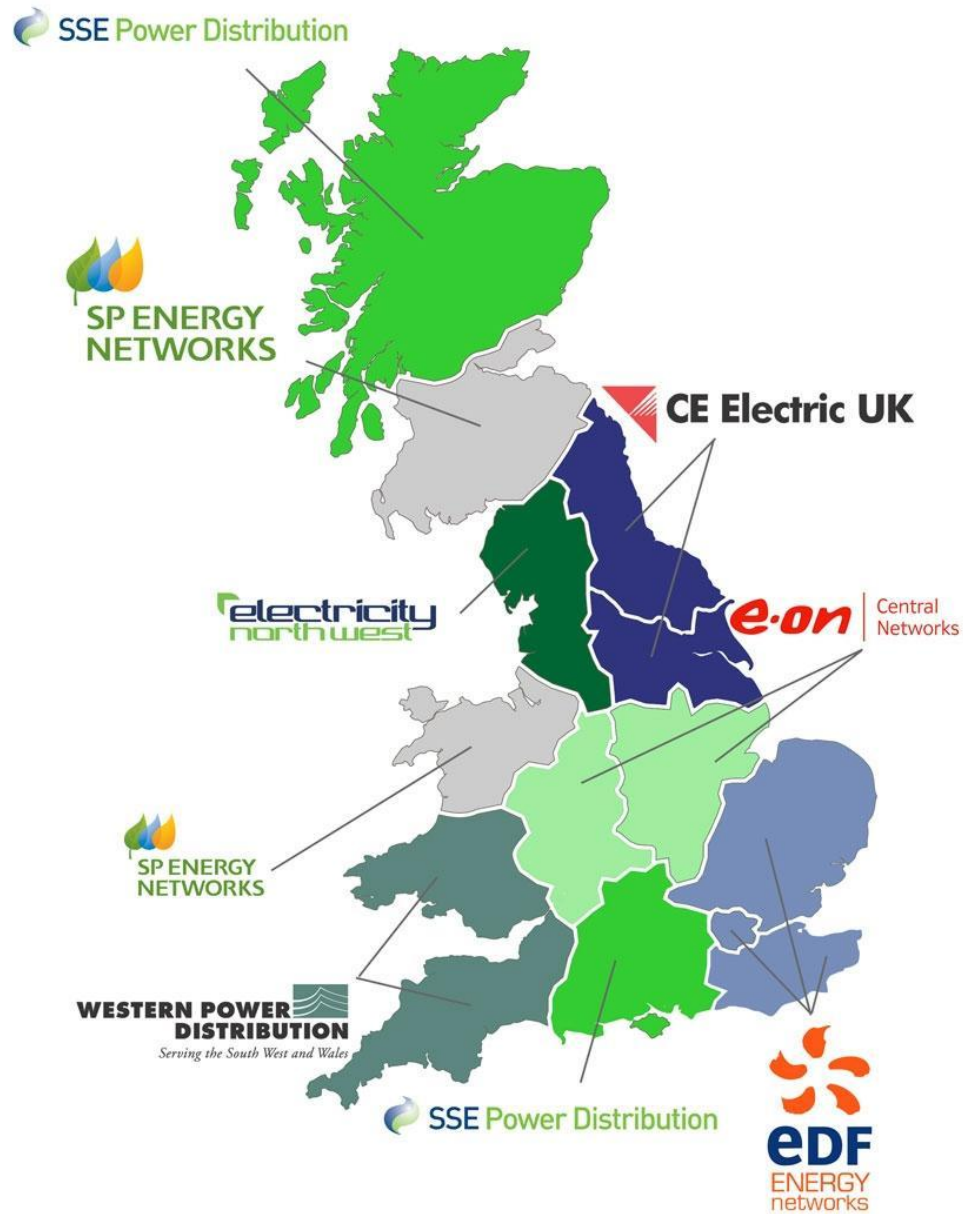
1.10. Some affiliates of DNOs act on their own behalf to offer 'competitive' quotes for contestable services; this activity is captured in price control cost returns by DNOs to Ofgem. In addition some DNOs and affiliates of DNOs offer electricity or multi-utility connection services outside their DSAs (ie in other DNO areas). In these cases they function in a manner akin to an ICP and can only carry out contestable works.

1.11. IDNOs often work closely with one or more ICPs to offer a 'one stop shop' to developers. In this respect they make the arrangements for connection of a newly created IDNO network to the incumbent DNO network and pass on charges levied by the DNO for connection and relevant upstream reinforcement. Once an IDNO network is established, the IDNO has the same obligations in respect of providing additional new connections to that network a DNO has for its network.

³ In October 2010 EDF and EDF IDNO were been bought by the Cheung Kiong Group and is now known as UK Power Networks and UK Power Networks IDNO Ltd respectively.

1.12. There are some instances of DNOs operating 'out of area' networks (which they can do under the terms of their licences), and in these cases they function in a manner akin to an IDNO.

Figure A5.2 - Map of DNO DSAs



Appendix 6 - Metered electricity connections: detailed analysis

This appendix contains information about DNO and IDNO metered electricity connections as well as DNOs' performance against service standards. The templates used to gather this information can be found at www.ofgem.gov.uk under Networks -> Connections -> Connections Industry Review.

Number of metered electricity connections by voltage⁴

1.13. The totals for numbers of connections include modified connections. Modified connections refer to increases in capacity, which may include contestable elements, but also to 'service alterations' which are generally not contestable.

1.14. In 2009-10 a total of 187,058 Low Voltage (LV) connections by DNOs and IDNOs⁵ were reported. This compares to 260,171 in 2008-09.

1.15. DNOs and IDNOs completed 706 High Voltage (HV) connections in 2009-10, compared to 902 in 2008-09. DNOs and IDNOs also reported 18 Extra High Voltage (EHV) connections and 826 distributed generation (DG) connections to their networks in the period. This compares to 15 EHV and 244 DG connections in 2008-09. The increase in the number of DG⁶ connections is in line with the growing importance of DG as part of the environmental agenda. IDNOs did not report any EHV or DG connections to their networks.

1.16. For connections established since 1 April 2005 relevant DG will have been charged under a 'shallowish' connections charging regime⁷. This is similar to the regime for demand connections and is addressed in each DNO's connections charging methodology. They are also eligible to pay distribution use of system (DUoS) charges subject to the incentive schemes for DG and registered power zones⁸ under the electricity distribution price control. In April 2010 new DUoS charges were introduced for lower voltage DG connections. DUoS charges for higher voltage DG will be introduced in 2012.

⁴ Prior to 2008-09 SSE Hydro and SSE Southern were unable to Split HV and LV connections; therefore HV connections were included in the totals for LV connections.

⁵ Includes SSE out of area connections.

⁶ Further information on DG can be found on the Ofgem website under Electricity Distribution-> Policy -> Distributed Generation

⁷ Prior to this distributed generators paid 'deep' connection charges ie they paid all of the costs associated with their connection to the network without apportionment or limit.

⁸ A registered power zone (RPZ) is an area of designated for the research, development and demonstration of new technologies concerning the power network.

Table A6.1 - Breakdown of metered electricity connections by DSA (2008-09 / 2009-10)

Connection by:	Non-Affiliate		Affiliate		Licensee		Total	
	2008-09	2009-10	2008-09	2009-10	2008-09	2009-10	2008-09	2009-10
CN West	1,146	699	0	0	12,904	9,215	14,050	9,914
CN East	1,045	314	0	0	16,606	11,324	17,651	11,638
ENW	5,164	2,403	0	0	10,981	8,182	16,145	10,585
NEDL	0	15	509	511	11,173	7,555	11,682	8,081
YEDL	640	267	1,040	545	15,082	10,837	16,762	11,649
WPD S. Wales	35	1	0	0	8,904	6,590	8,939	6,591
WPD S.West	95	3	0	0	17,474	13,465	17,569	13,468
EDFE EPN	163	103	0	0	31,047	20,652	31,210	20,755
EDFE LPN	137	32	0	0	29,131	20,873	29,268	20,905
EDFE SPN	289	50	0	0	17,292	13,348	17,581	13,398
SP Dist.	3,386	1,724	6,475	3,220	8,911	7,386	18,772	12,330
SP Manweb	698	403	3,119	679	7,346	5,961	11,163	7,043
SHEPD	110	1	0	0	8,227	6,272	8,337	6,273
SEPD	3	10	0	0	27,615	18,217	27,618	18,227
IPNL	0	0	8,197	10,314	0	0	8,197	10,314
EDFE IDNO	-	0	-	27	-	29	-	56
Energetics	509	152	2,623	2,165	0	0	3,132	2,317
ENC	168	957	1,313	2,778	0	0	1,481	3,735
ESP	1	8	0	0	0	0	1	8
SSE out of area[1]	-	-	-	-	-	1,321	1,774	1,321
Total	13,589	7,142	23,276	20,239	222,693	161,227	261,332	188,608

Table A6.2 - Total number of metered electricity connections by voltage⁹ and provider, DNO networks

Connection by:	LV			HV			EHV			DG			Total		
	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10
DNOs	293,681	221,769	158,472	382	669	567	8	13	18	90	242	820	294,161	222,693	159,877
Companies affiliated to DNOs	19,700	11,041	4,942	27	100	13	0	2	0	0	0	0	19,727	11,143	4,955
Independent connections providers	13,927	12,793	5,934	176	116	85	1	0	0	4	2	6	14,108	12,911	6,025
Total	327,308	245,603	169,348	585	885	665	9	15	18	94	244	826	327,996	246,747	170,857

Table A6.3 - Total number of metered electricity connections by voltage¹⁰ and provider, IDNO networks

Connection by:	LV			HV			EHV			DG			Total		
	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10
IDNOs	308	0	1,339	0	0	11	0	0	0	0	0	0	308	0	1,350
Companies affiliated to IDNOs	3,961	12,132	15,256	0	1	28	0	0	0	0	0	0	3,961	12,133	15,284
Independent connections providers	5,979	677	1,115	0	1	2	0	0	0	0	0	0	5,979	678	1,117
Total	11,575	14,568	17,710	10	17	41	0	0	0	0	0	0	11,585	14,585	17,751

⁹ Prior to 2008-09 SSE Hydro and SSE Southern were unable to Split HV and LV connections; therefore HV connections were included in the totals for LV connections.

¹⁰ Prior to 2008-09 SSE Hydro and SSE Southern were unable to Split HV and LV connections; therefore HV connections were included in the totals for LV connections.

Figure A6.1 - Total number of metered electricity connections reported by distribution network operator and voltage in 2008-09/ 2009-10

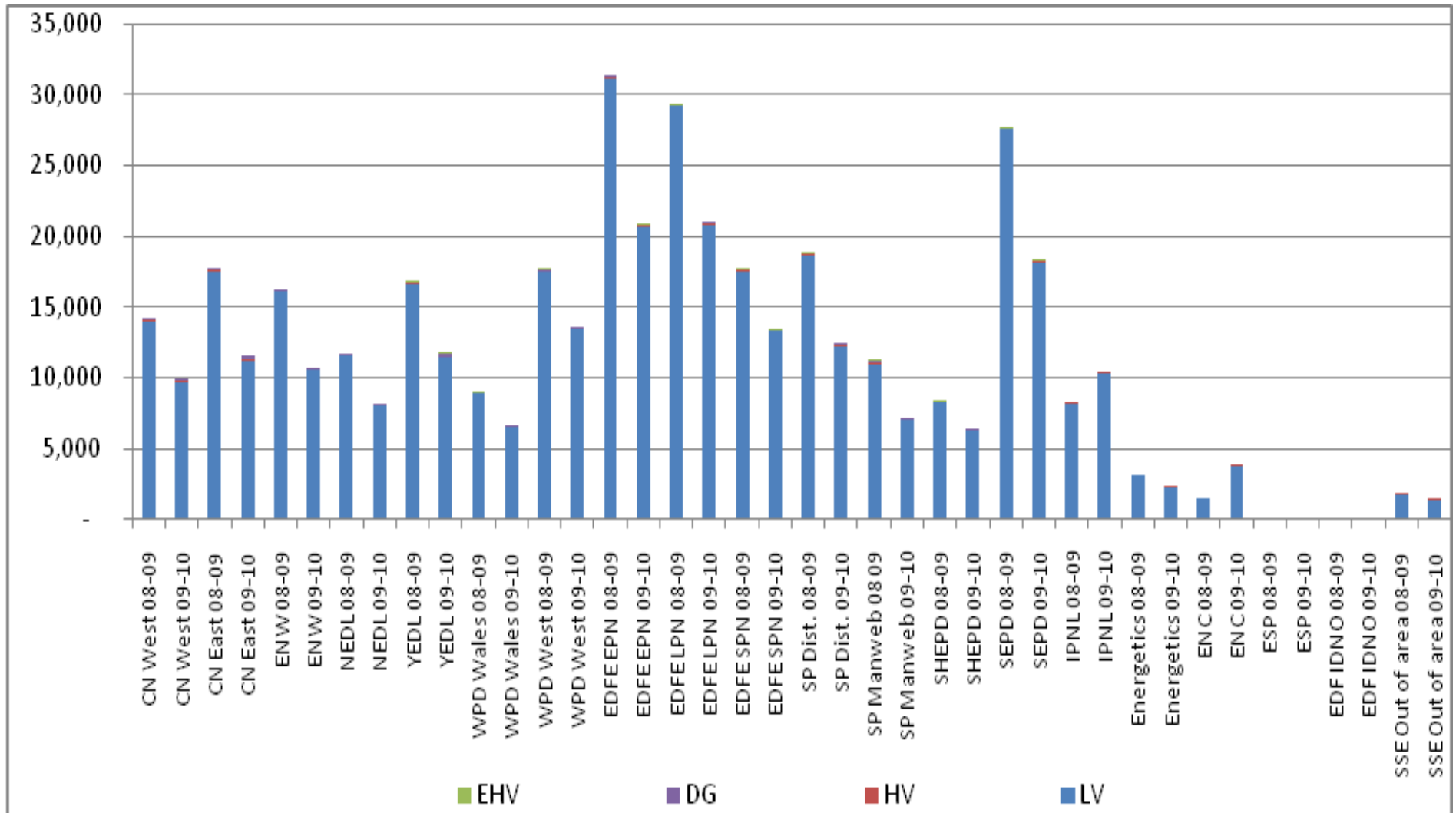


Table A6.4 - Total number of metered electricity connections reported by distribution network operator and voltage in 2008-09/2009-10

Connection by:	LV		HV		EHV		DG		Total	
	08-09	09-10	08-09	09-10	08-09	09-10	08-09	09-10	08-09	09-10
CN West	13,944	9,700	100	103	0	0	6	111	14,050	9,914
CN East	17,553	11,257	93	109	0	0	5	272	17,651	11,638
ENW	16,102	10,519	38	41	0	0	5	25	16,145	10,585
NEDL	11,568	8,004	14	42	0	0	100	35	11,682	8,081
YEDL	16,672	11,425	38	48	2	4	50	172	16,762	11,649
WPD Wales	8,911	6,550	18	26	3	0	7	15	8,939	6,591
WPD West	17,533	13,412	25	37	1	0	10	19	17,569	13,468
EDFE EPN	31,124	20,669	73	64	0	2	13	20	31,210	20,755
EDFE LPN	29,174	20,796	90	67	2	0	2	42	29,268	20,905
EDFE SPN	17,537	13,319	37	33	1	11	6	35	17,581	13,398
SP Dist.	18,621	12,269	138	32	1	0	12	29	18,772	12,330
SP Manweb	10,943	7,011	194	4	3	0	23	28	11,163	7,043
SHEPD	8,326	6,236	6	15	1	0	4	22	8,337	6,273
SEPD	27,595	18,181	21	44	1	1	1	1	27,618	18,227
IPNL	8,196	10,306	1	8	0	0	0	0	8,197	10,314
Energetics	3,132	2,311	0	6	0	0	0	0	3,132	2,317
ENC	1,481	3,734	0	1	0	0	0	0	1,481	3,735
ESP	0	6	1	2	0	0	0	0	1	8
EDFE IDNO	0	34		22		-		-		56
SSE Out of area	1,759	1,319	15	2	0		0		1,774	1,321
Total	260,171	187,058	902	706	15	18	244	826	261,332	188,608

Charges for metered electricity connections by voltage¹¹

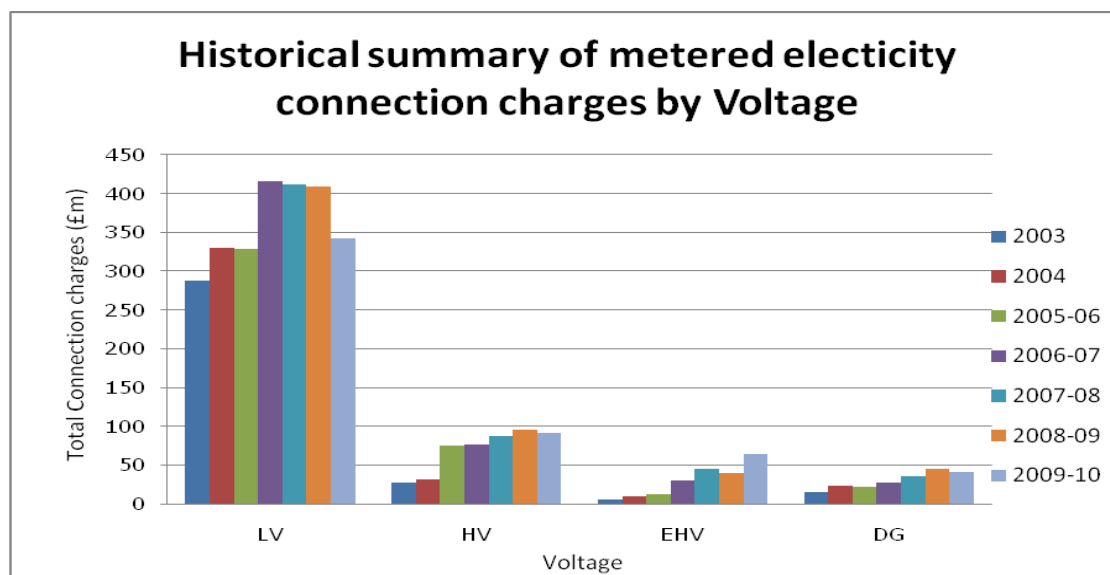
1.17. Total charges of approximately £41 million were reported for distributed generation (DG) connections in 2009-10. This compares to around £46 million in 2008-09.

1.18. Overall charges for electricity connections made by DNOs and IDNOs decreased from approximately £590 million in 2008-09 to £544 million in 2009-10. There has been a year on year decrease in overall charges for electricity connections since 2007-08.

Table A6.5 - Breakdown of 2009-10 metered electricity connection charges by voltage (£ millions)

Connection by:	LV	HV	EHV	DG	Total
DNOs	341.83	91.56	63.52	40.50	537.41
IDNO	0.26	6.69	0.00	0.00	6.95
Total	342.10	98.25	63.52	40.50	544.36

Figure A6.2 - Historical summary of metered electricity connection charges by voltage (£ millions)¹²



¹¹One DNO estimated the split of charges by voltage

Connection of Embedded Networks

1.19. In 2009-10 there were 245 new connection points between licensees' networks and embedded networks, compared to 205 in 2008-09. There were 244 new connections reported by DNOs and 1 new connection reported by an IDNO.

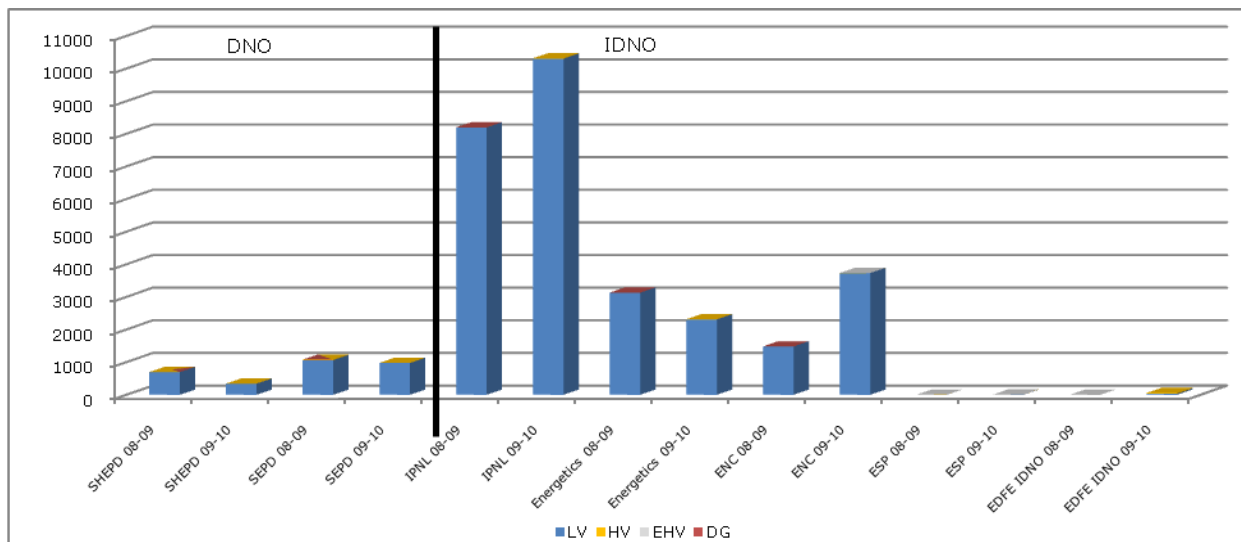
Out of area connections

1.20. In 2009-10 IDNOs and DNOs operating outside of their DSA completed a total of 17,751 connections. This compares with 14,585 in 2008-09. This increase goes against the general decrease in the number of electricity connections undertaken in 2008-09 and shows that although IDNO activity still accounts for only a small proportion of connections, there has been a year on year increase in recent years.

1.21. As in 2007-08 and 2008-09 only two DNOs (SHEPD and SEPD) reported operating outside of their DSA in 2009-10. Between them they completed 1,321 of the 17,751 connections to independent networks, compared with 1,774 of the 14,585 independent connections in 2008-09.

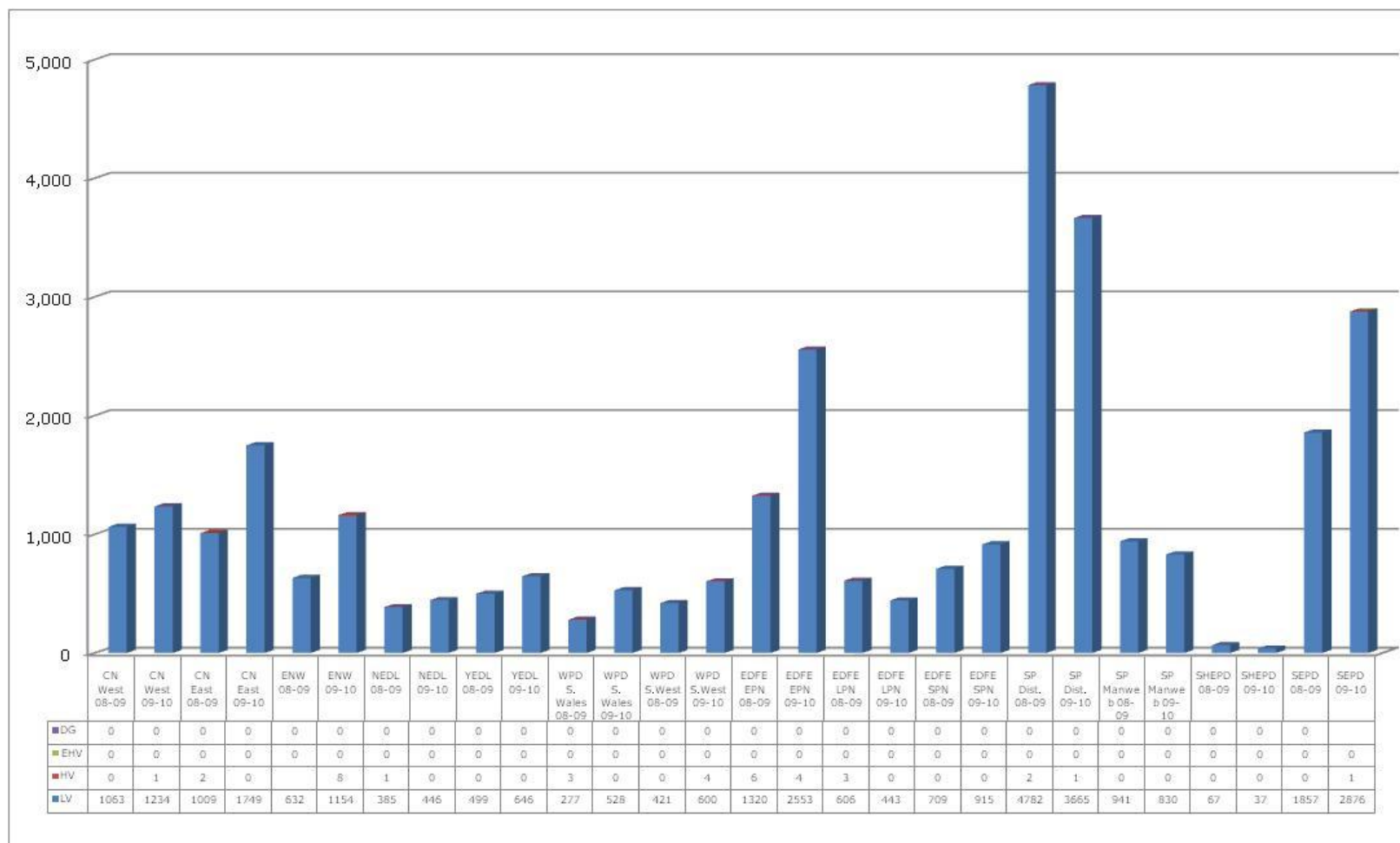
1.22. The remainder of connections to independent networks (16,430) were reported by IDNOs who do not have a DSA. The number of out of area connections reported by each DNO in 2008-09 and 2009-10 can be seen in Figure A6.3 below.

Figure A6.3 – Number of independent network connections reported in 2008-09/2009-10



1.23. 3,666 of the 17,751 out of area connections completed in 2009-10 were again in SP Distribution's DSA. This is a similar proportion to last year, where 4,784 of the 14,585 out of area connections completed were in SP Distribution's DSA. Figure A6.4 below compares the geographical disposition of independent connections in 2008-09 and 2009-10.

Figure A6.4 - Geographical (DSA) disposition of independent network connections reported in 2008-09/2009-10¹³



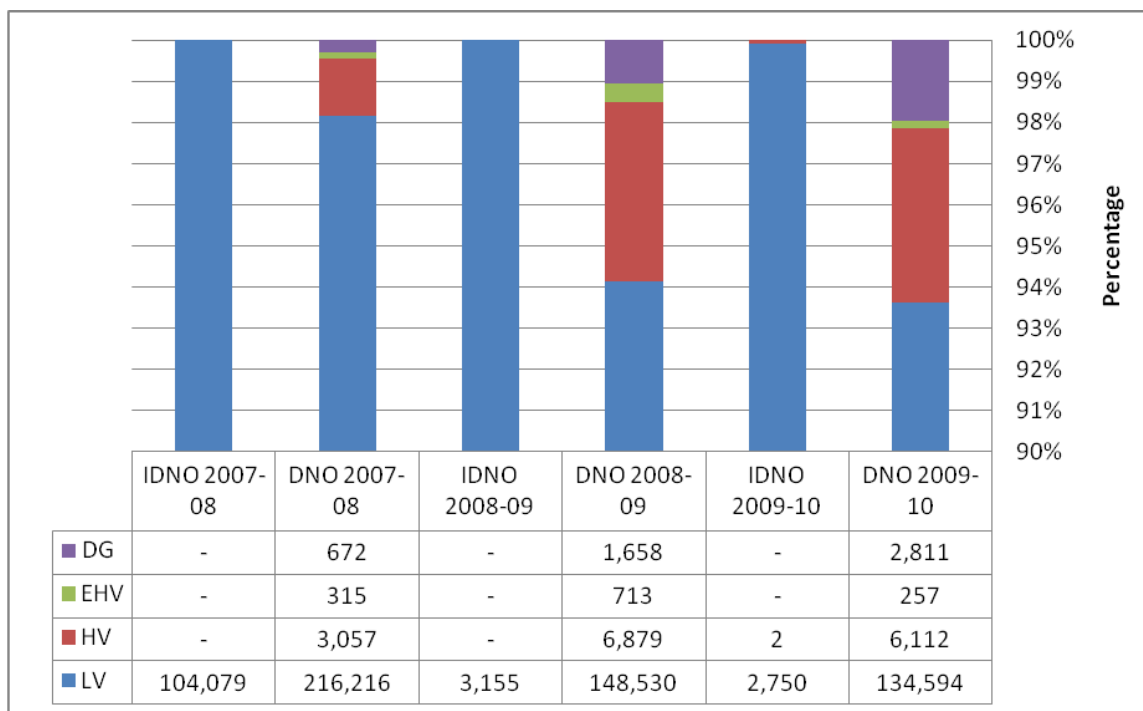
¹³ Does not include the 56 EDFE IDNO connections as these were not broken down by DSA.

Total number of electricity connection queries handled

1.24. In 2009-10 146,526 connection queries were handled by DNOs and IDNOs. Of the 143,774 connection queries handled by DNOs approximately 41 per cent resulted in an acceptance of an offer. Approximately 16 per cent of the 2,752 connection queries handled by IDNOs resulted in an acceptance of the offer. This could suggest that customers are testing the market and that the costs of electricity connections are very important for the development of projects.

1.25. In comparison, 160,935 connection queries were handled by DNOs and IDNOs in 2008-09. Of the 157,780 connection queries handled by DNOs approximately 43 per cent resulted in an acceptance of the offer. Approximately 16 per cent of the 3,155 connection queries handled by IDNOs resulted in an acceptance of the offer. The proportion of connection enquiries that resulted in an acceptance of an offer have stayed relatively stable between 2008-09 and 2009-10, with IDNO conversions staying the same and DNO conversions increasing by one per cent.

Figure A6.5 - Number of electricity connection enquiries handled by voltage



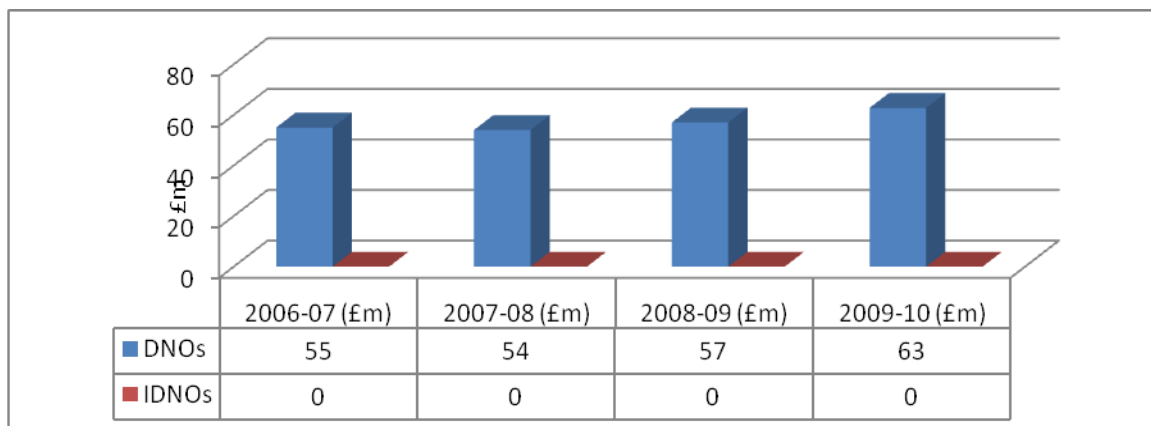
Appendix 7 - Unmetered electricity connections: detailed analysis

This appendix contains further information about DNO and IDNO unmetered electricity connections and performance against unmetered key performance indicators.

The templates used to gather this information can be found at www.ofgem.gov.uk under Networks -> Connections -> Connections Industry Review.

Total charges for unmetered electricity connections

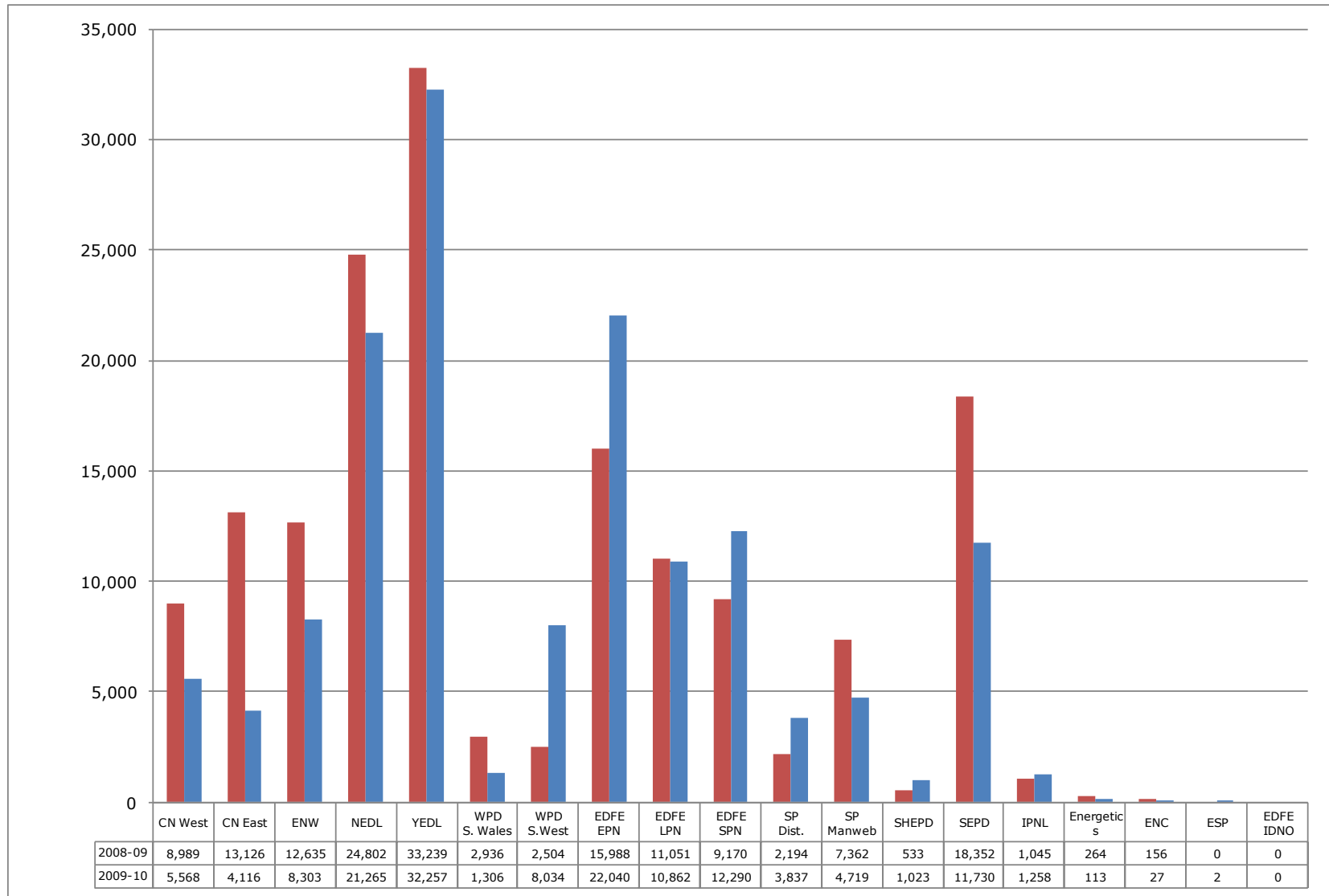
Figure A7.1 - Total charges for unmetered electricity connections (£ millions)



1.26. Figures A7.2 below shows that Yorkshire Electricity Distribution reported the highest number of unmetered electricity connections in 2009-10. The lowest number of unmetered electricity connections undertaken by a DNO was reported by Scottish Hydro Electric Power Distribution in both years; however the number of unmetered connections increased.

1.27. In comparison to DNOs, IDNOs have performed very few unmetered electricity connections over the last two years. This may be evidence that barriers to entry exist for independent connections providers in the unmetered market.

Figure A7.2 - Total number of unmetered electricity connections reported by each DNO/IDNO for 2008-09/2009-10



Appendix 8 - Gas connections: detailed analysis

This appendix contains further information about new and modified gas connection in 2009-10.

The templates used to gather this information can be found at www.ofgem.gov.uk under Networks -> Connections -> Connections Industry Review.

Number of gas connections by pressure and provider.

1.28. The totals for numbers of connections include modified connections. Modified connections include increases in capacity and meter moves.

1.29. In 2009-10 a total of 155,740 low pressure connections were reported by GTs. This compares to 205,015 in 2008-09. This decrease is indicative of the fact that the economic downturn has been felt strongly in the housing development market.

1.30. GTs completed 3,131 medium pressure and 18 intermediate pressure connections in 2009-10, this compares to 3,936 and 12 respectively in 2008-09.

1.31. While 51 per cent of low pressure connections were made to IGT networks, the majority of medium and intermediate pressure connections, 95 per cent, were made to GDN networks. The fact the majority of IGT connections are low pressure indicates that the majority of IGT networks are residential rather than commercial developments.

1.32. No Local Transmission System (LTS) connections were made since April 2007.

Table A8.1 - Breakdown of gas connections by LDZ (2007-08 / 2008-09 / 2009-10)

Connection by:	Adopted from non-affiliate			Adopted from affiliate			Licensee			Total		
	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10
NG NW	708	2,729	3,114	0	0	-	7,688	5,091	3,498	8,396	7,820	6,612
NG EE	516	3,408	2,881	0	0	-	15,615	9,711	6,380	16,131	13,119	9,261
NG L	153	1,423	1,240	0	0	-	6,412	4,635	1,890	6,565	6,058	3,130
NG WM	302	2,702	1,960	0	0	-	5,909	3,940	2,534	6,211	6,642	4,494
NGN	1,010	603	570	0	0	-	14,567	12,721	11,087	15,577	13,324	11,657
SG N (scot)	115	398	680	61	55	64	13,946	13,402	11,328	14,122	13,855	12,072
SG N (South)	2,359	816	1,025	78	92	95	23,481	21,398	15,492	25,918	22,306	16,612
WWU	410	437	1,157	0	0	-	20,753	17,797	13,342	21,163	18,234	14,499
BGPL	0	0	-	0	0	-	0	0	-	0	0	0
Energetics	0	0	-	2,977	1,693	1,400	0	0	-	2,977	1,693	1,400
ESPL	6,111	1,301	10,985	0	0	-	0	0	2,191	6,111	1,301	13,176
ESPCL	8,846	9,125	688	0	0	-	2,269	2,589	-	11,115	11,714	688
ESPNL	54	2	4	0	0	-	0	0	-	54	2	4
ESPPL	1	0	-	0	0	-	0	0	-	1	0	0
Fulcrum	0	0	-	1,191	4,769	4,792	0	0	-	1,191	4,769	4,792
GTC	39,881	28,742	3,531	14,962	11,426	25,112	0	0	-	54,843	40,168	28,643
IPL	14,134	6,238	3,157	46,767	34,572	22,048	0	0	-	60,901	40,810	25,205
QPL	37	0	-	0	3	2	0	0	-	37	3	2
SSE P	0	247	344	0	260	-	7,513	6,638	6,298	7,513	7,145	6,642
Total	74,637	58,171	31,336	66,036	52,870	53,513	118,153	97,922	74,040	258,826	208,963	158,889

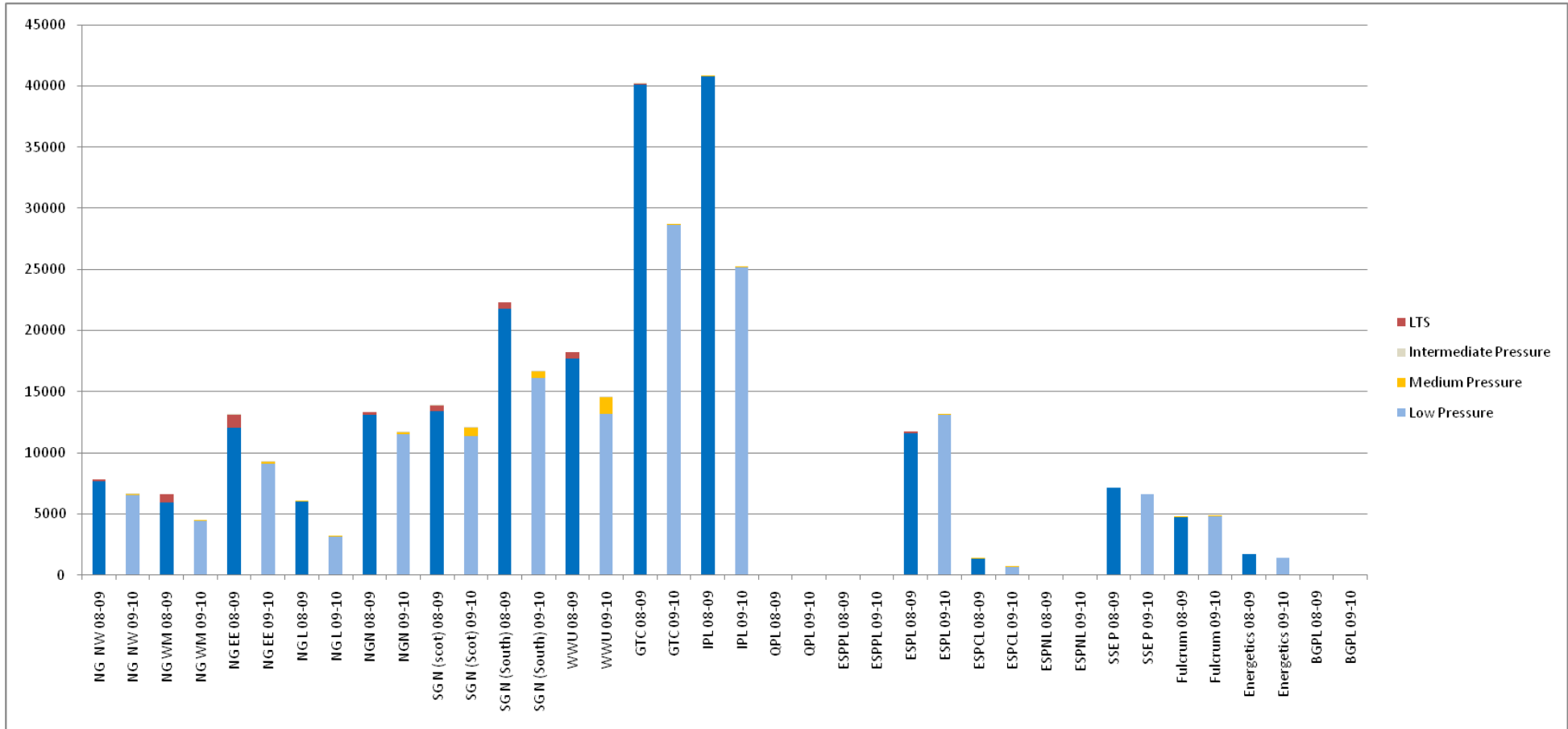
Table A8.2 – Number of gas connections by pressure and provider, GDN Networks

Connection by:	Low Pressure			Medium Pressure			Intermediate Pressure			Total		
	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10
Licensee	107,876	87,154	64,017	493	1,532	1,525	2	9	9	108,371	88,695	65,551
Affiliate	126	140	159	13	7	0	0	0	0	139	147	159
Third Party	5,093	10,370	11,184	480	2,145	1,434	0	1	9	5,573	12,516	12,627
Total	113,095	97,664	75,360	986	3,684	2,959	2	10	18	114,083	101,358	78,337

Table A8.3 – Number of gas connections by pressure and provider, IGT Networks

Connection by:	Low Pressure			Medium Pressure			Intermediate Pressure			Total		
	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10	07-08	08-09	09-10
Licensee	9,613	9,099	8,437	169	128	52	0	0	0	9,782	9,227	8,489
Affiliate	65,871	52,659	53,275	63	64	79	0	0	0	65,934	52,723	53,354
Third Party	68,659	45,593	18,668	368	60	41	0	2	0	69,027	45,655	18,709
Total	144,143	107,351	80,380	600	252	172	0	2	0	144,743	107,605	80,552

Figure A8.1 - Total number of gas electricity connections reported by GT and pressure in 2008-09/2009



New and modified gas connections to new domestic premises

1.33. In 2009-10 91,495 gas connections to new domestic premises were undertaken, down from 132,952 in 2008-09.

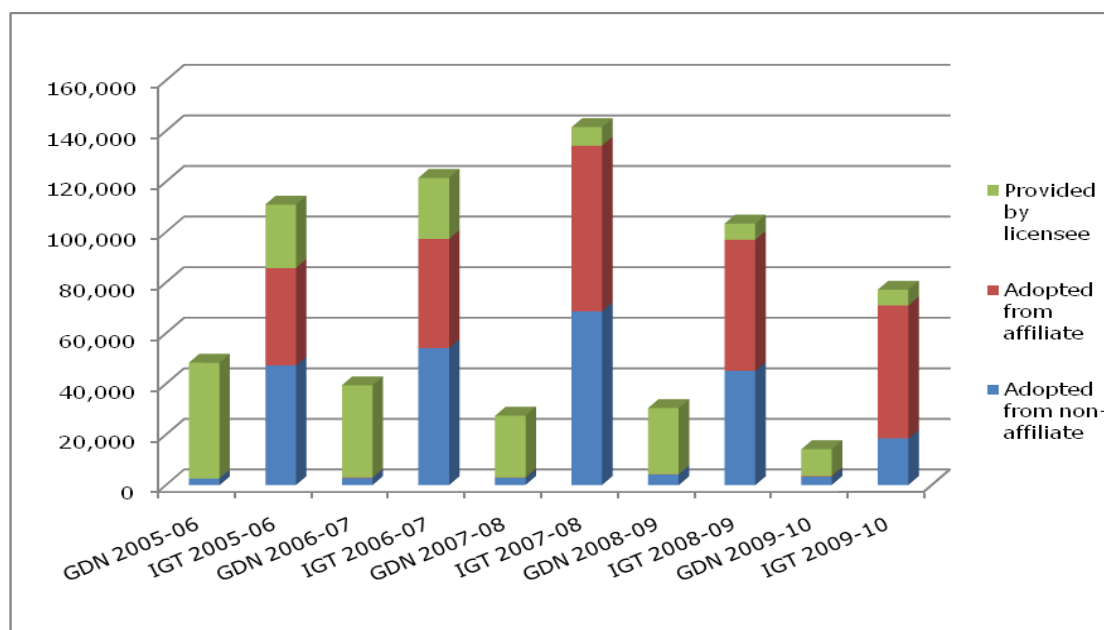
1.34. Tables A8.4 and A8.5 show that the number of affiliates and third parties connecting new domestic premises to GDN networks has increased from 14 per cent of connections to 24 per cent of since 2008-09. However, this is significantly lower than the proportion of connections undertaken by affiliates or third parties to IGT networks. In 2009-10, a total of 92 per cent of connections to IGT networks were undertaken by affiliates or third parties. This is down 2 per cent on last year.

Table A8.4 - New and modified gas connections to new domestic premises reported by GDNs

Connections by:	2005-06 (Percentage of year)	2006-07 (Percentage of year)	2007-08 (Percentage of year)	2008-09 (Percentage of year)	2009-10 (Percentage of Year)
GDNs	45,739 95%	36,453 92%	24,469 89%	26,122 86%	10,690 75%
Companies affiliated to GDNs	0 0%	192 0%	138 1%	147 0%	159 1%
Third Parties	2,640 5%	2,787 7%	2,889 11%	4,205 14%	3,377 24%
Total	48,379 100%	39,432 100%	27,496 100%	30,474 100%	14,226 100%

Table A8.5 - New and modified gas connections to new domestic premises reported by IGTs

Connections by:	2005-06 (Percentage of Year)	2006-07 (Percentage of Year)	2007-08 (Percentage of Year)	2008-09 (Percentage of Year)	2009-10 (Percentage of Year)
IGTs	25,095 23%	24,138 20%	7,348 5%	6,416 6%	6,211 8%
Companies affiliated to IGTs	38,481 35%	43,161 36%	65,490 46%	51,850 50%	52,533 68%
Third Parties	47,328 43%	54,226 45%	68,730 49%	45,212 44%	18,525 24%
Total	110,904 100%	121,525 100%	141,568 100%	103,478 100%	77,269 100%

Figure A8.2 - New and modified gas connections to new domestic premises

New and modified gas connections to existing domestic premises

1.35. The number of new and modified gas connections to existing domestic premises has varied from year to year for connections to both GDN and IGT networks. GDNs reported a high number of connections to their networks in 2005-06 and 2007-08 – approx 76,000 in both years – while in 2006-07 and 2008-09 the number of connections reported were approx 58,000. This latter trend has continued in 2009-10 with total connections reported by GDNs being around 56,000. Reported connections to IGT networks were highest in 2005-06, with a total of 4,748 connections. This fell to a low of 1,926 connections in 2006-07. However, the number of reported connections to IGT networks increased steadily, to 2,333 in 2007-08 and 3,000 in 2008-09. In 2009-10 though it began to decrease again to 2,662 connections.

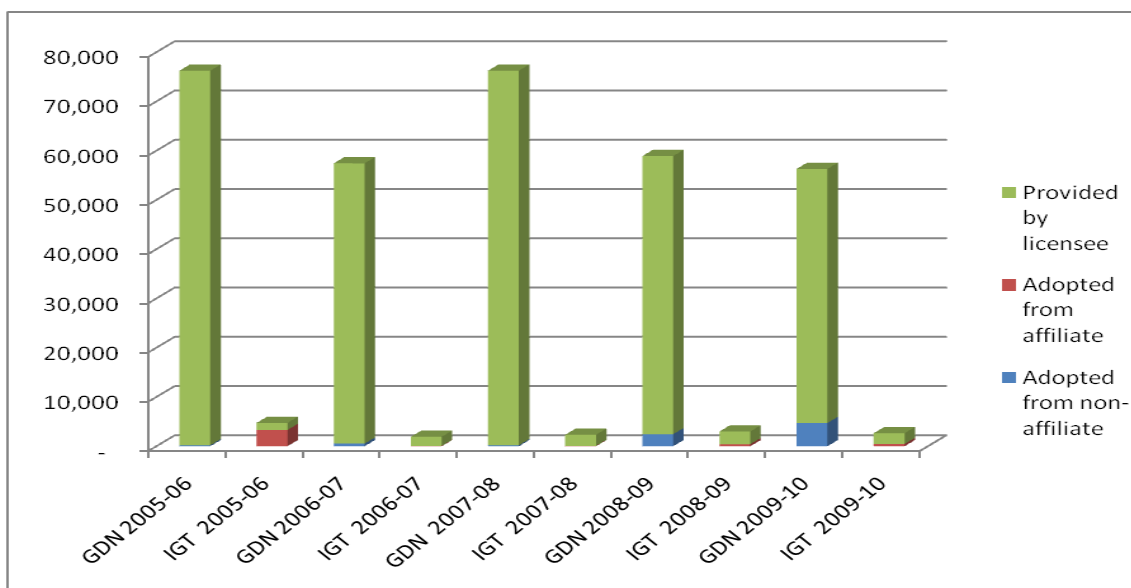
Table A8.6 - New and modified gas connections to existing domestic premises reported by GDNs

Connections by:	2005-06 (Percentage of year)	2006-07 (Percentage of year)	2007-08 (Percentage of year)	2008-09 (Percentage of year)	2009-10 (Percentage of year)
GDNs	76,042 100%	56,894 99%	76,045 100%	56,468 96%	51,583 92%
Companies affiliated to GDNs	0 0%	0 0%	0 0%	0 0%	0 0%
Third Parties	213 0%	544 1%	206 0%	2,449 4%	4,732 8%
Total	76,255 100%	57,438 100%	76,251 100%	58,917 100%	56,315 100%

Table A8.7 - New and modified gas connections to existing domestic premises reported by IGTs

Connections by:	2005-06 (Percentage of year)	2006-07 (Percentage of year)	2007-08 (Percentage of year)	2008-09 (Percentage of year)	2009-10 (Percentage of year)
IGTs	1,444 30%	1,857 96%	2,266 97%	2,572 86%	2,187 82%
Companies affiliated to IGTs	3,288 69%	69 4%	67 3%	428 14%	475 18%
Third Parties	16 0%	0 0%	0 0%	0 0%	0 0%
Total	4,748 100%	1,926 100%	2,333 100%	3,000 100%	2,662 100%

Figure A8.3 - New and modified gas connections to existing domestic premises



Gas connections to non-domestic premises

1.36. The increase in the number of connections to non-domestic premises, given the economic downturn, may be due to the fact that non-domestic property developments (for example, industrial sites, office buildings, and retail centres) tend to have more capital to support them and are therefore less vulnerable to short-term economic conditions than residential property developments.

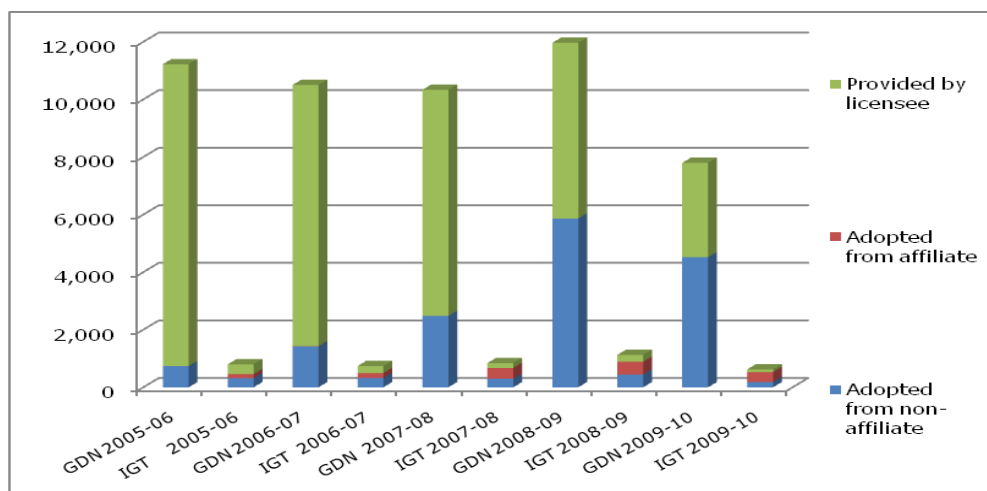
Table A8.8 – Gas connections to non-domestic premises reported by GDNs

Connections by:	2005-06 (Percentage of year)	2006-07 (Percentage of year)	2007-08 (Percentage of year)	2008-09 (Percentage of year)	2009-10 (Percentage of year)
GDNs	10,485 93%	9,074 86%	7,857 76%	6,105 51%	3,278 42%
Companies affiliated to GDNs	0 0%	12 0%	1 0%	0 0%	0 0%
Third Parties	737 7%	1,419 14%	2,478 24%	5,862 49%	4,518 58%
Total	11,222 100%	10,505 100%	10,336 100%	11,967 100%	7,796 100%

Table A8.9- Gas connections to non-domestic premises reported by IGTs

Connections by:	2005-06 (Percentage of year)	2006-07 (Percentage of year)	2007-08 (Percentage of year)	2008-09 (Percentage of year)	2009-10 (Percentage of year)
IGTs	342 43%	243 33%	168 20%	239 21%	91 15%
Companies affiliated to IGTs	138 17%	171 23%	377 45%	445 39%	346 56%
Third Parties	318 40%	325 44%	297 35%	443 39%	184 30%
Total	798 100%	739 100%	842 100%	1,127 100%	621 100%

Figure A8.4 - Non-Domestic Gas connections



In-fill schemes

1.37. In-fill schemes are extensions to the gas network to connect customers who are more than 23 metres from the nearest gas main.

1.38. Of the 158,889 gas connections performed in 2009-10, approximately 2,657 formed part of in-fill schemes, a decrease from 4,573 in 2008-09. 75 were connections to GDN networks whilst 2,582 were connections to IGT networks. This is comparable to last year where 1,608 were connections to GDN networks and 2,965 were connections to IGT networks.

Connected systems exit points

1.39. In 2009-10, there were 2,955 new system exit points created between primary networks and embedded networks, compared to 3,617 in 2008-09. 2,883 were exit points from GDN networks whilst 72 were exit points from IGT networks. In 2007-08 the figures were 3,588 and 29 exit points from GDN and IGT networks, respectively.

Total charges for gas connections by pressure

1.40. As illustrated in Table A8.10, the GDNs and IGTs who were able to provide connections data by pressure reported that almost all connection charges related to low pressure connections.

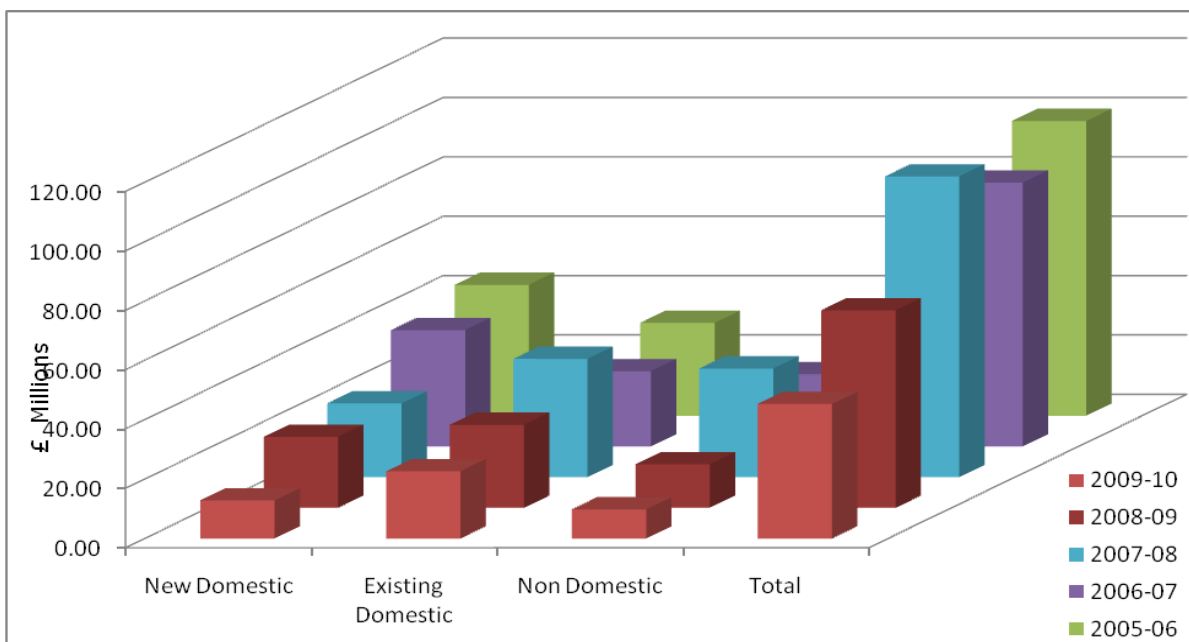
Table A8.10 - Breakdown of gas connection charges by pressure

	Low	Medium	Intermediate	LTS	Total
GDNs	40,438,271	677,952	0	0	41,116,223
IGTs	3,447,620	669	0	0	3,448,289
Total (£)	43,885,891	678,621	0	0	44,564,512

Connection charges disaggregated by customer type

1.41. Total charges for new domestic premises in 2009-10 were approximately £13 million, down from £24 million in 2008-09. Similarly, connection charges for existing domestic premises were £23 million, down from £28 million in 2008-09, while charges for non-domestic premises were around £10 million, down from £15 million.

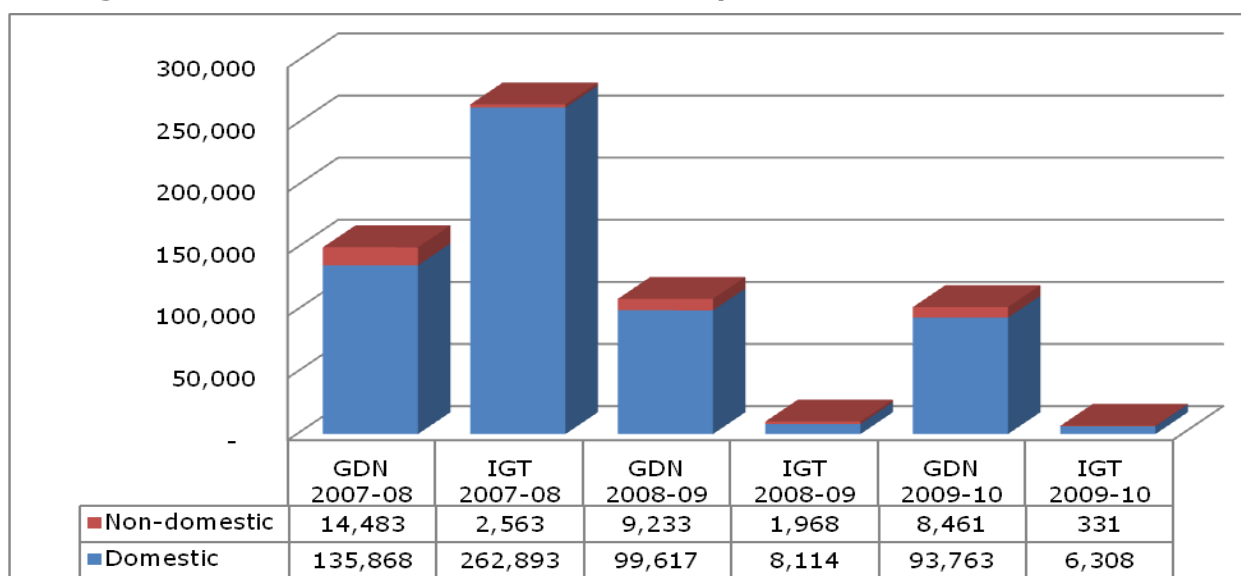
Figure A8.5 - Historical summary of gas connection charges disaggregated by customer type (£ million)



Total number of gas connection queries handled

1.42. Of the 102,224 connection queries handled by GDNs in 2009-10, approximately 58 per cent resulted in an acceptance of an offer. Approximately 27 per cent of the 6,639 connection queries handled by IGTs resulted in an acceptance of the offer. This is comparable to 2008-09, where 54 per cent of the 108,850 connection queries handled by GDNs and 23 per cent of the 10,082 connection queries handled by IGTs resulted in an acceptance of the offer.

Figure A8.6- Number of Gas connection enquiries handled



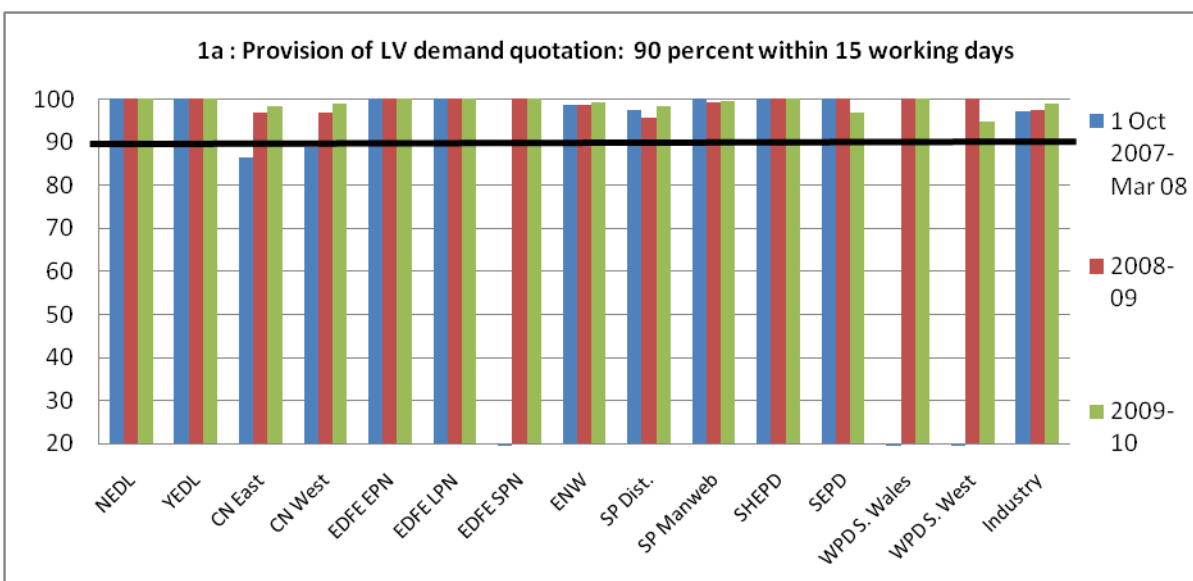
Appendix 9 - Customer service in connections - performance against standards.

Breakdown by licensee of performance reporting against SLC 15¹⁴ – Standards for the provision of Non-Contestable Connection Service

SLC 15 – Appendix 1: 1(a) – Provision of LV demand quotation: 90 per cent within 15 working days

1.44. Licensees must provide a quotation for a new demand connection to their distribution system, where the highest voltage of the assets at the point of connection and any associated works is not more than one kV, within 15 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 15 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.1 - Individual DNO performance against SLC 15 – Appendix 1: 1(a)



¹⁴ SLC 15 was introduced in October 2007; therefore 2007-08 data in SLC 15 tables refers to the period October 2007-March 2008.

Table A9.1 - Individual DNO performance against SLC 15 – Appendix 1: 1(a)

DNO	2007-08			2008-09			2009-10		
	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved
NEDL	26	26	100.00	73	73	100.00	191	191	100.00
YEDL	68	68	100.00	105	105	100.00	282	282	100.00
CN East	67	58	86.57	165	160	96.97	333	328	98.50
CN West	63	56	88.89	165	160	96.97	256	253	98.83
EDFE EPN	1	1	100.00	81	81	100.00	341	341	100.00
EDFE LPN	1	1	100.00	23	23	100.00	163	163	100.00
EDFE SPN	-	-	-	20	20	100.00	156	156	100.00
ENW	227	224	98.68	406	400	98.52	613	608	99.18
SP Dist.	451	440	97.56	1005	963	95.82	1190	1172	98.49
SP Manweb	125	125	100.00	277	275	99.28	381	379	99.48
SHEPD	13	13	100.00	34	34	100.00	49	49	100.00
SEPD	21	21	100.00	36	36	100.00	98	95	96.94
WPD S. Wales	-	-	-	3	3	100.00	11	11	100.00
WPD S. West	-	-	-	5	5	100.00	19	18	94.74
Industry total	1063	1033	97.18	2398	2338	97.50	4083	4046	99.09

SLC 15 - SLC 15 Appendix 1: 1(b) – Provision of LV generation quotation: 90 per cent within 30 working days

1.45. Licensees must provide a quotation for a new generation connection to the licensees’ distribution system, where the highest voltage of the assets at the point of connection and any associated works is not more than one kV, within 30 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 30 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.2 – Individual DNO performance against SLC 15 - Appendix 1: 1(b)

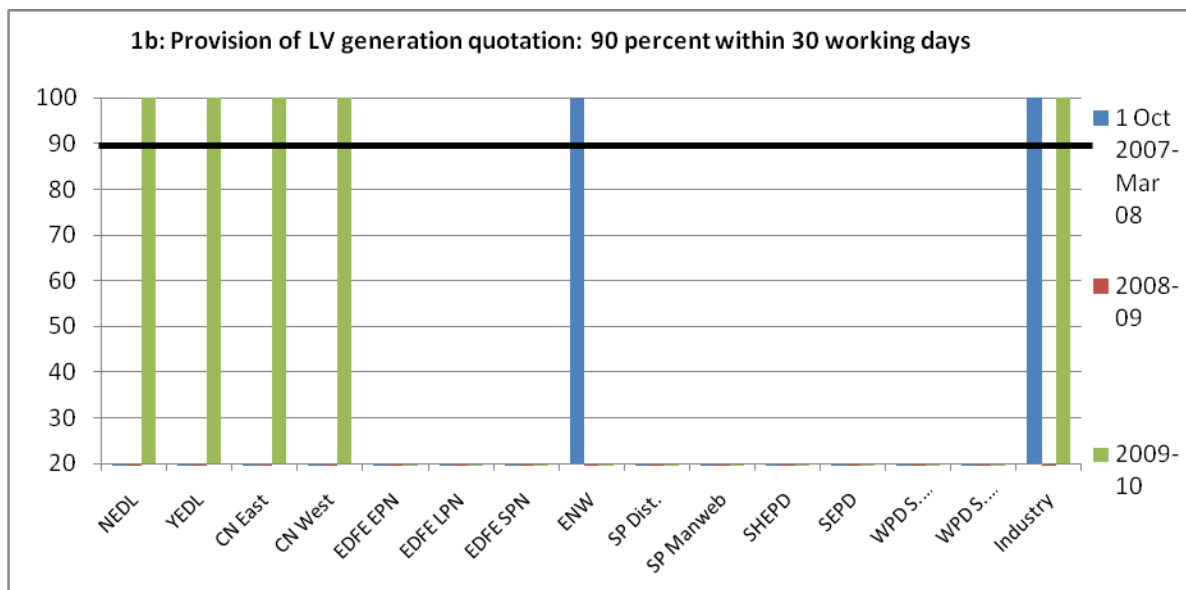


Table A9.2 – Individual DNO performance against SLC 15 Appendix 1: 1(b)

DNO	2007-08			2008-09			2009-10		
	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	1	1	100.00
YEDL	-	-	-	-	-	-	1	1	100.00
CN East	-	-	-	-	-	-	1	1	100.00
CN West	-	-	-	-	-	-	1	1	100.00
EDFE EPN	-	-	-	-	-	-	-	-	-
EDFE LPN	-	-	-	-	-	-	-	-	-
EDFE SPN	-	-	-	-	-	-	-	-	-
ENW	1	1	100.00	-	-	-	1	1	100.00
SP Dist.	-	-	-	-	-	-	-	-	-
SP Manweb	-	-	-	-	-	-	-	-	-
SHEPD	-	-	-	-	-	-	-	-	-
SEPD	-	-	-	-	-	-	-	-	-
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	-	-	-	-	-	-
Industry total	1	1	100.00	0	0	-	5	5	100.00

SLC 15 – Appendix 1: 1(c) – Provision of HV demand quotation: 90 per cent within 20 working days

1.46. Licensees must provide a quotation 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 one kV but not more than 22 kV, within 20 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 20 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.3 - Individual DNO performance against SLC 15 – Appendix 1: 1(c)

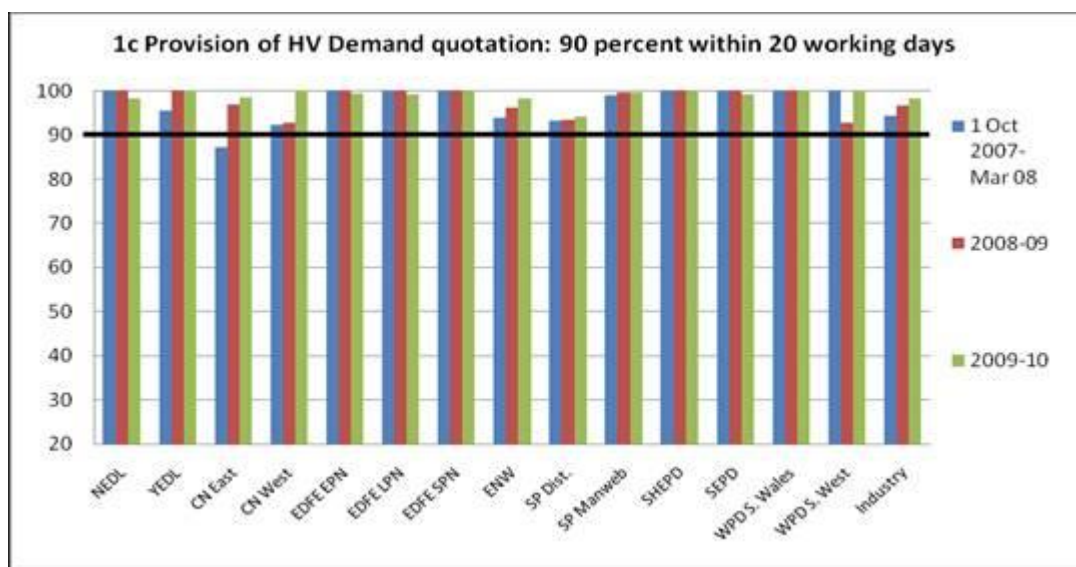


Table A9.3 - Individual DNO performance against SLC 15 – Appendix 1: 1(c)

DNO	2007-08			2008-09			2009-10		
	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved
NEDL	14	14	100.00	31	31	100.00	78	77	98.72
YEDL	66	63	95.45	142	142	100.00	158	158	100.00
CN East	142	124	87.32	333	323	97.00	508	500	98.43
CN West	129	119	92.25	292	271	92.81	376	372	98.94
EDFE EPN	2	2	100.00	101	101	100.00	221	220	99.55
EDFE LPN	2	2	100.00	41	41	100.00	167	166	99.40
EDFE SPN	1	1	100.00	34	34	100.00	97	97	100.00
ENW	230	216	93.91	425	409	96.24	376	370	98.40
SP Dist.	442	412	93.21	571	533	93.35	540	508	94.07
SP Manweb	318	315	99.06	472	470	99.58	366	365	99.73
SHEPD	6	6	100.00	69	69	100.00	68	68	100.00
SEPD	6	6	100.00	82	82	100.00	173	171	98.84
WPD S. Wales	2	2	100.00	4	4	100.00	11	11	100.00
WPD S. West	1	1	100.00	14	13	92.86	29	29	100.00
Industry total	1361	1283	94.27	2611	2523	96.63	3168	3112	98.23

SLC 15 – Appendix 1: 1(d) – Provision of HV generation quotation: 90 per cent within 50 working days

1.47. Licensees must provide a quotation for a new generation 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 one kV but not more than 22 kV, within 50 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 50 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.4 - Individual DNO performance against SLC 15 – Appendix 1:1(d)

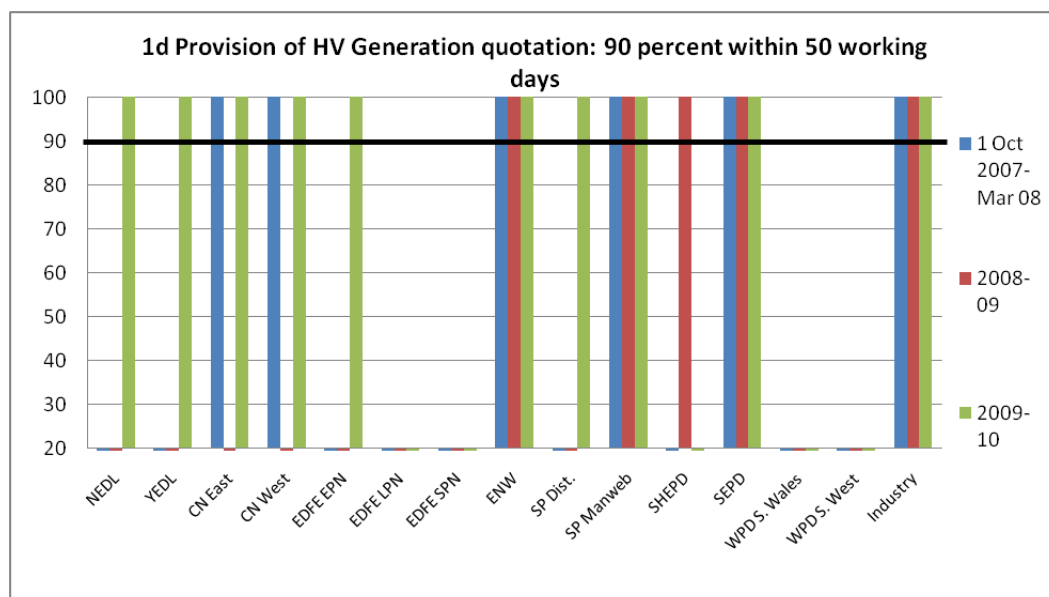


Table A9.4 - Individual DNO performance against SLC 15 – Appendix 1: 1(d)

DNO	2007-08			2008-09			2009-10		
	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	2	2	100.00
YEDL	-	-	-	-	-	-	5	5	100.00
CN East	1	1	100.00	-	-	-	6	6	100.00
CN West	7	7	100.00	-	-	-	4	4	100.00
EDFE EPN	-	-	-	-	-	-	2	2	100.00
EDFE LPN	-	-	-	-	-	-	-	-	-
EDFE SPN	-	-	-	-	-	-	-	-	-
ENW	2	2	100.00	8	8	100	3	3	100.00
SP Dist.	-	-	-	-	-	-	3	3	100.00
SP Manweb	1	1	100.00	1	1	100	1	1	100.00
SHEPD	-	-	-	1	1	100	-	-	-
SEPD	2	2	100.00	1	1	100	3	3	100.00
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	-	-	-	-	-	-
Industry total	13	13	100.00	11	11	100	29	29	100.00

SLC 15 – Appendix 1: 1(e) – Provision of EHV demand quotations: 90 per cent within 50 working days

1.48. Licensees must provide a quotation 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 kV but not more than 72 kV, within 50 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 50 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

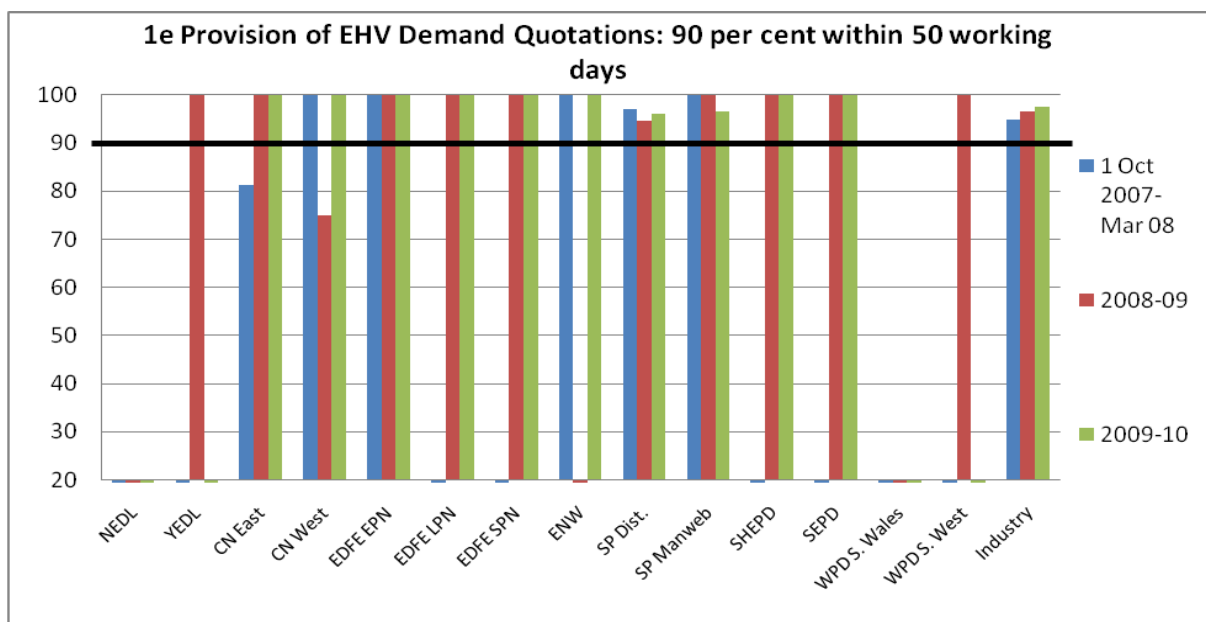
Figure A9.5 - Individual DNO performance against SLC 15 – Appendix 1: 1(e)

Table A9.5 - Individual DNO performance against SLC 15 – Appendix 1: 1(e)

DNO	2007-08			2008-09			2009-10		
	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	-	-	-
YEDL	-	-	-	3	3	100.00	-	-	-
CN East	16	13	81.25	29	29	100.00	25	25	100.00
CN West	10	10	100.00	4	3	75.00	6	6	100.00
EDFE EPN	1	1	100.00	2	2	100.00	7	7	100.00
EDFE LPN	-	-	-	1	1	100.00	3	3	100.00
EDFE SPN	-	-	-	1	1	100.00	3	3	100.00
ENW	3	3	100.00	-	-	-	3	3	100.00
SP Dist.	33	32	96.97	148	140	94.59	79	76	96.20
SP Manweb	16	16	100.00	63	63	100.00	29	28	97.55
SHEPD	-	-	-	3	3	100.00	5	5	100.00
SEPD	-	-	-	6	6	100.00	4	4	100.00
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	1	1	100.00	-	-	-
Industry total	79	75	94.94	261	252	96.55	164	160	97.56

SLC 15 – Appendix 1: 1(f) – Provision of other quotations for new demand or generation: 90 per cent within three months of receiving the request

1.49. Licensees must provide a quotation for a new demand connection or generation connection to the licensee's distribution system that is not included within standards 1a-1e, within 3 months of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 3 months and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.6 – Individual DNO performance against SLC 15 – Appendix 1: 1(f)

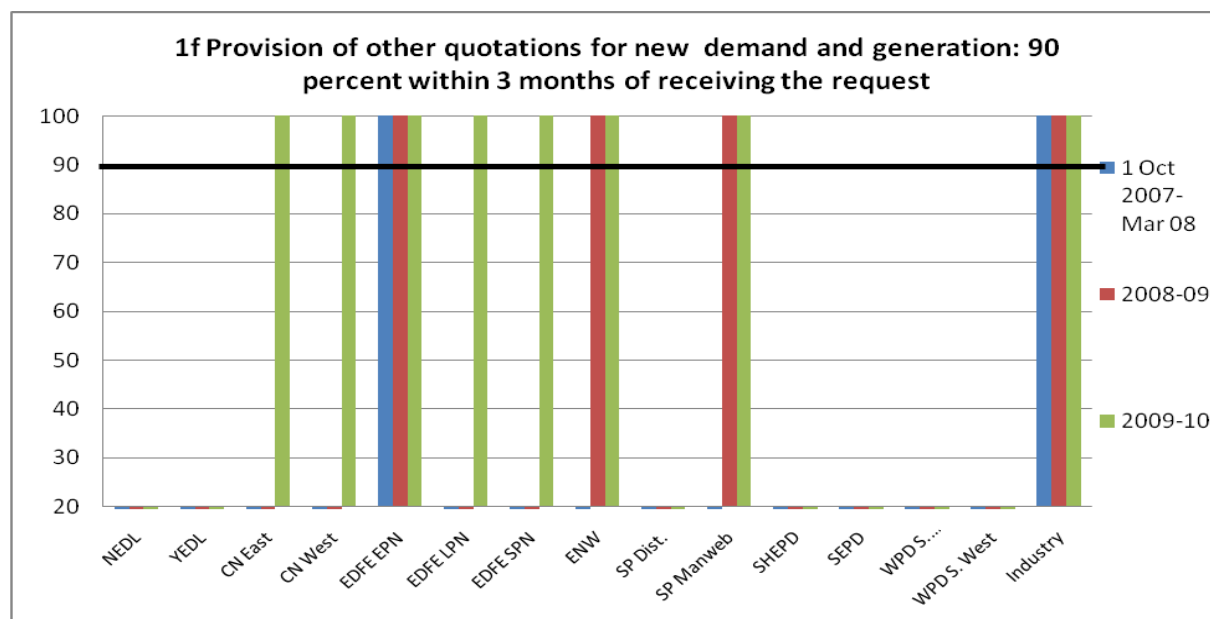


Table A9.6 – Individual DNO performance against SLC 15 – Appendix 1: 1(f)

DNO	2007-08			2008-09			2009-10		
	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved	Quotes issued	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	-	-	-
YEDL	-	-	-	-	-	-	-	-	-
CN East	-	-	-	-	-	-	11	11	100.00
CN West	-	-	-	-	-	-	13	13	100.00
EDFE EPN	1	1	100.00	2	2	100.00	6	6	100.00
EDFE LPN	-	-	-	-	-	-	1	1	100.00
EDFE SPN	-	-	-	-	-	-	3	3	100.00
ENW	-	-	-	109	109	100.00	120	120	100.00
SP Dist.	-	-	-	-	-	-	-	-	-
SP Manweb	-	-	-	2	2	100.00	3	3	100.00
SHEPD	-	-	-	-	-	-	-	-	-
SEPD	-	-	-	-	-	-	-	-	-
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	-	-	-	-	-	-
Industry total	1	1	100.00	113	113	100.00	157	157	100.00

SLC 15 – Appendix 1 2(a) – Providing Point of connection (POC) information: 90 per cent within 30 working days

1.50. Licensees must provide the technical information necessary to enable the applicant to identify the proposed location and characteristics of the POC of the premises to licensees’ distribution system, where the highest voltage of the assets at that point and any Associated Works is more than 22 kV but not more than 72 kV, within 10 working days of receiving the proposed design (unless any part of it would require or directly affect the use of EHV assets). Licensees must take all reasonable steps in every case to provide this service to the applicant within 10 working days (unless any part of it would require or directly affect the use of EHV assets) and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.7 - Individual DNO performance against SLC 15 – Appendix 1: 2(a)

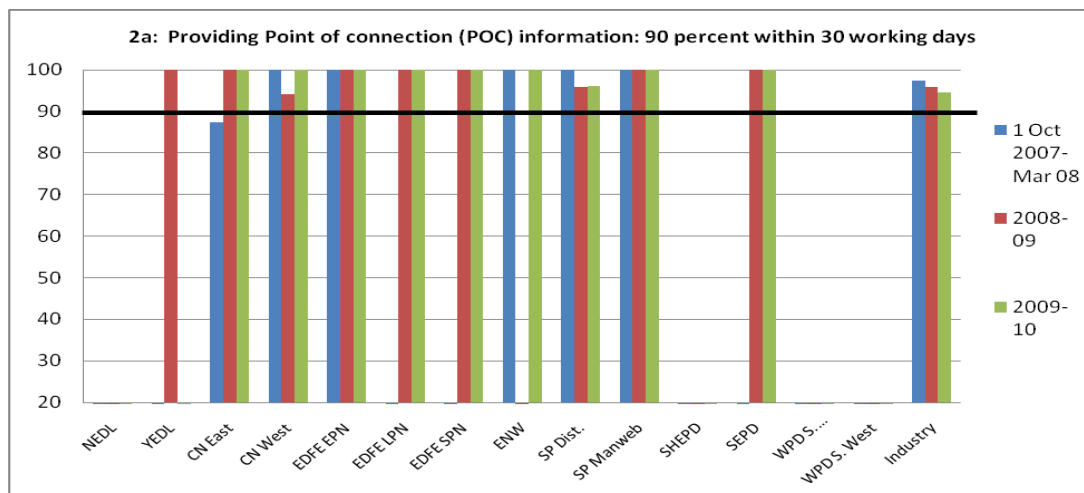


Table A9.7 - Individual DNO performance against SLC 15 – Appendix 1: 2(a)

DNO	2007-08			2008-09			2009-10		
	POCs Provided	Within timescale	% Achieved	POCs Provided	Within timescale	% Achieved	POCs Provided	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	-	-	-
YEDL	-	-	-	2	2	100.00	-	-	-
CN East	16	14	87.50	24	24	100.00	17	17	100.00
CN West	10	10	100.00	120	113	94.17	5	5	100.00
EDFE EPN	1	1	100.00	2	2	100.00	6	6	100.00
EDFE LPN	-	-	-	1	1	100.00	2	2	100.00
EDFE SPN	-	-	-	1	1	100.00	3	3	100.00
ENW	3	3	100.00	-	-	-	2	2	100.00
SP Dist.	33	33	100.00	148	142	95.95	79	77	97.47
SP Manweb	16	16	100.00	40	40	100.00	27	27	100.00
SHEPD	-	-	-	0	0	-	-	-	-
SEPD	-	-	-	5	5	100.00	3	3	100.00
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	1	0	0.00	-	-	-
Industry total	79	77	97.47	344	330	95.93	144	142	98.61

SLC 15 – Appendix 1: 2(b) – Providing design submissions for LV and HV connections: 90 per cent within 10 working days

1.51. Licensees must in response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connection premises to the licensee's distribution system, provide a written approval of the proposed design, or a written rejection stating reasons for rejection, within 10 working days of receiving the proposed design (unless any part of it would require or directly affect the use of EHV assets). Licensees must take all reasonable steps in every case to provide this service to the applicant within 10 working days (unless any part of it would require or directly affect the use of EHV assets) and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.8 - Individual DNO performance against SLC 15 – Appendix 1: 2(b)

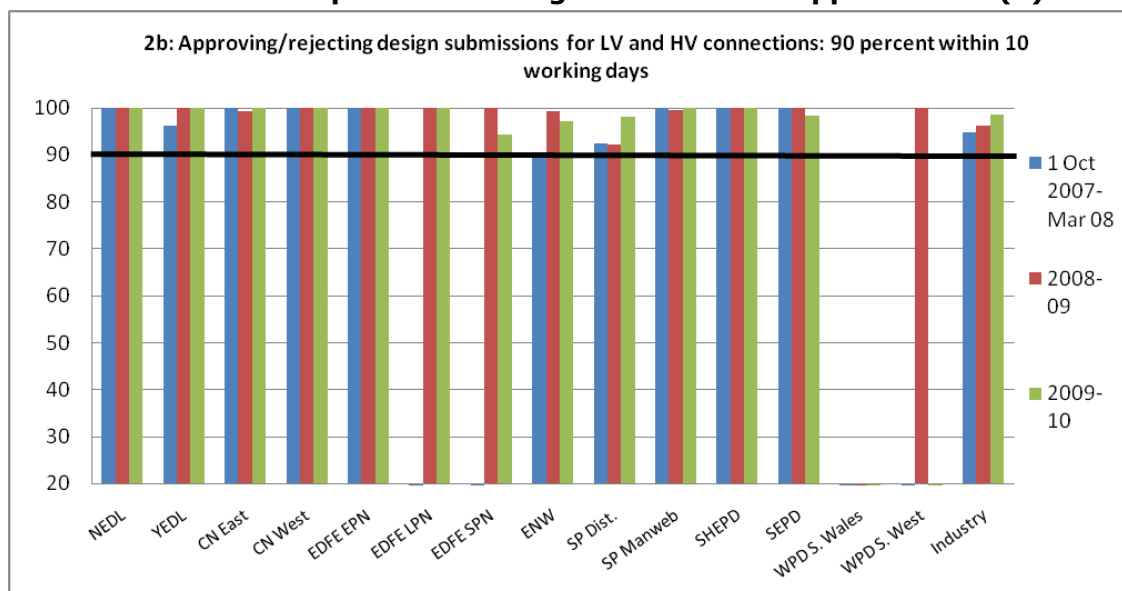


Table A9.8 - Individual DNO performance against SLC 15 – Appendix 1: 2(b)

DNO	2007-08			2008-09			2009-10		
	Connection designs approved / rejected	Within timescale	% Achieved	Connection designs approved / rejected	Within timescale	% Achieved	Connection designs approved / rejected	Within timescale	% Achieved
NEDL	6	6	100.00	23	23	100.00	31	31	100.00
YEDL	27	26	96.30	28	28	100.00	65	65	100.00
CN East	41	41	100.00	135	134	99.26	114	113	99.12
CN West	33	33	100.00	101	101	100.00	85	85	100.00
EDFE EPN	1	1	100.00	63	63	100.00	86	86	100.00
EDFE LPN	-	-	-	14	14	100.00	89	89	100.00
EDFE SPN	-	-	-	20	20	100.00	36	34	94.44
ENW	168	152	90.48	248	246	99.19	228	222	97.37
SP Dist.	494	457	92.51	961	885	92.09	809	790	97.65
SP Manweb	233	233	100.00	537	535	99.63	292	292	100.00
SHEPD	18	18	100.00	14	14	100.00	7	7	100.00
SEPD	1	1	100.00	26	26	100.00	62	61	98.39
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	4	4	100.00	-	-	-
Industry total	1022	968	94.72	2174	2093	96.27	1904	1875	98.48

SLC 15 – Appendix 1: 2(c) – Providing design submissions for EHV and other connections: 90 per cent within 20 working days

1.52. Licensees must for EHV and other connections in response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connection premises to the licensee's distribution system, provide a written approval of the proposed design or a written rejection stating reasons for rejection within 20 working days of receiving the proposed design. Licensees must take all reasonable steps in every case to provide this service to the applicant within 20 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.9 - Individual DNO performance against SLC 15 – Appendix 1: 2(c)

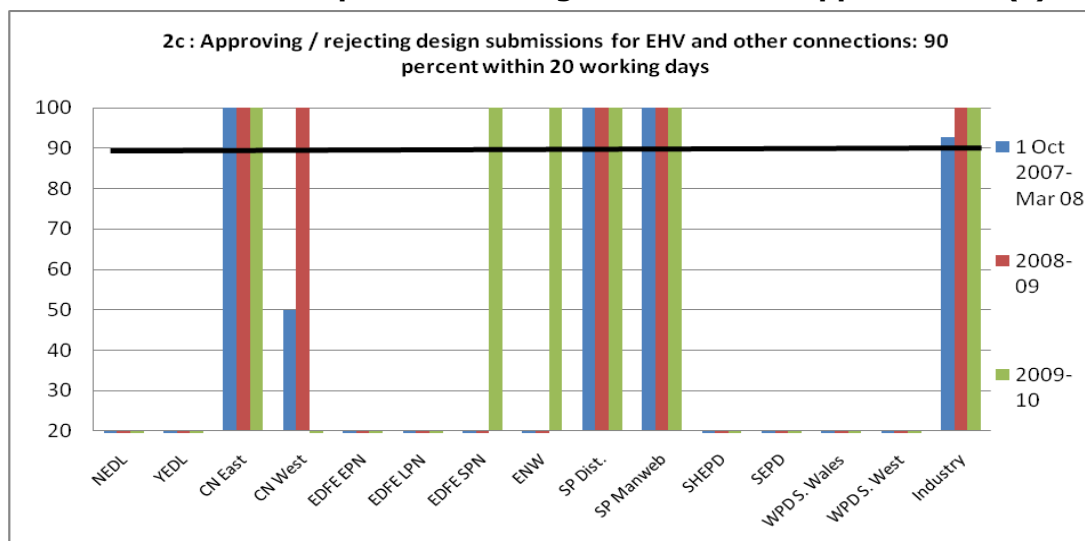


Table A9.9 - Individual DNO performance against SLC 15 – Appendix 1: 2(c)

DNO	2007-08			2008-09			2009-10		
	Designs Approved	Within timescale	% Achieved	Designs Approved	Within timescale	% Achieved	Designs Approved	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	-	-	-
YEDL	-	-	-	-	-	-	-	-	-
CN East	3	3	100.00	8	8	100.00	2	2	100.00
CN West	2	1	50.00	1	1	100.00	-	-	-
EDFE EPN	-	-	-	-	-	-	-	-	-
EDFE LPN	-	-	-	-	-	-	-	-	-
EDFE SPN	-	-	-	-	-	-	3	3	100.00
ENW	-	-	-	-	-	-	1	1	100.00
SP Dist.	4	4	100.00	15	15	100.00	12	12	100.00
SP Manweb	5	5	100.00	27	27	100.00	24	24	100.00
SHEPD	-	-	-	-	-	-	-	-	-
SEPD	-	-	-	-	-	-	-	-	-
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	-	-	-	-	-	-
Industry total	14	13	92.86	51	51	100.00	42	42	100.00

SLC 15 – Appendix 1: 3(a) – Complete final works for a LV connection: 90 per cent within 10 working days

1.53. Licensees must complete the final works for a low voltage connection within 10 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 10 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.10 - Individual DNO performance against SLC 15 – Appendix 1: 3(a)

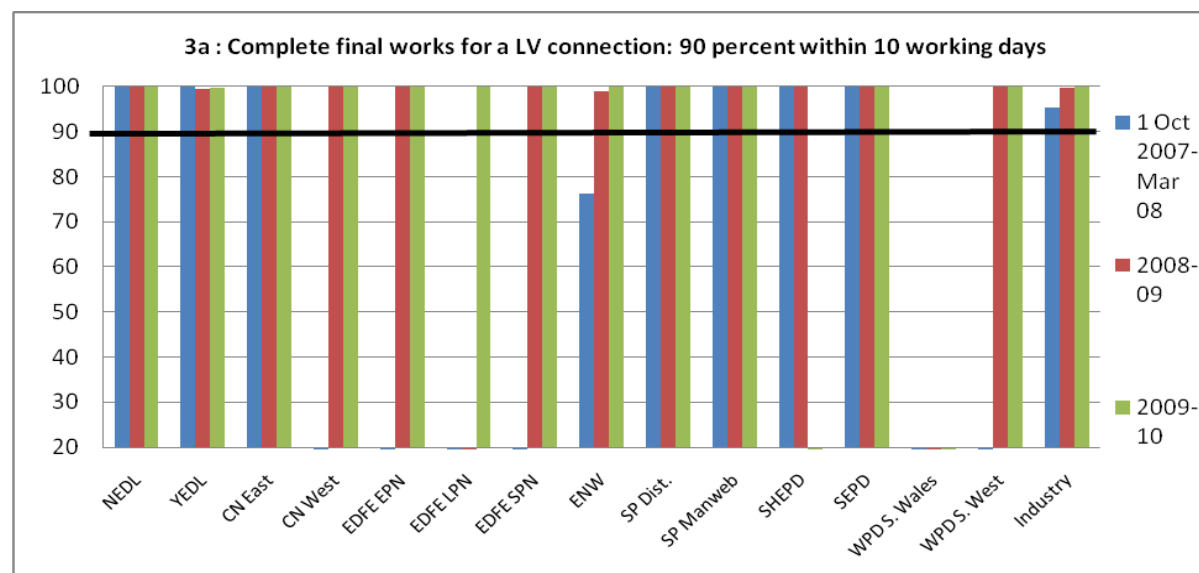


Table A9.10 - Individual DNO performance against SLC 15 – Appendix 1: 3(a)

DNO	2007-08			2008-09			2009-10		
	Final works completed	Within timescale	% Achieved	Final works completed	Within timescale	% Achieved	Final works completed	Within timescale	% Achieved
NEDL	143	143	100.00	348	348	100.00	278	278	100.00
YEDL	103	103	100.00	845	840	99.41	483	482	100.00
CN East	11	11	100.00	364	364	100.00	82	82	100.00
CN West	-	-	-	447	447	100.00	72	72	100.00
EDFE EPN	-	-	-	2	2	100.00	19	19	100.00
EDFE LPN	-	-	-	-	-	-	9	9	100.00
EDFE SPN	-	-	-	1	1	100.00	11	11	100.00
ENWL	97	74	76.29	198	196	98.99	124	124	100.00
SP Dist.	25	25	100.00	103	103	100.00	182	182	100.00
SP Manweb	85	85	100.00	118	118	100.00	148	148	100.00
SHEPD	16	16	100.00	1	1	100.00	-	-	-
SEPD	3	3	100.00	15	15	100.00	11	11	100.00
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	1	1	100.00	5	5	100.00
Industry total	483	460	95.24	2443	2436	99.71	1424	1423	100.00

SLC 15 – Appendix 1: 3(b) – Complete final works for a HV connection: 90 per cent within 20 working days

1.54. Licensees must complete the final works for a high voltage connection within 20 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 20 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.11 - Individual DNO performance against SLC 15 – Appendix 1: 3(b)

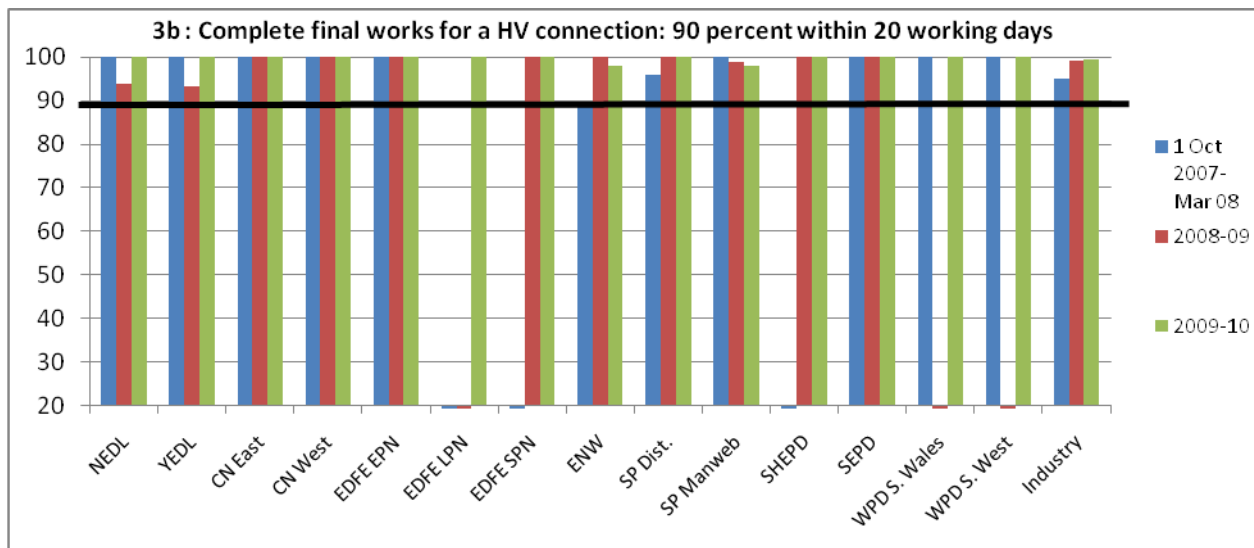


Table A9.11 - Individual DNO performance against SLC 15 – Appendix 1: 3(b)

DNO	2007-08			2008-09			2009-10		
	Final works completed	Within timescale	% Achieved	Final works completed	Within timescale	% Achieved	Final works completed	Within timescale	% Achieved
NEDL	2	2	100.00	16	15	93.75	1	1	100.00
YEDL	1	1	100.00	15	14	93.33	5	5	100.00
CN East	4	4	100.00	44	44	100.00	34	34	100.00
CN West	1	1	100.00	15	15	100.00	21	21	100.00
EDFE EPN	5	5	100.00	16	16	100.00	20	20	100.00
EDFE LPN	-	-	-	-	-	-	7	7	100.00
EDFE SPN	-	-	-	3	3	100.00	2	2	100.00
ENW	39	35	89.74	59	59	100.00	50	49	98.00
SP Dist.	25	24	96.00	56	56	100.00	97	97	100.00
SP Manweb	21	21	100.00	90	89	98.89	48	47	97.92
SHEPD	-	-	-	1	1	100.00	1	1	100.00
SEPD	1	1	100.00	5	5	100.00	17	17	100.00
WPD S. Wales	1	1	100.00	-	-	-	1	1	100.00
WPD S. West	1	1	100.00	-	-	-	4	4	100.00
Industry total	101	96	95.05	320	317	99.06	308	306	99.35

SLC 15 – Appendix 1: 3(c) – Inform applicant of the date it is proposed to complete final works for EHV connection: 90 per cent within 20 working days

1.55. Licensees must inform the applicant of the date by which they propose to complete the final works by for an EHV connection within 20 working days of receiving the request (and complete the works as soon as reasonably practicable). Licensees must take all reasonable steps in every case to provide this service to the applicant within 20 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.12 – Individual DNO performance against SLC 15 – Appendix 1: 3(c)

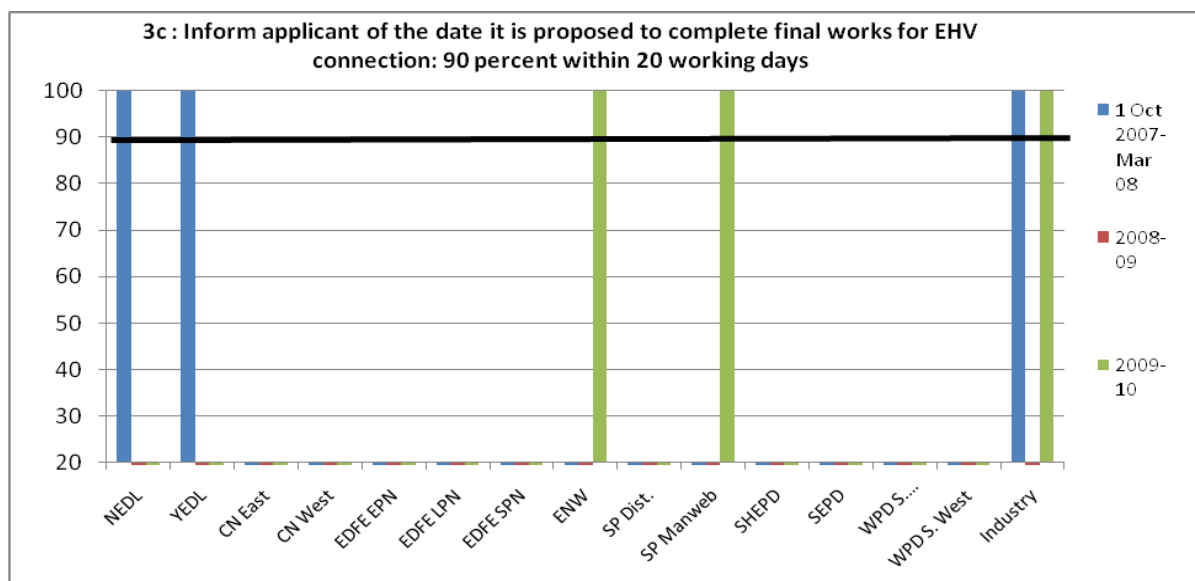


Table A9.12 - Individual DNO performance against SLC 15 – Appendix 1 3(c)

DNO	2007-08			2008-09			2009-10		
	Final connection dates provided	Within timescale	% Achieved	Final connection dates provided	Within timescale	% Achieved	Final connection dates provided	Within timescale	% Achieved
NEDL	1	1	100.00	-	-	-	0	0	-
YEDL	1	1	100.00	-	-	-	0	0	-
CN East	0	0	-	-	-	-	0	0	-
CN West	0	0	-	-	-	-	0	0	-
EDFE EPN	0	0	-	-	-	-	0	0	-
EDFE LPN	0	0	-	-	-	-	0	0	-
EDFE SPN	0	0	-	-	-	-	0	0	-
ENW	0	0	-	-	-	-	2	2	100.00
SP Dist.	0	0	-	-	-	-	0	0	-
SP Manweb	0	0	-	-	-	-	1	1	100
SHEPD	0	0	-	-	-	-	0	0	-
SEPD	0	0	-	-	-	-	0	0	-
WPD S. Wales	0	0	-	-	-	-	0	0	-
WPD S. West	0	0	-	-	-	-	0	0	-
Industry total	2	2	100.00	-	-	-	3	3	100.00

SLC 15 – Appendix 1: 3(d) – Complete the works required for a LV phased energisation: 90 per cent within 5 working days

1.56. Licensees must complete the works required for a low voltage phased energisation within 5 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 5 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

Figure A9.13 - Individual DNO performance against SLC 15 – Appendix 1: 3(d)

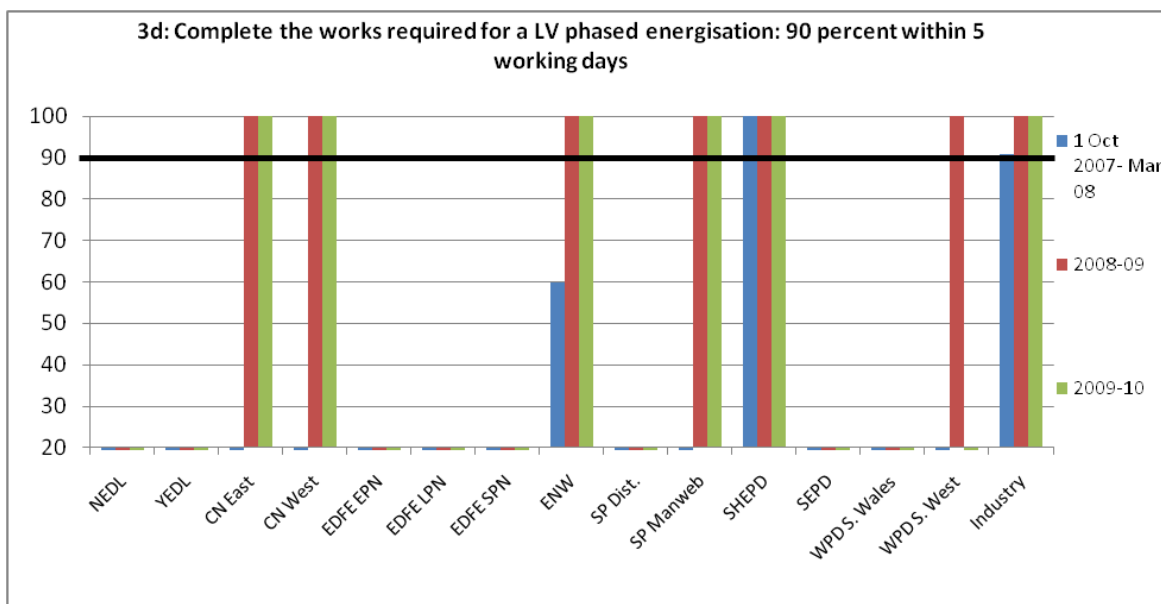


Table A9.13 - Individual DNO performance against SLC 15 – Appendix 1: 3(d)

DNO	2007-08			2008-09			2009-10		
	Works Completed	Within timescale	% Achieved	Works Completed	Within timescale	% Achieved	Works Completed	Within timescale	% Achieved
NEDL	-	-	-	-	-	-	-	-	-
YEDL	-	-	-	-	-	-	-	-	-
CN East	-	-	-	31	31	100.00	29	29	100.00
CN West	-	-	-	21	21	100.00	44	44	100.00
EDFE EPN	-	-	-	-	-	-	-	-	-
EDFE LPN	-	-	-	-	-	-	-	-	-
EDFE SPN	-	-	-	-	-	-	-	-	-
ENW	5	3	60.00	6	6	100.00	2	2	100.00
SP Dist.	-	-	-	-	-	-	-	-	-
SP Manweb	9	9	-	4	4	100.00	10	10	100.00
SHEPD	8	8	100.00	47	47	100.00	43	43	100.00
SEPD	-	-	-	-	-	-	-	-	-
WPD S. Wales	-	-	-	-	-	-	-	-	-
WPD S. West	-	-	-	1	1	100.00	-	-	-
Industry total	22	20	90.91	110	110	100.00	128	128	100.00

SLC 15 – Appendix 1: 3(e) – Complete the works required for a HV phased energisation: 90 per cent within 10 working days

1.57. Licensees must complete works required for a high voltage phased energisation within 10 working days of receiving the request. Licensees must take all reasonable steps in every case to provide this service to the applicant within 5 working days and in any case they must provide this service within the time period in at least 90 per cent of cases.

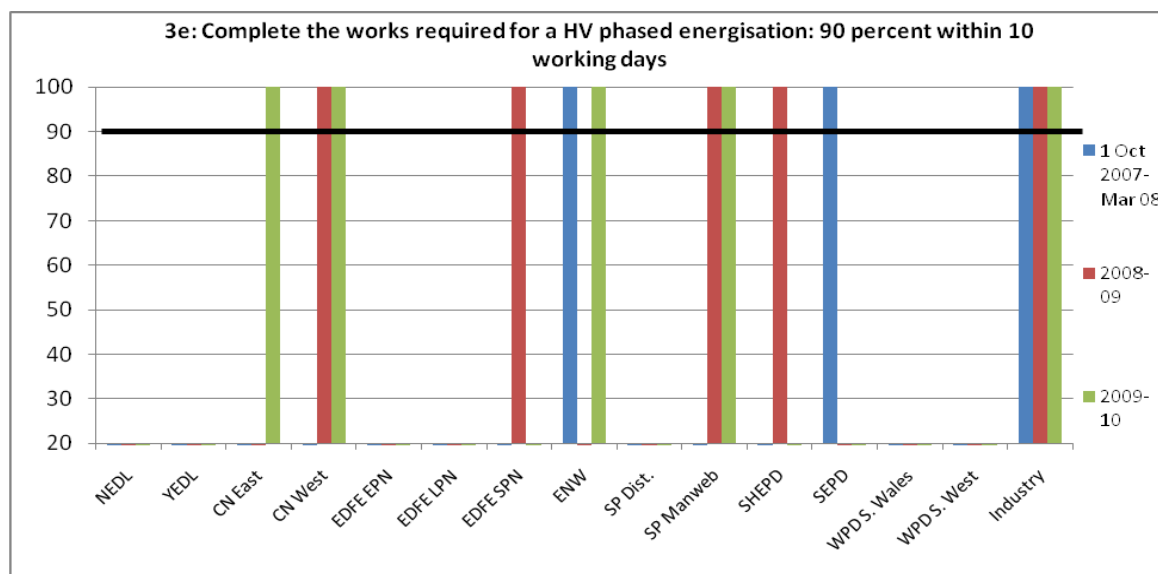
Figure A9.14 - Individual DNO performance against SLC 15 – Appendix 1: 3(e)

Table A9.14 – Individual DNO performance against SLC 15 – Appendix 1:3 (e)

DNO	2007-08			2008-09			2009-10		
	Works Completed	Within timescale	% Achieved	Works Completed	Within timescale	% Achieved	Works Completed	Within timescale	% Achieved
NEDL	0	0	-	-	-	-	-	-	-
YEDL	0	0	-	-	-	-	-	-	-
CN East	0	0	-	-	-	-	2	2	100.00
CN West	0	0	-	4	4	100.00	5	5	100.00
EDFE EPN	0	0	-	-	-	-	-	-	-
EDFE LPN	0	0	-	-	-	-	-	-	-
EDFE SPN	0	0	-	1	1	100.00	-	-	-
ENW	1	1	100.00	-	-	-	2	2	100.00
SP Dist.	0	0	-	-	-	-	-	-	-
SP Manweb	0	0	-	1	1	100.00	2	2	100.00
SHEPD	0	0	-	2	2	100.00	0	-	-
SEPD	1	1	100.00	-	-	-	-	-	-
WPD S. Wales	0	0	-	-	-	-	-	-	-
WPD S. West	0	0	-	-	-	-	-	-	-
Industry total	2	2	100.00	8	8	100.00	11	11	100.00

Table A9.15 – Summary of DNO performance against the SLC 15 performance standards in 2009-10

DNO	1a	1b	1c	1d	1e	1f	2a	2b	2c	3a	3b	3c	3d	3e	Total met by DNO
NEDL	YES	YES	YES	YES	-	-	-	YES	-	YES	YES	-	-	-	7/7
YEDL	YES	YES	YES	YES	-	-	-	YES	-	YES	YES	-	-	-	7/7
CN East	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	-	YES	YES	13/13
CN West	YES	YES	YES	YES	YES	YES	YES	YES	-	YES	YES	-	YES	YES	12/12
EDFE EPN	YES	-	YES	YES	YES	YES	YES	YES	-	YES	YES	-	-	-	9/9
EDFE LPN	YES	-	YES	-	YES	YES	YES	YES	-	YES	YES	-	-	-	8/8
EDFE SPN	YES	-	YES	-	YES	YES	YES	YES	YES	YES	YES	-	-	-	9/9
ENW	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	14/14
SP Dist.	YES	-	YES	YES	YES	-	YES	YES	YES	YES	YES	-	-	-	9/9
SP Manweb	YES	-	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	13/13
SHEPD	YES	-	YES	-	YES	-	-	YES	-	-	YES	-	YES	-	6/6
SEPD	YES	-	YES	YES	YES	-	YES	YES	-	YES	YES	-	-	-	8/8
WPD S. Wales	YES	-	YES	-	-	-	-	-	-	-	YES	-	-	-	3/3
WPD S. West	YES	-	YES	-	-	-	-	-	-	YES	YES	-	-	-	4/4
Total Standards Met	14/14	5/5	14/14	9/9	10/10	7/7	9/9	12/12	5/5	12/12	14/14	2/2	5/5	4/4	

Breakdown of licensee performance against unmetered electricity connections Key Performance Indicators

Emergency / fault repair

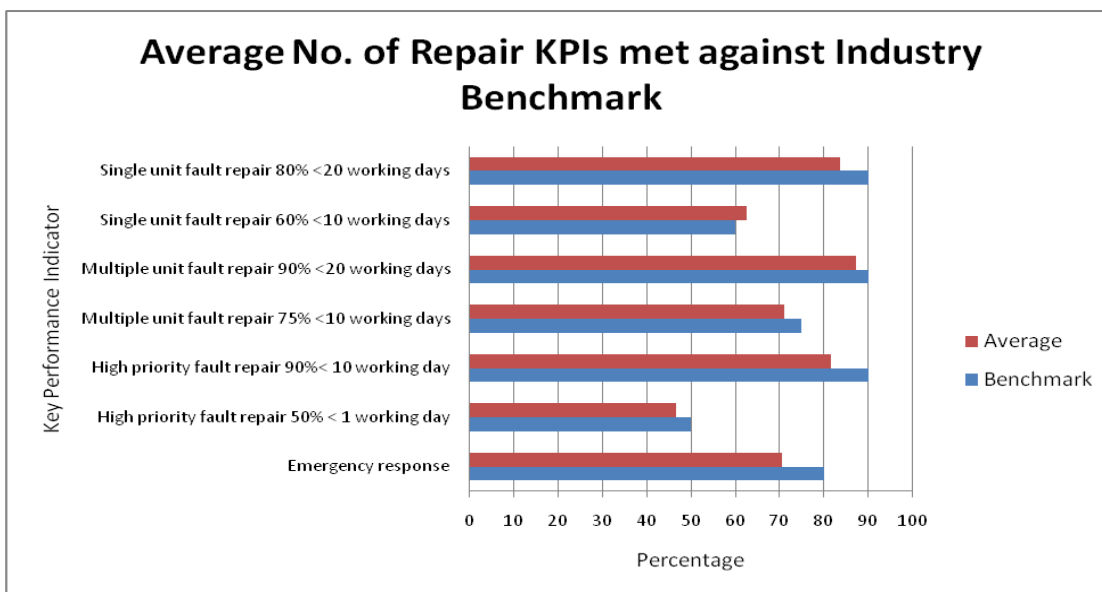
1.58. The first standard requires DNOs to meet minimum benchmarks when responding to emergency faults, high priority repairs, multiple unit repairs and single unit repairs.

1.59. In the case of emergency faults the network operator must attend at the site to remove immediate danger to the public or property arising from the electricity distribution network. A high priority repair consists of work that is urgent but would not require attendance out of normal working hours to restore electricity supplies.

1.60. Multiple unit fault repairs will involve a fault on service, for example, no current, LV, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit. Single unit fault repairs will have the same definition but will only affect one unit.

1.61. This appendix provides further detail on individual DNO performance against each standard, further information and comment on DNO performance against the unmetered key performance indicators (KPIs) can be found in chapter three of the main CIR report.

Figure A9.15 - Industry performance against benchmarks for emergency and fault repairs (2009-10)

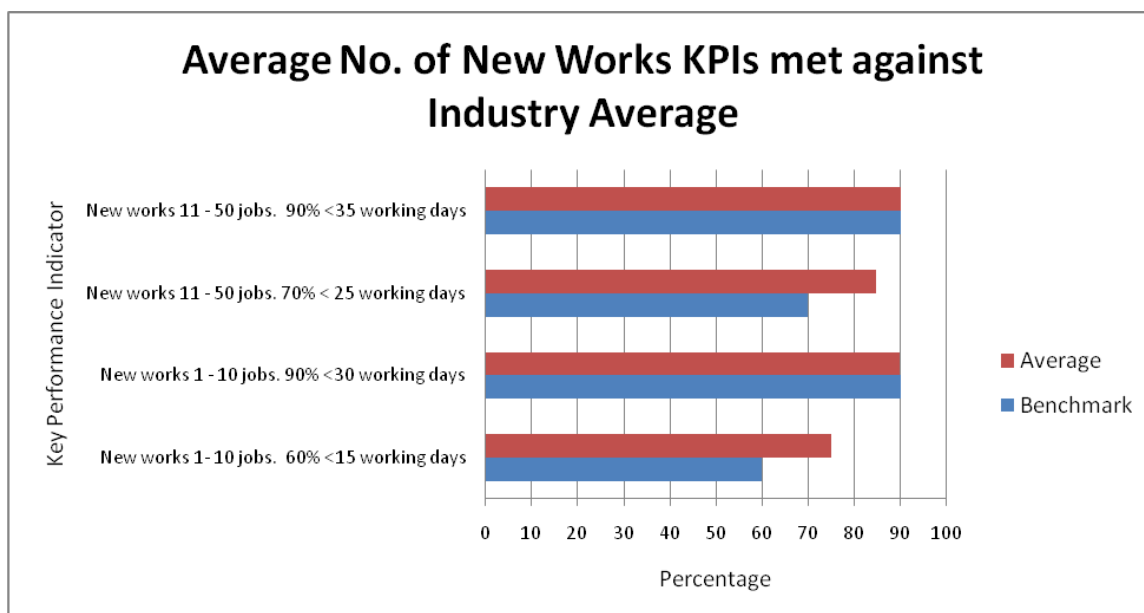


New / transferred connections

1.62. The second standard requires DNOs to meet minimum benchmarks for new and transferred connections. These may include new capital lighting schemes, road improvement schemes, provision of connection/disconnections, service transfer, new service and disconnections.

1.63. There are two categories in this standard, new works 1-10 jobs¹⁵ and new works 11-50 jobs, each of which has two standards, making four standards in total. As illustrated in Figure A9.15, on average, DNOs met or exceeded all of the benchmarks provided in the standard; this is a much better performance than in 2008-09 when only one standard was met.

Figure A9.16 - Industry performance against benchmarks for new / transferred connections (2009-10)



¹⁵ A job can be defined as a unit. For example an order for new works would fall into this category if it contained 1-10 jobs.

Table A9.16 – Summary of DNO performance against the unmetered Key Performance Indicators in 2009-10

KPI	NEDL	YEDL	CN East	CN West	EDFE EPN	EDFE LPN	EDFE SPN	ENW	SP Dist.	SP Manweb	SHEPD	SEPD	WPD S. Wales	WPD S. West	Total DNOs to meet KPI
Emergency response	Yes	No	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	No	No	No	7/14
High priority fault repair 50% < 1 working day	-	-	No	No	Yes	Yes	No	Yes	Yes	No	Yes	No	No	No	5/14
High priority fault repair 90% < 10 working day	-	-	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	No	No	No	7/14
Multiple unit fault repair 75% < 10 working days	Yes	Yes	No	No	Yes	No	No	Yes	No	No	No	No	Yes	No	5/14
Multiple unit fault repair 90% < 20 working days	No	Yes	No	No	No	No	No	Yes	No	No	Yes	No	Yes	No	4/14
Single unit fault repair 60% < 10 working days	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	No	Yes	Yes	9/14
Single unit fault repair 80% < 20 working days	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	11/14
New works 1- 10 jobs. 60% < 15 working days	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	10/14
New works 1 - 10 jobs. 90% < 30 working days	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	10/14
New works 11 - 50 jobs. 70% < 25 working days	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	No	11/14
New works 11 - 50 jobs. 90% < 35 working days	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	-	No	8/14
Total Met KPIs	7/9	8/9	5/11	4/11	9/11	6/11	6/11	11/11	4/11	3/11	10/11	4/11	6/9	4/11	

Standard: Emergency response attendance on site within two hours in 80 per cent of cases at any time of day.

1.64. Seven of the DNOs met this benchmark in 2009-10 compared to only five in 2008-09. EDFE EPN, LPN and SPN again had the worst performance figures for attending site within two hours with the lowest being just 12 per cent and the highest 34 per cent. SHEPD had the best performance ratings attending emergencies within two hours 97 per cent of the time.

Figure A9.17- Individual DNO performance against standard for emergency response attendance on site within two hours.

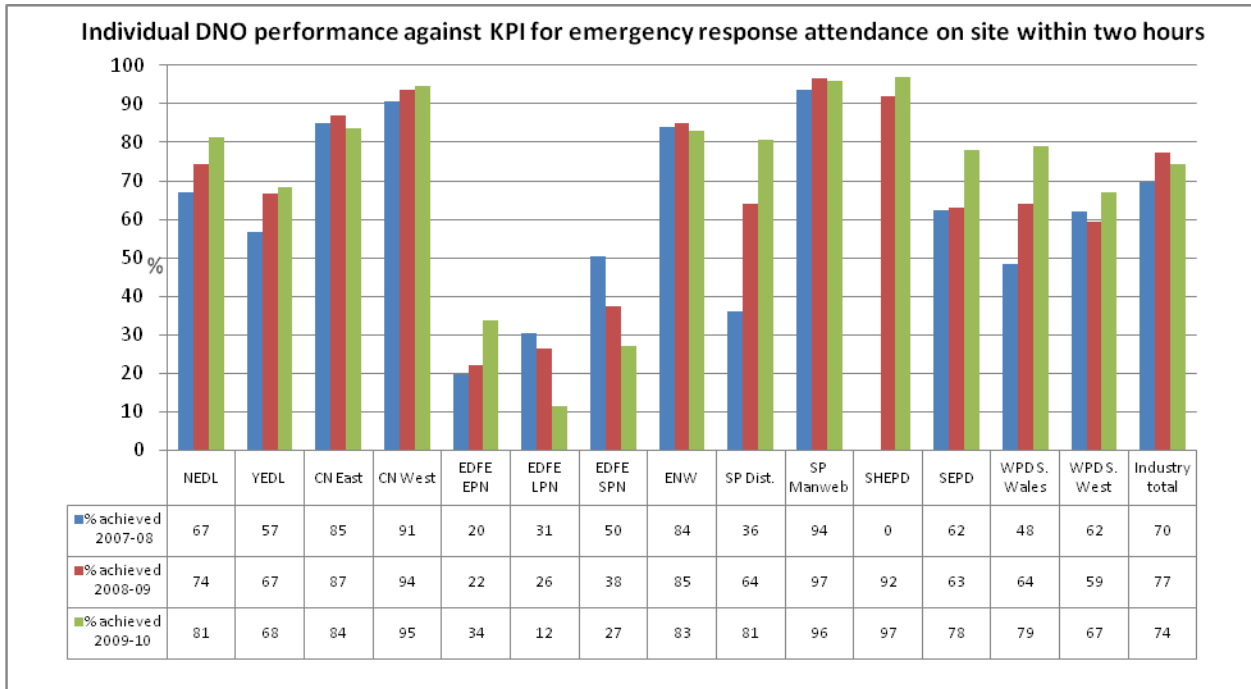


Table A9.17 - Individual DNO performance against standard for emergency response attendance on site within two hours

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	139	68	67	207	212	73	74	285	180	41	81	221
YEDL	414	314	57	728	891	444	67	1,335	781	362	68	1,143
CN East	181	32	85	213	463	69	87	532	661	129	84	790
CN West	545	57	91	602	2,404	164	94	2,568	2,068	116	95	2,184
EDFE EPN	17	69	20	86	66	232	22	298	220	430	34	650
EDFE LPN	22	50	31	72	38	106	26	144	39	298	12	337
EDFE SPN	118	116	50	234	135	225	38	360	110	295	27	405
ENW	464	89	84	553	1,507	264	85	1,771	752	154	83	906
SP Dist.	9	16	36	25	39	22	64	61	21	5	81	26
SP Manweb	211	14	94	225	384	13	97	397	445	18	96	463
SHEPD	-	-	-	0	45	4	92	49	33	1	97	34
SEPD	111	67	62	178	290	171	63	461	323	91	78	414
WPD S. Wales	100	107	48	207	210	118	64	328	151	40	79	191
WPD S. West	97	59	62	156	94	64	59	158	77	38	67	115
Industry total	2,428	1,058	70	3,486	6,778	1,969	77	8,747	5,861	2,018	74	7,879

Standard: 50 per cent of high priority fault repairs undertaken within one working days

1.65. Five of the DNOs met this benchmark in 2009-10 compared to four in 2008-09. One DNO did not receive any requests to undertake high priority fault repairs. Most DNOs experienced fewer requests for high priority fault repairs in 2009-10 than in 2008-09 this falls in line with a higher proportion of DNOs meeting the standard than in 2008-09.

Figure A9.18 - Individual DNO performance against standard for high priority fault repairs undertaken within one working day.

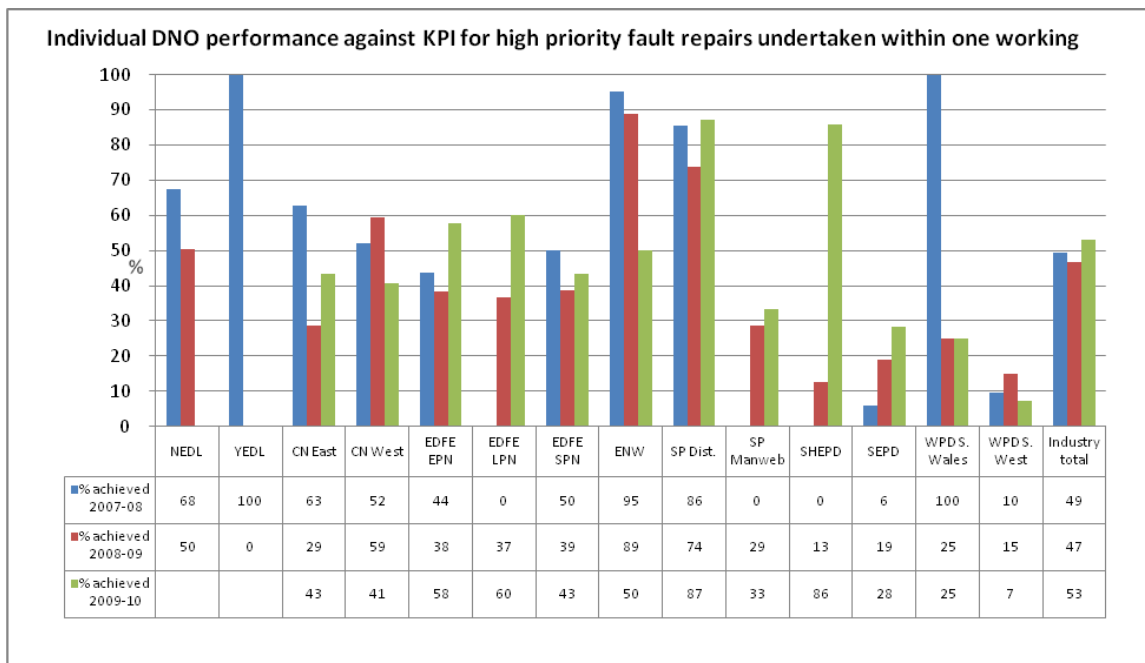


Table A9.18 - Individual DNO performance against standard for high priority fault repairs undertaken within one working day.

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	25	12	68	37	176	174	50	350	0	0	-	0
YEDL	1	0	100	1	0	0	-	0	0	0	-	0
CN East	22	13	63	35	24	60	29	84	32	42	43	74
CN West	48	44	52	92	221	152	59	373	134	195	41	329
EDFE EPN	76	98	44	174	168	270	38	438	232	171	58	403
EDFE LPN	0	0	-	0	22	38	37	60	136	90	60	226
EDFE SPN	21	21	50	42	66	104	39	170	176	229	43	405
ENW	20	1	95	21	48	6	89	54	2	2	50	4
SP Dist.	143	24	86	167	248	88	74	336	273	40	87	313
SP Manweb	0	0	-	0	2	5	29	7	1	2	33	3
SHEPD	-	-	-	0	1	7	13	8	6	1	86	7
SEPD	3	48	6	51	49	209	19	258	45	114	28	159
WPD S. Wales	1	0	100	1	4	12	25	16	2	6	25	8
WPD S. West	13	123	10	136	11	62	15	73	2	26	7	28
Industry total	373	384	49	757	1,040	1,187	47	2,227	1,041	918	53	1,959

Standard: 90 per cent of high priority fault repairs undertaken within 10 working days

1.66. Seven DNOs met the KPI to undertake high priority fault repairs within 10 working days 90 per cent of the time, this compares to eight in 2008-09. One DNO did not receive any requests to undertake high priority fault repairs.

Figure A9.19 - Individual DNO performance against standard for high priority fault repairs undertaken within 10 working days.

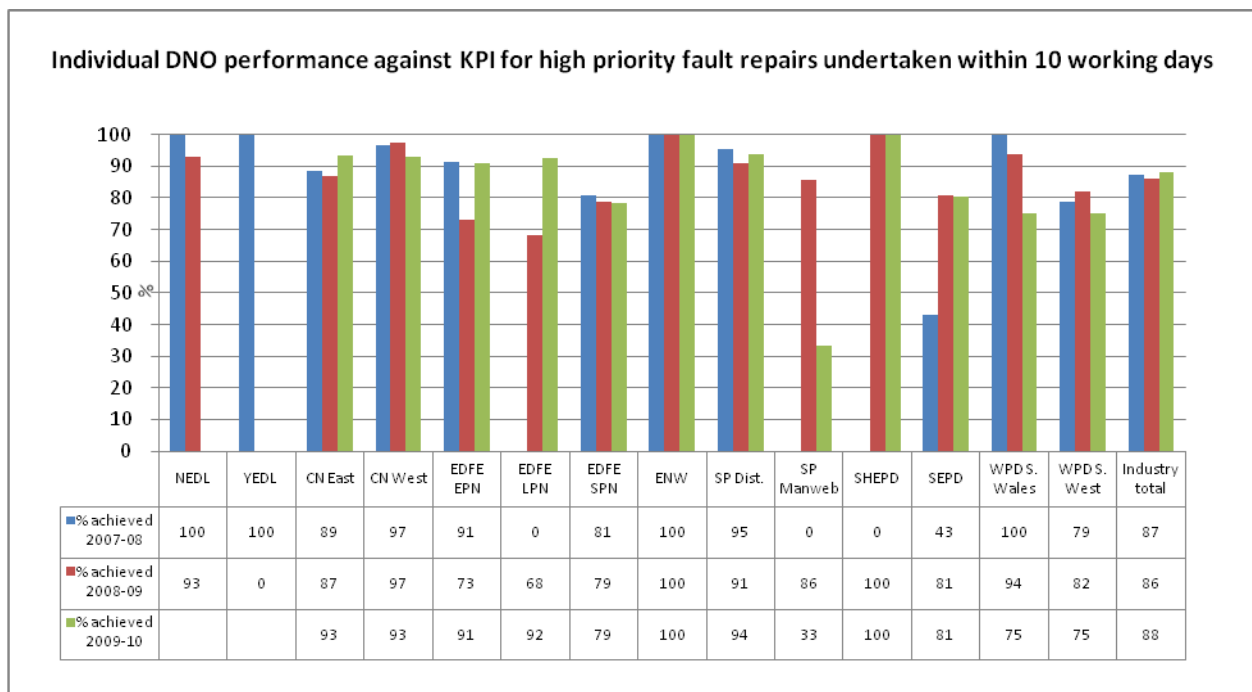


Table A9.19 - Individual DNO performance against standard for high priority fault repairs undertaken within 10 working days.

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	37	0	100	37	326	24	93	350	0	0	-	0
YEDL	1	0	100	1	0	0	-	0	0	0	-	0
CN East	31	4	89	35	73	11	87	84	69	5	93	74
CN West	89	3	97	92	363	10	97	373	306	23	93	329
EDFE EPN	159	15	91	174	321	117	73	438	366	37	91	403
EDFE LPN	0	0	-	0	41	19	68	60	209	17	92	226
EDFE SPN	34	8	81	42	134	36	79	170	318	87	79	405
ENW	21	0	100	21	54	0	100	54	4	0	100	4
SP Dist.	159	8	95	167	306	30	91	336	294	19	94	313
SP Manweb	0	0	-	0	6	1	86	7	1	2	33	3
SHEPD	-	-	-	-	8	0	100	8	7	0	100	7
SEPD	22	29	43	51	208	50	81	258	128	31	81	159
WPD S. Wales	1	0	100	1	15	1	94	16	6	2	75	8
WPD S. West	107	29	79	136	60	13	82	73	21	7	75	28
Industry total	661	96	87	757	1,915	312	86	2,227	1,729	230	88	1,959

Standard: 75 per cent of multiple unit fault repairs undertaken within 10 working days.

1.67. In 2009-10 five DNOs met the KPI to undertake 75 per cent of multiple unit fault repairs within 10 working days, this compares to just two in 2008-09.

Figure A9.20 - Individual DNO performance against standard for multiple unit fault repairs undertaken within 10 working days

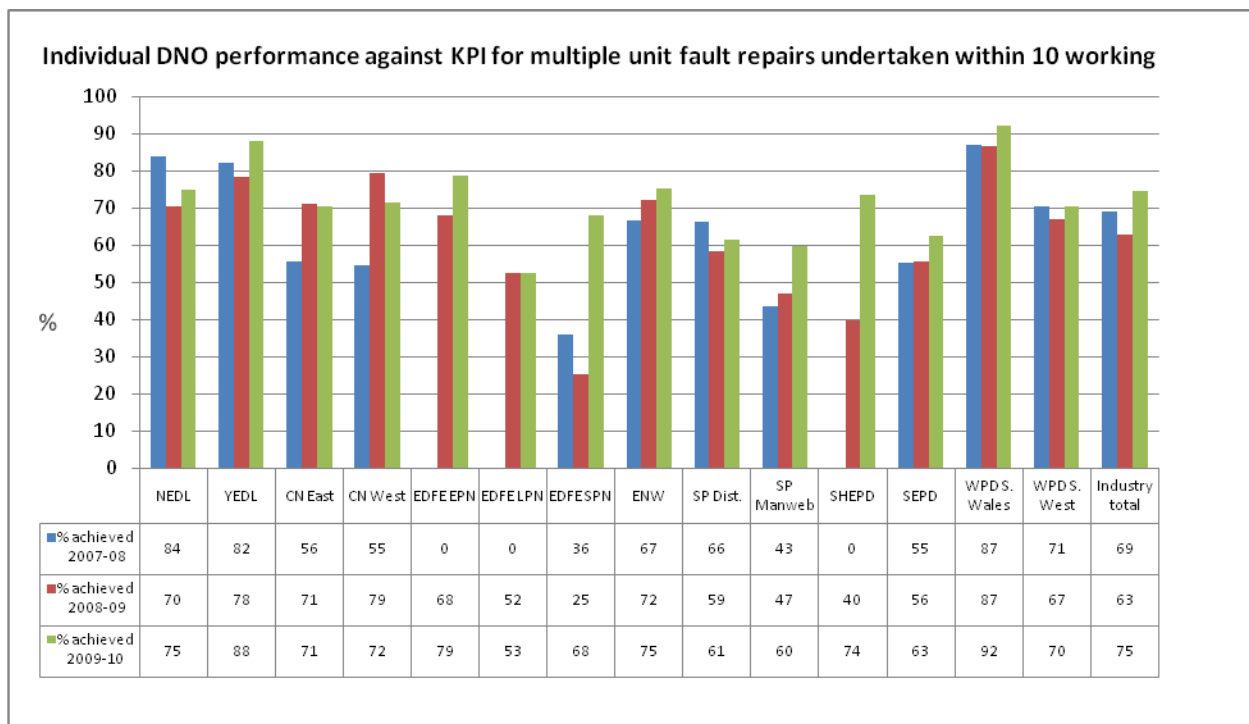


Table A9.20 - Individual DNO performance against standard for multiple unit fault repairs undertaken within 10 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	73	14	84	87	88	37	70	125	90	30	75	120
YEDL	784	169	82	953	1,166	323	78	1,489	1,588	218	88	1,806
CN East	166	133	56	299	324	131	71	455	307	128	71	435
CN West	156	130	55	286	297	77	79	374	307	122	72	429
EDFE EPN	0	0	-	0	330	154	68	484	1,258	340	79	1,598
EDFE LPN	0	0	-	0	43	39	52	82	99	89	53	188
EDFE SPN	19	34	36	53	258	768	25	1,026	305	143	68	448
ENW	72	36	67	108	331	127	72	458	149	49	75	198
SP Dist.	127	64	66	191	209	148	59	357	223	140	61	363
SP Manweb	10	13	43	23	39	44	47	83	40	27	60	67
SHEPD	-	-	-	-	33	50	40	83	50	18	74	68
SEPD	306	246	55	552	738	586	56	1,324	708	421	63	1,129
WPD S. Wales	190	28	87	218	306	47	87	353	267	23	92	290
WPD S. West	560	233	71	793	604	298	67	902	905	381	70	1,286
Industry total	2,463	1,100	69	3,563	4,766	2,829	63	7,595	6,296	2,129	75	8,425

Standard: 90 per cent of multiple unit fault repairs undertaken within 20 working days

1.68. Only four DNOs managed to meet the KPI for undertaking 90 per cent of multiple unit fault repairs within 20 working days, this compares to two in 2008-09.

Figure A9.21 - Individual DNO performance against standard for multiple unit fault repairs undertaken within 20 working days

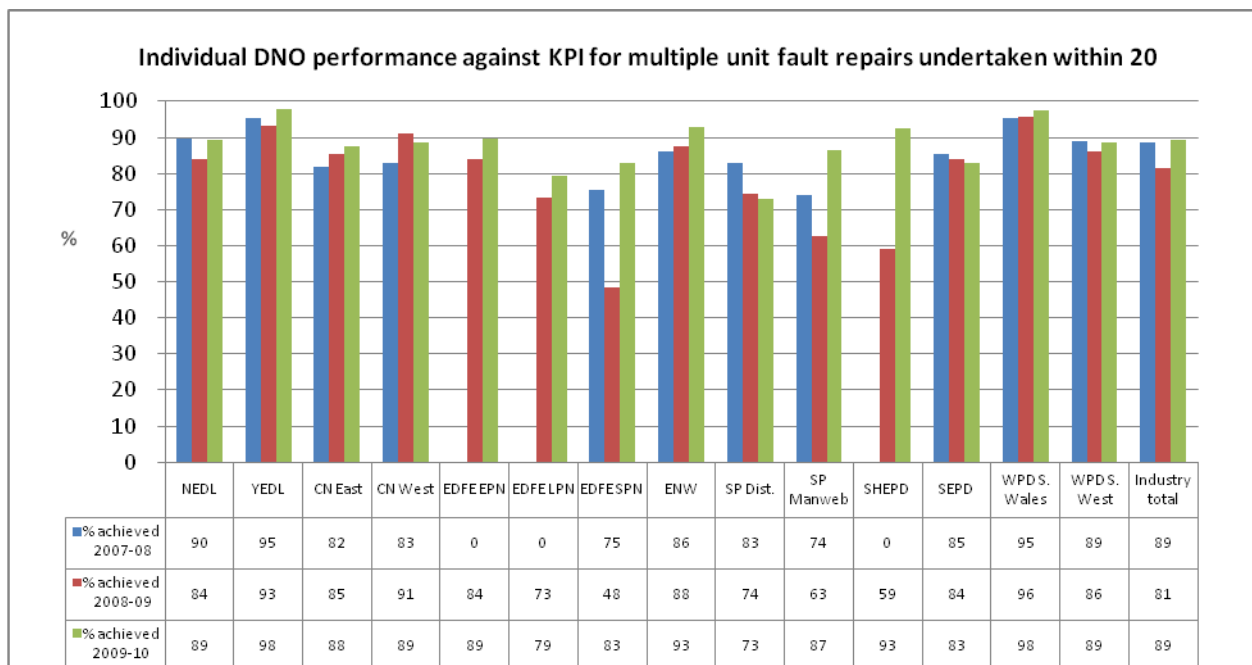


Table A9.21 - Individual DNO performance against standard for multiple unit fault repairs undertaken within 20 working days.

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	78	9	90	87	105	20	84	125	107	13	89	120
YEDL	909	44	95	953	1,388	101	93	1,489	1,768	38	98	1,806
CN East	245	54	82	299	389	66	85	455	381	54	88	435
CN West	237	49	83	286	341	33	91	374	380	49	89	429
EDFE EPN	0	0	-	0	406	78	84	484	1,430	168	89	1,598
EDFE LPN	0	0	-	0	60	22	73	82	149	39	79	188
EDFE SPN	40	13	75	53	495	531	48	1,026	372	76	83	448
ENW	93	15	86	108	401	57	88	458	184	14	93	198
SP Dist.	158	33	83	191	265	92	74	357	265	98	73	363
SP Manweb	17	6	74	23	52	31	63	83	58	9	87	67
SHEPD	-	-	-	-	49	34	59	83	63	5	93	68
SEPD	471	81	85	552	1,114	210	84	1,324	936	193	83	1,129
WPD S. Wales	208	10	95	218	338	15	96	353	283	7	98	290
WPD S. West	704	89	89	793	776	126	86	902	1,140	146	89	1,286
Industry total	3,160	403	89	3,563	6,179	1,416	81	7,595	7,516	909	89	8,425

Standard: 60 per cent of single unit fault repairs in 10 working days

1.69. Nine DNOs met the KPI for undertaking 60 per cent of single unit fault repairs within 10 working days. This is down from ten in 2008-09.

Figure A9.22 - Individual DNO performance against standard for single unit fault repairs in 10 working days

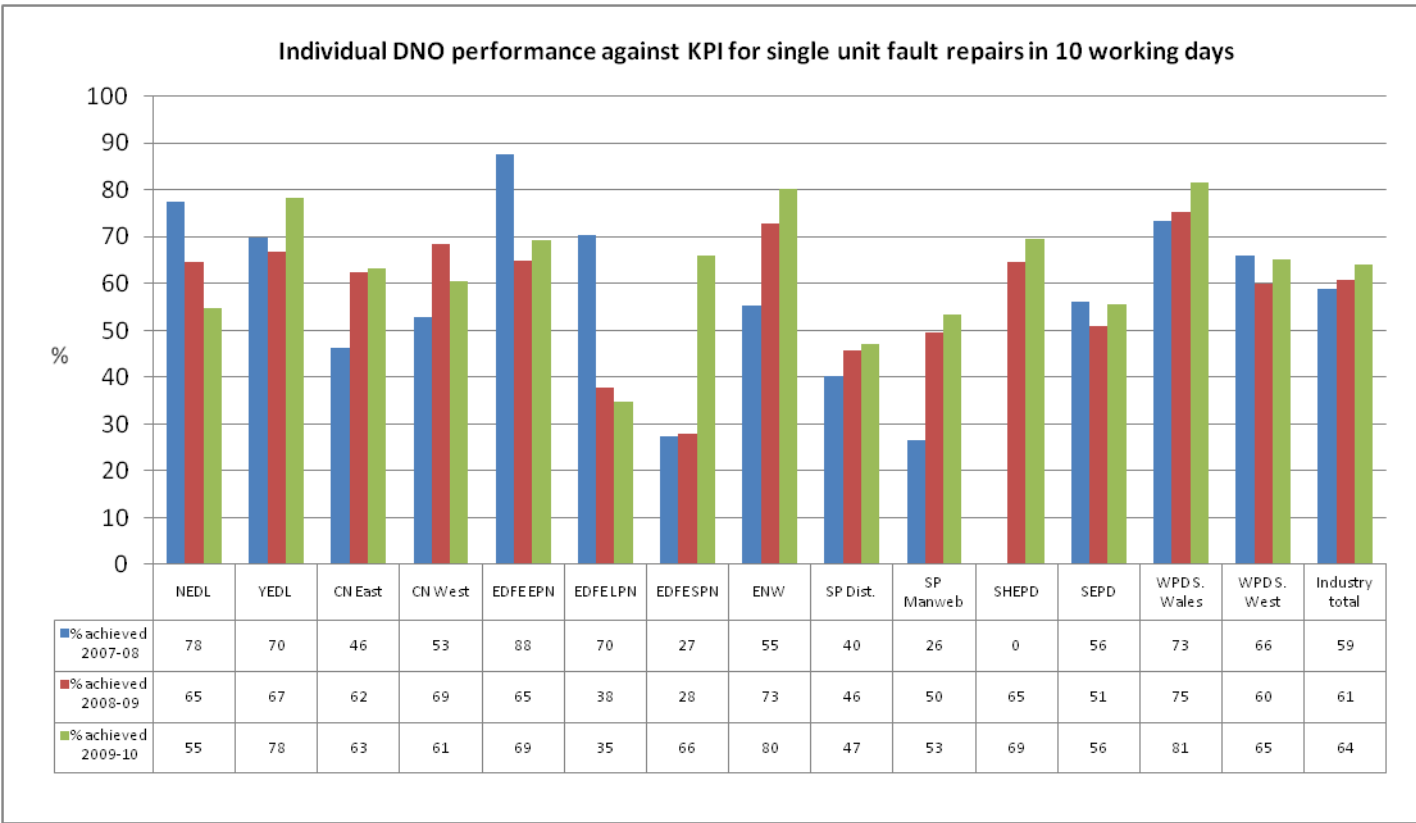


Table A9.22 - Individual DNO performance against standard for single unit fault repairs in 10 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% achieved 2007-08	Total	In Standard	Out of Standard	% achieved 2008-09	Total	In Standard	Out of Standard	% achieved 2009-10	Total
NEDL	846	245	78	1,091	1,391	763	65	2,154	996	822	55	1,818
YEDL	2,213	956	70	3,169	4,039	2,008	67	6,047	3,800	1,045	78	4,845
CN East	624	721	46	1,345	1,711	1,029	62	2,740	1,622	939	63	2,561
CN West	372	332	53	704	1,471	676	69	2,147	1,449	944	61	2,393
EDFE EPN	394	56	88	450	1,370	737	65	2,107	3,255	1,439	69	4,694
EDFE LPN	43	18	70	61	295	488	38	783	720	1,347	35	2,067
EDFE SPN	282	745	27	1,027	469	1,214	28	1,683	1,321	681	66	2,002
ENW	614	498	55	1,112	2,924	1,093	73	4,017	1,505	373	80	1,878
SP Dist.	162	240	40	402	460	548	46	1,008	363	409	47	772
SP Manweb	194	539	26	733	705	718	50	1,423	742	650	53	1,392
SHEPD	-	-	-	-	71	39	65	110	75	33	69	108
SEPD	857	668	56	1,525	1,866	1,798	51	3,664	1,995	1,590	56	3,585
WPD S. Wales	837	305	73	1,142	926	303	75	1,229	760	173	81	933
WPD S. West	686	354	66	1,040	713	477	60	1,190	880	469	65	1,349
Industry total	8,124	5,677	59	13,801	18,411	11,891	61	30,302	19,483	10,914	64	30,397

Standard: 80 per cent of single unit fault repairs in 20 working days

1.70. Eleven DNOs met the KPI for undertaking 80 per cent of single unit fault repairs within 20 working days; this compares to nine in 2008-09 and has been a year on year increase since 2007-08.

Figure A9.23 - Individual DNO performance against standard for single unit fault repairs in 20 working days

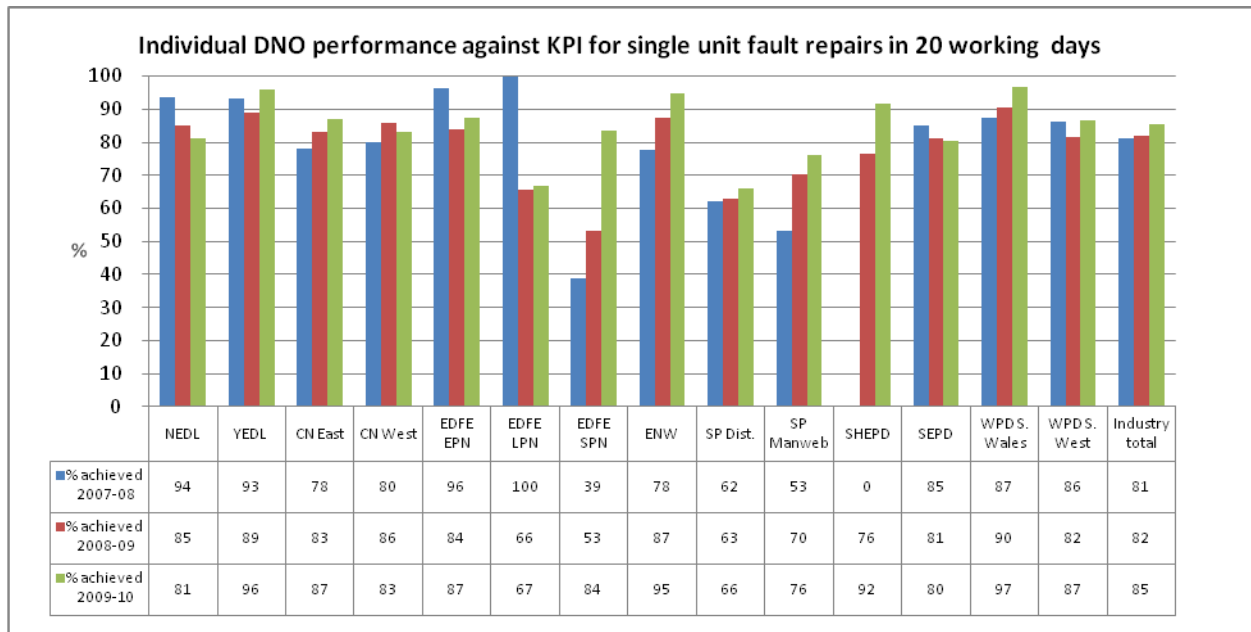


Table A9.23 - Individual DNO performance against standard for single unit fault repairs in 20 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% achieved 2007-08	Total	In Standard	Out of Standard	% achieved 2008-09	Total	In Standard	Out of Standard	% achieved 2009-10	Total
NEDL	1,021	70	94	1,091	1,831	323	85	2,154	1,479	339	81	1,818
YEDL	2,959	210	93	3,169	5,382	665	89	6,047	4,652	193	96	4,845
CN East	1,050	295	78	1,345	2,282	458	83	2,740	2,230	331	87	2,561
CN West	564	140	80	704	1,843	304	86	2,147	1,987	406	83	2,393
EDFE EPN	434	16	96	450	1,771	336	84	2,107	4,107	587	87	4,694
EDFE LPN	61	0	100	61	514	269	66	783	1,382	685	67	2,067
EDFE SPN	400	627	39	1,027	892	791	53	1,683	1,675	327	84	2,002
ENW	862	250	78	1,112	3,504	513	87	4,017	1,783	95	95	1,878
SP Dist.	250	152	62	402	634	374	63	1,008	511	261	66	772
SP Manweb	389	344	53	733	999	424	70	1,423	1,058	334	76	1,392
SHEPD	-	-	-	-	84	26	76	110	99	9	92	108
SEPD	1,299	226	85	1,525	2,971	693	81	3,664	2,885	700	80	3,585
WPD S. Wales	998	144	87	1,142	1,110	119	90	1,229	904	29	97	933
WPD S. West	898	142	86	1,040	972	218	82	1,190	1,169	180	87	1,349
Industry total	11,185	2,616	81	13,801	24,789	5,513	82	30,302	25,921	4,476	85	30,397

Standard: 1 - 10 jobs 60 per cent within 15 working days

1.71. Ten DNOs met the KPI for completing 60 per cent of orders (1-10 jobs) within 15 working days, this compares to only seven in 2008-09.

Figure A9.24 - Individual DNO performance against standard for 1-10 jobs within 15 working days

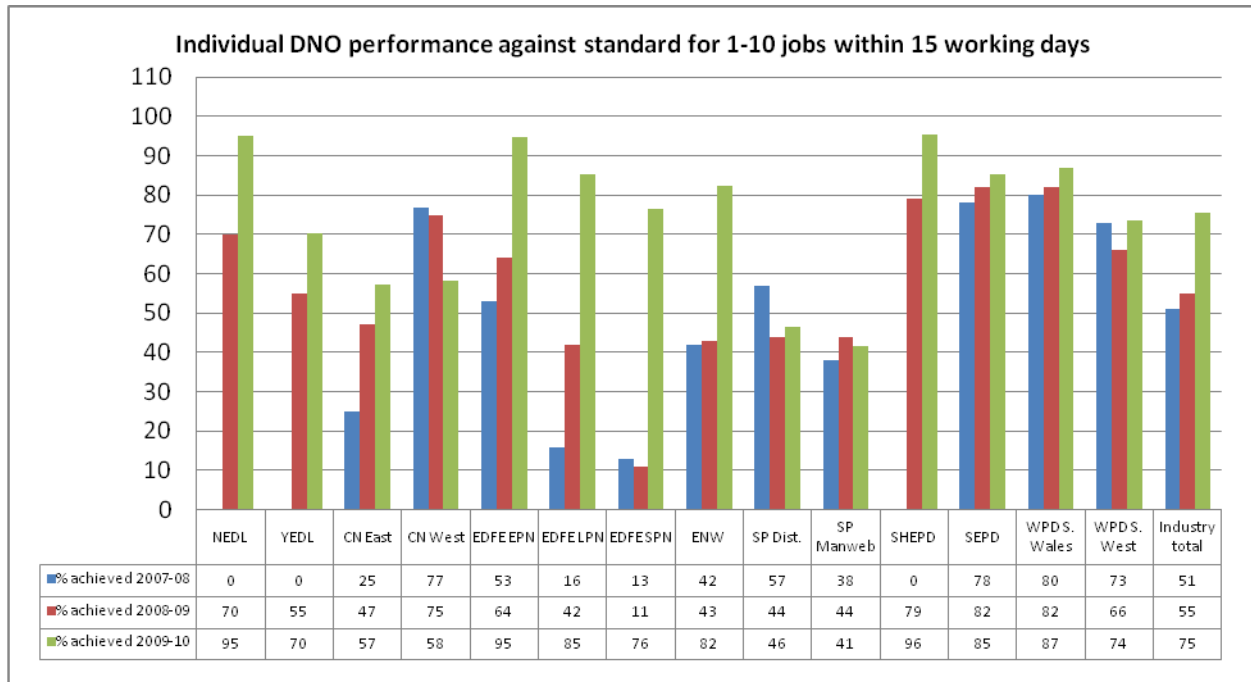


Table A9.24- Individual DNO performance against standard for 1-10 jobs within 15 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	0	0	-	0	1,234	525	70	1,759	2,112	107	95	2,219
YEDL	0	0	-	0	2,851	2,349	55	5,200	3,791	1,590	70	5,381
CN East	494	1,518	25	2,012	2,700	3,019	47	5,719	2,411	1,809	57	4,220
CN West	2,293	699	77	2,992	6,920	2,269	75	9,189	1,861	1,330	58	3,191
EDFE EPN	321	289	53	610	2,278	1,266	64	3,544	4,817	259	95	5,076
EDFE LPN	79	412	16	491	1,032	1,433	42	2,465	3,672	624	85	4,296
EDFE SPN	150	983	13	1,133	493	4,085	11	4,578	2,385	738	76	3,123
ENW	1,959	2,734	42	4,693	7,409	9,673	43	17,082	5,649	1,200	82	6,849
SP Dist.	804	607	57	1,411	1,148	1,445	44	2,593	740	855	46	1,595
SP Manweb	804	1,335	38	2,139	1,976	2,505	44	4,481	1,531	2,159	41	3,690
SHEPD	-	-	-	-	416	111	79	527	302	14	96	316
SEPD	1,992	578	78	2,570	7,610	1,727	82	9,337	7,424	1,280	85	8,704
WPD S. Wales	320	79	80	399	336	74	82	410	235	35	87	270
WPD S. West	669	244	73	913	661	340	66	1,001	1,115	402	74	1,517
Industry total	9,885	9,478	51	19,363	37,064	30,821	55	67,885	38,045	12,402	75	50,447

Standard: 1 - 10 jobs 90 per cent within 30 working days

1.72. In 2009-10 ten DNOs met the KPI to complete 90 per cent of orders (1-10 jobs) within 30 working days, this compares to only five in 2008-09.

Figure A9.25 - Individual DNO performance against standard for 1-10 jobs within 30 working days

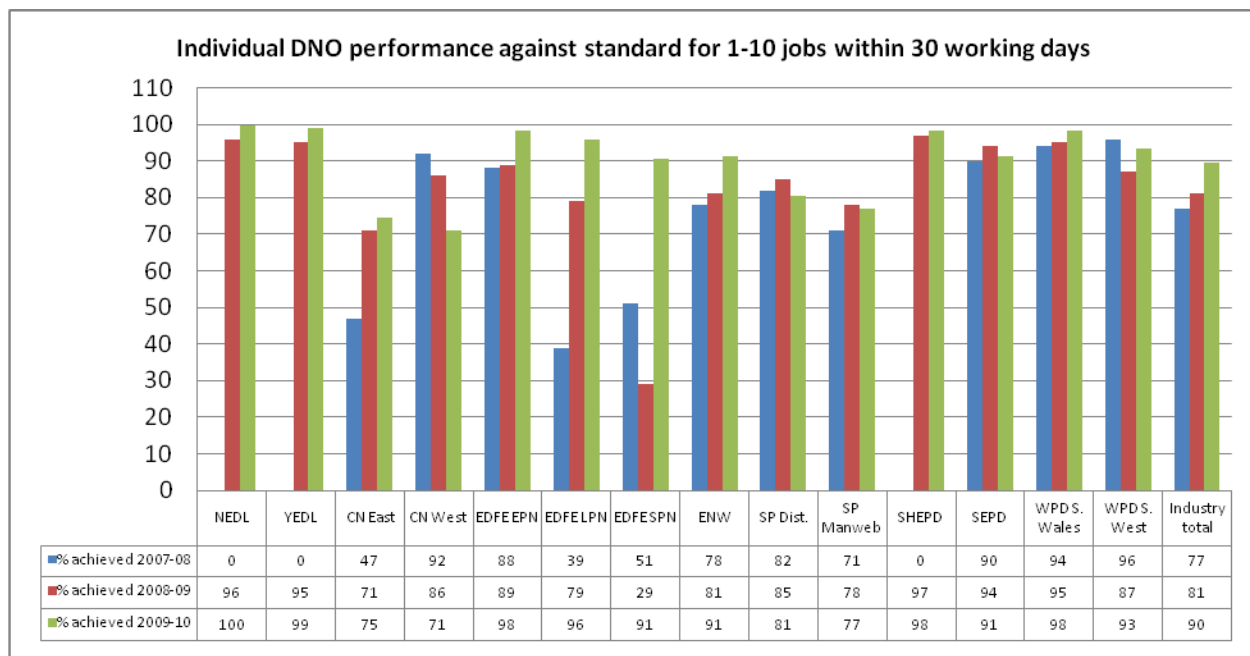


Table A9.25 - Individual DNO performance against standard for 1-10 jobs within 30 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	0	0	-	0	1,680	79	96	1,759	2,210	9	100	2,219
YEDL	0	0	-	0	4,930	270	95	5,200	5,325	56	99	5,381
CN East	944	1,068	47	2,012	4,060	1,659	71	5,719	3,149	1,071	75	4,220
CN West	2,764	228	92	2,992	7,931	1,258	86	9,189	2,271	920	71	3,191
EDFE EPN	537	73	88	610	3,150	394	89	3,544	4,992	84	98	5,076
EDFE LPN	193	298	39	491	1,953	512	79	2,465	4,123	173	96	4,296
EDFE SPN	574	559	51	1,133	1,328	3,250	29	4,578	2,829	294	91	3,123
ENW	3,645	1,048	78	4,693	13,915	3,167	81	17,082	6,260	589	91	6,849
SP Dist.	1,157	254	82	1,411	2,205	388	85	2,593	1,286	309	81	1,595
SP Manweb	1,513	626	71	2,139	3,517	964	78	4,481	2,846	844	77	3,690
SHEPD	-	-	-	-	510	17	97	527	311	5	98	316
SEPD	2,315	255	90	2,570	8,771	566	94	9,337	7,935	769	91	8,704
WPD S. Wales	377	22	94	399	390	20	95	410	265	5	98	270
WPD S. West	879	34	96	913	868	133	87	1,001	1,415	102	93	1,517
Industry total	14,898	4,465	77	19,363	55,208	12,677	81	67,885	45,217	5,230	90	50,447

Standard: 11- 50 jobs 70 per cent within 25 working days

1.73. In 2009-10 eleven DNOs met the KPI to complete 70 per cent of orders (11-50) jobs within 25 working days, this compares to six DNOs in 2008-09. WPD Wales did not receive any requests to complete orders consisting of 11-50 jobs.

Figure A9.26 - Individual DNO performance against standard for 11-50 jobs within 25 working days

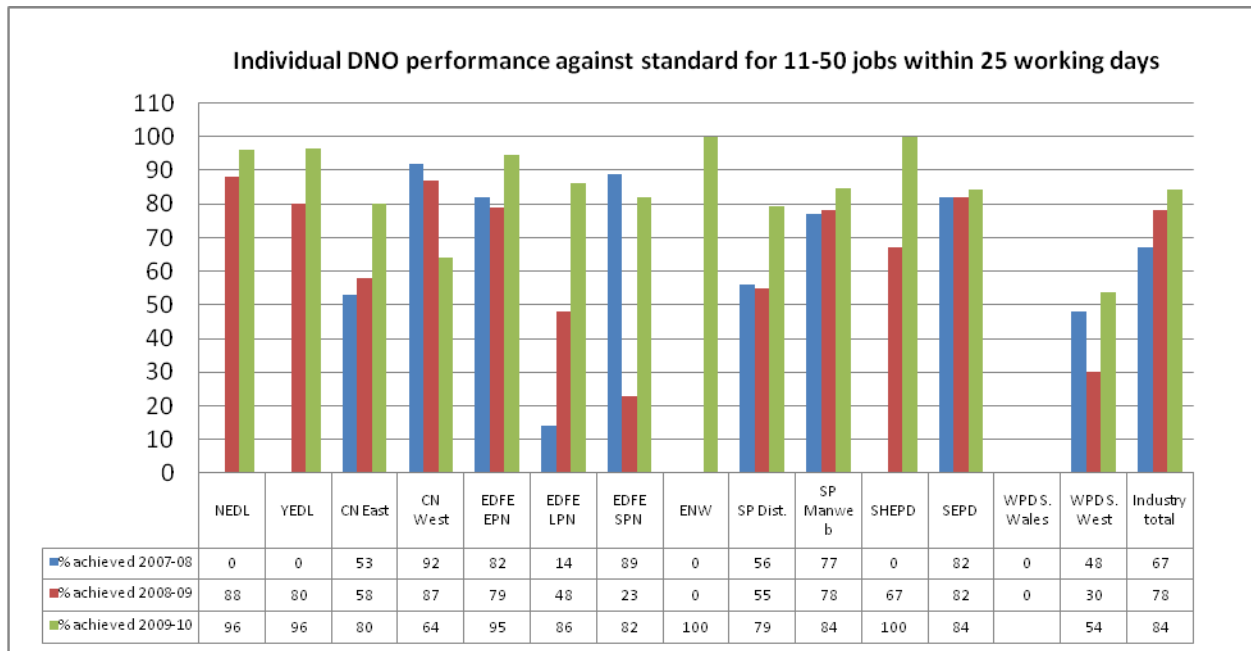


Table A9.26 - Individual DNO performance against standard for 11-50 jobs within 25 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	0	0	-	0	1,513	206	88	1,719	1,728	72	96	1,800
YEDL	0	0	-	0	6,175	1,505	80	7,680	6,008	221	96	6,229
CN East	833	748	53	1,581	2,990	2,152	58	5,142	3,232	805	80	4,037
CN West	2,485	208	92	2,693	7,318	1,073	87	8,391	2,740	1,547	64	4,287
EDFE EPN	831	180	82	1,011	1,172	303	79	1,475	156	9	95	165
EDFE LPN	241	1,426	14	1,667	613	662	48	1,275	112	18	86	130
EDFE SPN	8	1	89	9	39	132	23	171	50	11	82	61
ENW	0	0	-	0	0	0	-	0	39	0	100	39
SP Dist.	119	92	56	211	242	197	55	439	73	19	79	92
SP Manweb	491	146	77	637	532	150	78	682	1,143	210	84	1,353
SHEPD	-	-	-	-	4	2	67	6	47	-	100	47
SEPD	1,056	235	82	1,291	7,394	1,626	82	9,020	9,789	1,816	84	11,605
WPD S. Wales	0	0	-	0	0	0	-	0	0	0	-	0
WPD S. West	22	24	48	46	7	16	30	23	14	12	54	26
Industry total	6,086	3,060	67	9,146	27,999	8,024	78	36,023	25,131	4,740	84	29,871

Standard: 11- 50 jobs 90 per cent within 35 working days

1.74. In 2009-10 eight DNOs met the KPI to complete 90 per cent of orders (11-50 jobs) within 35 working days, this compares to five in 2008-09.

Figure A9.27 - Individual DNO performance against standard for 11-50 jobs 11-50 jobs within 35 working days

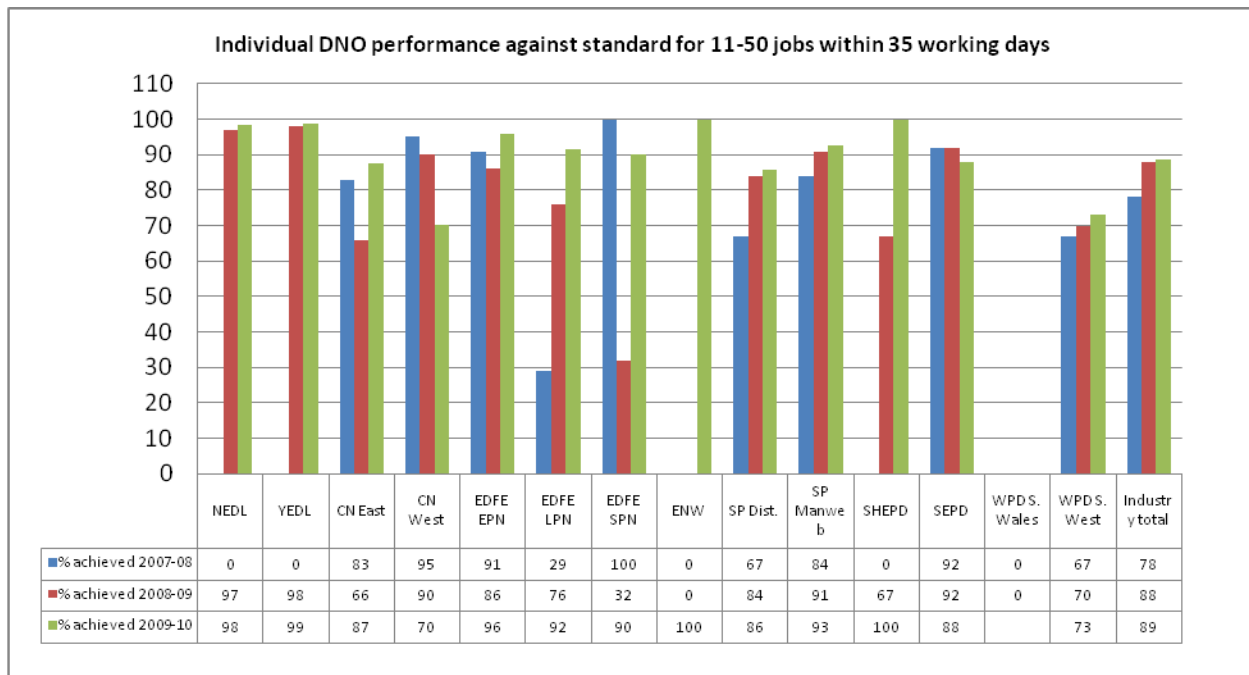


Table A9.27 - Individual DNO performance against standard for 11-50 jobs within 35 working days

DNO	2007-08				2008-09				2009-10			
	In Standard	Out of Standard	% Achieved 2007-08	Total	In Standard	Out of Standard	% Achieved 2008-09	Total	In Standard	Out of Standard	% Achieved 2009-10	Total
NEDL	0	0	-	0	1,667	52	97	1,719	1,770	30	98	1,800
YEDL	0	0	-	0	7,498	182	98	7,680	6,158	71	99	6,229
CN East	1,314	267	83	1,581	3,372	1,770	66	5,142	3,530	507	87	4,037
CN West	2,549	144	95	2,693	7,587	804	90	8,391	3,003	1284	70	4,287
EDFE EPN	918	93	91	1,011	1,269	206	86	1,475	158	7	96	165
EDFE LPN	477	1,190	29	1,667	967	308	76	1,275	119	11	92	130
EDFE SPN	9	0	100	9	54	117	32	171	55	6	90	61
ENW	0	0	-	0	0	0	-	0	39	0	100	39
SP Dist.	142	69	67	211	367	72	84	439	79	13	86	92
SP Manweb	534	103	84	637	620	62	91	682	1,253	100	93	1,353
SHEPD	-	-	-	-	4	2	67	6	47	0	100	47
SEPD	1,188	103	92	1,291	8,269	751	92	9,020	10,216	1389	88	11,605
WPD S. Wales	0	0	-	0	0	0	-	0	0	0	-	-
WPD S. West	31	15	67	46	16	7	70	23	19	7	73	26
Industry total	7,162	1,984	78	9,146	31,690	4,333	88	36,023	26,446	3425	89	29,871

Performance against gas guaranteed standards

1.75. This section is supplementary to the performance against gas connections guaranteed standards section in chapter three of the main document.

1.76. Connections related Guaranteed Standards of performance were introduced into both the Gas (Standards of Performance) Regulations 2005¹⁶ and GDNs' D10 Licence Condition¹⁷ at the time of National Grid's Distribution Network (DN) sales in 2005. In the main document we presented a summary of performance against the standards. In this appendix we present a breakdown of performance against the guaranteed standards by GT. Where payments are referred to in the subsequent text, these relate to compensation issued to customers under the Regulations, not any potential fines in respect of licence breaches.

1.77. Standard Special Condition D10 of the Gas Distribution licence applies to all GDNs. The condition obliges GDNs to ensure that the timescales set out in the guaranteed standards are met in 90 per cent of cases.

1.78. While the Standard Special Condition does not apply to IGTs we would expect that competition would ensure that IGT performance equals or outstrips GDN.

1.79. Like 2008-09 we could not use IPL's and QPL's data as their systems do not allow them to report in the same way as the other IGTs. This year however we can use data reported by SSEPL for the first time.

GS 4 - Provision of standard connection quotations \leq 275 kWh per hour

1.80. GTs must provide a standard quotation for providing a new or altering an existing connection up to and including 275 kWh per hour within six working days. Where a GT fails to achieve this, a fixed payment of £10 must be made in respect of the initial failure and each additional day during which the failure continues. Where a quotation is later found to be inaccurate it has to be treated as if it was not provided on time. The cap per customer is the lesser of £250 or the quotation sum.

¹⁶ Statutory Instrument 2005 No.1135

¹⁷ Standard Special Licence Condition D.10 of the Gas Transporters licence. National Grid Gas' performance against SLCD10 is measured in aggregate across their four GDNs which operate under a single licence

Table A9.28 - Standard connection quotations ≤ 275 kWh per hour (GDN)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of Requests	Number of standard quotations provided within timescale	Percentage Achieved
NG EOE	12,731	12,346	97.0	9207	9104	98.9	7387	7384	100.0
NG LDN	5,932	5,770	97.3	4354	4267	98.0	3423	3422	100.0
NG NW	7,309	7,122	97.4	4728	4674	98.9	3695	3692	99.9
NG WM	5,380	5,195	96.6	3279	3221	98.2	2638	2633	99.8
Northn GNW	4,196	4,155	99.0	2855	2831	99.2	2509	2502	99.7
Scotld GNW	3,309	3,272	98.9	2200	2188	99.5	2190	2185	99.8
Southn GNW	4,767	4,747	99.6	3524	3520	99.9	4138	4129	99.8
W&W	8,811	8,708	98.8	5871	5810	99.0	6360	6315	99.3
GDN Total	52,435	51,315	97.9	36,018	35,615	98.9	32340	32262	99.8

Table A9.29 - Standard connection quotations ≤ 275 kWh per hour (IGT)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of Requests	Number of standard quotations provided within timescale	Percentage Achieved
Energetics	0	0	-	1	1	100.0	0	0	-
GTC PL	0	0	-	0	0	-	111	105	94.6
ESP PL	1	1	100.0	0	0	-	0	0	-
ES PL	27	27	100.0	0	0	-	0	0	-
ESPC	40	40	100.0	0	0	-	0	0	-
ESPN	0	0	-	0	0	-	1	1	100.0
IPL	-	-	-	-	-	-	-	-	-
QPL	-	-	-	-	-	-	-	-	-
SSE PL	-	-	-	-	-	-	12	12	100.0
Total	68	68	100.0	1	1	100.0	124	118	95.2

GS 5 - Provision of non-standard connection quotations ≤ 275 kWh per hour

1.81. GTs must provide a non-standard quotation for providing a new, or altering an existing, connection up to and including 275 kWh per hour within 11 working days. Where a GT fails to achieve this, a fixed payment of £10 must be made in respect of the initial failure and each additional day during which the failure continues. Where a quotation is later found to be inaccurate it is treated as if it wasn't provided on time. The cap per customer is the lesser of £250 or the quotation sum.

Table A9.30– Non-standard connection quotations ≤ 275 kWh per hour (GDN)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of non standard quotations provided within timescale	Percentage achieved	Number of requests	Number of non standard quotations provided within timescale	Percentage achieved	Number of requests	Number of non standard quotations provided within timescale	Percentage achieved
NG EOE	2,996	2,879	96.1	2230	2074	93.0	878	867	98.7
NG LDN	1,673	1,615	96.5	1466	1361	92.8	294	291	99.0
NG NW	1,487	1,409	94.8	997	919	92.2	409	403	98.5
NG WM	1,255	1,167	93.0	898	820	91.3	558	532	95.3
Northn GNW	2,226	2,159	97.0	2311	2287	99.0	1910	1889	98.9
Scotld GNW	7,837	7,702	98.3	6528	6470	99.1	7341	7318	99.7
Southn GNW	8,676	8,470	97.6	7886	7825	99.2	10061	10043	99.8
W&W	9,212	8,967	97.3	6653	6532	98.2	4845	4786	98.8
Total	35,362	34,368	97.2	28,969	28,288	97.6	26296	26129	99.4

Table A9.31 – Non-standard connection quotations ≤ 275 kWh per hour (IGT)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved
Energetics	0	0	-	0	0	-	2	2	-
GTC PL	0	0	-	0	0	-	14	13	92.9
ESP PL	0	0	-	0	0	-	0	0	-
ES PL	48	48	100.0	49	49	100.0	59	59	100.0
ESPC	54	54	100.0	77	76	98.7	30	30	100.0
ESPN	1	1	100.0	5	3	60.0	0	0	-
IPL	-	-	-	-	-	-	-	-	-
QPL	-	-	-	-	-	-	-	-	-
SSE PL	-	-	-	-	-	-	0	0	-
Total	103	103	100.0	131	128	97.7	105	104	99.0

GS 6 – Provision of non-standard quotations >275 kWh per hour

1.82. GTs must provide a non-standard quotation for providing a new, or altering an existing, connection greater than 275 kWh per hour within 21 working days. Where a GT fails to achieve this, a fixed payment of £20 must be made in respect of the initial failure and each additional day during which the failure continues. Where a quotation is later found to be inaccurate it is treated as if it wasn't provided on time. The cap per customer is the lesser of £500 or the quotation sum.

Table A9.32 - Provision of non-standard connection quotations >275 kWh per hour (GDN)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved
NG EOE	697	666	95.6	484	463	95.7	16	16	100.0
NG LDN	544	512	94.1	425	399	93.9	25	25	100.0
NG NW	418	390	93.3	327	314	96.0	10	9	90.0
NG WM	367	353	96.2	260	248	95.4	2	2	100.0
Northn GNW	169	167	98.8	161	161	100.0	119	118	99.2
Scotld GNW	139	138	99.3	55	54	98.2	61	61	100.0
Southn GNW	322	316	98.1	169	169	100.0	220	220	100.0
W&W	93	92	98.9	77	77	100.0	93	92	98.9
Total	2,749	2,634	95.8	1958	1885	96.3	546	543	99.5

Table A9.33 - Provision of non-standard connection quotations >275 kWh per hour (IGT)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved
Energetics	15	15	100.0	2	2	100.0	5	5	100.0
GTC PL	0	0	-	0	0	-	0	0	-
ESP PL	0	0	-	0	0	-	0	0	-
ES PL	2	2	100.0	0	0	-	2	2	100.0
ESPC	0	0	-	1	1	100.0	0	0	-
ESPN	0	0	-	0	0	-	0	0	-
IPL	-	-	-	-	-	-	-	-	-
QPL	-	-	-	-	-	-	-	-	-
SSE PL	-	-	-	-	-	-	0	0	-
Total	17	17	100.0	3	3	100.0	7	7	100.0

GS7 - The accuracy of quotations

1.83. Where a customer challenges a quotation under the GTs' published accuracy scheme and the quotation is found to be inaccurate the GTs must refund any overcharge that has been made. The quotation is treated as a failure under the relevant Guaranteed Standard until a revised quotation has been provided.

Table A9.34 - The accuracy of quotations (GDN)

GT	2008-09				2009-10			
	Number of requests	No. of inaccurate quotations	Percentage inaccurate	Refunds issued	Number of requests	No. of inaccurate quotations	Percentage inaccurate	Refunds issued
NG EOE	19	6	32	0	4	1	25	1
NG LDN	7	1	14	0	2	0	0	0
NG NW	4	1	25	0	4	1	25	0
NG WM	5	0	0	0	2	1	50	
Northn GNW	11	0	0	0	5	3	60	1
Scotld GNW	13	1	8	0	4	0	0	0
Southn GNW	2	0	0	0	0	0	-	0
W&W	1	0	0	0	0	0	-	0
Total	62	9	15	0	21	6	29	2

Table A9.35 - The accuracy of quotations (IGT)

GT	2008-09				2009-10			
	Number of requests	Number of quotations found to be inaccurate	Percentage inaccurate	Refunds issued	Number of requests	Number of quotations found to be accurate	Percentage inaccurate	Refunds issued
Energetics	10	4	40	0	0	0	0	0
GTC PL	0	0	-	0	0	0	0	0
ESP PL	0	0	-	0	0	0	0	0
ES PL	0	0	-	0	0	0	0	0
ESPC	0	0	-	0	0	0	0	0
ESPN	0	0	-	0	0	0	0	0
IPL	0	0	-	0	0	0	0	0
QPL	0	0	-	0	0	0	0	0
SSE PL	0	0	-	0	0	0	0	0
IGT Total	10	4	40	0	0	0	0	0

GS8 - Response to land enquiries within five working days

1.84. A GT must respond to a land enquiry in respect of a new connection or alteration of an existing connection within five working days. Where a GT fails to achieve this, a fixed payment of £40 must be made in respect of the initial failure and each additional day during which the failure continues. There is a cap per customer of £250 for a new connection or altering an existing connection up to 275 kWh per hour and £500 for > 275 kWh per hour.

Table A9.36 - Response to land enquiries within five working days (GDN)

GT	2008-09			2009-10		
	Number of requests	Number of non standard quotations provided within timescale	Percentage achieved	Number of Requests	Number of non standard quotations provided within timescale	Percentage achieved
NG EOE	365	365	100.0	497	493	99.0
NG LDN	252	250	99.2	309	309	100.0
NG NW	295	292	99.0	336	334	99.0
NG WM	157	156	99.4	256	256	100.0
Northn GNW	-	-	-	0	0	-
Scotld GNW	41	41	100.0	41	41	100.0
Southn GNW	121	121	100.0	155	155	100.0
W&W	-	-	-	0	0	-
Total	1,231	1,225	99.5	1,594	1,588	100.0

Table A9.37 - Response to land enquiries within 5 working days (IGT)

GT	2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of Requests	Number of standard quotations provided within timescale	Percentage achieved
Energetics	0	0	-	0	0	-
GTC PL	0	0	-	0	0	-
ESP PL	0	0	-	0	0	-
ES PL	0	0	-	0	0	-
ESPC	0	0	-	0	0	-
ESPN	0	0	-	0	0	-
IPL	-	-	-	0	0	-
QPL	-	-	-	0	0	-
SSE PL	-	-	-	4	4	100.0
IGT Total	0	0	0	4	4	100.0

GS9 - Offering a date for commencement and substantial completion of connection work (≤ 275 kWh per hour)

1.85. Where a customer has accepted a quotation, the GT must offer a date for commencement of the work and substantial completion within 20 working days. Where a GT fails to achieve this, a fixed payment of £20 will be made in respect of the initial failure and each additional day during which the failure continues. The cap per customer is the lesser of £250 or the contract sum.

Table A9.38 - Offering a date for commencement and substantial completion of connection work (≤ 275 kWh per hour) (GDN)

GT	2007-08			2008-09			2009-10		
	Number of quotations accepted	Both dates were offered within timescale	Percentage achieved	Number of quotations accepted	Both dates were offered within timescale	Percentage achieved	Number of quotations accepted	Both dates were offered within timescale	Percentage Achieved
NG EOE	9,930	9,924	99.9	7,181	7,169	99.8	6276	6204	98.9
NG LDN	3,907	3,898	99.8	2,431	2,424	99.7	2211	2156	97.5
NG NW	5,628	5,626	100.0	3,692	3,689	99.9	3037	3013	99.2
NG WM	3,644	3,642	99.9	2,626	2,621	99.8	2361	2337	99.0
Northn GNW	8,203	7,856	95.8	6,009	5,991	99.7	5028	4989	99.2
Scotld GNW	9,159	9,059	98.9	7,140	7,137	100.0	6695	6669	99.6
Southn GNW	8,335	8,192	98.3	6,365	6,347	99.7	7213	7200	99.8
W&W	11,060	10,982	99.3	8,006	7,997	99.9	6829	6828	100.0
Total	59,866	59,179	98.9	43,450	43,375	99.8	39,650	39,396	99.4

Table A9.39 - Offering a date for commencement and substantial completion of connection work (≤ 275 kWh per hour) (IGT)

GT	2007-08			2008-09			2009-10		
	Number of quotations accepted	Both dates were offered within timescale	% achieved	Number of quotations accepted	Both dates were offered within timescale	% achieved	Number of quotations accepted	Both dates were offered within timescale	% Achieved
Energetics	0	0	-	0	0	-	0	0	-
GTC PL	0	0	-	0	0	-	72	72	100.0
ESP PL	0	0	-	0	0	-	0	0	-
ES PL	58	58	100.0	34	34	100.0	55	55	100.0
ESPC	76	76	100.0	54	54	100.0	30	30	100.0
ESPN	1	1	100.0	0	0	-	1	1	100.0
IPL	-	-	-	-	-	-	-	-	-
QPL	-	-	-	-	-	-	-	-	-
SSE PL	-	-	-	-	-	-	11	7	63.6
Total	135	135	100.0	88	88	100.0	169	165	97.6

GS10 - Offering a date for commencement and substantial completion of connection work (> 275 kWh per hour)

1.86. Where a customer has accepted a quotation, the GT must offer a date for commencement of the work and substantial completion within 20 working days. Where a GT fails to achieve this, a fixed payment of £40 will be made in respect of the initial failure and each additional day during which the failure continues. The cap per customer is the lesser of £500 or the contract sum.

Table A9.40 - Offering a date for commencement and substantial completion of connection work (> 275 kWh per hour) (GDN)

GT	2007-08			2008-09			2009-10		
	Number of quotations accepted	Both dates were offered within timescale	Percentage achieved	Number of quotations accepted	Both dates were offered within timescale	Percentage achieved	Number of quotations accepted	Both dates were offered within timescale	Percentage achieved
NG EOE	12	12	100.0	2	2	100.0	0	0	-
NG LDN	31	30	96.8	2	2	100.0	5	4	80.0
NG NW	6	6	100.0	3	3	100.0	1	1	100.0
NG WM	7	7	100.0	0	0	-	0	0	
Northn GNW	73	68	93.2	65	63	96.9	45	45	100.0
Scotld GNW	31	30	96.8	26	26	100.0	23	23	100.0
Southn GNW	90	87	96.7	60	58	96.7	59	59	100.0
W&W	54	53	98.1	29	29	100.0	33	33	100.0
Total	304	293	96.4	187	183	97.9	166	165	99.4

Table A9.41 - Offering a date for commencement and substantial completion of connection work (> 275 kWh per hour) (IGT)

GT	2007-08			2008-09			2009-10		
	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of requests	Number of standard quotations provided within timescale	Percentage achieved	Number of Requests	Number of standard quotations provided within timescale	Percentage achieved
Energetics	0	0	-	0	0	-	0	0	-
GTC PL	0	0	-	0	0	-	13	13	100.0
ESP PL	0	0	-	0	0	-	0	0	-
ES PL	12	12	100.0	0	0	-	2	2	100.0
ESPC	0	0	-	2	2	100.0	0	0	-
ESPN	0	0	-	0	0	-	0	0	-
IPL	-	-	-	-	-	-	-	-	-
QPL	-	-	-	-	-	-	-	-	-
SSE PL	-	-	-	-	-	-	0	0	-
Total	12	12	100.0	2	2	100.0	15	15	100.0

GS11 - Completion of the work on the agreed date

1.87. Where a GT fails to substantially complete a connection on the date agreed with the customer, a payment will be made in respect of the initial failure and each additional day during which the failure continues. The payment levels are set as follows: connections up to and including £1k - £20 (capped at lesser of £200 or the contract sum); >£1k but not exceeding £4k - lesser of £100 or 2.5% of contract sum (cap at 25% of contract sum); >£4k not exceeding £20k - £100 (cap at 25% of contract sum); >£20k but not exceeding £50k - £100 (cap at £5,000); >£50k but not exceeding £100k - £150 (cap at £9,000).

1.88. While three GDNs' performance improved and one GDN's performance remained the same, on average, GDNs' performance against GS11 decreased slightly in 2009-10 when compared to performance in 2008-09. NG EOE suffered the biggest reduction in performance (3.3 per cent). While no reduction in performance was significant it should be noted that the number of jobs relevant to this standard again reduced in 2008-09 (down to 40,965 in 2009-10 from 41,836 in 2008-09). As the number of jobs reduced we would have expected to see an increase in performance.

1.89. Where we are able to report IGT performance only three IGTs achieved 100 per cent performance against GS11 in 2009-10. However average IGT performance again decreased from 93.4 per cent in 2008-09 to 90.9 per cent in 2009-10.

Table A9.42 - Completion of the work on the agreed date (GDN)

GT	2007-08			2008-09			2009-10		
	Number of substantially completed quotations	Within agreed timescale	Percentage achieved	Number of substantially completed quotations	Within agreed timescale	Percentage achieved	Number of substantially completed quotations	Within agreed timescale	Percentage achieved
NG EOE	11,475	11,168	97.3	6,438	6,268	97.4	7,202	6,750	93.7
NG LDN	4,223	4,095	97.0	2,363	2,288	96.8	2,912	2,738	94.0
NG NW	6,035	5,858	97.1	3,156	2,989	94.7	3,345	3,249	97.1
NG WM	4,095	3,932	96.0	2,502	2,415	96.5	2,827	2,654	93.9
Northn GNW	7,272	6,960	95.7	5,622	5,232	93.1	4,965	4,578	92.2
Scotld GNW	8,118	7,770	95.7	6,871	6,704	97.6	6,060	5,893	97.2
Southn GNW	8,417	8,237	97.9	6,492	6,355	97.9	7,089	6,895	97.3
W&W	11,152	10,881	97.6	8,392	8,136	96.9	6,565	6,327	96.4
Total	60,787	58,901	96.9	41,836	40,387	96.5	40,965	39,084	95.4

Table A9.43- Completion of the work on the agreed date (IGT)

GT	2007-08			2008-09			2009-10		
	Number of substantially completed quotations	Within agreed timescale	% Achieved	Number of substantially completed quotations	Within agreed timescale	% Achieved	Number of substantially completed quotations	Within agreed timescale	% Achieved
Energetics	0	0	-	0	0	-	0	0	-
GTC PL	0	0	-	0	0	-	82	70	85.4
ESP PL	0	0	-	0	0	-	0	0	-
ES PL	58	58	100.0	28	26	92.9	55	51	92.7
ESPC	76	76	100.0	46	43	93.5	30	30	100.0
ESPN	1	1	100.0	2	2	100.0	1	1	100.0
IPL	135	135	100.0	76	71	93.4	-	-	-
QPL	-	-	-	-	-	-	-	-	-
SSE PL	-	-	-	-	-	-	7	7	100.0
Total	270	270	100.0	152	142	93.4	175.0	159.0	90.9

Appendix 10 - Update on Competition in Connections

This appendix contains information about the work of the ECSG and the changes that have been introduced since the publication of last year's CIR document.

Work of the ECSG

1.90. The Electricity Connections Steering Group (ECSG) advises Ofgem on the measures that are required to support the development of competition in the electricity connections market. The group is attended by representatives of each DNO, third party connections providers, house developers, Local Authorities and other customer groups.

1.91. Since its inception the ECSG has worked with Ofgem to develop a framework of service standards, including SLC 15, SLC 19 and more recently the Connections Standards of Performance under SLC 15A and the Electricity (Connection standards of performance) Regulations. The group has also been a driving force behind the extension of contestability. During 2009 ECSG subgroups took forward our policy for connections in DPCR5.

Connections in DPCR5

1.92. In 2009-10 two subgroups of the ECSG focused on the development of our proposals to stimulate competition (market segmentation, margins and competition tests) and our work on developing connections standards. Final proposals were set out in Ofgem's document 145/09 DPCR5 Final Proposals – Incentives and Obligations¹⁸.

Extending the scope of contestability

1.93. Competition in electricity connections is limited to a number of "contestable activities" that can be carried out by a DNO/IDNO or an ICP. There are other "non-contestable" areas of connection works that can only be provided by the host DNO/IDNO due to economic, technical or safety issues.

1.94. The ECSG and its subgroups have been the main forums for discussions about the feasibility of extending the scope of contestability in connections, highlighting and pursuing areas where it could be beneficial to make "non-contestable" areas "contestable". Whilst the ECSG focused on Ofgem's policy for connections in DPCR5 in 2009-10, a working group set up by the ENA considered the safety and operational issues associated with allowing third party providers to undertake jointing activities on DNO networks. This has previously been a non-contestable activity.

1.95. The ENA working group developed a high level framework for the extension of contestability that identified the operational and safety risks of allowing third party providers to undertake jointing activities on DNO networks. The working group recommended that the ECSG should use this high level framework as the basis for

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<http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=348&refer=Networks/ElecDist/PriceCntrls/DPCR5>

extending contestable working, although it noted that this would be subject to the resolution of issues associated with business risk and liabilities.

1.96. During 2010-11 a subgroup of the ECSG is taking forward the work on extending contestability in connections to live jointing with the aim of resolving the issues identified by the ENA and developing a framework that works.

1.97. We will also continue to work with the ECSG to promote competition and bring about improvement in other aspects of connections work.