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## Major Connections Governance Document

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The major connections incentive drives licensees to provide good customer service to larger connection customers. Under this incentive licensees will undertake the Major Connections Customer Satisfaction Survey and produce a Major Connections Annual Report. Poor performance against the Major Connections Customer Satisfaction Survey may be subject to a financial penalty. This governance document outlines the scope of the incentive, reporting requirements, submission process and our assessment.

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## 1. Introduction

### Purpose of the Major Connections Incentive

1.1. The aim of the major connections incentive ('MCI') is to drive Distribution Network Operators ('licensees') to deliver quality services to customers seeking major connections in RIIO-ED2.

1.2. Specifically, the MCI evaluates performance against the major connections principles and baseline expectations that are set out in Appendix 1. See Chapter 2 for further information.<sup>1</sup>

1.3. The MCI consists of a:

- Major Connections Customer Satisfaction Survey ('MCCSS'),<sup>2</sup> which will run both on a financial and reputational basis based on the level of effective competition demonstrated in the licensee's Relevant Market Segments ('RMS')<sup>3</sup> and
- Major Connections Annual Report ('MCAR'), which all licensees will produce. It will include reputational reporting on timeliness of connections and delivery of licensees' major connections strategies<sup>4</sup> (produced as a part of their RIIO-ED2 Business Plans).<sup>5</sup>

### Purpose of this document

1.4. This document, the Major Connections Governance Document ('the guidance'), provides detail on the processes and requirements associated with the MCI, in particular how the MCI will operate.

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<sup>1</sup> See Chapter 2 and Appendix 1 for more detail on the major connections baseline principles and expectations.

<sup>2</sup> See Chapter 3 for more detail on the MCCSS.

<sup>3</sup> RMS refers to the nine segments of the major connections market set out in Table 2. We have used this market segmentation in developing the MCI.

<sup>4</sup> See Chapter 4 for more detail on the reputational reporting aspects of the MCI.

<sup>5</sup> RIIO stands for Revenue = Incentives + Innovation + Outputs.

## **Compliance**

1.5. Licensees are required to comply with the guidance in accordance with Special Condition 4.5 of the electricity distribution licence.

1.6. For the avoidance of doubt, this document is subordinate to the licence. This document does not change any definition or obligations contained within the licence and in the event of any ambiguity over the guidance, the licence will take precedence.

## 2. Major Connections Incentive framework

### The major connections principles and baseline expectations

2.1. Providing customers with a connection to the network is a critical function of licensees that delivers benefits to both individual customers and society more broadly.

2.2. The aim of the MCI is to ensure that licensees understand and meet the needs of larger connection customers. This involves assessing overall customer satisfaction with the connections process by enhancing customer experience, improving timeliness of connections and improving the provision of information to customers.

2.3. The MCI should drive improved outcomes from the major connections process. This could include things such as:

- high customer satisfaction in the quality and timeliness of service received
- improved coordination with other utility connection providers and between connection customers and
- the introduction of new technologies that reduce connection charges for customers.

2.4. The MCI, through the MCCSS, is designed to evaluate performance against the principles and baseline expectations for major connections service provision.<sup>6</sup>

2.5. We will also reputationally assess performance against the delivery of a licensee's major connections strategy.<sup>7</sup> This has been developed around achieving the level of service defined in the principles and baseline expectations.<sup>8</sup>

2.6. The major connections principles and baseline expectations are set out in full in Appendix 1.

2.7. Table 1 below outlines the three major connections principles.

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<sup>6</sup> See Chapter 3 for more detail on the MCCSS

<sup>7</sup> References to the "Authority", "Ofgem", "we" and "our" are used interchangeably in this document. The Authority refers to GEMA, the Gas and Electricity Markets Authority. The Office of Gas and Electricity Markets (Ofgem) supports GEMA in its day-to-day work.

<sup>8</sup> See Chapter 4 for more detail on the reputational assessment of the delivery of licensee's major connections strategies

**Table 1: Major connections principles**

Principle 1: support connections stakeholders prior to application by providing accurate, comprehensive, and user-friendly information.
Principle 2: deliver value for customers by ensuring simplicity and transparency through the applications process.
Principle 3: facilitate the delivery of timely and economical connections that meet customers' needs.

## Scope of the MCI

2.8. The MCI will consider performance in the nine RMS of the Local Connections Market as outlined in Table 2 below, although not all RMS will be applicable to all licensees to the same extent.<sup>9</sup>

2.9. The financial penalty of the MCI will be applicable to RMS where licensees have not demonstrated evidence of effective competition. Licensees will not be exposed to the financial penalty in RMS where a licensee has demonstrated evidence of effective competition.<sup>10</sup>

2.10. The MCI does not capture performance in the Excluded Market Segments of the Local Connections Market (which are measured and incentivised under the RIIO-ED2 Time to Connect output delivery incentive and associated customer satisfaction survey).<sup>11</sup>

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<sup>9</sup> The local connections market is defined as the market that exists for the procurement and provision of Connection Activities within the licensee's Distribution Services Area.

<sup>10</sup> See the results of the competition review here - [Decision on the review of competition in the electricity distribution connections market | Ofgem](#)

<sup>11</sup> The Excluded Market Segments comprises the following market segments relating to Metered premises that are owned or occupied by Demand Customers: LVSSA and LVSSB. LVSSA means a small low voltage demand connection to single premises, involving a single-phase connection and no significant other work. LVSSB means a low voltage demand connection, where the scheme requires i) more than one but less than five single-phase connections at domestic premises ii) fewer than five single-phase connections at domestic premises and an extension of the existing network, or iii) single premises requiring a two-phase or three-phase connection.

**Table 2: summary of the RMS**

Metered Demand Connections	Low Voltage (LV) Work: LV connection activities involving only LV work, other than in respect of the Excluded Market Segments.
	High Voltage (HV) Work: LV or HV connection activities involving HV work (including where that work is required in respect of connection activities within an Excluded Market Segment).
	HV and Extra High Voltage (EHV) Work: LV or HV connection activities involving EHV work.
	EHV work and above: extra high voltage and 132kV connection activities.
Metered Distributed Generation	LV work: low voltage connection activities involving only low voltage work.
	HV and EHV work: any connection activities involving work at HV or above.
Unmetered Connections	Local Authority (LA) work: new connection activities in respect of LA premises.
	Private finance initiatives (PFI) Work: new connection activities under PFIs.
	Other work: all other non-LA and non-PFI Unmetered connections work.

2.11. In developing price control incentives for major connections service provision in RIIO-ED1 and RIIO-ED2, we have assessed the levels of competition in the nine RMS across all licensees. Figure 1 below summaries the findings of those reviews and demonstrates how the MCI functions for each licensee.

**Figure 1: summary of licensee’s RMS that have demonstrated evidence of effective competition**

RMS	ENWL	NPg		NGED				UKPN			SPEN		SSEN	
		NPgN	NPgY	WMID	EMID	SWALES	SWEST	LPN	SPN	EPN	SPD	SPMW	SSEH	SSES
Metered Demand LV	Green	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red
Metered Demand HV	Green	Green	Green	Green	Green	Red	Red	Green	Green	Green	Green	Red	Red	Green
Metered Demand HV & EHV	Green	Red	Red	Green	Green	Red	Red	Green	Green	Green	Red	Red	Red	Green
Metered Demand EHV and above	Green	Red	Red	Green	Green	Red	Red	Green	Green	Green	Red	Red	Red	Green
Distributed Generation LV	Red	Red	Red	Red	Red	Red	Red	Red	Red	Red	Green	Red	Red	Red
Distributed Generation HV and EHV	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	Green	Green
Unmetered Local Authority	Green	Red	Red	Green	Green	Green	Green	Green	Green	Green	Red	Green	Red	Green
Unmetered PFI	Green	Red	Red	Green	Green	Green	Green	Green	Green	Green	Red	Green	Red	Green
Unmetered Other	Green	Red	Red	Green	Green	Red	Red	Green	Green	Green	Red	Red	Red	Red

**Key**  
 Demonstrated evidence of effective competition. MCI applied on a reputational basis  
 Not demonstrated evidence of effective competition. MCI applied on a financial basis

### Scope of the financial MCI

2.12. The MCI assesses performance in relation to both Contestable and Non-Contestable connection activities through the MCCSS and the MCAR.

2.13. In RMS where the licensee has not demonstrated evidence of effective competition, poor performance in relation to the MCCSS will be subject to a financial penalty. In these RMS, we will assess performance in relation to both Contestable and Non-Contestable activities. The RMS shown in red in Figure 1 above will be included in the scope of the financial MCI for the relevant licensee. For more detail on the MCCSS, please see Chapter 3.

### Scope of the reputational MCI

2.14. In RMS where the licensee has demonstrated evidence of effective competition, the MCI will be conducted on a reputational basis and the MCCSS used to assess the licensee’s performance in relation to the provision of specific Non-Contestable activities, only.<sup>12</sup> The RMS shown in green, in Figure 1 above, will be included in the scope of the MCCSS subject to reputational assessment for the relevant licensee.<sup>13</sup> Contestable connection activities in RMS that have demonstrated evidence of effective competition will not be subject to the MCI on either a financial or reputational basis.

<sup>12</sup> See Chapter 3 for more detail on the Non-Contestable activities in scope for RMS that have demonstrated evidence of effective competition.

<sup>13</sup> See Chapter 3 for more detail on the MCCSS.

### 3. Major Connections Customer Satisfaction Survey

3.1. The aim of the MCCSS is to encourage licensees to provide a high level of service to all major connections customers and become more responsive to its stakeholders' needs and improve service levels.

3.2. We expect that each licensee will use this feedback to inform its current service provision and decision making.

3.3. There will be two types of surveys. The first survey will assess satisfaction in relation to the quotation process shortly after the quotation has been received, and the second survey will assess satisfaction in relation to connections completed, again shortly afterwards. Each survey will contain a 'killer question' which will measure satisfaction on a scale of one to ten.

3.4. Whilst all questions asked by the surveys will be relevant to customers' quality of service, for the purposes of the MCCSS, we consider that the "killer question" best captures customers' overall experience.

3.5. The licensee's performance against the killer question at each survey point, will be aggregated and averaged to produce the licensee's final score. The full survey script is set out in Appendix 2 of this guidance.

#### **MCCSS applied on a financial basis**

3.6. The MCCSS will be used in relation to the financial MCI to survey customers receiving services that are captured under Standard Licence Condition (SLC) 15 (Standards for the provision of Non-Contestable Connection Services) and SLC 15A (Connection Policy and Connection Performance) for those RMS where the licensee has not demonstrated evidence of effective competition.<sup>1414</sup>

3.7. For each RMS where the licensee has not demonstrated evidence of effective competition, provision of any of the services for both SLC 15 and 15A would be eligible for survey. These services are:

- providing quotations (including Point of Connection information) and
- completing Final Works and Phased Energisations including Contestable and / or Non-Contestable Connection Services.

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<sup>14</sup> See Annex 3 for more detail on these services.

## **MCCSS applied on a reputational basis**

3.8. The MCCSS will be applied on a reputational basis to survey customers receiving services that are captured under SLC 15 (Standards for the provision of Non-Contestable Connection Services) for those RMS where the licensee has demonstrated evidence of effective competition.<sup>15</sup>

3.9. The Non-Contestable services that must be surveyed through the MCCSS are captured under SLC 15 (Standards for the provision of Non-Contestable Connection Services). These services are:

- providing quotations for Point of Connection and
- completing Final Works and Phased Energisations as Non-Contestable Connection Services.

## **Form of the MCCSS**

3.10. Licensees are required to appoint an independent third party, such as a market research company, to undertake the MCCSS on their behalf. The independent third party must be Market Research Society accredited and the same independent third party must be appointed by all licensees.<sup>16</sup>

3.11. The independent third party must use the questionnaire in Appendix 2 of this document. Any proposed changes to the questionnaire in Appendix 2 (including adding additional questions after the questions set out in Appendix 2) must be agreed with Ofgem and all other licensees. Amendments to the questionnaire in Appendix 2 do not constitute a modification to the Guidance.

3.12. Each licensee must satisfy itself that it is undertaking the customer satisfaction surveys in compliance with relevant data protection and other information legislation.

## **Procedures to mitigate the risk of bias**

3.13. The licensee must maintain systems, processes and procedures as are reasonably necessary to mitigate the risk of bias in the results of the MCCSS.

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<sup>15</sup> See Annex 3 for more detail on these services.

<sup>16</sup> The Market Research Society is a professional body for market research. See here for more detail - [www.mrs.org.uk](http://www.mrs.org.uk)

3.14. These systems, processes and procedures must include, but are not limited to, systems, processes and procedures that meet the requirements specified below:

- The licensee must not gather or process customer data in a manner that could reasonably be expected to bias the results of the customer satisfaction survey.
- If a licensee wishes to contact customers to confirm whether or not they would like to participate in the MCCSS, the licensee must attempt to contact the entirety of the MCCSS population for the relevant service type in that respect prior to providing the required data to the independent third party. Licensees must not use such contacts selectively for certain service types (but not others) in a way that the licensee could reasonably judge might affect the results of the MCCSS.
- The licensee (and the independent third party) must not use any financial or non-financial incentives to encourage customers to take part in the customer satisfaction survey.

### **MCCSS survey population**

3.15. Subject to 3.15, to avoid any bias, the data provided by the licensee to the independent third party must contain the contact details of all customers who have experienced an activity specified in 3.5 to 3.8 on or after 1 April 2023. For quotations this applies to all applications received where the application received date is on or after 1 April 2023. For connections completed, this applies to all quotes where the acceptance date is on or after 1 April 2023.

3.16. Licensees may exclude contacts from the MCCSS where the service relates to:

- connections following the theft of electricity, tampering with distribution assets or electricity meters or assets left in an unsafe condition
- any records where providing the customer details would be in breach of data protection law or section 105 of the Utilities Act 2000 and
- customers who have stated that they do not want to participate in any form of market research.

3.17. In these cases, the licensee does not need to provide the relevant customer's details to the independent third party.

### **Data administration**

3.18. For the purposes of data administration, the information provided to the independent third party must meet the following parameters :

- the contact details must be those of a customer; and
- the service provided to the customer by the licensee must be in respect of the relevant Distribution System

3.19. There is no requirement that the customer be acting in their capacity as a customer in relation to a particular supply of electricity. This means that any customer that required the licensee to provide any major connection service in respect of any part of the relevant Distribution System is eligible for inclusion in the survey.

3.20. For each customer included in the sample, the licensee must provide the independent third party with:

- the licensee's name that the customer will recognise
- the type of service undertaken and the RMS
- the date of quotation / service completion
- a contact telephone number (where known)
- any additional telephone numbers (where known) and
- the customer's name (where known).

3.21. Other information such as customer address, additional contact telephone number and job identification number are optional.

3.22. Where a licensee issues a Convertible Quotation then the applicant's details will be provided for the quotation survey.<sup>17</sup>

3.23. If the Convertible Quotation acceptance is for the full works to be completed by the licensee, it will be the applicant (or their agent) that will be eligible for survey, consistent with SLC 15A. As such, the applicants (or agents) details must be provided for the delivery survey.

3.24. If the Convertible Quotation acceptance is for the Non-Contestable work only,

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<sup>17</sup> A Convertible Quotation means a Connection offer that separately identifies the charges for Non-Contestable Works and Contestable Works and can be accepted by the recipient in its entirety or by the recipient, or the recipient's duly appointed agent acting on his behalf, in relation only to that part of the quotation relating to the charges for Non-Contestable Works.

then it will be the relevant Independent Connections Provider (ICP) that will be eligible for survey, consistent with SLC 15. As such, the relevant ICP's details must be provided for the delivery survey.

3.25. Each licensee must submit the specified data to the independent third party on a weekly basis. For this purpose, the 'week' begins on a Monday and the data should be submitted to the independent third party by 4pm on the second working day following the week concerned.

3.26. The specified data for any customer who has received a connection service must be sent to the independent third party the week after completion of the relevant work or delivery of the relevant quotation.

3.27. The independent third party must undertake its interviews within ten working days of the service being experienced.

3.28. Once the ten working day timeframe for contact has expired, the sample data will be provided to the licensee highlighting the details of those customers who have been contacted, and those who have asked not to be re-contacted for licensee customer surveying activities.

### **Sample selection and the frequency of the surveys**

3.29. From the data provided by the licensee, the appointed independent third party is required to remove those customers that have previously been surveyed as part of the MCCSS within one month. This will be applied on a licensed area basis, for example, if the same customer has received quotations from two licensee areas within the same licensee group then they would be surveyed for both.

3.30. The determination of which customers should be removed will be based on the individual receiving the service. Where two individuals from the same company receive a service then both would be surveyed.

3.31. In instances where the same customer appears in more than one service type in any given week, the independent third party should de-dupe the data and leave the customer in the service category with the smallest number of records.

3.32. The independent third party should then select the customers to interview at random. The independent third party should then complete enough interviews to deliver a statistically robust sample of responses. The margin of error is specified in paragraph 3.48.

3.33. The independent third party should aim to achieve an error rating below the margin of error.

3.34. Results should be calculated based on the number of interviews achieved.

### **Calculating the results of the MCCSS**

3.35. For each of the survey categories the survey has several screening questions and a series of detailed questions asking customers to score their customer service experience on a scale of one to 10. A score of one indicates that the customer is very dissatisfied and a score of ten indicates that the customer is very satisfied.

3.36. The questionnaire leads up to a question for each service category asking, initially asking "Overall, on a scale of one to ten, how satisfied were you with the service provided by your distributor?". Whilst all the questions are relevant to customers' quality of service, for the purposes of the MCCSS, Ofgem considers that this question best captures customers' overall experience.

3.37. For the quotation survey, the killer question used to derive the survey score is:

- "Overall, thinking about the quotation and not any work that you may subsequently have had done, how satisfied were you with the service provided by [NAME]?"<sup>18</sup>

3.38. For the connection survey, the killer question used to derive the survey score is:

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<sup>18</sup> See paragraphs A2.1 to A2.7 in Appendix 2 for full survey script

- “Overall, taking all aspects into account, how satisfied were you with the service provided by [NAME]?”<sup>19</sup>

3.39. The annual scores will be based on the annual average customer satisfaction. The denominator should be the number of people who gave a score for the killer question.

3.40. For the purposes of calculating the results, all completed surveys must be included in the sample. If a respondent terminates the interview before completing the survey, the interview will be kept in the sample if the respondent has terminated after they answered the killer question. If a respondent terminates the interview before the killer question has been answered, the interview will not be kept in the sample.

3.41. Where the independent third party identifies cases submitted and interviewed under the wrong service type or cases that have been duplicated (different phone numbers so not de-deuped); then these surveys will be ineligible and must be removed from the calculation of the final score. Additionally, surveys must be removed from the calculation of the final score in the following call scenarios:

- If the interviewer misleads the customers.
- Where the customer is confused and unable to adequately complete the survey.
- Where there is a language barrier and the customer is unable to complete the survey.
- 
- Where it is clear there is confusion between third party connection providers, suppliers, meter operators or installers.
- Where there is evidence of racism, areas of diversity, equality and inclusion.

3.42. Where a survey is found to be eligible for removal under the scenarios described above, the independent third party will inform the affected licensee and contact Ofgem for final approval to remove. If required, the independent third party may also provide the call recording for the case as further evidence.

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<sup>19</sup> See paragraphs A2.8 to A2.14 in Appendix 2 for full survey script

3.43. Note that there may be different combinations of RMS used to calculate the score for each licensee, based on the extent to which each licensee has demonstrated effective competition across the RMS.

### Targets for the MCCSS

3.44. For Regulatory Year 1 of RIIO-ED2 the target score for the MCCSS will be set at 7.41/10, with a maximum penalty at 6.91/10.

3.45. Following Regulatory Year 1, Ofgem will set targets for Regulatory Years 2 to 5 as soon as is practical, considering data gathered in Regulatory Year 1. Ofgem will consult on the proposed targets before implementing these through a modification to the licence under Section 11 of the Electricity Act 1989 and consequent amendment of this guidance.

### Statistical robustness process

3.46. There will be a statistical robustness check of the licensee’s surveyed population, to ensure that any penalties incurred through the MCCSS are based on a statistically robust sample.

3.47. The statistical robustness check will apply to the full Regulatory Year, taking account of the number of surveys undertaken and the size of the eligible population. The margin of error and confidence level used to determine statistical robustness will be set at 5% and 95% respectively.

3.48. **Table 3** provides indicative numbers of surveys that need to be undertaken each year, for different population sizes, to determine the appropriate sample size at error rates of 5% and 8%, at a 95% confidence level.

**Table 3: indicative survey numbers based on 95% confidence level**

Size of population	Margin of error at 5%	Margin of error at 8%
100	81	60
500	201	116
1000	278	131
2000	322	140
3000	341	143
4000	351	145
5000	357	146
6000	361	146

Size of population	Margin of error at 5%	Margin of error at 8%
7000	364	147
8000	367	147
9000	368	148
10000	370	148

3.49. Where the margin of error is less than or equal to 5%, and the score is less than the target, the penalty will be triggered for the relevant licensee.

3.50. Where the margin of error is between 5 and 8%, and the licensee score is less than the target, we will consult on a proposed direction reducing the penalty (noting for the avoidance of doubt that it cannot be a positive value) in line with SpC 4.55.

3.51. If the margin of error is higher than 8%, no financial penalty will be applied irrespective of the MCCSS score.

3.52. See Table 4 below, which demonstrates the thresholds against which the penalty will be determined.

**Table 4: Penalty determination**

Margin of error	<5%	5% - 8%	>8%
If licensee’s performance is less than target	Penalty	Consult on proposed direction to penalty	No penalty
If licensee’s performance is greater than or equal to target	No penalty	No penalty	No penalty

3.53. We will consult on any proposed direction, where all interested stakeholders are able to share views on our proposal. In considering a reduction in the penalty applied, Ofgem will take due consideration of:

- the actual level of statistical robustness achieved
- the actual performance score achieved
- the proportion of anonymous survey results
- the proportion of low scoring survey results where no explanation was provided
- any additional information provided by the licensee.

## 4. Major Connections Annual Report

4.1. Under the MCI, each licensee is required to produce a Major Connections Annual Report covering all RMS under the scope of the MCI. This reporting is to enable stakeholders to track licensees’ performance over the course of the RIIO-ED2. The MCAR must include the licensees’:

- performance in relation to the MCCSS
- performance in relation to timeliness of connections and
- delivery of their major connections strategy.<sup>20</sup>

4.2. See below for more detail on each of the specific reporting requirements.

### Reporting licensee performance in relation to the MCCSS

4.3. Chapter 3 sets out the manner in which the licensees are required to undertake the MCCSS. Under the MCI, we require licensees to report the performance in the MCCSS within the MCAR.

4.4. For the RMS where the licensee has not demonstrated evidence of effective competition it must report its MCCSS performance in relation to both Contestable and Non-Contestable activities. The licensee must provide the overall MCCSS score and the disaggregated scores by relevant RMS for each licence area as shown in the table below.

	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
MCCSS target	7.41/10				
Overall MCCSS score subject to financial penalty					
RMS as applicable <sup>21</sup>					

<sup>20</sup> The scope of the Major Connections Strategies submitted by licensees as part of their RIIO-ED2 submissions may have changed as a result of our review of competition described in 2.11

<sup>21</sup> The number of RMS included in the MCCSS subject to the financial penalty will differ between licence areas as explained in 2.11.

4.5. The licensee should also confirm whether the statistical robustness check was met and may provide any additional commentary as appropriate.

4.6. For the RMS where the licensee has demonstrated evidence of effective competition, it must report its MCCSS performance in relation to Non-Contestable service provision only. The licensee must provide the overall MCCSS score and the disaggregated scores by relevant RMS for each licence area as shown in the table below.

	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
Overall MCCSS score subject to reputational assessment					
RMS as applicable <sup>22</sup>					

4.7. The licensee should also confirm whether the statistical robustness check was met and may provide any additional commentary as appropriate.

### **Reporting on timeliness of major connections**

4.8. The outturn performance metrics that licensees are required to report annually against are the:

- Major Connections Time to Quote ('MCTTQ'): the average time, measured in Working Days, from the licensee receiving a complete application to issuing a quotation; and
- Major Connections Time to Connect ('MCTTC'): the average time, measured in Working Days, from the customer accepting the quotation to the connection being completed.

4.9. The MCTTQ will be measured for each relevant quote issued in the Regulatory Year and the average number of Working Days calculated by summing the total length of

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<sup>22</sup> The number of RMS included in the MCCSS subject to the financial penalty will differ between licence areas as explained in 2.11, extra rows to be added as appropriate.

time in Working Days taken to quote and dividing it by the number of quotes issued in the Regulatory Year.

4.10. The measurement will utilise the established timescales for measuring Guaranteed Standards of Performance.<sup>23</sup><sup>22</sup> The start date will be when minimum information is received and the end date will be the date which the quotation is issued.<sup>24</sup>

4.11. The MCTTC will be measured for each connection project made during each Regulatory Year and the average time calculated by summing the total length of time taken to make the final connection date and dividing it by the number of final connection dates made during the Regulatory Year.

4.12. Where the licensee's quotation requires payment on acceptance then the payment must be received in order for the acceptance to be completed. The acceptance date will be the later of the date the written acceptance is received or the date the payment is received. For example, if the customer does not include a cheque with the signed acceptance, then it will be when the cheque is received that the quotation will have been accepted.

4.13. If the licensee's quotation does not require payment on acceptance, e.g., the licensee invoices once the written acceptance is received, or payment is not required until a later date, then it is the date on which the written acceptance is received that will determine the acceptance date.

4.14. Completion of works relates to completion of the electrical works only such that the connection can be energised and does not apply for example to reinstatement. However, it is anticipated that licensee will complete other works within a reasonable timescale by agreement.

4.15. Phased completion and energisation, where applicable, relates to phased developments as set out in the licensee's quotation.

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<sup>23</sup> The Connections Guaranteed Standards of Performance help protect customers against unacceptable levels of connections service. See here for more detail - <https://www.legislation.gov.uk/en/uksi/2015/698/contents/made>

<sup>24</sup> Minimum information is information provided by the Customer that is required by the Electricity Distributor in order for it to provide the service under the standard and is further defined in RIGs.

4.16. The calculation of the average does not make any adjustment for factors external to the licensee’s control. For example, if the Customer is not ready, or land rights and consents are required from third parties, then that would still be included in the times calculated.

4.17. For RMS where the licensee has not demonstrated evidence of effective competition, the licensee must produce data against the outturn performance metrics stated in paragraph 4.8, for all quotes and connections. The licensee must provide the overall MCTTQ and MCTTC timescales and the disaggregated scores by relevant RMS for each licence area. This should also be disaggregated by SLC 15A and SLC 15 quotations.

4.18. For RMS where the licensee has demonstrated evidence of effective competition, the licensee must produce data against the outturn performance metrics stated in paragraph 4.8 for SLC 15 quotes and connections. The licensee must provide the overall MCTTQ and MCTTC timescales and the disaggregated scores by relevant RMS for each licence area.

4.19. See Table 5 and Table 6 below as example templates to be used when producing MCAR.

**Table 5: MCTTQ example table**

<b>MCTTQ</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
RMS as applicable					

**Table 6: MCTTC example table**

<b>MCTTC</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
RMS as applicable					

4.20. Licensees can provide additional commentary on performance in relation to Connections Guaranteed Standards of Performance, or other relevant data to mitigate any misunderstanding in the interpretation of MCTTQ and MCTTC figures by interested stakeholders.

## Major Connections Strategy reporting

4.21. Within the MCAR, licensees must provide information on their progress against the achievement of milestones and commitments made in their Major Connections Strategy submitted in their RIIO-ED2 Business Plans.<sup>25</sup>

4.22. The information provided must demonstrate how the licensee has:

- Progressed in implementing its strategy for major connections service provision to its connection stakeholders. If not, then reasons must be provided.
- Made progress in delivering its relevant outputs (e.g. key performance indicators, targets, deliverables). If not, then reasons must be provided.

## Format of the MCAR submission

4.23. The MCAR submission should be easy to read for all stakeholders and published and accessible on the licensee's Website. Interested parties should be able to easily understand the licensee's performance in the past Regulatory Year.

4.24. Licensees must make one MCAR submission for all RMS. Where a group of licensees wishes to publish a single MCAR, which applies to all the licensees within the group, it may do so provided that sufficient information about each individual licensee is included in the MCAR, and the MCAR clearly distinguishes between licensees where relevant.

4.25. There is no restriction on the font sizes used for the MCAR (however the submission must be legible).

4.26. There is no limit on the length of the MCAR. However, consideration should be given to the purpose and audience of the submission.

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<sup>25</sup> The scope of the Major Connections Strategies submitted by licensees as part of their RIIO-ED2 submissions may have changed as a result of our review of competition described in 2.11. Licensees do not need to report on outputs that are explicitly relevant to RMS where evidence of effective competition has been demonstrated since they were submitted. However, we expect to see progress against outputs in RMS where the licensee did not specify were subject to the level of effective competition.

4.27. Where material amendments are made to any information reported, these amendments should be clearly communicated to stakeholders and Ofgem..

4.28. Where a licensee identifies that inaccurate information has been reported, notify Ofgem and make corrections as soon as practically possible.

### **Timescales for reporting submissions**

4.29. Each licensee is required to publish its MCAR on or before 31 July 2024 and by each subsequent 31 July unless we have directed otherwise. If a different date is directed, we will aim to provide notice to licensees as soon as possible. The report should set out what has been achieved during the preceding Regulatory Year.

## Appendix 1 – Major connections baseline principles and baseline expectations

Principle	Baseline expectation	Relevant Market Segments (RMS)
Support connection stakeholders prior to application by providing accurate, comprehensive and user-friendly information	1. Provide access to up to date and relevant information to enable a connection stakeholder to decide whether, and where, to connect to the distribution network. This should include, but not be limited to, graphical network records that show the location, size and type of assets.	Applies to all RMS <sup>26</sup>
	2. Communicate a clear connections process for all customers. This should include providing clarity of DNO, customer and third-party responsibilities. This should also include providing clarity on how issues that arise can be raised and resolved.	Applies to all RMS
	3. Provide clear explanations of the types of connection products available, the associated costs of each and the information that would need to be provided by the customer to make an application. Where appropriate, this should also include the provision of general information on the potential implications for a customer's connection offer if they change their own requirements, if other customers are seeking to connect in the same area or if they do not accept an offer within its validity period.	Applies to all RMS, except Unmetered <sup>27</sup>
	4. Provide support and help to customers through appropriate channels which should include, but not be limited to, connections surgeries.	Applies to all RMS, except Unmetered
	5. Have robust processes in place to proactively engage with stakeholders. This should include how the DNO plans to both identify and address connections issues.	Applies to all RMS

<sup>26</sup> Applies to all Relevant Market Segments, ie metered demand LV, HV, EHV and 132kV; metered distributed generation (DG) LV, HV and EHV; Unmetered LA, PFI and Other.

<sup>27</sup> Applies to Metered demand LV, HV, EHV and 132kV; metered distributed generation (DG) LV, HV and EHV. Does not apply to Unmetered LA, PFI and Other.

Principle	Baseline expectation	Relevant Market Segments (RMS)
	6. Provide clearly signposted information on capacity available to enable points of connection to be identified.	Applies to Metered demand HV, EHV and 132kV; Metered DGHV
	7. Provide guidance that explains to customers the criteria to allow an unmetered connection to be made, ensuring compliance with the Unmetered Supply Regulations.	Applies to Unmetered LA, PFI and Other
	8. Provide support in the form of tailored pre-application communication to suit different stakeholder needs.	Applies to Unmetered LA, PFI and Other
Deliver value for customers by ensuring simplicity and transparency through the applications process	9. Have clear and simple customer application process, which accounts for the particular needs of different groups of customers and which can be shaped by the parties involved. This should include, but not be limited to, providing options for how customers can apply for new connections and ensure these are clearly communicated.	Applies to all RMS
	10. Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the application process. This should include the provision of various channels through which customers can access support or help.	Applies to all RMS, except Unmetered
	11. Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a connections offer.	Applies to all RMS, except Unmetered
	12. Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.	Applies to all RMS, except Unmetered
	13. Specifically, in relation to flexible connection customers, provide clarity around conditions and circumstances of current and future curtailment associated with a connections offer.	Applies to Metered demand EHV and 132kV; Metered DGHV and EHV

Principle	Baseline expectation	Relevant Market Segments (RMS)
	14. Provide guidance that explains to customers the criteria to allow an DG connection to be made to ensure compliance with relevant Engineering Recommendations (G98/G99).	Applies to metered DGLV, HV and EHV
	15. Have in place options for 'fast track' reconnections of critical infrastructure such as internet cabinets that have been damaged in road traffic accidents or similar.	Applies to Unmetered Other
Facilitate the delivery of timely and economical connections that meet customers' needs.	16. Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.	Applies to all RMS, except Unmetered LA, PFI and Other
	17. Complete any cost reconciliation in a timely manner.	Applies to all RMS
	18. Where there are slow moving projects and where these may impact on other customers, have processes in place for releasing capacity that is not being used.	Applied to Metered demand HV, EHV and 132kV; Metered DG HV and EHV
	19. Have processes in place for the promotion of certain types of customers (such as storage) in connection queue in circumstances where they will help others connect more quickly/cheaply.	Applies to Metered DG HV and EHV
	20. Provide access to services that facilitate the delivery of timely and economical connections such as 'rent a jointer' services.	Applies to Unmetered LA, PFI and Other

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## **Appendix 2 – MCCSS survey script**

### **MCCSS pre-application and quotation survey script**

- A2.1 Using a scale of 1 to 10, where 1 is equal to very dissatisfied and 10 is equal to very satisfied, how satisfied were you with the communication and information provided by [NAME] before you applied?
- A2.2 In relation to the quotation received, how satisfied were you that they had understood your requirements?
- A2.3 How satisfied were you with how clearly they explained the likely charge within the quotation?
- A2.4 How satisfied were you with the timeliness of the quotation provided?
- A2.5 Killer question: Overall, thinking about the quotation and not any work that you may subsequently have had done, how satisfied were you with the service provided by [NAME].
- A2.6 It is interesting that you have given a score of between [“6 and 10” OR “1 and 5”] for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was? [THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]
- A2.7 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] on this occasion into consideration, what could they have done better?

### **MCCSS connection survey script**

- A2.8 Using a scale of 1 to 10, where 1 is equal to very dissatisfied and 10 is equal to very satisfied, how satisfied were you provided by [NAME] before you applied?
- A2.9 In relation to the connection, can you please tell me how satisfied you were with the promptness with which you had dates confirmed for the work to be done?
-

A2.10 Can you please tell me how satisfied you were with the arrangements that were made with you before the work started on site?

A2.11 And how satisfied were you with the:

- a) Time in which the work was completed? And,
- b) Were the dates that you were given met? (Y/N answer)

A2.12 Killer question: overall, taking all aspects into account, how satisfied were you with the service provided by [NAME]?

A2.13 It is interesting that you have given a score of between [“6 and 10” OR “1 and 5”] for all previous questions, then an overall satisfaction score of [INSERT SCORE] can you explain why this was? [THE MARKET RESEARCH COMPANY CANNOT AMEND PREVIOUS SCORES IN RESPONSE TO THIS QUESTION]

A2.14 Again, taking all aspects of the service provided by [INSERT COMPANY NAME] on this occasion into consideration, what could they have done better?

## Appendix 3 – MCCSS survey scope

### MCCSS – Relevant Standard Licence Condition 15A Services

<b>RMS</b>	<b>Quotations</b>		<b>Delivery</b>			
	Reporting code	Service	Reporting code	Service	Reporting code	Service
<b>Demand Low Voltage (LV) Work</b>	3A	Provision of any other LV demand quotation	6B	Complete LV works (including phased works)	7A	Complete LV energisation works (including phased works)
<b>Demand High Voltage (HV) Work</b>	3B	Provision of an HV demand quotation	6C	Complete HV works (including phased works)	7B	Complete HV energisation works (including phased works)
<b>Demand HV and Extra High Voltage (EHV) Work</b>	3C	Provision of a EHV demand quotation	6D	Complete EHV works (including phased works)	7C	Complete EHV energisation works (including phased works)
<b>Demand EHV work and above</b>	3C	Provision of a EHV demand quotation	6D	Complete EHV works (including phased works)	7C	Complete EHV energisation works (including phased works)
<b>Generation LV work</b>	3A	Provision of an LV generation Quotation	6B	Complete LV works (including phased works)	7A	Complete LV Energisation works (including phased works)
<b>Generation HV and EHV work</b>	3B	Provision of an HV generation Quotation	6C	Complete HV works (including phased works)	7B	Complete HV Energisation works (including phased works)
	3C	Provision of an EHV generation Quotation	6D	Complete EHV works (including phased works)	7C	Complete EHV Energisation works (including phased works)

<b>Unmetered Local Authority (LA) work</b>	9	Provision of a quotation – New Works order (1-100 units)	10A	New works order - completion of works on a new site	10B	New works order - completion of works on adopted highways
<b>Unmetered Private finance initiatives (PFI) Work</b>	9	Provision of a quotation – New Works order (1-100 units)	10A	New works order - completion of works on a new site	10B	New works order - completion of works on adopted highways
<b>Unmetered Other work</b>	9	Provision of a quotation – New Works order (1-100 units)	10A	New works order - completion of works on a new site	10B	New works order - completion of works on adopted highways

### MCCSS – Relevant Standard Licence Condition 15 services

<b>RMS</b>	<b>Quotations</b>	<b>Service</b>	<b>Delivery</b>	<b>Service</b>	<b>Reporting code</b>	<b>Service</b>
	<b>Reporting code</b>	<b>Service</b>	<b>Reporting code</b>	<b>Service</b>	<b>Reporting code</b>	<b>Service</b>
Demand Low Voltage (LV) Work	1a	Provide a quotation for low voltage demand. For a new demand connection to the licensee’s distribution system where the highest voltage of the assets at the point of connection and any associated works is not more than one kilovolt	3a	subject to all conditions precedent being met (for all of 3a-e): Final works and phased energisation low voltage connections. Complete the final works for a low voltage connection.	3d	Final works and phased energisation low voltage energisation. Complete the works required for a low voltage phased energisation.
Demand High Voltage (HV) Work	1c	Provide a quotation for high voltage demand. For a new demand connection to the licensee’s distribution system where the highest voltage of	3b	Final works and phased energisation high voltage connections. Complete the final works for a high voltage connection.	3e	Final works and phased energisation high voltage energisation. Complete the works required for a high voltage phased energisation

<b>RMS</b>	<b>Quotations</b>		<b>Delivery</b>			
		the assets at the point of connection and any associated work is more than one kilovolt but not more than 22 kilovolts				
Demand HV and Extra High Voltage (EHV) Work	1e	provide a quotation for extra high voltage demand. For a new demand connection to the licensee’s distribution system where the highest voltage of the assets at the point of connection and associated works is more than 22 kilovolts but not more than 72 kilovolts	3c	Final works and phased energisation extra high voltage connections. Complete the final works for an extra high voltage connection.		
Demand EHV work and above	1f	Provide a quotation for other connections. For a new demand or generation connections to the licensee’s distribution system that is not included within the preceding sub-paragraphs	3c	Final works and phased energisation extra high voltage connections. Complete the final works for an extra high voltage connection.		
Generation LV work	1b	Provide a quotation for low voltage generation. For a new generation connection to the licensee’s distribution system where the highest voltage of the assets at the point of connection and any associated works is not more than kilovolt	3a	subject to all conditions precedent being met (for all of 3a-e): Final works and phased energisation low voltage connections. Complete the final works for a low voltage connection.	3d	Final works and phased energisation low voltage energisation. Complete the works required for a low voltage phased energisation.

<b>RMS</b>	<b>Quotations</b>		<b>Delivery</b>			
Generation HV and EHV work	1d	Provide a quotation for high voltage generation. For a new generation connection to the licensee’s distribution system where the highest voltage of the assets at the point of connection and any associated works is more than one kilovolt but not more than 22 kilovolts	3b	Final works and phased energisation high voltage connections. Complete the final works for a high voltage connection.	3e	Final works and phased energisation high voltage connections. Complete the works required for a high voltage phased energisation
	1f	Provide a quotation for other connections. For a new demand or generation connections to the licensee’s distribution system that is not included within the preceding sub-paragraphs	3c	Final works and phased energisation extra high voltage connections. Complete the final works for an extra high voltage connection.		