



Making a positive difference  
**for energy consumers**

To all electricity distribution  
licensee holders

Email: [RIIOED2@ofgem.gov.uk](mailto:RIIOED2@ofgem.gov.uk)

Date: 08/03/2024

Dear Colleagues.

**Adjustments to the Guaranteed Standards of Performance prescribed sums in line with inflation**

We are writing to all electricity distribution licensees to confirm the Guaranteed Standards of Performance (GSOP) prescribed sums as updated in line with inflation.

The GSOP payments are what an electricity distribution network operator must pay to a customer or relevant authority as appropriate if they fail to meet specified standards of performance. We amended the Electricity (Connection Standards of Performance) Regulations 2015 and the Electricity (Standards of Performance) Regulations 2015 on 31 July 2023 so that the payment amounts are updated each year to reflect inflation.<sup>1</sup>

Payment amounts for Regulatory Year 2024/25 are derived by adjusting the values on or after 1 October 2023 by the percentage change in the CPIH index published for the month of January.<sup>2</sup> For January 2024 the CPIH was at 4.2% so the figures have been adjusted in line with this. The figure is then rounded to the nearest multiple of £5.

The annex to this letter contains the figures from October 2023 along with the figures to be in place for electricity distribution licensees by 1 April 2024.

<sup>1</sup> [The Electricity \(Standards of Performance\) \(Amendment\) Regulations 2023 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2023/1211/contents/make)

<sup>2</sup> CPIH means the consumer price index including owner occupiers housing costs (all items) published by the Office for National Statistics.

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We now expect all electricity distribution licensees to update their procedures so that they make any payments associated with GSOP failures from 1 April 2024 in accordance with the updated amounts.

Please contact Matthew Chambers ([matthew.chambers@ofgem.gov.uk](mailto:matthew.chambers@ofgem.gov.uk)) in the first instance if you have any questions.

Yours sincerely

**David McCrone**

Head of Price Control Policy, Networks

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**Annex 1- Updated Electricity (Connection Standards of Performance)****SLC 15A - Metered  
Quotation Standards**

<b>Reporting code (ECGS number<sup>3</sup>)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer from October 2023 to March 2024</b>	<b>Payment to Customer from April 2024</b>	<b>Regulation Reference<sup>4</sup></b>
1A	Provision of budget estimate <1MVA	Within 10 Working Days	£ 75 - One off payment	£ 80 - One off payment	4(2)
1B	Provision of budget estimate ≥1MVA	Within 20 Working Days	£ 75 - One off payment	£ 80 - One off payment	4(3)

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<sup>3</sup> ECGS number means Electricity Connections Guaranteed Standards number.

<sup>4</sup> Regulation reference means reference to the specific regulation as listed under the Electricity (Connection Standards of Performance) Regulations 2015 as amended in the RIGs

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2A	Provision of a quotation for a single LV single phase service connection	Within 5 Working Days	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(2)
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2B	Provision of a quotation for small LV projects: - 2-4 LV single phase domestic services; or - for connections to 1-4 LV single phase domestic premises involving an extension to the LV network; or - a single two or three phase whole current metered connection (not requiring an extension to LV network)	Within 15 Working Days	£ 20	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 20	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(3)
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3A	Provision of any other LV demand quotation	Within 25 Working Days	£ 75	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 80	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(2)
3B	Provision of an HV demand quotation	Within 35 Working Days	£ 160	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 165	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(3)
3C	Provision of an EHV demand quotation	Within 65 Working Days	£ 235	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 245	for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(4)

**SLC 15A - Other Metered Standards**

<b>Reporting code (ECGS number)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer from October 2023 to March 2024</b>		<b>Payment to Customer from April 2024</b>		<b>Regulation Reference</b>
4A	Contact Customer (post acceptance) about scheduling < 5 LV service connections covered by 2A & 2B	Within 7 Working Days	£ 20	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 20	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	8(2)
4B	Contact Customer (post acceptance) about scheduling other LV demand connections	Within 7 Working Days	£ 75	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 80	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	9(2)
4C	Contact Customer (post acceptance) about scheduling HV demand connections	Within 10 Working Days	£ 160	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 165	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	9(3)

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4D	Contact Customer (post acceptance) about scheduling EHV demand connections	Within 15 Working Days	£ 235	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 245	for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	9(4)
5	Commence LV, HV & EHV demand works on Customer's site	In timescale agreed with the Customer	£ 30	for each Working Day after the agreed date up to and including the day on which the works are commenced	£ 30	for each Working Day after the agreed date up to and including the day on which the works are commenced	9(5)
6A	Complete service connection works	In timescale agreed with the Customer	£ 40	for each Working Day after the agreed date up to and including the day on which the works are completed	£ 40	for each Working Day after the agreed date up to and including the day on which the works are completed	8(3)
6B	Complete LV works (including phased works)	In timescale agreed with the Customer	£ 160	for each Working Day after the agreed date up to and including the day on which the works are completed	£ 165	for each Working Day after the agreed date up to and including the day on which the works are completed	9(6)

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6C	Complete HV works (including phased works)	In timescale agreed with the Customer	£ 235 for each Working Day after the agreed date up to and including the day on which the works are completed	£ 245 for each Working Day after the agreed date up to and including the day on which the works are completed	9(7)
6D	Complete EHV works (including phased works)	In timescale agreed with the Customer	£ 315 for each Working Day after the agreed date up to and including the day on which the works are completed	£ 330 for each Working Day after the agreed date up to and including the day on which the works are completed	9(8)
7A	Complete LV energisation works (including phased works)	In timescale agreed with the Customer	£ 160 for each Working Day after the agreed date up to and including the day on which energisation occurs	£ 165 for each Working Day after the agreed date up to and including the day on which energisation occurs	9(9)
7B	Complete HV energisation works (including phased works)	In timescale agreed with the Customer	£ 235 for each Working Day after the agreed date up to and including the day on which energisation occurs	£ 245 for each Working Day after the agreed date up to and including the day on which energisation occurs	9(10)

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7C	Complete EHV energisation works (including phased works)	In timescale agreed with the Customer	£ 315 for each Working Day after the agreed date up to and including the day on which energisation occurs	£ 330 for each Working Day after the agreed date up to and including the day on which energisation occurs	9(11)
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**SLC 15A - Unmetered Standards**

Reporting code (ECGS number)	Service	Performance Level	Payment to Customer from October 2023 to March 2024	Payment to Customer from April 2024	Regulation Reference
8A	Emergency Fault Repair response	Attend site in 2 hours	£ 75 one off payment	£ 80 one off payment	10(2)
8B	High Priority Fault Repair - Traffic Light Controlled	2 calendar days	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(3)

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8C	High Priority Fault Repair - non Traffic Light Controlled	Within 10 Working Days	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(4)
8D	Multiple unit fault repair	Within 20 Working Days	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(5)
8E	Single unit fault repair	Within 25 Working Days	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	£ 20 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(6)

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9	Provision of a quotation - New Works order (1 - 100 units)	Within 25 Working Days	£ 20 for each Working Day after the end of the prescribed period up to and including the day quotation is dispatched	£ 20 for each Working Day after the end of the prescribed period up to and including the day quotation is dispatched	11(2)
10A	New works order - completion of works on a new site	Commence and complete in timescales agreed with the customer	£ 20 for each Working Day after the end of the agreed date up to and including the day the works are completed	£ 20 for each Working Day after the end of the agreed date up to and including the day the works are completed	12(2)
10B	New works order - completion of works on adopted highways	Within 35 Working Days	£ 20 for each Working Day after the end of the prescribed period up to and including the day the works are completed	£ 20 for each Working Day after the end of the prescribed period up to and including the day the works are completed	12(3)

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**SLC 15A - Connections standards not included in the 90% performance metric**

<b>Reporting code (ECGS number)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer from October 2023 to March 2024</b>	<b>Payment to Customer from April 2024</b>	<b>Regulation Reference</b>
11A	Quotation accuracy review scheme challenge for single LV single phase service connection (aligns to 2A)	not applicable	£ 395 - one off payment	£ 410 - one off payment	7(3)
11B	Quotation accuracy review scheme challenge for small LV projects (aligns to 2B)	not applicable	£ 785 - one off payment	£ 820 - one off payment	7(4)
12	Where an Electricity Distributor fails to make a payment under the regulations	Within 10 Working Days	£ 75 - one off payment	£ 80 - one off payment	14(1)

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**Tables of DG standards****DG - Metered quotations**

<b>Reporting code (ECDGS number<sup>5</sup>)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Voluntary Payment to Customer from October 2023 to March 2024</b>	<b>Voluntary Payment to Customer from April 2024</b>	<b>Condition Reference<sup>6</sup></b>
1A	Provision of budget estimate <1MVA	Within 10 Working Days	£ 75 - One off payment	£ 80 - One off payment	2(2)
1B	Provision of budget estimate ≥1MVA	Within 20 Working Days	£ 75 - One off payment	£ 80 - One off payment	2(3)
3A	Provision of an LV generation Quotation	Within 45 Working Days	£ 75 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 80 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	3(2)

<sup>5</sup> ECDGS number is the Electricity Connections Distributed Generation Standards number which is associated with their corresponding conditions of the DG Standards Direction.

<sup>6</sup> Condition Reference is the reference to the specific condition as listed under the DG Standards Direction

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3B	Provision of an HV generation Quotation	Within 65 Working Days	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	3(3)
3C	Provision of an EHV generation Quotation	Within 65 Working Days	£ 235 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 245 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	3(4)

**DG - Other metered**

<b>Reporting code (ECDGS number)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Voluntary Payment to Customer from October 2023 to March 2024</b>	<b>Voluntary Payment to Customer from April 2024</b>	<b>Condition Reference</b>
4B	Contact Customer (post acceptance) about scheduling LV Generation Connections	Within 7 Working Days	£ 75 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 80 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	4(2)
4C	Contact Customer (post acceptance) about scheduling HV Generation Connections	Within 10 Working Days	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	4(3)
4D	Contact Customer (post acceptance) about scheduling EHV Generation Connections	Within 15 Working Days	£ 235 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	£ 245 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	4(4)

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5	Commence LV, HV & EHV generation works on Customer's site	In timescale agreed with the Customer	£ 30	for each Working Day after the agreed date up to and including the day on which the works are commenced	£ 30	for each Working Day after the agreed date up to and including the day on which the works are commenced	4(5)
6B	Complete LV works (including phased works)	In timescale agreed with the Customer	£ 160	for each Working Day after the agreed date up to and including the day on which the works are completed	£ 165	for each Working Day after the agreed date up to and including the day on which the works are completed	4(6)
6C	Complete HV works (including phased works)	In timescale agreed with the Customer	£ 235	for each Working Day after the agreed date up to and including the day on which the works are completed	£ 245	for each Working Day after the agreed date up to and including the day on which the works are completed	4(7)
6D	Complete EHV works (including phased works)	In timescale agreed with the Customer	£ 315	for each Working Day after the agreed date up to and including the day on which the works are completed	£ 330	for each Working Day after the agreed date up to and including the day on which the works are completed	4(8)

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7A	Complete LV Energisation works (including phased works)	In timescale agreed with the Customer	£ 160 for each Working Day after the agreed date up to and including the day on which Energisation occurs	£ 165 for each Working Day after the agreed date up to and including the day on which Energisation occurs	4(9)
7B	Complete HV Energisation works (including phased works)	In timescale agreed with the Customer	£ 235 for each Working Day after the agreed date up to and including the day on which Energisation occurs	£ 245 for each Working Day after the agreed date up to and including the day on which Energisation occurs	4(10)
7C	Complete EHV Energisation works (including phased works)	In timescale agreed with the Customer	£ 315 for each Working Day after the agreed date up to and including the day on which Energisation occurs	£ 330 for each Working Day after the agreed date up to and including the day on which Energisation occurs	4(11)

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**Table of SLC 15 standards**

<b>Reporting code</b>	<b>Service</b>	<b>Standard</b>	<b>Payment 2023/24</b>	<b>Payment 2024/25</b>
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	Within 15 Working Days of receiving request	£ 75 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 80 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched

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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	Within 30 Working Days of receiving request	£ 75 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 80 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched
1c	Provide a quotation for high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated work is more than one kilovolt but not more than 22 kilovolts	Within 20 Working Days of receiving request	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched

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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	Within 50 Working Days of receiving request	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched
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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	Within 50 Working Days of receiving request	£ 235 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 245 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched
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	Within 65 Working Days of receiving request	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched

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2a	Provide information on point of connection. Provision of technical information necessary to enable the applicant to identify the proposed location and characteristics of the point of connection of the premises to the licensee's distribution system, where the highest voltage of the assets at that point and any associated works is more than 22 kilovolts but not more than 72 kilovolts	Within 30 Working Days of receiving request	£ 75 for each Working Day after the end of the prescribed period up to and including the day on which the information is provided	£ 80 for each Working Day after the end of the prescribed period up to and including the day on which the information is provided
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2b	<p>Design submissions for low and high voltage connections. Provide in response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connecting premises to the licensee's distribution system, provide a written approval of the proposed design or a written rejection stating the reasons for the rejection</p>	<p>Within 10 Working Days</p> <p>of receiving the proposed design (unless any part of it would require or directly affect the use of extra high</p>	<p>£ 75 low voltage</p> <p>£ 160 high voltage for each Working Day after the end of the prescribed period up to and including the day on which the response is provided</p>	<p>£ 80 low voltage</p> <p>£ 165 high voltage for each Working Day after the end of the prescribed period up to and including the day on which the response is provided</p>
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2c	<p>Design submissions for extra high voltage and other connections. Provide in response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connecting premises to the licensee's distribution system, provide a written approval of the proposed design, or a written rejection stating the reasons for the rejection.</p>	<p>Within 20 Working Days of receiving the proposed design</p>	<p>£ 235 for each Working Day after the end of the prescribed period up to and including the day on which the response is provided</p>	<p>£ 245 for each Working Day after the end of the prescribed period up to and including the day on which the response is provided</p>
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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.	Within 10 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which the final works is completed	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which the final works is completed
3b	Final works and phased energisation high voltage connections. Complete the final works for a high voltage connection.	Within 20 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£ 235 for each Working Day after the end of the prescribed period up to and including the day on which the final works is completed	£ 245 for each Working Day after the end of the prescribed period up to and including the day on which the final works is completed
3c	Final works and phased energisation extra high voltage connections. Complete the final works for an extra high voltage connection.	Within 20 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£ 315 for each Working Day after the end of the prescribed period up to and including the day on which the final works is completed	£ 330 for each Working Day after the end of the prescribed period up to and including the day on which the final works is completed

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3d	Final works and phased energisation low voltage energisation. Complete the works required for a low voltage phased energisation.	Within five Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£ 160 for each Working Day after the end of the prescribed period up to and including the day on which the phased energisation is completed	£ 165 for each Working Day after the end of the prescribed period up to and including the day on which the phased energisation is completed
3e	Final works and phased energisation high voltage energisation. Complete the works required for a high voltage phased energisation	Within 10 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£ 235 for each Working Day after the end of the prescribed period up to and including the day on which the phased energisation is completed	£ 245 for each Working Day after the end of the prescribed period up to and including the day on which the phased energisation is completed

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**Annex 2: Updated payment amounts for the Electricity (Standards of Performance) Regulations 2015**

<b>Regulation</b>	<b>Prescribed period</b>	<b>Prescribed sum domestic customers</b>	<b>Prescribed sum non-domestic customer</b>	<b>Prescribed cap</b>
5(2)(a) where the supply is not restored to the customer's premises within the relevant period under normal conditions with less than 5,000 customers' premises interrupted	12 hours	£95 (previously £90)	£180 (previously £175)	not applicable
5(2)(b) in respect of each succeeding period of 12 hours upon the expiry of which the supply is not restored	12 hours	£40 (no change)	£40 (no change)	no cap
6(2)(a) where the supply is not restored to the customer's premises within the relevant period under normal conditions with 5,000 or more customers' premises interrupted	24 hours	£95 (previously £90)	£180 (previously £175)	not applicable
6(2)(b) in respect of each succeeding period of 12 hours upon the expiring of which the supply is not restored	12 hours	£40 (no change)	£40 (no change)	£360 (no change)

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7(4)(a) where the supply is not restored to the customer's premises within the relevant period under category 1 severe weather conditions	24 hours	£85 (previously £80)	£85 (previously £80)	not applicable
7(4)(b) in respect of each succeeding period of 6 hours upon the expiry of which the supply is not restored	6 hours	£40 (no change)	£40 (no change)	£2,000 (no change)
7(5)(a) where the supply is not restored to the customer's premises within the relevant period under category 2 severe weather conditions	48 hours	£85 (previously £80)	£85 (previously £80)	not applicable
7(5)(b) in respect of each succeeding period of 6 hours upon the expiry of which the supply is not restored	6 hours	£40 (no change)	£40 (no change)	£2,000 (no change)
8(2) where supply to a customer's premises is interrupted as a result of rota disconnection and the supply is not restored to the customer's premises within the prescribed period	24 hours	£95 (previously £90)	£180 (previously £175)	not applicable
10(4) where the supply to a customer's premises is interrupted for four periods, each of not less than three hours, during a relevant year	a relevant year	£95 (previously £90)	\$95 (previously £90)	not applicable

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11(3) where, within the prescribed period from the applicable date, an appropriate person fails to attend at the premises where the distributor's fuse is situated for the purpose of replacing or reinstating that fuse and restoring the supply	three hours on a working day, four hours on any other day	£35 (no change)	£35 (no change)	not applicable
12(4) where an electricity distributor interrupts the supply to a customer's premises that are directly connected to its distribution system and has failed to give to the customer prior notice of not less than the prescribed period; or interrupts the supply on a day other than a day stated in the notice	2 days	£35 (no change)	£75 (previously £70)	not applicable
12(5) where an electricity distributor interrupts the supply to a customer's premises that are directly connected to the distribution system of another electricity distributor and has failed to give to the other electricity distributor prior notice of not less than the prescribed period for onward transmission to the customer; or interrupts the supply on a day other than a day stated in the notice	5 days	£35 (no change)	£75 (previously £70)	not applicable
12(6) where an electricity distributor has received notice from another electricity distributor within the prescribed period under paragraph (5) that supplies to a customer's premises that are directly connected	2 days	£35 (no change)	£75 (previously £70)	not applicable

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to its distribution system will be interrupted or are expected to be interrupted, has failed to give the customer prior notice of not less than the prescribed period				
13(2) where an electricity distributor is unable to provide an explanation for a voltage complaint without visiting the customer's premises and fails within the prescribed period from the applicable date to offer to the customer to visit the customer's premises to investigate the matter during a specified time	7 working days	£35 (no change)	£35 (no change)	not applicable
13(4)(a) where an electricity distributor fails to visit the customer's premises during the specified time	not applicable	£35 (no change)	£35 (no change)	not applicable
13(4)(b) where an electricity distributor is able to provide an explanation for a voltage complaint without visiting the customer's premises and fails to dispatch to the customer an explanation of the probable reason within the prescribed period from the receipt of the notification	5 working days	£35 (no change)	£35 (no change)	not applicable
17(3)(b) where an electricity distributor fails within a reasonable period from the applicable date to offer a timed appointment	not applicable	£35 (no change)	£35 (no change)	not applicable

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17(4)(b) where an electricity distributor fails to keep a timed appointment	not applicable	£35 (no change)	£35 (no change)	not applicable
19(4) where an electricity distributor is obliged to make a payment to a customer whose premises are directly connected to the distribution system of another electricity distributor, and fails to make the payment as soon as is reasonably practicable or within the prescribed period from the applicable date	10 working days	£35 (no change)	£35 (no change)	not applicable
19(5) where an electricity distributor is obliged to make a payment to a customer whose premises are directly connected to its distribution system, and fails to make the payment as soon as is reasonably practicable or within the prescribed period from the applicable date	10 working days	£35 (no change)	£35 (no change)	not applicable