

To:

Electricity North West Limited
Northern Powergrid: Northeast
Northern Powergrid: Yorkshire
SP Energy Networks: Distribution
SP Energy Networks: Manweb
Scottish and Southern Energy Power Distribution: Scottish
Hydro Electric Power Distribution
Scottish and Southern Energy Power Distribution: Southern
Electric Power Distribution
UK Power Networks: London Power Networks
UK Power Networks: South East Power Networks
UK Power Networks: Eastern Power Networks
National Grid Electricity Distribution (West Midlands) plc
National Grid Electricity Distribution (East Midlands) plc
National Grid Electricity Distribution (South Wales) plc
National Grid Electricity Distribution (South West) plc

Date: 3 April 2023

Direction under Part C of Special Condition 4.5 (Major Connections Governance Document) of the Electricity Distribution Licence to amend the Major Connections Governance Document

1. Each of the companies to whom this direction is addressed is the holder of a licence granted or treated as granted under section 6(1)(b) of the Electricity Act 1989.
2. In accordance with paragraph 4.5.12 of Special Condition 4.5 Major Connections Governance Document) of the Electricity Distribution Licence ("the licence"), on 21 February 2024 the Gas and Electricity Markets Authority ("the Authority")¹ published on its website proposed modifications to the Major Connections Governance

¹ The terms "the Authority", "we" and "us" are used interchangeably in this document.

Document and stated that representations must be made on or before 21 March 2024.²

3. We received six responses, which we have carefully considered.
4. Following consideration, we retained our consultation position, but have made minor changes to the wording of the governance document. Details regarding our decision are set out in a decision document published alongside this direction. We are also publishing an updated version of the Major Connections Governance Document alongside this direction.
5. The reason for this direction is to ensure that appropriate targets are in place for the Major Connections Customer Satisfaction Survey beyond the first Regulatory Year of RIIO-ED2. The effect of this direction is to retain the current target of 7.41/10 from 1 April 2024 onwards.
6. This direction is our notice of reasons for the purposes of section 49A of the Electricity Act 1989.
7. The Authority pursuant to the provisions of Special Condition 1.3 (Common procedures) and Special Condition 4.5 hereby directs that the Major Connection Governance Document is amended and will have effect from 4 April 2024.

David McCrone

Head of Price Control Operations Policy, Networks

Signed on behalf of the Authority and authorised for that purpose by the Authority

² [Consultation on amendments to the Major Connections Governance Document | Ofgem](#)