

Electricity Connections Regulation
Ofgem

SP Electricity North West
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By email only

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14 November 2025

**Ref: Ofgem consultation on supplementary guidance on the determination of disputes:
Gate 2 to whole Queue**

Thank you for giving us the opportunity to respond to this consultation.

We welcome the additional clarity that this guidance provides and think it will help manage customer expectations and limit the number of determinations that have to be dealt with. In particular, we support the principle that customers need to have sought resolution via the appropriate network company before it can escalate it to Ofgem. We also support the explicit clarification that eligibility for determination must be based on evidence that the TMO4+ process has not been followed correctly and not on disagreeing with NESO's decision.

We have a couple of minor points on the draft document as follows:

- The phrase 'connection agreement' is used throughout the document. For distribution, this phrase is generally used to describe the enduring agreement between the DNO and the customer and 'connection offer' used to describe the contract to connect. It would be helpful to make sure this is clear in the document, for example by using the phrase "accepted connection offer" instead.
- Paragraph 2.4 the list of activities that must have been undertaken before the issue can be referred to Ofgem. We note that most of these can be initiated by the customer but that the escalation via CUSC could only be initiated by the DNO.

If you would like to discuss any of these points, please let me know.

Yours faithfully

Brian Hoy
Head of Market Regulation

