

Standard Special Condition D10. Provision of connections information

1. This condition applies ~~(subject to paragraph 7)~~ to the provision by the licensee of connections to the licensee's pipe-line system **to which this licence relates** in respect of:

(a) the provision of quotations for obtaining a new or altering an existing connection;

(b) responding to land enquiries;

(c) providing a date for commencement of works; and

(d) substantial completion of works within timescales agreed with the customer.

2. The licensee shall procure that: ~~where this condition applies:~~

(a) **95%** ~~90%~~ of standard quotations for obtaining a new connection or altering an existing connection up to and including rates of flow of 275 kWh per hour are issued within **six** ~~[eight—ten]~~ working days of receipt of the request **unless the customer requests a deferral;**

(b) **95%** ~~90%~~ of non-standard quotations for:

(i) obtaining a new connection or altering an existing connection up to and including rates of flow of 275kWh per hour are issued within **eleven** ~~[ten—fifteen]~~ working days of receipt of the request **unless the customer requests a deferral; and**

(ii) obtaining a new connection or altering an existing connection where rates of flow exceed 275kWh per hour are issued within **twenty one** ~~[fifteen—twenty five]~~ working days of receipt of the request **unless the customer requests a deferral;**

- (c) ~~In 95% 90% of cases~~ new or altered connections are substantially completed within the timescales agreed with the customer.;
- (d) ~~in 95% 90% of cases~~ replies to land enquiries are issued within **five** ~~[eight-ten]~~ working days of receipt of the request;
- (e) **in 95% of cases provide a date for commencement and substantial completion of works within twenty days from the receipt of acceptance of a quote provided under paragraph 2 (a) or (b); and**
- (f) ~~(e)~~ the licensee shall **from time to time submit to the Authority for its agreement an accuracy review scheme** ~~provide a scheme~~ through which customers can **review** ~~check~~ the accuracy of quotations and in the event that the licensee provides an inaccurate quotation the licensee shall adjust any charge made to the customer to the amount due under **an** ~~the~~ accurate quotation.;

3. Where a request is received after 5pm on any day it shall be deemed for the purposes of this condition as having been received on the next working day.

4. The licensee shall at least once on each formula year provide specified connection information to the Authority.

~~The licensee shall collect Specified Connection Information from and including [INSERT DATE] and shall provide such Specified Connection Information to the Authority on such dates and in respect of such periods as the Authority shall direct, but in any case not more than 4 times per annum.~~

5. The Licensee shall at least once in each formula year:

- (a) **undertake an audit in respect of the provision by the licensee of services under paragraph 1;**
- (b) **inform the Authority of the nature and scope of such audit;**
- (c) **when requested by the Authority review such audit and the manner in which it is being operated with a view to determining whether any notification should be made to such audit or to the**

manner of its operation; and

(d) submit to the Authority a report detailing the results of such audit.

~~6. Save where agreed with the licensee the Authority shall not require the licensee to collect or provide Specified Connection Information to a greater level of detail than previously collected.~~

~~7. The Licensee shall not less than four times in any twelve months~~

~~(a) carry out an audit of the accuracy of quotations referred to in paragraphs 1(a) of this condition by checking the accuracy of a sample of quotations as proposed by the licensee and agreed by the Authority;~~

~~(b) carry out an audit of such other information relating to Regulations made under section 33AA of the Act as proposed by the licensee and agreed by the Authority.~~

67. This condition shall not apply to requests for connections:

(a) to new build domestic developments of at least 5 domestic premises where there is no existing connection to the licensee's pipeline system; ~~to residential developments;~~

(b) to new build non domestic developments of at least 5 non-domestic premises where there is no existing connection to the licensee's pipeline system ~~to industrial developments;~~

(c) to premises which gas will be conveyed at a pressure of more than 7 ~~{2 or 7}~~ bar gauge;

(d) classed as ~~which are~~ complex connections in a statement issued from time to time by the licensee and agreed with the Authority after such consultation as the Authority directs; ~~or~~

(e) classed as excluded connections in a statement issued from time to time by the licensee and agreed with the

Authority:

- (f) where the customer has failed to provide to the licensee such information as the licensee ~~will~~ requires from the customer in order to provide a quotation.

78. For the purposes of this condition only:

“accurate quotation” means a correct charge in accordance with the licensee’s published connection charging statement; ~~in respect of a quote for a domestic customer within 5% or £75 (whichever is the greater) and in respect of a quote for a non-domestic customer within 5% or £200 (whichever is the greater) of the correct amount as calculated in accordance with the licensee’s published accuracy scheme;~~

~~“complex connection” means a connection of sufficient complexity as described in a statement issued from time to time by the licensee and agreed by the Authority;~~

“connection” means the connection of a service (or any part thereof) under sections 9(1)(b) and 10(2) of the Gas Act for the establishment of a new connection or alteration of ~~to~~ an existing connection ~~supply meter point on~~ to premises on the licensee’s gas transportation system where service means a pipe (if any) installed or to be installed between any main and any emergency control valve at the relevant premises.;

“customer” means domestic and non-domestic customers and prospective customers of licensed suppliers; shippers, suppliers, independent connection providers, licensed gas transporters or any other person requesting connection services specified under paragraph 1;

“formula year” has the meaning given to that term in Special Condition E2A (Revenue restriction definitions in respect of the Distribution Network);

“independent connection provider” means an organisation that provides

consultancy and or engineering services in relation to connections on behalf of customers, shippers, suppliers and gas transporters;

“land enquiry” means an indication of the availability of gas, an estimate of pressure that is or may become available, an estimate of the cost of the relevant connection and where appropriate the approval of a design for the provision of a new or alteration of an existing connection;

~~“industrial development” means a development of at least 6 industrial or commercial properties where there is no existing connection to the licensee’s pipe-line system;~~

~~“land enquiry” means an indication of the availability of gas, an estimate of pressure that will be available, an estimate of the cost of the connection and where appropriate the approval of designs for the provision of a new or alteration of an existing connection;~~

“non-standard quotation” means a quotation other than a standard quotation (but excluding a self- quote) quotation.;

“self-quote” means a quotation produced by the customer for the provision of a new or alteration of an existing connection in accordance with any conditions published by the relevant gas transporter to enable the customer to calculate the cost of the relevant works;

“Specified Connection Information” means as a minimum:

- (a) the number of requests which the licensee has received for each of the services referred to in paragraph 1;
- (b) the number of requests for each of the services referred to in paragraph 1 in respect of which the licensee has provided the requested service within the timescales set out in paragraph 2 ~~(a), (b), (c) and (d);~~
- (c) the number of requests for each of the services referred to in paragraph 1 in respect of which the licensee has

not provided the requested service within the timescales set out in paragraph 2;

(d) the amount (if any) paid for the purposes of refunding customers for failure to provide an accurate quotation;

(e) the amount of compensation (if any) paid ~~under a scheme made~~ by the licensee ~~(if any)~~ for the purpose of compensating customers ~~persons not~~ entitled to compensation under Regulations made under section 33AA of the Act;

~~(f) — the amount of compensation paid under a scheme made by the licensee (if any) for the purpose of compensating persons for failure to provide an accurate quotation; and~~

(f) the number of times any payment caps specified under regulations made under section 33AA of the Act have been reached;

(g) the results of the audit carried out under paragraph ~~5~~ 3 above.

(h) the number of requests under paragraph 1 (a) that the licensee has identified as a complex connection; and

(i) the number of connection requests under paragraph 1 (a) that the licensee has identified within each definition set out in paragraph 6.

~~“residential development” means a development of at least 6 domestic properties where there is no existing connection to the licensee’s pipeline system~~

“standard quotation” means a standard quotation (excluding as self quote) that does not require a site visit;~~as defined in the connections charges~~

~~statement issued by the licensee in accordance with Standard Condition 4B of this licence;~~

“substantial completion”~~substantially completed~~ means that the **connection to the premises has been installed, commissioned and left safe;**
~~relevant equipment, including regulators, pipe work, valves and associated apparatus upstream of the emergency control valve and as more particularly described in the relevant contract has been installed, commissioned and left safe;~~

“working day” means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971.