

## Standard Licence Condition 4F Guidance Document - Version 1

**Document Type:** Licence Condition  
guidance document

**Ref:** 228/07

**Date of Publication:** 27 September 2007

---

**Target Audience:** Distribution network licensees, independent connection providers, parties seeking new connections and their representatives and other interested parties.

---

### **Overview:**

This document provides guidance to electricity distribution network operators (DNOs) against standard licence condition ("SLC") 4F of the Electricity Distribution Licence - Standards for the provision of non-contestable connection services.

This document details the licence condition requirements and discusses performance reporting and includes a template for reporting purposes.

---

**Contact name and details:** Roger Morgan, Senior Manager, Distribution Policy

**Tel:** 020 7901 7346

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

**Team:** Electricity Distribution / Connections Policy

## Context

Ofgem's Corporate Strategy and Plan 2006-2011<sup>1</sup>, committed Ofgem to consult on the development of competition in connections and the options to increase its effectiveness. The Review was initiated in May 2006. Through further consultation and industry liaison we formulated a package of proposals that were published in February 2007. The accompanying appendix of the proposals document included a draft licence condition to formalise the provision of non-contestable services and information by DNOs.

Following the publication of the proposals document, we have developed the licence condition and this guidance document through further industry liaison. This guidance document is designed to provide detailed clarification against the licence condition and includes a template for reporting purposes.

## Associated Documents

Standard Licence Condition 4F - Formal licence modification

[http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/SLC\\_4F\\_consultation.pdf.pdf](http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/SLC_4F_consultation.pdf.pdf)

Review of Competition in Gas and Electricity Connections, Proposals Document  
16 February 2007

<http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/16982-2607.pdf>

Review of Competition in Gas and Electricity Connections, Proposals Document -  
Supplementary Appendices  
16 February 2007

<http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/16983-26a07.pdf>

Review of Competition in Gas and Electricity Connections, Consultation Document  
31 August 2006

[http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/15297-159\\_06.pdf](http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/15297-159_06.pdf)

Review of Competition in Gas and Electricity Connections, Consultation letter  
4 May 2006

---

<sup>1</sup> Corporate Strategy and Plan 2006-2011, decision document, 56/06, 31 March 2006

<http://www.ofgem.gov.uk/Networks/Connectns/CompinConn/Documents1/13911-CinC%20Review%20Letter.pdf>

## Table of Contents

<b>Summary .....</b>	<b>1</b>
<b>1. Introduction .....</b>	<b>2</b>
Background and purpose of document .....	2
Legal framework for Standard Licence Condition 4F .....	2
Overview of Guidance Document.....	3
Structure of this document.....	3
<b>2. Definitions and overview of standards .....</b>	<b>5</b>
Introduction .....	5
Definitions .....	5
Associated works.....	5
Applicant .....	5
Diversionary works .....	5
Energisation .....	5
Final works .....	6
Information .....	6
Phased energisation.....	6
Point of connection .....	6
Point of connection information .....	6
Premises .....	6
Quotation .....	6
Reinforcement works .....	7
Summary of non-contestable information and services .....	7
Provision of quotations .....	7
Measurement definitions .....	12
Working day and reporting performance against timescales .....	12
Requests that do not include "minimum information" .....	13
Additional information required .....	14
Exemptions .....	14
If the Authority provides consent .....	15
If the applicant requests a deferral.....	15
If compliance with SLC 4F would be likely to cause the licensee to breach obligations under section 29 of the Electricity Act .....	16
If the licensee is unable to meet its obligations under SLC 4F due to circumstances beyond its control. ....	16
If it is not reasonable in all the circumstances for the licensee to be required to meet its obligations under SLC 4F .....	16
Reporting of exempt requests .....	16
Description of standards .....	16
Provision of quotations .....	16
Information and design submissions.....	17
POC information .....	17
Design submissions.....	17
Final works and phased energisation .....	18
Completion of final works.....	18
Phased energisation .....	18
<b>3. Conditions precedent.....</b>	<b>19</b>
Reasonable timescales for cancellation .....	19

---

Cancellation by the applicant .....	19
Cancellation by the licensee .....	20
Final works, phased energisation and compliance with conditions precedent....	20
Reasonable notice of cancellation .....	20
Cancellation without reasonable notice.....	20
<b>4. Guidance for phased connections and phased energisations .....</b>	<b>21</b>
Introduction .....	21
Phased energisations.....	21
Proposed Network .....	21
Scenario 1 – Phased high voltage connections.....	21
Scenario 2 – Phased high voltage and low voltage connections .....	22
Scenario 3 – Phased low voltage energisation .....	22
Scenario 4 – Phased high voltage energisation .....	23
<b>5. Audit and licence condition reporting arrangements .....</b>	<b>24</b>
Audit arrangements .....	24
Guidance change control process .....	24
Reporting performance to Ofgem .....	25
Contact details .....	26
<b>Appendices .....</b>	<b>27</b>
<b>Appendix 1 - Map of the process.....</b>	<b>28</b>
<b>Appendix 2 – Reporting template .....</b>	<b>31</b>
<b>Appendix 3 - Glossary.....</b>	<b>38</b>

## Summary

This document provides detailed clarification about the licence obligations in respect of standards for providing non-contestable connection services as outlined in standard licence condition 4F. Standard licence condition 4F requires licensees to use reasonable endeavours to ensure that they meet the specified performance timescales in each individual case, subject to specific exemptions. SLC 4F also sets annual performance requirements of 90% against each of the connections standards.

This document details the reporting arrangements and includes a flowchart which describes the process for obtaining non-contestable services and information.

Licensees are required to report their performance to Ofgem on a quarterly basis (unless otherwise specified). Performance will be measured on an annual basis. Appendix two to this document details the reporting template that licensees are required to complete and return to Ofgem.

## 1. Introduction

### Background and purpose of document

1.1. This document is intended to provide guidance to electricity distribution network operators ("DNOs") against:

- Standard licence condition ("SLC") 4F of the Electricity Distribution Licence - Standards for the provision of non-contestable connections services.

### Legal framework for Standard Licence Condition 4F

1.2. Under the Electricity Act 1989, Ofgem is responsible for granting licences for the purposes of the distribution of electricity. Licensees are obliged to comply with a number of licence conditions.

1.3. SLC 4F, requires DNOs to use reasonable endeavours in every case to provide the non-contestable services detailed below with a 90% annual performance requirements in respect of:

- providing quotations (including point of connection information) for connections;
- responding to design submissions for connections; and
- completing final works and phased energisations for connections.

1.4. SLC 4F applies to requests for non-contestable services from all applicants, including independent connection providers ("ICPs"), independent distribution network operators ("IDNOs"), DNOs acting outside their distribution services area ("DSA"), companies affiliated to DNOs, domestic customers and industrial & commercial customers or their agents.

1.5. For the avoidance of doubt this document is subordinate to SLC 4F and does not change, alter, or amend any definition or obligation contained within the distribution licence and, in the event of any inconsistency between SLC 4F and this document, the licence conditions will take precedence.

1.6. Performance against the 90% thresholds will be measured over the April - March regulatory reporting period.

1.7. For 2007/08, the licence condition will be in force for only part of the year. In this case, performance will be measured for the time the condition is in force (October to March) but in case of performance falling below 90% for that part of the year, Ofgem will give particular consideration to whether the licensee is taking appropriate action to secure future compliance before deciding whether to take enforcement action.

1.8. SLC 4F applies to requests where the applicant requires the host DNO to provide only non-contestable services and intends to seek an alternative provider (which may be an ICP, an IDNO or an affiliate of the host DNO) for contestable services. SLC 4F does not apply to bundled requests where the applicant seeks both contestable and non-contestable services from the host DNO. However, parties may choose to request both a bundled quotation and non-contestable only quote separately, in which case SLC 4F applies to the latter.

## Overview of Guidance Document

1.9. The guidance document details definitions and provides guidance for collating information for audit purposes. The audit provisions and information reporting arrangements are detailed in paragraphs 8 and 9 of SLC 4F and include the following:

- The number of requests which the licensee has responded to which fell within each of the connections services outlined in paragraph 2 of SLC 4F;
- The time taken in each case to provide the service outlined in paragraph 2 of SLC 4F;
- For requests which exceed the timescales specified in column 2 of Appendix 1 of SLC 4F, an explanation of whether this was due to the customer requesting a deferral or otherwise details of the failure;
- The results of any audit of the provision of non-contestable services carried out by the licensee under paragraph 8 of SLC 4F; and
- The number of connection requests under paragraph 1 of SLC 4F that the licensee has identified as falling within the categories set out in paragraph 7 of SLC 4F and therefore classed as excluded from the connections standards.

## Structure of this document

1.10. Chapter two outlines the requirements placed on licensees, including definitions, related guidance for each of the requirements included within SLC 4F, discusses minimum information requirements, clock start/stop issues and licence condition exemptions.

1.11. Chapter three discusses conditions precedent arrangements

1.12. Chapter four outlines examples for phased connection and phased energisation arrangements

1.13. Chapter five discusses audit provisions, procedures for changing this guidance document and covers the reporting arrangements.



1.14. Appendix one is a process flowchart that outlines the steps taken to progress connection requests under SLC 4F.

1.15. Appendix two provides a copy of the reporting template that each licensee must complete and submit to Ofgem on an ongoing basis.

## 2. Definitions and overview of standards

### Introduction

2.1. This chapter details licence condition definitions, includes in tabulated form a summary of the requirements under SLC 4F and provides clarity concerning clock start/stop issues and licence condition exemptions.

### Definitions

#### Associated works

2.2. Associated works means any works required in order to provide a connection to the licensee's distribution system, including any necessary reinforcement and diversionary works (defined separately below). As SLC 4F only applies to requests for non-contestable information and services this includes only non-contestable works associated with a new connection.

#### Applicant

2.3. 'Applicant' is not defined in SLC 4F. For the avoidance of doubt an 'applicant' for the purposes of SLC 4F would include, but would not be limited to domestic and non-domestic customers and prospective customers of licensed electricity suppliers; electricity suppliers; independent connection providers, licensed electricity distributors or any other person requesting connection services specified under paragraph 1 of SLC 4F. This includes companies affiliated to DNOs, DNOs acting outside of their distribution services area and IDNOs. The intention is to ensure that all customers requesting non-contestable information and services from the host DNO are covered by the connections standards outlined in SLC 4F.

#### Diversionary works

2.4. Diversionary works means the service consisting of the moving of any electric lines or electrical plant in order to facilitate the extension, redesign or redevelopment of any premises on which those things are located and/or to which they are connected.

#### Energisation

2.5. Energisation means the licensee's taking of steps that are necessary to enable an electrical current to flow from (or to) the licensee's distribution system to (or from) the point of connection, in response to a request from the applicant.

## **Final Works**

2.6. Final works means the installation of the connection equipment by the licensee in such a way that, subject to energisation, the premises are physically able to receive a supply of electricity from the licensee's distribution system or (as the case may be) the licensee's distribution system is physically able to receive a supply of electricity from the premises.

## **Information**

2.7. Information means, in relation to any service to be provided by the licensee under this condition, accurate information relating to non-contestable connection services.

## **Phased energisation**

2.8. Phased energisation means, in relation to a part of the premises, the physical ability, subject to completion of final works, to allow an electrical current to flow from (or to) the licensee's distribution system to (or from) that part by means of the insertion of a fuse or as a result of a switching operation.

## **Point of connection**

2.9. Point of connection means the point on the licensee's distribution system at which the premises will be directly or indirectly connected to that system.

## **Point of connection information**

2.10. Point of connection information means the technical information necessary for the applicant to identify the proposed location and characteristics of the connection of the applicant's installation to the licensee's existing network. Such information should be included within each quotation issued under SLC 4F and as detailed within engineering recommendation G81 (as amended).

## **Premises**

2.11. Premises includes any land, building, or structure and any distribution system other than the licensee's.

## **Quotation**

2.12. For the purposes of SLC 4F, quotation means information provided to the applicant in writing and includes point of connection information, a statement of the charges that will apply (subject to any terms of the quotation) in accordance with the licensee's statement prepared under standard condition 4B (Connection Charging

Methodology) and any other information reasonably required by the applicant. The quotation should cover all non-contestable aspects of the connection and of any associated works.

### **Reinforcement works**

2.13. Reinforcement works means those works required, on the licensee's distribution system, to accommodate the new or increased connection.

## **Summary of non-contestable information and services**

2.14. Table 2.1 summarises the non-contestable requirements outlined in SLC 4F and sets out the annual performance requirement that all DNOs are expected to achieve in respect of each standard. Phased energisations and conditions precedent arrangements are discussed in chapter three.

### **Provision of quotations**

2.15. The first six standards outlined in table 2.1 require the licensee to issue a quotation to applicants requesting non-contestable works only for the provision of new connections. The licensee is obliged to use reasonable endeavours to meet the timescales prescribed for each standard in every case. Further, the licensee is required to meet the relevant timescales in at least 90% of cases as measured over each regulatory year.

2.16. The timescales for issuing quotations are determined based upon the voltage of the point of connection ("POC"), the type of connection (whether demand or generation) and the voltage of any associated works (including diversionary works and upstream reinforcement).

2.17. For clarity, the voltage category of a connection is taken as being the highest voltage required to complete all non-contestable works for the new connection. Therefore, where a new connection requires a low voltage POC, but reinforcement at high voltage, then the request shall be included within the high voltage standard.

**Table 2.1 Requirements on DNOs under standard licence condition 4F - Provision of non-contestable information and services**

<b>SLC 4F reference number</b>	<b>Service</b>	<b>Definition</b>	<b>Standard</b>	<b>Annual performance requirement</b>
1 (a)	Provision of quotations for low voltage demand	The licensee must issue a quotation outlining all non-contestable information within 15 working days of receipt of a request for a new demand connection where the POC and any associated works (including any necessary reinforcement and diversionary works) do not exceed 1kV.	Within fifteen working days of receiving the request	90%
1 (b)	Provision of quotations for low voltage generation	The licensee must issue a quotation outlining all non-contestable information within 30 working days of receipt of a request for a new generation connection where the POC and any associated works (including any necessary reinforcement and diversionary works) do not exceed 1kV.	Within thirty working days of receiving the request	90%
1 (c)	Provision of quotations for high voltage demand	The licensee must issue a quotation outlining all non-contestable information within 20 working days of receipt of a request for a new demand connection where the POC and/or any associated works (including any necessary reinforcement and diversionary works) exceed 1kV but do not exceed 22kV.	Within twenty working days of receiving the request	90%
1 (d)	Provision of quotations for high voltage generation	The licensee must issue a quotation outlining all non-contestable information within 50 working days of receipt of a request for a new generation connection where the POC and/or any associated works (including any necessary reinforcement and diversionary works) exceed 1kV but do not exceed 22kV.	Within fifty working days of receiving the request	90%

SLC 4F reference number	Service	Definition	Standard	Annual performance requirement
1 (e)	Provision of quotations for extra high voltage demand	The licensee must issue a quotation outlining all non-contestable information within 50 working days of receipt of a request for a new demand connection where the POC and/or any associated works (including any necessary reinforcement and diversionary works) exceed 22kV but do not exceed 72kV.	Within fifty working days of receiving the request	90%
1 (f)	Provision of quotations not covered by the categories above (other connections)	The licensee must issue a quotation outlining all non-contestable information within 3 months of receipt of a request for any new demand connection or new generation connection where the request is not covered by any of the five categories outlined above. For clarity, this includes 132kV connections.	Within three months of receiving the request	90%
2 (a)	Provision of POC information	The licensee must issue POC information within 30 working days of receipt of a request for a new connection where the point of connection and/or any associated works (including any necessary reinforcement and diversionary works) exceed 22kV but do not exceed 72kV.	Within thirty working days of receiving the request	90%
2 (b)	Issuing a written response to design submissions for low voltage and high voltage connections	The licensee must issue a written response to design submissions for new connections at low voltage and high voltage within 10 working days of receipt of the submission. The written response must state approval of the design submission or provide the reason(s) for rejection of the design submission.	Within ten working days of receiving the proposed design	90%

<b>SLC 4F reference number</b>	<b>Service</b>	<b>Definition</b>	<b>Standard</b>	<b>Annual performance requirement</b>
2 (c)	Issuing a written response to design submissions for extra high voltage and other connections	The licensee must issue a written response to design submissions for new connections at extra high voltage within 20 working days of receipt of the submission. The written response must state approval of the design submission or provide the reason(s) for rejection of the design submission.	Within twenty working days of receiving the proposed design	90%
3 (a)	Completion of final works for low voltage connections	Subject to all conditions precedent being met the licensee must complete final works (to include installation of the connection equipment in such a way that, subject to an energisation request, the customer may receive a supply of electricity over the licensee's distribution system) within 10 working days of receipt of the request where the point of connection and any associated works (including any necessary reinforcement or diversionary works) do not exceed 1kV.	Within ten working days of receiving the request	90%
3 (b)	Completion of final works for high voltage connections	The licensee must complete final works (to include installation of the connection equipment in such a way that, subject to an energisation request, the customer may receive a supply of electricity over the licensee's distribution system) within 20 working days of receipt of the request where the point of connection and/or any associated works (including any necessary reinforcement or diversionary works) exceed 1kV but do not exceed 22kV.	Within twenty working days of receiving the request	90%

SLC 4F reference number	Service	Definition	Standard	Annual performance requirement
3 (c)	Issuing dates for completion of final works for extra high voltage connections	The licensee must issue planned dates for completion of final connections (to include installation of connection equipment in such a way that, subject to an energisation request, the customer may receive a supply of electricity over the licensee's distribution system) within 20 working days of receipt of the request where the point of connection and/or any associated works (including any necessary reinforcement or diversionary works) exceed 22kV but do not exceed 72kV. The final completion dates issued should be for completion as soon as is reasonably practicable.	Within twenty working days of receiving the request	90%
3 (d)	Completion of phased energisation for low voltage connections	The licensee must complete phased energisation (to include the capability, subject to an energisation request, to allow the electricity to flow from the licensee's distribution system to the customer's installation through insertion of fuses or switching operation) within 5 working days of receipt of the request where the necessary phased energisation works do not exceed 1kV.	Within five working days of the receiving the request	90%
3 (e)	Completion of phased energisation for high voltage connections	The licensee must complete phased energisation (to include the capability, subject to an energisation request, to allow the electricity to flow from the licensee's distribution system to the customer's installation through insertion of fuses or switching operation) within 10 working days of receipt of the request where the necessary phased energisation works exceed 1kV but do not exceed 22kV.	Within ten working days of receiving the request	90%



2.18. This section provides further detail in relation to measurement definitions, start/stop clock issues and discusses SLC 4F exemptions.

## Measurement definitions

2.19. Detailed below is guidance for issues impacting on the monitoring and measuring of performance in individual cases and against the annual performance standards. Guidance regarding the reporting template and deadlines for submission are provided in Chapter 5.

### Working day and reporting performance against timescales

2.20. Any request received by the licensee before 5pm on a working day, to exclude weekends and relevant bank holidays, should be recorded as being received on that date. Any request received after 5pm on a working day should be recorded as being received on the next working day. This will be known as the "date of receipt".

2.21. Licensees should record their performance in terms of the timescales between the date of receipt and the date that the relevant information or service is issued to the applicant ("the issue date"). The issue date may be different to the date that the applicant receives the information, to allow for postage or any other delays.

2.22. The issue date shall be recorded as the working day on which the information was issued to the applicant, either electronically or in hard copy. For the purpose of SLC 4F the working day shall be considered to end at 5pm and so information issued after 5pm shall be recorded as having an issue date of the next working day.

2.23. Table 2.2 below outlines three examples for dealing with requests received at different times. The same deadlines would apply for stopping the clock, on issuing the requested quotation.

**Table 2.2 - Example for treatment of working day timescales**

Action	Time	Date	Clock	Timescale for reporting
Application for quotation received	16:50	Monday	Starts	Monday as day zero
Application for quotation received	17:00	Monday	Starts	Tuesday as day zero
Application for quotation received	14:00	Saturday	Starts	Monday as day zero

## Requests that do not include "minimum information"

2.24. The standards of performance outlined in table 2.1 do not apply where the applicant requesting the connection has failed to provide the licensee with the information that the licensee needs in order to complete the request. This information is referred to as "minimum information" and includes any relevant up-front payment for the provision of the requested service.

2.25. It is important that the licensee ensures that it informs the applicant of the minimum information requirements, either through direct contact with them and/or by providing details of the minimum information required on its website. For example, licensees should ensure that adequate information regarding their design criteria should be provided to ensure that applicants are able to complete designs to the licensee's standards.

2.26. Whilst requests that fail to include minimum information will not be included for the purposes of monitoring performance against the annual 90% performance requirements, the licensee must inform the applicant within 5 working days of receipt that their request is incomplete and tell the applicant what information is outstanding. The licensee should record the time taken to inform the applicant but such cases are exempt from monitoring against the relevant standards outlined in table 2.1.

2.27. If an applicant resubmits their request, with all minimum information, then the licensee should record the date of receipt as the date when all minimum information was received and treat the request as new.

2.28. Table 2.3 below outlines an example where the licensee identifies that the applicant has failed to submit all minimum information required. The clock is stopped once the applicant has been notified and reset to day one once the applicant submits the outstanding information.

2.29. Further clarification on the process for managing requests under SLC 4F is detailed in appendix one of this document.

**Table 2.3 - Example for reporting timescales where applicant fails to provide minimum information**

Action	Clock	Date	Timescale for reporting
Licensee receives request for quotation	Started	Monday	Day 0
Licensee identifies that some minimum information is missing	Continues	Wednesday	Day 2
Licensee tells applicant what minimum information is needed	Stopped	Thursday	Day 3
<i>Applicant is informed within 5 working days and so licensee meets licence obligation</i>			

Applicant re-submits request	Reset	Monday	Day 0
Licensee confirms that minimum information is included	Continues	Tuesday	Day 1
Licensee issues quotation	Stopped	Monday	Day 5

## Additional information required

2.30. During the detailed assessment of information provided by the applicant, for example, information requested as part of a point of connection application or submission of design approval, the licensee may become aware that it requires more detailed information on a subject. Where the licensee requests such information the clock should be paused and then restarted once the applicant has provided the information.

2.31. Table 2.4 below outlines an example, where all minimum information is provided by the applicant but where the licensee informs the applicant on day five (D5) that additional information is required. In this case the clock would be paused once the applicant is informed and restarted (but crucially not reset) on submission of the additional information by the applicant.

**Table 2.4 - Example for reporting timescales where licensee requires additional information from the applicant**

Action	Clock	Date	Timescale for reporting
Licensee receives request for quotation	Started	Tuesday	Day 0
Licensee confirms that minimum information is included	Continues	Thursday	Day 2
Licensee identifies that additional information is needed	Continues	Monday	Day 4
Licensee asks applicant for additional information	Paused	Tuesday	Day 5
Applicant provides additional information	Restarted	Friday	Day 6
Licensee issues quotation	Stopped	Thursday	Day 10

## Exemptions

2.32. As outlined in the previous sections of the guidance document, SLC 4F applies only to requests for the host DNO to provide non-contestable services only. It does not apply to any bundled requests for the host DNO to provide both contestable and non-contestable services.

2.33. The applicant is required to provide minimum information as outlined above and a failure to do so results in the request being excluded from the standards of performance.

2.34. Paragraph 7 of SLC 4F specifies other categories of exemption where the licensee would not be expected to meet the relevant performance standard and so a request falling into one (or more) of these categories would be excluded from the measurement of the licensee's annual performance.

2.35. It is important to note that the applicability of exemptions should be assessed for each request for a service covered under SLC 4F. Table 1 of SLC 4F separates the standards of performance into three separate activities:

- provision of quotations;
- information and design submissions; and
- final works and phased energisation.

2.36. Since an applicant may progress through each of the three stages in turn, a request for a quotation that is classified as exempt, for example, would not then be automatically exempt if the applicant subsequently submitted a design for approval. Exemptions should be assessed by the licensee for each request for each service covered by SLC 4F.

2.37. Details of the exemptions outlined in paragraph 7 of SLC 4F are outlined below.

#### **If the Authority provides consent**

2.38. If the licensee seeks specific exclusion from the standards of service outlined under SLC 4F and this is granted by the Authority then all relevant requests will be excluded for the purposes of assessing performance but should be reported in the usual manner.

#### **If the applicant requests a deferral**

2.39. If the applicant notifies the licensee that they would like to extend the timescales for delivery of the service requested then this shall be classed as an applicant requested deferral and so be excluded from the annual performance measures. Applicants may, for example, ask for an extension to allow concurrent works to be completed or to fit around their availability on site. We expect that licensees should endeavour to meet each applicant's individual requirements where possible, particularly when the applicant requests an extension to the timescales specified in SLC 4F.

2.40. If the licensee initiates discussions with an applicant with the intention of agreeing an extension of timescales then the licensee should obtain written consent for the extension in order for the request to be excluded from the relevant performance standard.

**If compliance with SLC 4F would be likely to cause the licensee to breach obligations under section 29 of the Electricity Act**

2.41. If the licensee believes that compliance with SLC 4F would be likely to result in it being in breach of section 29 of the Electricity Act then the licensee should take all reasonable steps to prevent such a breach from occurring. In these circumstances the licensee would be able to classify relevant requests under SLC 4F as exempt and should report all such instances in the relevant section of the reporting template.

**If the licensee is unable to meet its obligations under SLC 4F due to circumstances beyond its control.**

2.42. There may be some instances where the licensee is dependent upon a third party, such as National Grid Electricity Transmission plc, to provide information or services in order to meet an applicant's request. We expect the licensee to provide reasonable notice and adequate information to the third party and indicate a deadline for response. Where the third party fails to provide the necessary information within the required timescale then the request shall be excluded from the annual performance measures. We expect licensees to act promptly, on receipt of the information, to issue the requested service or information to the applicant as soon as reasonably practicable.

**If it is not reasonable in all the circumstances for the licensee to be required to meet its obligations under SLC 4F**

2.43. If the licensee believes that it is not reasonable for it to meet its obligations under SLC 4F then the licensee should notify the Authority.

**Reporting of exempt requests**

2.44. Requests that are excluded from the annual performance standards should be logged in the exempt sections of the reporting template, and the reason for exemption noted in each individual case. Further details of reporting arrangements are outlined in Chapter 5.

## **Description of standards**

**Provision of quotations**

2.45. Licensees are obliged to use reasonable endeavours to issue every quotation requested for non-contestable services within the timescale specified in Appendix 1 of SLC 4F. In addition licensees should issue at least 90% of quotations under each category within the relevant timescale for each regulatory year.

2.46. Licensees' obligations in providing quotations to applicants are subject to any relevant exemptions and the applicant providing all necessary minimum information (including where applicable any relevant up-front payment).

2.47. The classification of a quotation is determined based on the highest voltage of the point of connection and any associated works.

## **Information and design submissions**

### *POC information*

2.48. Where a quotation is requested and is classified as being "extra high voltage" licensees have an obligation to provide the applicant with POC information within 30 working days. Licensees should use reasonable endeavours to meet this timescale in every case, and in addition should do so in at least 90% of cases each regulatory year.

2.49. Licensees' obligations in providing POC information are subject to any relevant exemptions and the applicant providing any necessary minimum information.

2.50. Where a quotation is requested and is categorised within the "other connections" standard then the licensee should attempt, wherever possible, to inform the applicant of the classification as soon as possible. We expect that in most cases the licensee will be able to do so within 30 working days.

### *Design submissions*

2.51. Where an applicant submits a design for the licensee's approval then the licensee should provide a written response to that design within 10 working days for low voltage and high voltage connections and within 20 working days for extra high voltage and other connections. The written response should either approve the design or provide a reason or reasons for rejection.

2.52. The licensee is obliged to use reasonable endeavours to meet the relevant timescales in every case. Further, the licensee is required to meet the prescribed timescale in at least 90% of cases for each voltage category as measured over the regulatory year.

2.53. The licensee's obligations are subject to any relevant exemptions.

2.54. The classification of a design submission is determined based on the highest voltage of the POC and any associated non-contestable works.

## **Final works and phased energisation**

### *Completion of final works*

2.55. The standards relating to final works are subject to the applicant ensuring that all "conditions precedent" are met. Further information on conditions precedent is outlined in chapter 3.

2.56. Where conditions precedent are met, the licensee is required to complete final works for low and high voltage connections within a prescribed timescale. For extra high voltage connections the licensee is obliged to provide the applicant with the planned date for final works within a prescribed timescale. Additionally the licensee should complete final works at extra high voltage as soon as reasonably practicable.

2.57. The licensee is obliged to use reasonable endeavours to meet the timescales prescribed for each standard. Further, the licensee is required to meet the relevant timescales in at least 90% of cases as measured over each regulatory year.

2.58. The timescales for completing final works or issuing dates for planned final works are determined based upon the voltage of the POC and any associated works.

2.59. The licensee's obligations are subject to any relevant exemptions.

### *Phased energisation*

2.60. The standards relating to phased energisations are subject to the applicant ensuring that all "conditions precedent" are met. Further detail on conditions precedent is outlined in chapter 3.

2.61. Where all conditions precedent are met, the licensee is required to complete phased energisations at low voltage or high voltage within a prescribed timescale. The licensee is obliged to use reasonable endeavours to meet the timescales prescribed for each standard. Further, the licensee is required to meet the relevant timescales in at least 90% of cases as measured over each regulatory year.

2.62. The timescales for completing phased energisations are determined based upon the specific works required to complete the phased energisation. This is separate to the classifications used to define categories for provision of quotations, design approvals and final works and so it is not necessarily determined based on voltage of POC or associated works.

2.63. The licensee's obligations are subject to any relevant exemptions.

### 3. Conditions precedent

3.1. Where the host DNO has agreed to adopt the assets being installed by a suitable accredited connections provider, the conditions precedent set out below require the applicant to ensure that the following occurs prior to the date of final works or phased energisation:

- Legal requirements are completed to the normal accepted DNO status (this status varies between licensees) including relevant adoption obligations, third party consents and the requirements for notices under the New Roads and Street Works Act ("NRSWA"); and
- All relevant and substantive contestable works are completed prior to the connection date, including pre-commissioning, any required witnessing by the DNO, the provision to the DNO of all test documentation and as installed information.

3.2. All requests for final works and phased energisation are subject to completion by the licensee of all necessary non-contestable works. The works required and associated timescales should be detailed in the quotation offered to the applicant and/or within the Adoption Agreement. The licensee should use reasonable endeavours to complete non-contestable works as planned in every case.

#### Reasonable timescales for cancellation

##### *Cancellation by the applicant*

3.3. If the applicant becomes aware that the final connection date is not achievable and notifies the licensee to cancel final connection works within a reasonable timescale then the applicant will only be liable for direct abortive costs that the licensee has incurred or will incur. If the applicant fails to provide cancellation notice within a reasonable timescale then they will be liable for all abortive costs incurred by the licensee. Reasonable timescales for cancellation are outlined in Table 3.1 below.

**Table 3.1 - Reasonable timescales for final connection works**

Activity	Type of Connection		
	Low voltage (does not exceed 1kV)	High voltage (exceeds 1kV but does not exceed 22kV)	Extra high voltage (exceeds 22kV but does not exceed 72kv)
<b>Requirement on licensee for final works</b>	Complete final works within 10 working days of receipt of request	Complete final works within 20 working days of receipt of request	Issue dates for final works within 20 working days of receipt of request and



---

			complete works as soon as reasonably practicable
<b>Reasonable cancellation period for applicant</b>	5 working days prior to planned final connection date	10 working days prior to planned final connection date	To be agreed within the final connection process

*Cancellation by the licensee*

3.4. The licensee is able to withdraw a proposed date for final works or phased energisation 5 working days before the scheduled date for works if the licensee is not satisfied that the conditions precedent will be met, unless another agreement is reached with the applicant.

**Final works, phased energisation and compliance with conditions precedent**

3.5. As outlined above an applicant requesting a date for final works or phased energisation on a forecasted basis is responsible for ensuring that all conditions precedent are met.

*Reasonable notice of cancellation*

3.6. If the applicant provides reasonable notice of cancellation (as outlined in table 3.1) to the licensee then the timescales, for the purposes of meeting the standards outlined in table 2.1, shall be stopped. The timescales will be reset once the applicant makes a subsequent request for final works or phased energisation and so the licensee shall be required to meet the performance requirement only from the most recent request date.

*Cancellation without reasonable notice*

3.7. If the applicant fails to provide reasonable notice of cancellation to the licensee but the licensee, on attendance at the site, is unable to complete works as scheduled due to conditions precedent not having been met then the timescale shall be stopped. The licensee should report all such occurrences to Ofgem within the appropriate section of the reporting template. This should include details of the applicant and the project number.

3.8. The applicant will be required to make a new request for final works or phased energisation and the timescales will be reset. The licensee shall be required to meet and report against the performance requirements only for the most recent request date.

## 4. Guidance for phased connections and phased energisations

### Introduction

4.1. The obligations which relate to final works and phased energisations are subject to the applicant ensuring that all "conditions precedent" are met. These conditions are intended to ensure that applicants are able to submit a request for final works on the basis of a forecasted connection date rather than only after all required work has been completed.

### Phased energisations

4.2. The following scenarios give guidance on the difference between a phased connection and a phased energisation on a project. To avoid complication and duplication all scenarios use the assumption that all the conditions precedent have been met.

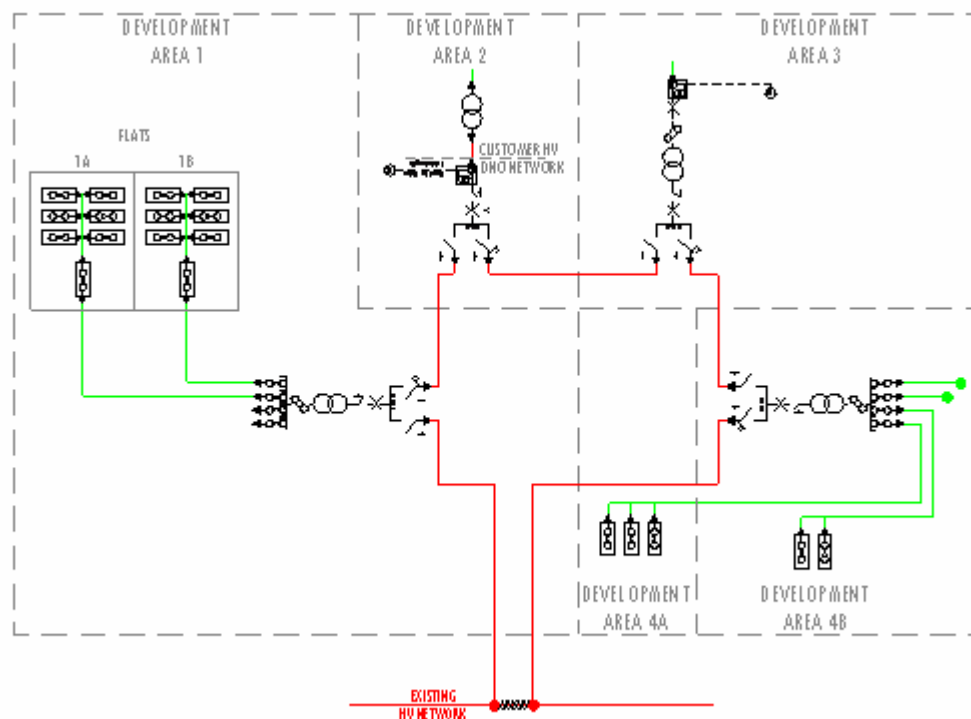
### Proposed Network

4.3. A connections provider is completing a contestable connection which involves the following network. The final connection and energisation strategy will be dependent on a number of factors such as, which buildings are of priority to the developer and both operational and safety implications for the DNO on adoption of the network.

#### *Scenario 1 – Phased high voltage connections.*

4.4. Due to the build phase of the development, substations 1, 2 & 3 are going to be built but the development around substation 4 will not be built until nine months later. The cables are laid to substations 1, 2 & 3 and the final works onto the DNO's network are completed in line with the final works timescales i.e. 20 working days after request.

4.5. When the area around substation 4 is developed the cables are laid and the substations installed. When the applicant notifies the DNO, this will still be treated as a final connection request i.e. 20 working days and as a definition would be classed as a phased connection not a phased energisation and a second set of non-contestable high voltage joints would be completed.



### *Scenario 2 – Phased high voltage and low voltage connections*

4.6. The majority of the four development areas are being developed and therefore all substations 1 to 4 are installed and cables laid to the final point of connection. However Area 4B is not ready for connection and the low voltage cable is laid to the edge of the particular development and bottle ended for connection at a later date. A final works request is made and within 20 working days the final high voltage connection is made.

4.7. The development for 4B is then completed at a later date and the connection provider completes the relevant low voltage works and submits the Request for Connection, the DNO completes the low voltage connection in line with final works timescale, i.e. 10 working days.

### *Scenario 3 – Phased low voltage energisation*

4.8. All four development areas are completed at once. All work will be completed and the final works request is sent to the DNO and the DNO makes the high voltage connection within the 20 working days.

4.9. However the block of flats in development area 1 comprises two main risers within a main building. One side of the flats, Block 1A, is completed and ready for

handover for sales purpose. Block 1B is well progressed and all electrical infrastructure is completed; however the riser cupboard rooms will not be completed when the remaining sites require energisation. For safety reasons it is determined between the connection provider, developer and DNO not to energise Block 1B and leave the fuses out.

4.10. The developer then completes this work over the next couple of months and the connections provider makes the request for the low voltage fuses to be inserted. This would be classed as a phased energisation and would therefore be completed within the 5 working day timescale.

#### *Scenario 4 – Phased high voltage energisation*

4.11. All four development areas are completed at once. All contestable work will be completed and the final works request is sent to the DNO. The DNO makes the high voltage connection within 20 working days.

4.12. However development area 2, which is a high voltage connection, will not have the customer's high voltage works completed to a level that allows this part of network to be energised at the stage the final works is completed. Therefore the high voltage circuit breaker is isolated and earthed, safety laws and caution notice etc but the remaining substations are fully energised.

4.13. At a later date, this development is ready for energisation and the connections provider makes a high voltage energisation request. The DNO would then complete the high voltage energisation within 10 working days.

## 5. Audit and licence condition reporting arrangements

### Audit arrangements

5.1. Licensees are required, by 30 June each year, to complete an audit covering the provision of non-contestable information and services under SLC 4F. In addition licensees must inform the Authority of the nature and scope of the audit and, when requested by the Authority, review the audit and its manner of operation to determine if any modifications are required.

5.2. The purpose of the audit is to ensure that each licensee has systems in place to provide an appropriate level of service to customers and to accurately and robustly record and report performance against each of the connections standards outlined within SLC 4F.

### Guidance change control process

5.3. SLC 4F contains provisions to establish a guidance document to support the application of the licence condition and includes a guidance document change control provision.

5.4. Before issuing a guidance document, standard condition 4F explains that the Authority must give notice to all electricity distributors in whose licences SLC 4F has effect that it intends to establish a guidance document. Before issuing the guidance document, the Authority must:

- State that it proposes to issue guidance and specify the date on which the guidance should take effect;
- Set out the text of the guidance and the Authority's reasons for proposing to issue the guidance document; and
- Specify the time (which must not be less than 28 days from the date of the notice) within which representations or objections with respect to the guidance may be made.

5.5. The licence also explains that the Authority must consider any representations or objections which it receives in relation to the guidance that are made and not withdrawn.

5.6. The licence condition also contains provisions to allow the Authority to revise any guidance pertaining to the provisions of the licence condition. Essentially, the guidance change control process suggests that the guidance should be amended with a view to:

- Removing or reducing inconsistencies between electricity distributors in their interpretation and application of the licence provisions; and
- Improving the form or manner in which information is to be collected, provided or reported under the requirements of the licence condition

5.7. It is important to point out that when the licence condition guidance is in force the licensee must act in accordance with the guidance.

## Reporting performance to Ofgem

5.8. DNOs are required to report performance to Ofgem on a regular basis. Appendix 2 contains a hard copy of the reporting template that is aligned to SLC 4F and that each licensee is required to complete. The template includes reporting spreadsheets to report against the SLC 4F connections standards relating to:

- Provision of quotations for new connections;
- Provision of point of connection information;
- Written responses to design submissions;
- Completion of final connection works;
- Completion of phased energisation works;
- Failures to meet the requirements relating to each of the above; and
- Exemptions.

5.9. The reporting template includes a covering explanatory sheet and, where possible, formulas have been embedded to automatically populate values and drop-down menus inserted to reduce the reporting burden.

5.10. Performance is to be reported to Ofgem on a quarterly basis (unless otherwise agreed). The completed template should be sent to Ofgem within one month of the end of the reporting period. Performance will be measured on an annual basis for licensees against the annual performance requirements set.

5.11. The relevant submission dates for the first two regulatory years are set out in table 5.1 below.

**Table 5.1 - Date for submission of completed templates**

Regulatory year	Reporting period	Due date
2007/08	Quarter 3	31 January 2008
	Annual (Quarters 3-4)	30 April 2008

---

2008/09	Quarter 1	31 July 2008
	Quarter 2	31 October 2008
	Quarter 3	30 January 2009
	Annual (Quarters 1-4)	30 April 2009

5.12. Following this, the licensee should continue to submit reports to Ofgem by 5pm on the last working day in July, October, January and April respectively of each year.

## Contact details

5.13. Electronic copies of the spreadsheets will be sent to all licensees in due course. These should be completed and returned to [connections@ofgem.gov.uk](mailto:connections@ofgem.gov.uk) electronically, with a hard copy sent to:

Connections and Distribution Policy

Ofgem

9 Millbank

London

SW1P 3GE

## Appendices

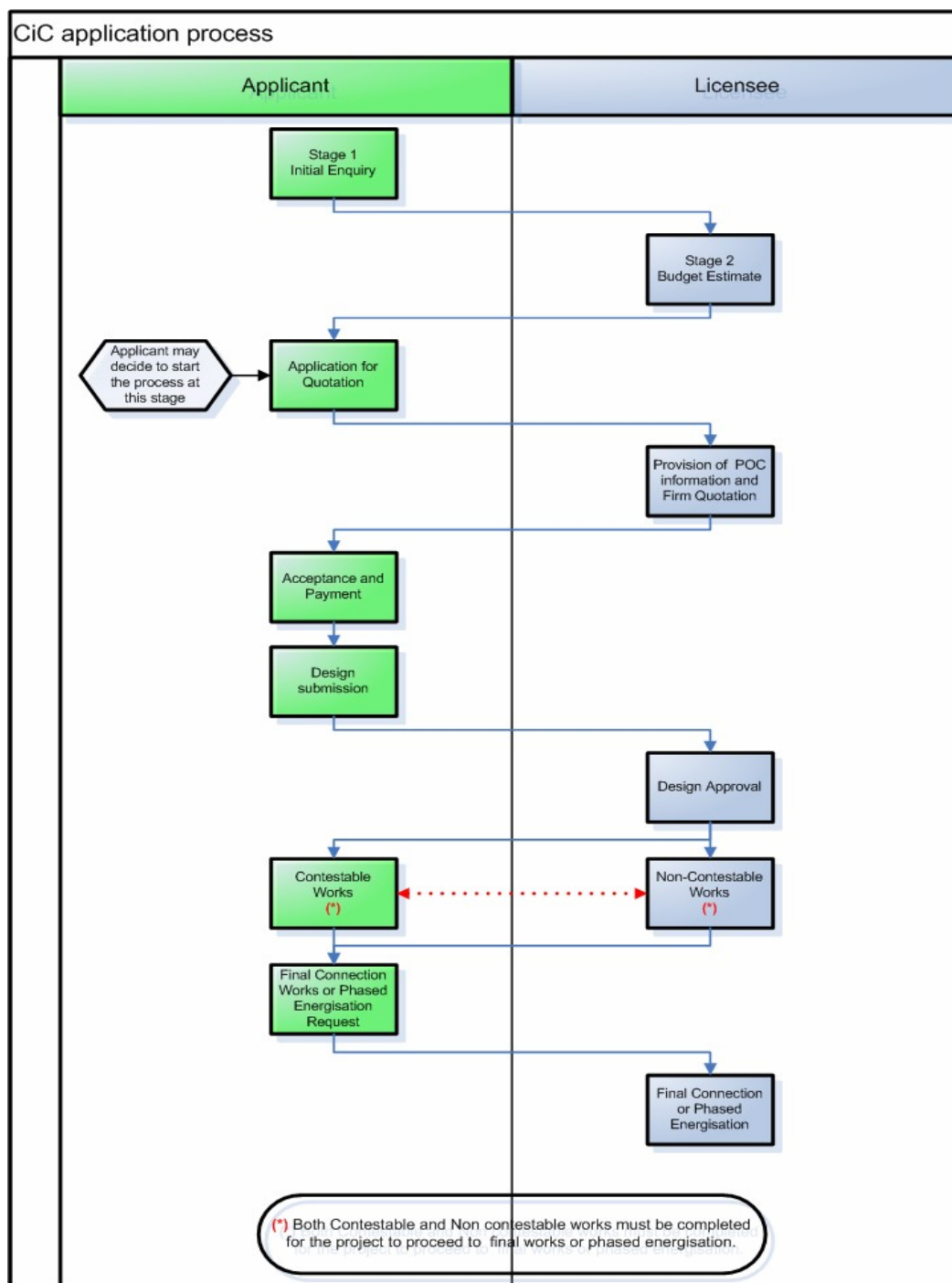
### Index

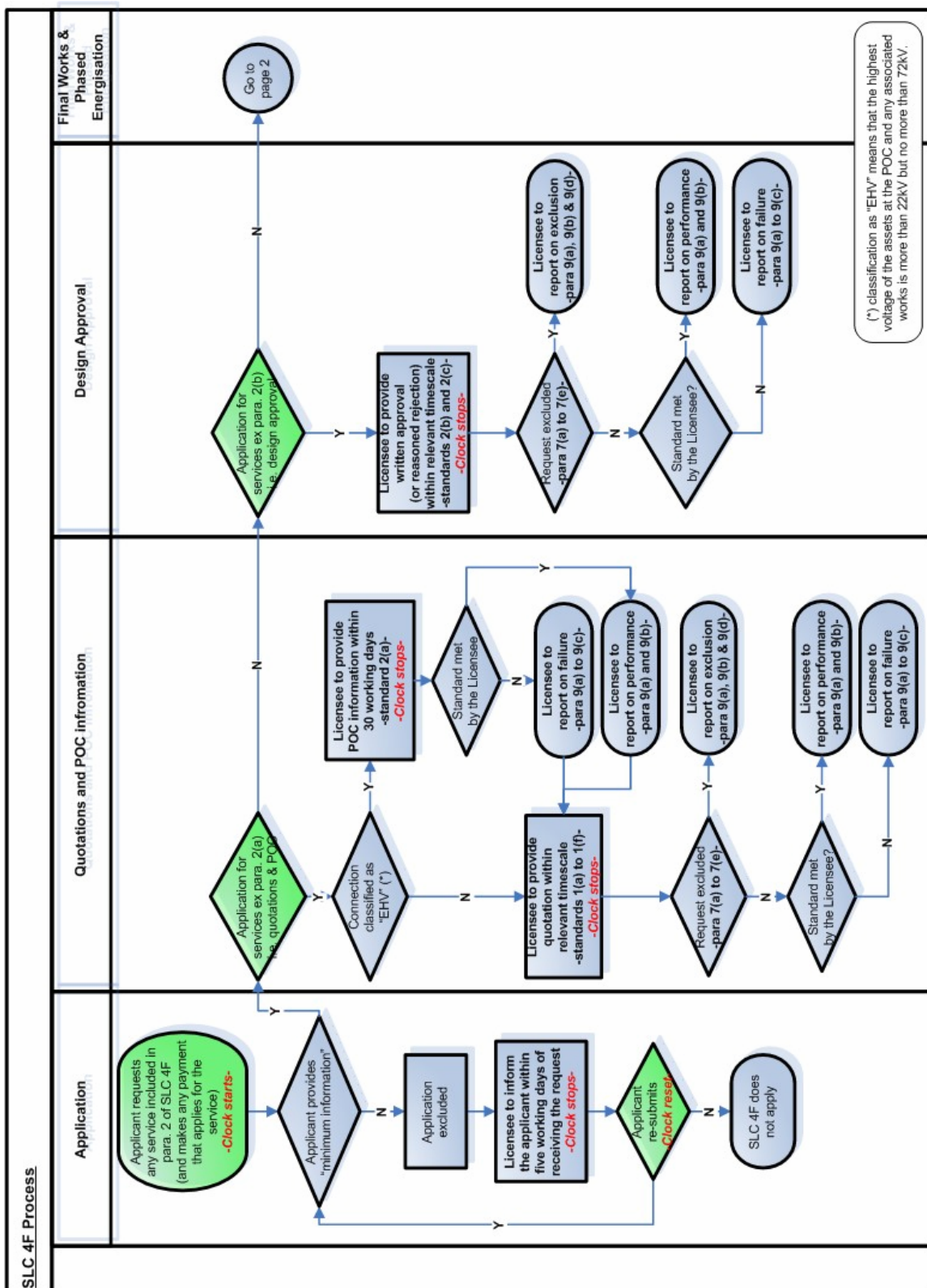
Appendix	Name of Appendix	Page Number
1	Map of the process	30
2	Reporting template	33
3	Glossary	38

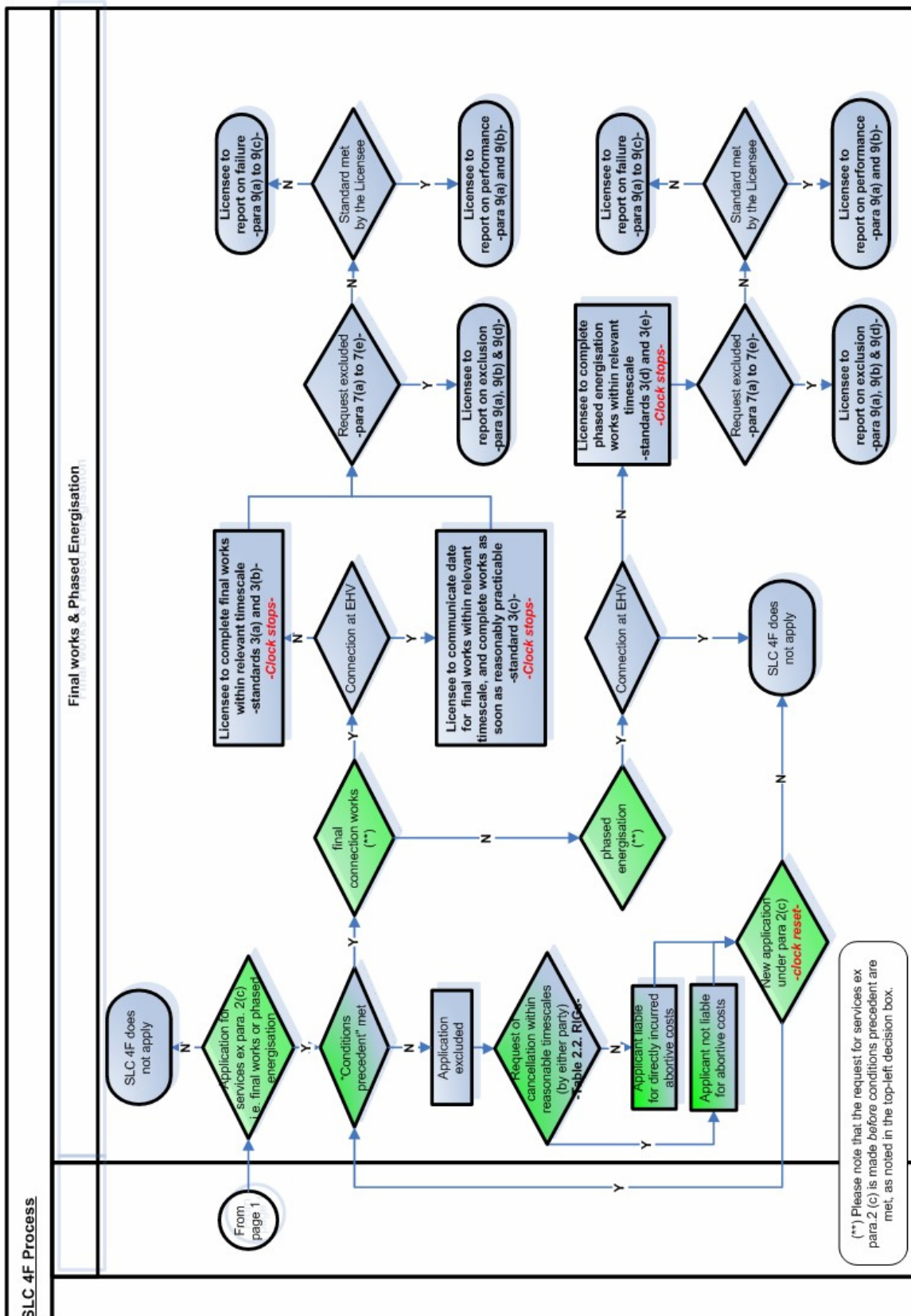


## Appendix 1 - Map of the process

1.1. This appendix provides an overall map of the connection process (below) and a detailed map of the process underlying the application of SLC 4F.







## Appendix 2 – Reporting template

Paragraph 9 of SLC 4F requires each Licensee to provide, by 30 June each year, with the information requested in the Licence Condition and in the Guidance. The Authority has developed a MS Excel reporting template to assist and ensure the utmost comparability of data and layout. In the rest of this appendix, the reporting template is shown.

### Template instructions

This template has been created using a number of formulas in order to simplify the information that has to be input.

The template has been locked so that DNOs can only input values into the yellow cells where required.

Separate sheets are included for "Providing quotes", "Design approval", "Final connections" and "Phased energisation".

### Step One

Select the name of your company and the relevant distribution services area (DSA) from the drop down menus below

Company:

DSA:

Select the reporting period from the drop down lists below:

Year:

### Step Two

You can scroll through the cells where you are required to provide information by using the tab key:



Or you can use the arrow keys to scroll up and down through the required cells:



You should input the required figures into each available yellow cell.

### Step Three

The locked cells will automatically calculate the required percentage rates, payments and other information for you.

### Step Four

Please provide a covering letter with your template submission which explains any assumptions or estimations used when completing the template.

Standard Licence Condition 4F Guidance Document:  
Standards for provision of non-contestable connection services

September 2007

## Provision of quotations

0

Standard licence condition 4F. Provision of LV demand quotations. Standard (1) (a)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of LV demand quotations issued	0	0	0	0	0
Number of LV quotations provided within timescale					0
Percentage of LV quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of LV quotations not provided within timescale					0
Percentage of LV quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of LV generation quotations. Standard (1) (b)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of LV generation quotations issued	0	0	0	0	0
Number of LV generation quotations provided within timescale					0
Percentage of LV generation quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of LV generation quotations not provided within timescale					0
Percentage of LV generation quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of HV demand quotations. Standard (1) (c)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of HV demand quotations issued	0	0	0	0	0
Number of HV quotations provided within timescale					0
Percentage of HV quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of HV quotations not provided within timescale					0
Percentage of HV quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of HV generation quotations. Standard (1) (d)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of HV generation quotations issued	0	0	0	0	0
Number of HV generation quotations provided within timescale					0
Percentage of HV generation quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of HV generation quotations not provided within timescale					0
Percentage of HV generation quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of EHV demand quotations. Standard (1) (e)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of EHV demand quotations issued	0	0	0	0	0
Number of EHV quotations provided within timescale					0
Percentage of EHV quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of EHV quotations not provided within timescale					0
Percentage of EHV quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of other quotations. Standard (1) (f)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of quotations issued not covered by above standards	0	0	0	0	0
Number of these quotations provided within timescale					0
Percentage of these quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of these quotations not provided within timescale					0
Percentage of these quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of quotations. Standard (1) (a) - (f)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of quotations issued	0	0	0	0	0
Number of quotations provided within timescale					0
Percentage of quotations provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of quotations not provided within timescale					0
Percentage of quotations not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Provision of POC information. Standard (2) (a)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of EHV POC quotations issued	0	0	0	0	0
Number of cases where POC information provided within timescale					0
Percentage of cases where POC information provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of cases where POC information not provided within timescale					0
Percentage of cases where POC information not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Failures to meet the timescales for provision of quotations, standards (1) (a) - (f), and provision of POC information (standard (2) (a))

	Standard failed	Relevant timescale	Time taken to provide service	Explanation for failure to meet timescale	Project number / Enquiry number	Applicant details
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Standard Licence Condition 4F Guidance Document:  
Standards for provision of non-contestable connection services

September 2007

Failure by customer to provide minimum information

	Time taken to inform customer	Project number / Enquiry number	Applicant details	Explanation for failure to meet timescale
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Design approval or reasoned rejection

Standard licence condition 4F. Written response to design submissions for LV and HV connections. Standard (2) (b)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of LV and HV connection designs approved/rejected	0	0	0	0	0
Number of designs approved					0
Number of designs rejected					0
Number of designs approved or rejected within timescale					0
Percentage of designs approved or rejected within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of designs not approved or rejected within timescale					0
Percentage of designs not approved or rejected within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Written response to design submissions for EHV and other connections. Standard (2) (c)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of EHV and other connection designs approved/rejected	0	0	0	0	0
Number of designs approved					0
Number of designs rejected					0
Number of designs approved or rejected within timescale					0
Percentage of designs approved or rejected within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of designs not approved or rejected within timescale					0
Percentage of designs not approved or rejected within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Failures to meet the timescales for design approval or reasoned rejection

	Design approved or rejected?	Standard failed	Relevant timescale	Time taken to provide service	Explanation for failure to meet timescale	Project number / Enquiry number	Applicant details
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Final connections works

Standard licence condition 4F. Final connection at LV. Standard (3) (a)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of final connections at LV completed	0	0	0	0	0
Number of final connections at LV completed within timescale					0
Percentage of final connections at LV completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of final connections at LV not completed within timescale					0
Percentage of final connections at LV not completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Final connection at HV. Standard (3) (b)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of final connections at HV completed	0	0	0	0	0
Number of final connections at HV completed within timescale					0
Percentage of final connections at HV completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of final connections at HV not completed within timescale					0
Percentage of final connections at HV not completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard licence condition 4F. Dates for final connection at EHV. Standard (3) (c)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of final connection dates for EHV provided	0	0	0	0	0
Number of dates for final connection provided within timescale					0
Percentage of dates for final connection provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of dates for final connection not provided within timescale					0
Percentage of data for final connection not provided within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard Licence Condition 4F Guidance Document:  
Standards for provision of non-contestable connection services

September 2007

Failures to meet the timescales for completing final connections

	Standard failed	Relevant timescale	Time taken to provide service	Explanation for failure to meet timescale	Project number / Enquiry number	Applicant details
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Failures by customer to meet conditions precedent prior to final connection date, without providing reasonable notice of cancellation

	Project number / Enquiry number	Applicant details	Number of working days notice given
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Phased energisation of connections

Standard licence condition 4F. Phased energisation of LV connections.					
Standard (3) (d)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of partial energisations at LV completed	0	0	0	0	0
Number of partial energisations at LV completed within timescale					
Percentage of partial energisations at LV completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of partial energisations at LV not completed within timescale					
Percentage of partial energisations at LV not completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Standard licence condition 4F. Phased energisation of HV connections.					
Standard licence condition 4F (3) (e)					
	Quarter One	Quarter Two	Quarter Three	Quarter Four	Annual
Number of partial energisations at HV completed	0	0	0	0	0
Number of partial energisations at HV completed within timescale					
Percentage of partial energisations at HV completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of partial energisations at HV not completed within timescale					
Percentage of partial energisations at HV not completed within timescale	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Standard Licence Condition 4F Guidance Document:  
Standards for provision of non-contestable connection services

September 2007

Failures to meet the timescales for completing phased energisation

	Standard failed	Relevant timescale	Time taken to provide service	Explanation for failure to meet timescale	Project number / Enquiry number	Applicant details
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Failures by customer to meet conditions precedent prior to phased energisation date, without providing reasonable notice of cancellation

	Project number / Enquiry number	Applicant details	Number of working days notice given
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Requests excluded from the application of SCL 4F, as per para 9(d).

	Project number / Enquiry number	Applicant details	Standard excluded from application	Reason code	Explanation for excluding the request	Number of working days to provide the service
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						



## Appendix 3 – The Authority's Powers and Duties

1.1. Ofgem is the Office of Gas and Electricity Markets which supports the Gas and Electricity Markets Authority ("the Authority"), the regulator of the gas and electricity industries in Great Britain. This Appendix summarises the primary powers and duties of the Authority. It is not comprehensive and is not a substitute to reference to the relevant legal instruments (including, but not limited to, those referred to below).

1.2. The Authority's powers and duties are largely provided for in statute, principally the Gas Act 1986, the Electricity Act 1989, the Utilities Act 2000, the Competition Act 1998, the Enterprise Act 2002 and the Energy Act 2004, as well as arising from directly effective European Community legislation. References to the Gas Act and the Electricity Act in this Appendix are to Part 1 of each of those Acts.<sup>2</sup>

1.3. Duties and functions relating to gas are set out in the Gas Act and those relating to electricity are set out in the Electricity Act. This Appendix must be read accordingly<sup>3</sup>.

1.4. The Authority's principal objective when carrying out certain of its functions under each of the Gas Act and the Electricity Act is to protect the interests of consumers, present and future, wherever appropriate by promoting effective competition between persons engaged in, or in commercial activities connected with, the shipping, transportation or supply of gas conveyed through pipes, and the generation, transmission, distribution or supply of electricity or the provision or use of electricity interconnectors.

1.5. The Authority must when carrying out those functions have regard to:

- The need to secure that, so far as it is economical to meet them, all reasonable demands in Great Britain for gas conveyed through pipes are met;
- The need to secure that all reasonable demands for electricity are met;
- The need to secure that licence holders are able to finance the activities which are the subject of obligations on them<sup>4</sup>; and
- The interests of individuals who are disabled or chronically sick, of pensionable age, with low incomes, or residing in rural areas.<sup>5</sup>

1.6. Subject to the above, the Authority is required to carry out the functions referred to in the manner which it considers is best calculated to:

<sup>2</sup> entitled "Gas Supply" and "Electricity Supply" respectively.

<sup>3</sup> However, in exercising a function under the Electricity Act the Authority may have regard to the interests of consumers in relation to gas conveyed through pipes and vice versa in the case of it exercising a function under the Gas Act.

<sup>4</sup> under the Gas Act and the Utilities Act, in the case of Gas Act functions, or the Electricity Act, the Utilities Act and certain parts of the Energy Act in the case of Electricity Act functions.

<sup>5</sup> The Authority may have regard to other descriptions of consumers.

- 
- Promote efficiency and economy on the part of those licensed<sup>6</sup> under the relevant Act and the efficient use of gas conveyed through pipes and electricity conveyed by distribution systems or transmission systems;
  - Protect the public from dangers arising from the conveyance of gas through pipes or the use of gas conveyed through pipes and from the generation, transmission, distribution or supply of electricity;
  - Contribute to the achievement of sustainable development; and
  - Secure a diverse and viable long-term energy supply.

1.7. In carrying out the functions referred to, the Authority must also have regard, to:

- The effect on the environment of activities connected with the conveyance of gas through pipes or with the generation, transmission, distribution or supply of electricity;
- The principles under which regulatory activities should be transparent, accountable, proportionate, consistent and targeted only at cases in which action is needed and any other principles that appear to it to represent the best regulatory practice; and
- Certain statutory guidance on social and environmental matters issued by the Secretary of State.

1.8. The Authority has powers under the Competition Act to investigate suspected anti-competitive activity and take action for breaches of the prohibitions in the legislation in respect of the gas and electricity sectors in Great Britain and is a designated National Competition Authority under the EC Modernisation Regulation<sup>7</sup> and therefore part of the European Competition Network. The Authority also has concurrent powers with the Office of Fair Trading in respect of market investigation references to the Competition Commission.

---

<sup>6</sup> or persons authorised by exemptions to carry on any activity.

<sup>7</sup> Council Regulation (EC) 1/2003

## Appendix 4 - Glossary

### DNO

Distribution network operator

### DSA

Distribution services area

### ICP

An ICP is an independent connections provider who is not affiliated to any distribution business

### IDNO

An IDNO is an independent distribution network operator. The term IDNO is used to define any electricity distributor other than the distribution networks that came into existence on 1 October 2001

### kV

1000 volts

### NRSWA

New Roads and Street Works Act 1991

### Point of Connection (POC) Information

Point of connection information means the technical information necessary for the applicant to identify the proposed location and characteristics of the connection of the applicant's installation to the licensee's existing network. Such information should be included within each quotation issued under SLC 4F and as detailed within engineering recommendation G81 (as amended).

### SLC

Standard licence condition

## Appendix 5 - Feedback Questionnaire

1.1. Ofgem considers that consultation is at the heart of good policy development. We are keen to consider any comments or complaints about the manner in which this consultation has been conducted. In any case we would be keen to get your answers to the following questions:

1. Do you have any comments about the overall process, which was adopted for this consultation?
2. Do you have any comments about the overall tone and content of the report?
3. Was the report easy to read and understand, could it have been better written?
4. To what extent did the report's conclusions provide a balanced view?
5. To what extent did the report make reasoned recommendations for improvement?
6. Please add any further comments?

1.2. Please send your comments to:

**Andrew MacFaul**  
Consultation Co-ordinator  
Ofgem  
9 Millbank  
London  
SW1P 3GE  
andrew.macfaul@ofgem.gov.uk