



*Promoting choice and value for
all gas and electricity customers*

DNOs, IDNOs and other
interested parties

Email: connections@ofgem.gov.uk

Date: 13 July 2010

Dear Colleagues,

**Open Letter on the timeline for implementing Guaranteed Standards for
Connections and Distributed Generation (DG) Customers**

I am aware that some DNOs are concerned that delays in issuing the Connections Statutory Instrument (SI) and the Direction of Guaranteed Standards for DG customers may make it difficult for them to ensure systems are ready to reflect these new standards on 1 October 2010. This letter provides an update on the progress of the Connections SI and its supporting documentation. It also updates you on the process for drafting and consulting upon the DG Standards Direction. While there has been some delay in issuing the final documentation, DNOs have had access to the information they need to make good progress in developing systems to support the new Guaranteed Standards. We do not consider there is any need to push back the deadline for these systems to be in place and for the new standards to come into effect.

We are introducing the Connections SI and the DG Standards Direction as the general level of service provided by DNOs to connections customers has been poor. During DPCR5 we developed a suite of measures to address this issue and from 1st October DNOs will be subject to financial penalties if they fail to meet specified service levels. The timeline outlined below sets out the activities that will take place between now and 1st October to implement these standards. DNOs have already been extensively involved in the work that has been conducted to date.

The Connections SI has been signed, sealed and issued to DECC where it will be passed to the Secretary of State this week. A copy of this final document was circulated to the ECSG on 6th July along with draft guidance documentation. Earlier drafts of both the SI and the guidance document have previously been circulated to the ECSG. The draft reporting template was issued to the ECSG on 7th July. We have requested comments back on the supporting documentation by 30th July.

To ensure that all parties fully understand the information conveyed in the guidance document we are in the process of scheduling separate customer and DNO workshops in July. The purpose of these sessions will be to clarify our proposals and discuss any concerns or issues you may have. If you have been contacted regarding your attendance at one of these meetings, please make your interest known as soon as possible. If you have not been directly contacted by us but are interested in attending then please send your request for attendance to the above email address.

Following consultation the final guidance document outlining in detail the Connections SI licence condition and performance reporting requirements will be published by the 27th August.

The Office of Gas and Electricity Markets

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In parallel to the implementation of the Connections SI, we are also in the process of drafting a separate Direction to enforce the Guaranteed Standards for distributed generation. To a large extent the content of this Direction will mirror that of the Connections SI. The timetable for this work is as follows:

Task	Deadline
Draft DG Direction sent to DNOs for comment	23 July
Comments received from DNOs	6 Aug
Draft DG Guidance documentation issued for consultation	23 July
Draft DG Direction issued for statutory consultation	13 Aug
Close of ECSG consultation on DG Guidance documentation	6 Aug
Close of statutory consultation on DG Direction	13 Sept
Review responses	16 Sept
Implementation of DG Direction and Guidance documents	17 Sept

Throughout the process of developing this suite of standards, DNOs and other members of the ECSG have provided extensive input to the drafting of material. In addition we have ensured that versions of the associated guidance material have been circulated for both comment and to allow DNOs to develop systems accordingly. I am pleased to note that as a result of this engagement some DNOs have already indicated that they are confident of meeting the demands of the 1st October deadline. I trust that given the timetable information outlined in this letter all DNOs will now be able to guarantee system readiness. If you have any remaining concerns however then please do not hesitate to contact me.

Yours sincerely



Rachel Fletcher, Partner, Distribution