

## Standard Licence Condition 15A Guidance Document

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**Target audience:** Distribution network licensees, parties seeking new connections and their representatives and other interested parties.

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### **Overview:**

This document provides guidance to electricity distribution network operators (DNOs) and independent distribution network operators (IDNOs) against standard licence condition 15A of the Electricity Distribution Licence and the new connections guaranteed standards of performance regime, Electricity (Guaranteed Standards of Performance) Regulations 2010.

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

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**Contact name and details:** James Veaney, Senior Manager, Customers and Connections

**Tel:** 020 7901 1861

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

**Team:** Connections and Gas Distribution Policy

## Context

The level of service that customers receive when sourcing connections from Distribution Network Operators (Distributors) has been a key feature of the Distribution Price Control Review (DPCR 5) process. We have worked closely with the industry to develop new connections guaranteed standards of performance pertaining to metered and unmetered electricity connections services provided by Distributors. The purpose of the standards is to ensure that customers who source connections from Distributors are guaranteed a good level of service. The guaranteed standards that have been developed are backed up by a licence condition which sets a performance target of 90% which will apply across the standards in three groups.

A key supporting aspect of the connections standards is the development of a supporting guidance document which sets out various rules around the application of the standards and is designed to ensure that Distributors apply the standards on a consistent basis.

This guidance document has been developed in conjunction with the industry and provides detailed clarification against the licence condition and guaranteed standards and includes a template for reporting purposes.

## Associated Documents

- Electricity Distribution Price Control Review Final Proposals – Incentives and Obligations (Reference number 145/09)
- The Electricity (Connection Standards of Performance) Regulations 2010 (Reference number 698/10)
- The Electricity (Connection Standards of Performance) Regulations 2010 (2088/2010)

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## Summary

This document provides detailed clarification about the connections licence condition and guaranteed standards of performance that have been developed for DPCR 5. The new connections standards are to be implemented through a new Statutory Instrument "The Electricity (Connection Standards of Performance) Regulations 2010" and supported by Standard Licence Condition 15A which requires Distributors to meet a 90% performance target that will be measured on a quarterly basis.

We have set out in this document the reporting arrangements that will apply to the new connections standards.

Appendix 2 to this document details the process for reporting performance and provides a link to the reporting template that Distributors are required to complete and return to Ofgem and flowcharts which describe the process for obtaining the services detailed in the guaranteed standards.

## 1. Introduction

### Background and purpose of document

1.1. This document provides guidance to electricity Distributors against:

- The new connections guaranteed standards of performance; and
- Standard licence condition 15A.

The document also provides guidance to Customers as to how the standards will be applied.

### Legal Framework for New Connections Standards

1.2. Under the Electricity Act 1989, Ofgem is responsible for granting licences for the purposes of the distribution of electricity. Distributors are obliged to comply with the licence conditions contained within the distribution licence and are referred to as Distributors throughout this document.

1.3. The standards are categorised into three groupings and are identified below. Further details on the standards are detailed in the subsequent chapters.

#### Metered Standards

##### *Metered Quotation standards*

- Providing budget estimates
- Providing quotations

##### *Other Metered Standards*

- Making contact with customers to agree dates
- Commencing works
- Completing works
- Energisation

#### Unmetered Standards

- Fault repairs
- Quotations
- Completing works

## Application of the standards

1.4. Distributors should note that amendments to this guidance document may be published from time to time to reflect changes in policy or statutory provisions.

1.5. The new connections standards apply to requests for connection services from customers or those acting directly on their behalf. The standards do not apply where the applicant is requesting non-contestable connection services to be provided under SLC15, instead Distributors have agreed to map across the payment levels from the Connections SI onto the services and timeframes set out in SLC15.

1.6. For the avoidance of doubt this document is subordinate to the Statutory Instrument and SLC 15A and does not change, alter or amend any definition or obligation contained within the Statutory Instrument or the distribution licence and, in the event of any inconsistency between the Statutory instrument or SLC 15A and this document, the Statutory Instrument or licence condition will take precedence. In the event of any dispute as to the application of the guaranteed standards, the Statutory Instrument will be the definitive point of reference

1.7. The legal framework under which these regulations have been enacted are very specific in their application. The regulations only apply to demand customers and therefore technically, depending on the specific applicant, the regulations may not actually apply. Distributors have however agreed with Ofgem that they will treat all applicants on a consistent basis and make voluntary payments to any such customers if they fail to meet the requirements covered by the regulations.

1.8. Where any demand applications also involve any element of generation the following classification shall apply:

1.8.1. If the generation associated with the application is a single installation that would be covered by the Stage 1 Process in the Energy Networks Association's Engineering Recommendation G83/1 which covers the connection of small scale embedded generators (up to 16A per phase) in parallel with a Distributor's network then the application would be treated as a demand application and subject to these Regulations.

1.8.2. If the generation associated with the application is a planned installation of multiple installations that would be covered by the Stage 2 Process in the Energy Networks Association's Engineering Recommendation G83/1 which covers the connection of small scale embedded generators (up to 16A per phase) in parallel with a Distributor's network then the application would be treated as a generation application and not subject to these Regulations. The appropriate standard as a DG application would apply instead.

1.8.3. If the generation associated with the application would be covered by the Energy Networks Association's Engineering Recommendation G59/1

which covers the connection of embedded generating plant to the Distributor's network then the application would be treated as a generation application and not subject to these Regulations. The appropriate standard as a DG application would apply instead.

### **Commencement date**

1.9. The commencement date for the regulations is 1 October 2010.

1.10. Metered quotation standards – standards would apply to all applications received on or after the 1 October 2010.

1.11. Other metered standards – standards would apply to all quotations issued on or after the 1 October 2010.

1.12. Unmetered standards – standards would apply to application/orders/notices received on or after the 1 October 2010.

1.13. For all other work, Distributors may apply similar processes but GSoP payments would not be paid for any services provided outside these standards.

### **Performance reporting**

1.14. Standard Licence Condition 15A requires a minimum of 90% performance in each of three categorisations of the GSOP and these will be measured on a quarterly basis from 1 October 2010. The standards are grouped into the following categories:

- All metered quotation standards (in aggregate)
- All other metered standards (in aggregate)
- All unmetered standards (in aggregate)

1.15. Failure of the Distributor to meet a minimum of 90% of the standards in any of these categories will result in a breach of this licence condition.

### **Disputes**

1.16. Customers and distributors can communicate directly in order to progress claims and wherever possible distributors are encouraged to resolve disputes; where suppliers have been involved they may wish to be informed of the outcome. After opportunity for a distributor to resolve a dispute has been given and is unsuccessful, customers must be advised of their right to refer any disputes to Ofgem for determination in accordance with the practice and procedure set out at Schedule 2 to the Electricity (Standards of Performance) Regulations 2010.



## Structure of this document

1.17. Chapter two outlines the requirements introduced through the new connections standards, including definitions, a summary of the standards that will apply (in tabulated form), detail on minimum information requirements, rules concerning clock start/stop/pause events, details on how agreed dates will apply under the guaranteed standards and an explanation on how exemptions will apply.

1.18. Chapter three discusses the metered connections quotation standards.

1.19. Chapter four sets out the other metered connections standards.

1.20. Chapter five sets out the unmetered connections standards.

1.21. Chapter six sets out the arrangements for making payments under the connections standards.

1.22. Chapter seven sets out the general exemptions and extensions of time that may apply to the connections standards.

1.23. Appendix one provides definitions of key terms used in the document.

1.24. Appendix two provides details for reporting performance and provides a link to the reporting template that each Distributor must complete and submit to Ofgem on a quarterly basis.

1.25. Appendix three sets out process flowcharts that outline the steps taken to progress connection requests under the guaranteed standards.

1.26. Appendix four outlines the Authority's powers and duties.

## 2. Overview of the Standards

### Chapter Summary

This chapter includes in tabulated form a summary of the requirements under the new connection standards.

### Summary of standards in table formats

**2.1.** The tables below provide a summary of the performance level (i.e. the timescale) and the payment to the Customer for a failure to meet that performance level. **A more comprehensive description of the service can be found in the following sections.**

**2.2. Note that all categorisations in the table below related to the highest voltage of the associated works in the quotation.**

Appendix 3 includes a series of process maps that show the Customer and Distributor interaction.

**Metered Quotation Standards**

<b>Reporting code (ECGS no)<sup>1</sup></b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.<sup>2</sup></b>
1A	Provision of budget estimate <1MVA	Within 10 working days	£50 – One off payment	4(2)
1B	Provision of budget estimate >1MVA	Within 20 working days	£50 – One off payment	4(3)
<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
2A	Provision of a quotation for a single LV single phase service connection	Within 5 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(2)
2B	Provision of a quotation for small LV projects: <ul style="list-style-type: none"> <li>▪ 2-4 LV single phase domestic services or</li> <li>▪ for connections to 1-4 LV single phase domestic premises involving an extension to the LV network or</li> <li>▪ a single two or three phase whole current metered connection (not requiring an extension to LV network)</li> </ul>	Within 15 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(3)
<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
3A	Provision of any other LV demand quotation	Within 25 working days	£50 for each working day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(2)
3B	Provision of an HV demand quotation	Within 35 working days	£100 for each working day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(3)

<sup>1</sup> ECGS no.: Electricity Connections Guaranteed Standards number.

<sup>2</sup> Reg Ref: reference to the specific regulation as listed under the Electricity (Connections Standards of Performance) Regulations 2010

<b>Reporting code (ECGS no)<sup>1</sup></b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref<sup>2</sup>.</b>
3C	Provision of a EHV demand quotation	Within 65 working days	£150 for each working day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(4)

**Other Metered Standards**

<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
4A	Contact customer (post acceptance) about scheduling <5 LV service connections covered by 2A & 2B	Within 7 working days	£10 for each working day after the end of the prescribed period up to and including the day on which contact occurs	8(2)
4B	Contact customer (post acceptance) about scheduling other LV demand connections	Within 7 working days	£50 for each working day after the end of the prescribed period up to and including the day on which contact occurs	9(2)
4C	Contact customer (post acceptance) about scheduling HV demand connections	Within 10 working days	£100 for each working day after the end of the prescribed period up to and including the day on which contact occurs	9(3)
4D	Contact customer (post acceptance) about scheduling EHV demand connections	Within 15 working days	£150 for each working day after the end of the prescribed period up to and including the day on which contact occurs	9(4)
<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
5	Commence LV, HV & EHV demand works on customer's site	In timescale agreed with the customer	£20 for each working day after the agreed date up to and including the day on which the works are commenced	9(5)
<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
6A	Complete service connection works	In timescale agreed with the customer	£25 for each working day after the agreed date up to and including the day on which the works are completed	8(3)
6B	Complete LV works (including phased works)	In timescale agreed with the customer	£100 for each working day after the agreed date up to and including the day on which the works are completed	9(6)
6C	Complete HV works (including phased works)	In timescale agreed with the customer	£150 for each working day after the agreed date up to and including the	9(7)

<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
			day on which the works are completed	
6D	Complete EHV works (including phased works)	In timescale agreed with the customer	£200 for each working day after the agreed date up to and including the day on which the works are completed	9(8)
<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
7A	Complete LV energisation works (including phased works)	In timescale agreed with the customer	£100 for each working day after the agreed date up to and including the day on which energisation occurs	9(9)
7B	Complete HV energisation works (including phased works)	In timescale agreed with the customer	£150 for each working day after the agreed date up to and including the day on which energisation occurs	9(10)
7C	Complete EHV energisation works (including phased works)	In timescale agreed with the customer	£200 for each working day after the agreed date up to and including the day on which energisation occurs	9(11)

**Unmetered Standards**

<b>Reporting code (ECGS no)</b>	<b>Service</b>	<b>Performance Level</b>	<b>Payment to Customer</b>	<b>Reg. Ref.</b>
8A	Emergency Fault Repair response	Attend site in 2 hours	£50 one off payment	10(2)
8B	High Priority Fault Repair – Traffic Light Controlled	2 calendar days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(3)
8C	High Priority Fault Repair – non Traffic Light Controlled	Within 10 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(4)
8D	Multiple unit fault repair	Within 20 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(5)
8E	Single unit fault repair	Within 25 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(6)

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
9	Provision of a quotation – New Works order (1-100 units)	Within 25 working days	£10 for each working day after the end of the prescribed period up to and including the day the quotation is dispatched	11(2)
Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
10A	New works order - completion of works on a new site	Commence and complete in timescales agreed with the customer	£10 for each working day after the end of the prescribed period up to and including the day the works are completed	12(2)
10B	New works order - completion of works on adopted highways	Within 35 working days	£10 for each day after the end of the prescribed period up to and including the day on which the works are completed	12(3)

### Connections Standards not included in the 90% licence calculation

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
11A	Quotation accuracy review scheme challenge single LV single phase service connection (aligns to 2A)	n/a	£250 – one off payment	7(3)
11B	Quotation accuracy review scheme challenge for small LV projects (aligns to 2B)	n/a	£500 – one off payment	7(4)
Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
12	Where a Distributor fails to make a payment under the regulations	Within 10 working days	£50 – one off payment	14(1)



## 3. Metered Quotation Standards

### Chapter Summary

This chapter details the standards that are included in the Metered Quotation Standards. It provides additional guidance on the application and includes examples to ensure consistent treatment across Distributors.

### Budget Estimates

3.1. Provision of a Budget Estimate requires a Distributor to provide an indication of the likely costs that a developer would expect to incur in providing a connection to the site. This must outline any assumptions made and any aspects that are likely to significantly change the level of charges, such as changing availability of capacity.

3.2. Budget estimates will be carried out on the basis of a desktop exercise and will not involve a site visit, any analysis of the wider network or any technical studies. Budget Estimates will be provided on a reasonable endeavours basis but may differ from the amount in any subsequent formal quotation. Where following the issue of a budget estimate spare network capacity is allocated to others the amount in any subsequent formal quotation may differ significantly. A budget estimate will indicate whether any Associated Works are likely to be required and the likely costs.

3.3. Distributors may agree to carry out alternative arrangements with customers, such as feasibility studies, or more detailed cost estimates. These will be by agreement between the two parties and are outside these standards.

### **ECGS1A (Regulation 4(2)) – Budget Estimate < 1MVA**

3.4. This regulation applies where the requested capacity of the connection is **less than 1 MVA**, the customer has provided the necessary information that the Distributor requires to provide the budget estimate and the customer has paid any applicable charge.

3.5. Where the Distributor fails to provide a budget estimate to the customer within **10 working days** then the Distributor has to make a payment of **£50** to the customer.

**ECGS1B (Regulation 4(3)) – Budget Estimate > 1MVA**

3.6. This regulation applies where the requested capacity of the connection is **1 MVA or greater**, the customer has provided the necessary information that the Distributor requires to provide the budget estimate and the customer has paid any applicable charge.

3.7. Where the Distributor fails to provide a budget estimate to the customer within **20 working days** then the Distributor has to make a payment of **£50** to the customer.

**Exemptions specific to ECGS1A and ECGS1B**

3.8. There are no specific exemptions that may apply to either of the above regulations.

3.9. See section 7 for the general exemptions that may apply to either of the above regulations.

**Quotations**

3.10. Provision of a Quotation requires a Distributor to make a formal offer for connection on the basis of a full Section 16 quotation. A Section 16 quotation refers to the obligations set out under the Electricity Act, 1989. The quotation will be supplemented by a breakdown of costs, and any relevant supporting information, drawings and diagrams. Quotations must be capable of being cross referenced with the charging methodology statement in order that customers can compare quotations against these indicative charges.

3.11. 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).

3.12. 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 an LV POC, but reinforcement at HV, then the request shall be included within the HV standard.

3.13. For example, an application which may, by virtue of the load required, appear that an LV supply is required would get measured against the HV timescale if some HV reinforcement e.g. a transformer upgrade was required to allow the connection to be made.

3.14. The consideration of the work required will also take account of operational as well as physical work. For example, if work is required at a primary substation to provide the connection e.g. a new primary substation breaker, then the EHV timescales would apply. The same principle would apply at other voltage levels.

3.15. The Distributor will initially classify the job based on their reasonable expectation of the highest voltage of the connection or associated works. If the Distributor is able to find a solution which benefits the customer but comes out at a voltage level lower than their original assessment then the quotation will still be classified at the standard associated with the initial classification.

3.16. For example, if the initial assessment of an application looks like an HV supply is required but through additional analysis the Distributor is able to make the connection at LV. The Distributor would categorise the quotation as an HV project based on its initial assessment and would therefore have 35 days to meet the standard. Although the final quotation would align with that of an LV quotation, the initial assessment would still apply. This ensures that the Distributor is not disadvantaged in finding a better solution for the customer.

3.17. For the avoidance of doubt, subsequent phases of a connection job should be categorised (e.g. HV or LV) and follow the requisite standards in accordance with the voltage of the project provided in the actual quotation that is issued.

3.18. Where the Distributor is making a charge to the customer for previously completed reinforcement work ("Reinforcement Reapportionment") not initiated by that application then the voltage of those works would not be considered in the classification of the job.

3.19. For example, if the application requires an HV supply but there is some EHV reapportionment charges from a connections reinforcement project initiated by another application to be charged to the customer, then the application would be classified as an HV demand and have 35 days to meet the standard.

### **ECGS2A (Regulation 5(2)) – Quotation for single LV service demand connection**

3.20. This regulation applies where the Section 16 request relates to a **single LV single phase service demand connection**. Where the Distributor fails to provide a quotation to the customer within **5 working days** then the Distributor has to make a payment to the customer **£10 for every working day** thereafter, until such time as the estimate is provided. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

### **ECGS2B (Regulation 5(3)) – Quotation for a small project demand connection**

3.21. This regulation applies where the Section 16 request relates to a **small project demand connection**. Where the Distributor fails to provide a quotation to the customer within **15 working days** then the Distributor has to make a payment to the customer **£10 for every working day** thereafter, until at such time as the estimate is provided. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

### **Exemptions specific to ECGS2A and ECGS2B- Abnormal Loads**

3.22. Where the Distributor believes that the load to be connected could reasonably be expected to cause disruption to other customers ("abnormal loads"), then the application would be treated as a ECGS3A any 'other' LV Demand.

3.23. Where the demand application involves any generation as defined in 1.8.2 or 1.8.3 then the application would not be covered by these regulations.

3.24. Connections schemes which involve abnormal loads such as the use of motors, welding equipment or generators generally require further in-depth assessments by Distributors including calculations that will involve identifying the upstream network components, fault levels etc to ensure that such loads do not cause the quality of supply to existing customers to be affected.

3.25. Where new connection applications that relate to single services or small project demand applications but involve abnormal loads, then the quotation timeframe that applies is that of an 'other' LV demand quotation and is 25 working days rather than 5 or 15 working days respectively.

3.26. See chapter seven for the general exemptions that may apply to either of the above regulations.

### **ECGS3A (Regulation 6(2)) – Quotation for an LV demand connection**

3.27. This regulation applies where the Section 16 request relates to an **LV demand connection**. Where the Distributor fails to provide a quotation to the customer within **25 working days** then the Distributor has to make a payment to the customer **£50 for every working day** thereafter, until at such time as the estimate is provided. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

### **ECGS3B (Regulation 6(3)) - Quotation for an HV demand connection**

3.28. This regulation applies where the Section 16 request relates to an **HV demand connection**. Where the Distributor fails to provide a quotation to the customer within **35 working days** then the Distributor has to make a payment to the customer **£100 for every working day** thereafter, until at such time as the

estimate is provided. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

### **ECGS3C (Regulation 6(4)) - Quotation for an EHV demand connection**

3.29. This regulation applies where the Section 16 request relates to an **EHV demand connection**. Where the Distributor fails to provide a quotation to the customer within **65 working days** then the Distributor has to make a payment to the customer **£150 for every working day** thereafter, until at such time as the estimate is provided. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

### **Exemptions specific to ECGS3A, ECGS3B and ECGS3C**

3.30. Where the demand application involves any generation as defined in 1.8.2 or 1.8.3 then the application would not be covered by these regulations.

3.31. See chapter seven for the general exemptions that may apply to any of the above regulations.

### **Working day and reporting performance against timescales**

3.32. Any request received by the Distributor before 17.00 hours on a working day, to exclude weekends and relevant bank holidays, should be recorded as being received on that date. Any request received on or after 17.00 hours on a working day should be recorded as being received on the next working day. This will be known as the "date of receipt".

3.33. The Distributor should record their performance in terms of the timescales between the date of receipt of all the information required (see also sections 3.40 – 3.45 and 3.48 regarding minimum and additional information) 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.

3.34. 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. 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**

<b>Action</b>	<b>Time</b>	<b>Date</b>	<b>Clock</b>	<b>Timescale for reporting</b>
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

**Starting the clock for Metered Quotation Standards**

3.35. The Start Date for Metered Quotation Standards will be determined by the receipt of all necessary information (see minimum information below) and the payment of any relevant fees.

3.36. Each Distributor should publish on their website a set of the minimum level of information reasonably required to provide a quotation. If a Distributor needs to make a site visit before starting the clock, then the Distributor shall contact the Customer and conduct a site visit within 10 working days unless an alternative timeframe is agreed with the Customer. Distributors should give customers at least five days notice before the site visit unless the Customer agrees a shorter time. The clock will start the day after the site visit has taken place.

3.37. Where a Customer makes a material change to their initial application which prompts redesign of the Distributor's proposal, then this will be treated as a new application and the clock will be reset to zero. Where the customer has made a minor modification, the Distributor will wherever practical continue to provide the quotation within the prescribed period with the clock remaining on the original timescale.

3.38. Quotation acceptance is where the applicant has accepted the quotation offered by the Distributor, and has made any relevant payments.

3.39. In circumstances where customers send payment but wish to discuss specific terms in the Distributor's quotation, then acceptance would only be taken to having been completed when these discussions had been completed, new terms agreed and a revised offer has been accepted and at that point the clock would start.

### **Minimum information and additional information'**

3.40. A number of the standards are dependent upon provision by the customer of a minimum level of information and in some circumstances additional information as requested by the Distributor. The Distributor will identify minimum requirements as described below and in its Statement of Methodology & Charges for Connections. The standards impacted by these requirements are:

#### Metered connections

- Budget estimates
- Quotations

#### Unmetered connections

- Quotations
- Emergency response
- Fault notifications

3.41. Minimum information is information provided by the customer that is required by the Distributor in order for it to provide the service under the standard. The Distributor will start the clock on receipt of the minimum information. In some cases after the Distributor has started work to provide the service it will find that it requires the customer to provide additional information. Where the Distributor requests additional information the clock will be paused until that information is received by the Distributor.

### **Minimum information**

3.42. The customer may provide the minimum level of information either by completion of an applicable application form or by other reasonable means.

3.43. The standards of performance do not apply where the applicant requesting the connection has failed to provide the Distributor with the information that the Distributor needs in order to complete the request.

3.44. Where the Distributor has received information that appears to be intended as minimum information for the provision of the service but is found to be incomplete, the Distributor will notify the customer of the missing information as soon as is reasonably practicable and normally within 10 working days. However, this time scale is not subject to a guaranteed standard.

3.45. The minimum level of information required will be dependent on the service to be provided and circumstances of the connection but should include the following:

### Metered - Budget estimates

3.46. Ideally the person who applies should provide as much information as is described for a quotation in the following section. Where this is not possible it may impact on the quality of the information that will be provided in the budget estimate or quotation.

3.47. The minimum information required for a budget estimate is:

- Customer name and address (correspondence address), other contact details and preferred method of contact
- Site address
- Site plan at an appropriate scale to indicate the site boundary
- Letter of authority where the applicant is acting as an agent of the customer
- Indicative date when the customer requires the connection(s) to be made
- Total maximum capacity (kVA) requirement
- Summary technical details of any electricity generator that is required to operate in parallel with the supply
- Summary technical details of any customer owned equipment that is likely to cause disturbance to the electricity supply (i.e. large motors, welders etc.)
- Any payment that is required to be made in advance for the service to be provided

3.48. The 'minimum information' required for a metered quotation is:

- Customer name and address (correspondence address), other contact details and preferred method of contact
- Site address
- Site plan at an appropriate scale to indicate the site boundary, the layout of buildings and roads and where the customer expects a substation(s) to be required, the proposed location of the substation(s). The plan should be free of unnecessary detail and be suitable for use as a background layer for the Distributor proposal drawing.
- Proposed location of each metering point
- Letter of authority where the applicant is acting as an agent of the customer
- Date when the customer requires the connection(s) to be made
- Maximum capacity (kVA) at each metering point to be connected (for domestic premises the Distributor may require a description of the premises and whether electric space and water heating is to be installed)
- Technical details of any electricity generator that is required to operate in parallel with the supply
- Technical details of any customer owned equipment that is likely to cause disturbance to the electricity supply (i.e. large motors, welders etc.)
- Any payment that is required to be made in advance for the service to be provided



### **Additional information**

3.49. During its work to provide the service the Distributor may become aware that it requires additional information either regarding the customer's proposals or in respect of the Distributor's proposals. Where the Distributor formally requests such information the clock will be paused and then resumed once the Distributor has received the additional information.

3.50. The additional information required will be dependent on the circumstances of the connection but may include the following:

- Information or agreement in respect of a proposed substation location
- Information or agreement in respect of proposed cable routes
- Information or agreement in respect of proposed metering points or location of items of unmetered equipment
- Further details regarding the capacity required to be provided at each metering point or regarding the nature of the electrical equipment to be used by the customer
- Further details regarding the intended usage of the electrical equipment to be used by the customer
- Further details regarding land ownership and/or land rights that is likely to be known by the customer
- Further details regarding land contamination
- Confirmation of the design option to be reflected in the quotation where the Distributor has more than one practicable option under consideration
- Any other information that the Distributor may reasonably request

3.51. The timeframes for quotes are fixed and apply unless the customer requests or agrees to a revised timeframe. If the customer does request or agrees to a revised timeframe - the Distributor does not fail and the customer waives the right to compensation and the quotation would be reported as an exemption.

3.52. If a Distributor approaches a customer to discuss a revised timeframe and the customer refuses, then the Distributor must produce the quote in the required timeframe, if it fails this is recorded as a failure against the standards and would be subject to compensation and ongoing payments until the quote is provided.

## 4. Other Metered Standards

### Chapter Summary

This chapter details the standards that are included in the Other Metered Standards. It provides additional guidance on the application and includes examples to ensure consistent treatment across Distributors.

### Customer Contact

4.1. Post Acceptance Scheduling requires a Distributor to seek to make contact with the applicant, after receipt of his quotation acceptance and any relevant payments, with a view to commencing the process of agreeing dates when the on-site project works will be started and completed.

4.2. Whilst timescales have been set by which the Distributor is required to make (or have attempted to make) contact with the customer, there will be situations whereby either party may not be in a position to agree dates. In these situations discussions as to when both parties would be in a position to have a meaningful discussion on dates would be discussed and agreed. The standards would however be met if the initial contact was made within the prescribed timescales.

4.3. Where a standard specifies actions to be taken by an agreed date, the Distributor should take all reasonable steps to agree a date with the customer or his representative. In the event that a date cannot be agreed, the Distributor does not fail the standard. The Distributor should publicise its complaint handling procedure to ensure that the customer is able to address the matter adequately with the Distributor prior to a formal referral to the Ombudsman or Authority.

4.4. Where a Distributor is required to make contact with a customer, there only needs to be one attempt made by a telephone call. Where the Distributor is unable to make contact through this call and has left a message (where able to do so), an e-mail or letter should be sent, based on customer's preferred method, if known.

### **ECGS4A (Regulation 8(2)) – Contact customer regarding a single LV service demand or a small project demand connection**

4.5. This regulation applies where the customer has accepted a quotation and made any payment due for a **single LV service demand** (ECGS 2A) or a **small project demand connection** (ECGS 2B). Where the Distributor fails to contact (or have attempted to contact) the customer within **7 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until

at such time as the contact is made. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **ECGS4B (Regulation 9(2)) – Contact customer regarding other LV demand connections**

4.6. This regulation applies where the customer has accepted a quotation and made any payment due for an **'other' LV demand connection** (ECGS 3A). Where the Distributor fails to contact (or have attempted to contact) the customer within **7 working days** then the Distributor has to make a payment to the customer of **£50 for every working day** thereafter, until at such time as the contact is made. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **ECGS4C (Regulation 9(3)) – Contact customer regarding HV demand connections**

4.7. This regulation applies where the customer has accepted a quotation and made any payment due for an **HV demand connection** (ECGS 3B). Where the Distributor fails to contact (or have attempted to contact) the customer within **10 working days** then the Distributor has to make a payment to the customer of **£100 for every working day** thereafter, until at such time as the contact is made. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **ECGS4D (Regulation 9(4)) – Contact customer regarding EHV demand connections**

4.8. This regulation applies where the customer has accepted a quotation and made any payment due for an **EHV demand connection** (ECGS 3C). Where the Distributor fails to contact (or have attempted to contact) the customer within **15 working days** then the Distributor has to make a payment to the customer of **£150 for every working day** thereafter, until at such time as the contact is made. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **Exemptions specific to ECGS4A, ECGS4B, ECGS4C and ECGS4D**

4.9. Where the demand application involves any generation as defined in 1.8.2 or 1.8.3 then the application would not be covered by these regulations.

4.10. See chapter seven for the general exemptions that may apply to any of the above regulations.

## Commencement of works

4.11. Commencement of works means the date by which the Distributor agrees to commence works on site. This regulation is limited to works which are carried out at or in relation to the premises and also includes any phase of works which may be conducted at or in relation to the premises.

### **ECGS5 (Regulation 9(5)) – Commence site works for ‘other’ than LV, HV or EHV demand connection**

4.12. This regulation applies where the customer has accepted a quotation for a demand connection **other than LV, HV or EHV demand connection** (ECGS 3A, 3B or 3C). Where the Distributor fails to commence works on the customers site in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£20 for every working** day thereafter, until at such time as the works commence. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

### **Exemptions specific to ECGS5**

4.13. Paragraphs 7.2, 7.3, 7.6 and 7.7 are the specific exemptions that may apply to the above regulation.

4.14. Where the demand application involves any generation as defined in 1.8.2 or 1.8.3 then the application would not be covered by these regulations.

### **Extensions of time specific to ECGS5**

4.15. See chapter seven for the circumstances where the extensions of time provisions may apply to the above regulation.

## Completion of works

4.16. Completion of works means the date by which the Distributor agrees that the connection works will be completed, such that the connection can be energised. Completion of works relates to completion of the electrical works only and does not apply for example to reinstatement. However it is anticipated that Distributors will complete other works within a reasonable timescale by agreement.

4.17. Phased completion and energisation, where applicable, relates to phased developments as set out in the Distributor’s Quotation Offer.

**ECGS6A (Regulation 8(3)) – Complete works for a single LV service demand or a small project demand connection**

4.18. This regulation applies where the customer has accepted a quotation for a **single LV service demand** (ECGS 2A) or a **small project demand connection** (ECGS 2B). Where the Distributor fails to complete the service connections works in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£25 for every working** day thereafter, until at such time as the works are completed. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

**ECGS6B (Regulation 9(6)) – Complete works for other LV demand connections**

4.19. This regulation applies where the customer has accepted a quotation for **other LV demand connection** (ECGS 3A). Where the Distributor fails to complete the works (or phase of the works) provided for in the accepted quotation in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£100 for every working** day thereafter, until at such time as the works are completed. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

**ECGS6C (Regulation 9(7)) – Complete works for HV demand connections**

4.20. This regulation applies where the customer has accepted a quotation for an **HV demand connection** (ECGS 3B). Where the Distributor fails to complete the works (or phase of the works) provided for in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£150 for every working** day thereafter, until at such time as the works are completed. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

**ECGS6D (Regulation 9(8)) – Complete works for EHV demand connections**

4.21. This regulation applies where the customer has accepted a quotation for an **EHV demand connection** (ECGS 3C). Where the Distributor fails to complete the works (or phase of the works) provided for in the accepted quotation in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£200 for every working** day thereafter, until at such time as the works are completed. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

**Exemptions specific to ECGS6A, 6B, 6C and 6D.**

4.22. Paragraphs 7.2, 7.3, 7.6 and 7.7 are the specific exemptions that may apply to any of the above regulations.

4.23. Where the demand application involves any generation as defined in 1.8.2 or 1.8.3 then the application would not be covered by these regulations.

**Extensions of time specific to ECGS6A, 6B, 6C and 6D**

4.24. See chapter seven for the circumstances where the extensions of time provisions may apply to any of the above regulations.

**Energisation**

4.25. Energisation means the energisation of a metering point in order to provide a supply of electricity to an end user customer.

4.26. Energisation is carried out by the insertion of a fuse or operation of a switch that will allow an electrical current to flow from an Distributor's distribution system to the customer's installation. It is only when the action in question is required to be carried out by the Distributor and is subject to standard industry requirements.

4.27. Energisation is normally carried out by the appointed meter operator and will only be carried out by the Distributor in circumstances where the meter operator is not authorised to do so (i.e. where the metering point is at EHV or HV and in some cases LV for large LV metering point arrangements). These standards only apply to the circumstances where the Distributor is carrying out the energisations.

4.28. Energisation will be carried out only following instruction of the customer's appointed electricity supplier and is subject to an electricity meter having been installed and all conditions precedent being fulfilled.

**ECGS7A (Regulation 9(9)) – Complete energisations works for other LV demand connection**

4.29. This regulation applies where the customer has accepted a quotation for **other LV demand connection** (ECGS 3A). Where the Distributor fails to energise the connection (or connections) provided for in the accepted quotation in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£100 for every working day** thereafter, until at such time as the energisations works are completed. The Distributor should make either a single

payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **ECGS7B (Regulation 9(10)) – Complete energisations works for HV demand connections**

4.30. This regulation applies where the customer has accepted a quotation for an **HV demand connection** (ECGS 3B). Where the Distributor fails to energise the connection (or connections) provided for in the accepted quotation in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£150 for every working day** thereafter, until at such time as the energisations works are completed. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **ECGS7C (Regulation 9(11)) – Complete energisations works for EHV demand connections**

4.31. This regulation applies where the customer has accepted a quotation for an **EHV demand connection** (ECGS 3C). Where the Distributor fails to energise the connection (or connections) provided for in the accepted quotation in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£200 for every working day** thereafter, until at such time as the energisations works are completed. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

#### **Exemptions specific to ECGS7A, 7B and 7C.**

4.32. Paragraphs 7.2, 7.3, 7.6 and 7.7 are the specific exemptions that may apply to any of the above regulations.

4.33. Where the demand application involves any generation as defined in 1.8.2 or 1.8.3 then the application would not be covered by these regulations.

#### **Extensions of time specific to ECGS6A, 6B, 6C and 6D**

4.34. See chapter seven for the circumstances where the extensions of time provisions may apply to any of the above regulations.

## Agreement of dates

4.35. The Distributor should wherever practicable seek to meet the reasonable requirements of the applicant. In cases where the applicant and the Distributor cannot agree to dates for commencement or completion, then the dates proposed by the Distributor will be used as a basis for the standards. Any dispute can be dealt with on a contractual basis or through the Distributor's complaint procedures.

4.36. Where a customer seeks to reschedule the Distributor's proposed dates for commencement, completion or energisation, then the Distributor should look to accommodate this wherever practicable. Where agreed, the revised dates will form the basis of the standards for commencement, completion and energisation of the works.

4.37. Where the Distributor wants to change the agreed date and the customer agrees then the standard will then be set and monitored/reported on the new date.

4.38. Where the Distributor wants to change the agreed date due to a change in circumstances covered by Extension of Time in these standards then the standard will then be set and monitored/reported on the new date. The Distributor would be expected to keep adequate records for audit purposes.

4.39. Where the Distributor wants to change the agreed date (in situations not covered by Exemptions or Extension of Time under these standards, see Chapter 7), and the customer does not agree to change, the original date will stand, and the Distributor will pay customer penalty payments from the original date.

4.40. Where a Distributor has attempted to contact the customer but has been unable to do so, based on the contact information provided, then the Distributor will be deemed to have met the standard. The Distributor would be expected to keep adequate records for audit purposes.

### Agreed date examples:

4.41. Is the date agreed between the Distributor and the customer – If subsequently a revised date is agreed this resets the clock but does not qualify as an exemption per se. If the Distributor fails to meet the agreed date this is classed as a failure and will attract a financial penalty and ongoing failure until the breach is resolved. This also applies if a revised agreed date is not met. The following are examples of Scenarios that illustrate how agreed dates will work in practice:



*Scenario A:*

4.42. Distributor and customer agree a date of 1 October (agreed date) for Distributor to attend site and undertake HV final works. Distributor attends on agreed date and works are completed - not a failure.

*Scenario A (1):*

4.43. Distributor realises that it won't be able to meet 1 October so contacts the customer in advance to agree a revised date – customer not happy and insists on 1 October – if Distributor then fails to attend site on 1 October it will pay compensation payments until it completes works - treated as a failure.

*Scenario B:*

4.44. Distributor realises that it won't be able to meet 1 October so contacts the customer in advance to agree a revised date – customer accepts revised date of 15 October (agreed date – clock reset) this is not per se an exemption under the standards – however the clock is reset and the revised agreed date is 15 October - Distributor subsequently commences works on 15 October -not a failure.

*Scenario B(1):*

4.45. Distributor realises that it won't be able to meet 1 October so contacts the customer in advance to agree a revised date – customer accepts revised date of 15 October (agreed date – clock reset). Distributor does not commence on 15 October so it pays compensation payments until works are complete -treated as a failure.

*Scenario B(2):*

4.46. Distributor realises that it won't be able to meet 1 October so contacts the customer in advance to agree a revised date – customer accepts revised date of 15 October (agreed date – clock reset). Distributor attends site on 15 October, however, customer is not ready for HV final works (not a failure). This will require the Distributor to specify and ideally agree with the Customer a further date (as an Extension of time) so this will eventually result in a revised date being set.

*Scenario C:*

4.47. Customer realises that it won't be ready for Distributor to commence on 1 October so contacts Distributor to request a revised date of 5 October – Distributor is unable to commence until 15 October and both parties agree on this date (agreed date – clock reset). Distributor meets the 15 October timeframe -not a failure.

*Scenario C (1):*

4.48. Customer realises that it won't be ready for Distributor to commence on 1 October so contacts Distributor to request a revised date of 5 October – Distributor is unable to commence until 15 October and both parties agree on this date (agreed date – clock reset). However, Distributor does not meet the revised agreed date of 15 October so it pays compensation payments until works are complete -treated as a failure.

*Scenario C (2):*

4.49. Customer realises that it won't be ready for Distributor to commence on 1 October so contacts Distributor to request a revised date of 5 October – Distributor is unable to commence until 15 October and both parties agree on this date (agreed date – clock reset). Distributor attends site on 15 October but the customer is not ready and site is not prepared (not a failure). This will require the Distributor to specify and ideally agree with the Customer a further date (as an Extension of time) so this will eventually result in a revised date being set.

## 5. Unmetered Standards

### Chapter Summary

This chapter details the standards that are included in the Unmetered Standards. It provides additional guidance on the application and includes examples to ensure consistent treatment across Distributors.

## Unmetered Faults

### Emergency Response

5.1. Emergency Response is where a Distributor is required to attend an unmetered connection location where it is necessary to remove immediate danger to the public or property arising from the electricity distribution network.

#### 5.2. Unmetered - Emergency Response Minimum Information

- Location
- Local Authority
- Address (with map if possible)
- Equipment
- Description of hazard
- Contact details of person to provide updates to
- Details of any staff on site and their contact details

### ECGS8A (Regulation 10(2)) – Unmetered Emergency Response

5.3. This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires an **emergency response**. Where the Distributor fails to attend site within **two hours** of the receipt of the notification (which includes the minimum information) then the Distributor has to make a one off payment to the customer of **£50**. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

## High Priority Fault Repair

5.4. High Priority Fault Repair is a fault which is considered to be urgent, for example at the site of an accident blackspot, major road junction or an area of public order concerns. This category is to be used sparingly by local authorities.

5.5. These are differentiated as to whether or not traffic lights are affected by the fault.

5.6. Unmetered - Fault Notifications Minimum Information

- Customer identification reference
- Local Authority
- Date issued by customer
- Customer contact name and details
- Fault category
- Accurate location of equipment, including:
  - Address
  - Postcode if possible
  - Grid reference (Eastings and Northings)
  - Position description
  - Asset number
  - Map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted

### **ECGS8B (Regulation 10(3)) – Unmetered priority fault repair involving traffic lights**

5.7. This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **high-priority fault repair involving traffic lights**. Where the Distributor fails to complete fault repair in **two calendar days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

### **ECGS8C (Regulation 10(4)) - Unmetered priority fault repair not involving traffic lights**

5.8. This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **high-priority fault repair not involving traffic lights**. Where the Distributor fails to complete fault repair in **10 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

## Single Unit and Multiple Unit Fault Repairs

5.9. Single Unit and Multiple Unit Fault Repairs are related to a report of a fault on service to one or more units respectively. This may be for example no current, low voltage, loss of neutral etc.

5.10. Programmes of work by Distributors to replace obsolete cut-outs where the unit is not considered dangerous are excluded from this standard.

5.11. Unmetered - Fault Notifications Minimum Information

- Customer identification reference
- Local Authority
- Date issued by customer
- Customer contact name and details
- Fault category
- Accurate location of equipment, including:
  - Address
  - Postcode if possible
  - Grid reference (Eastings and Northings)
  - Position description
  - Asset number
  - Map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted

### **ECGS8D (Regulation 10(5)) - Unmetered multiple unit fault repair**

5.12. This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **multiple unit fault repair**. Where the Distributor fails to complete fault repair in **20 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

### **ECGS8E (Regulation 10(6)) - Unmetered single unit fault repair**

5.13. This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **single unit fault repair**. Where the Distributor fails to complete fault repair in **25 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

### **Exemptions specific to ECGS8A, 8B, 8C, 8D and 8E.**

5.14. Where a specific bi-lateral agreement is in place between the distributor and the relevant authority then the above regulations do not apply.

5.15. See chapter seven for the general exemptions that may apply to any of the above regulations.

## Unmetered Quotations

5.16. Whilst most street lighting work is ordered and carried out to published standard charges, there are occasions where Customers require bespoke quotations to be carried out by the Distributor.

5.17. Where there are some unmetered connections on a project with metered connections then the relevant metered connections standard would apply. For example, a new housing site requiring a substation would fall under the GSoP timescale of 35 working days. If the site required some street lighting and these were provided in the same quotation then this metered standard of 35 working days would apply.

5.18. If an application is received for a quotation >100 units or where HV works are required, then it will fall outside these standards but the Distributor will still provide a quotation in a reasonable timescale.

### 5.19. Unmetered – Quotations Minimum Information

- Customer name and address (correspondence address), other contact details and preferred method of contact
- Location details
- Plan at an appropriate scale to indicate the proposed location of each item of unmetered equipment
- Letter of authority where the applicant is acting as an agent of the customer
- Date when the customer requires the connection(s) to be made
- Maximum capacity (watts) at each item of unmetered equipment to be connected
- Description of each item of unmetered equipment to be connected (e.g. street light)
- Technical details of any non-standard item of unmetered equipment to be connected
- Any payment that is required to be made in advance for the service to be provided

### **ECGS9 (Regulation 11(2)) - unmetered quotation for 1-100 new units of work**

5.20. This regulation applies where the Section 16 request relates to an **unmetered quotation for 1-100 new units of work**. Where the Distributor fails to provide an estimate to the relevant authority within **25 working days** then the Distributor has

to make a payment to the relevant authority of **£10 for every working day** thereafter, until at such time as the estimate is provided.

### **Exemptions specific to ECGS9**

5.21. Where a specific bi-lateral agreement is in place between the distributor and the relevant authority then the above regulations do not apply.

5.22. See chapter seven for the general exemptions that may apply to any of the above regulations.

### **Unmetered New Works Order**

5.23. New Works Order may include new capital lighting schemes, provision of new connections, disconnections or transfers of existing connections, up to and including 100 units. Schemes of >100 units do not fall within the scope of these standards.

5.24. Orders should relate to units of work that are in the same or adjacent streets. Distributors may therefore not consider such orders to be covered by these standards if they are for geographically dispersed units of work on the same order. Distributors may also not consider orders to be covered by these standards if they appear to have been deliberately broken down into smaller orders by the Local Authorities unless for instance this has been done due to the timing of the LA's build programme with a reasonable interval, for instance 1 month, between the phases.

5.25. If the customer notifies the Distributor of a material change to any of the 'minimum information' before the Distributor has provided the service then the clock will be reset to zero.

5.26. In terms of unmetered connections, works may be ordered by the relevant authority by virtue of accepting a bespoke quotation (issued under ECGS9) or by issuing a works order and thereby accepting standard charges (and associated terms and conditions). In both cases it would be deemed that the regulations apply.

### **ECGS10A (Regulation 12(2)) - new works order of 1-100 units of work to be completed on a new site**

5.27. This regulation applies where the relevant authority has accepted a quotation from the Distributor that requires a **new works order of 1-100 units of work to be completed on a new site**. Where the Distributor fails to complete the works in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the works order is completed.

### **ECGS10B (Regulation 12(3)) - new works order 1-100 units of work to be completed on an adopted highway**

5.28. This regulation applies where the relevant authority has accepted a quotation from the Distributor that requires a **new works order 1-100 units of work to be completed on an adopted highway**. Where the Distributor fails to complete the works in **35 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the works order is completed.

#### **Exemptions specific to ECGS10A and 10B**

5.29. Where a specific bi-lateral agreement is in place between the distributor and the relevant authority then the above regulations do not apply.

5.30. Paragraphs 7.2, 7.3, 7.6 and 7.7 are the specific exemptions that may apply to any of the above regulations.

#### **Extensions of time specific to ECGS6A, 6B, 6C and 6D**

5.31. See chapter seven for the circumstances where the extensions of time provisions may apply to any of the above regulations.



## 6. Payments

### Chapter Summary

This chapter details the requirements for Distributors to make the necessary payment if a failure of one of the standards occurs within defined timescales.

### Payments Standard (Regulation 14)

6.1. In the event that a Distributor fails against a Metered Standard, it should make the requisite payment within 10 working days of the date on which the service was provided. However where a Distributor has failed against a Metered Standard that requires a fixed amount to be paid, (i.e. Regulations 4(2) and 4(3)), the requisite payment should be made within 10 days from the date of the failure.

6.2. Where the Distributor fails to make the requisite payment a further payment of £50 must be made in addition to payments due under the original standard.

#### Example

6.3. An 'Other' LV Demand quotation is provided 30 working days after the minimum information was provided rather than the 25 working days required by the standard. The penalty payment due under this standard is £50 for each working day that the quotation is late ( $5 \times £50 = £250$ ). If the payment is not made within 10 working days (in this example by working day 40) a further payment of £50 is due. The payment for any of these standards must be made by cheque, cash, electronic payment or through an offset to charges to the relevant customer for provision of connections.

6.4. For Unmetered standards, a schedule of payments will be provided to the relevant authority on a consolidated basis (for instance quarterly) as agreed with the relevant authority rather than making individual payments against separate jobs.

## 7. Exemptions and Extensions of time

### Chapter Summary

This chapter details the instances where exemptions and extensions of time can be applied and the effect their application has to the meeting or failure of a standard as required under the Electricity (Connections Standards of Performance) Regulations 2010 Regulations 15 and 16.

### Introduction

7.1. Exemptions are covered by Regulation 15. In situations where an exemption is applied then the requirements to make a penalty payment if the agreed date or the prescribed period is not met is waived as the standard has been deemed to have not been failed. In many circumstances the Distributor will still be required to carry out the service, just that the standards would not apply. In some circumstances, depending on the specific Exemption invoked (such as the customer no longer wishing the Distributor to take any action) the Distributor would not be required to carry out the service.

7.2. Extensions of Time are covered by Regulation 16. In the circumstances covered in the Regulation (and described below), these allow the Distributor to extend an agreed date (or prescribed period for ECGS10B (Regulation 12(3)) - new works order 1-100 units of work to be completed on an adopted highway) by a reasonable period. The Distributor still needs to deliver the service and the new extended date is then the date that the distributor must meet to comply with the Regulations. Failure to meet the new extended date would result in the appropriate penalty payment being made.

### Exemptions

7.3. The standards are not breached where one or more of the exemption provisions in Section 15 of the Standards are met. The exemption provisions are as follows.

7.4. The Customer informs the Distributor before the contravention time that he or it does not wish the Distributor to take any action or further action in relation to the matter(Regulation 15(2)).;

7.5. The Customer agrees with the Distributor that action taken by the Distributor before the contravention time is treated as the action required. Where this action includes a promise to perform an activity (whether before or after the contravention time) that promise must be kept (Regulation 15(3)).

7.6. Where information is required from the Customer and it is provided to an address, telephone number or e-mail account other than that stated by the Distributor. In the case of regulation 10(2), relating to notification of an emergency fault in respect of a connection to street furniture, this exemption also applies where the notification is made by telephone outside reasonable hours to a number other than the out of hours number advised by the Distributor(Regulation 15(4)).

7.7. - It was not reasonably practicable for the Distributor to take the action required before the contravention time as a result of the things described in 7.9 to 7.14 (Regulation 15(6)). The exemptions in 15(6) of the regulations only apply where the Distributor makes reasonable efforts to notify the customer of the circumstances concerned as soon as reasonably practicable after their occurrence.

7.5 Industrial action by employees of the relevant operator

7.6 The act or default of a person other than an officer, employee or agent of the electricity distributor, or of a person acting on behalf of an agent of the electricity distributor

7.7 The inability of the Distributor to obtain necessary access to any premises ; this might include

- circumstances where the Distributor could not access a site due to floods
  - Road closures
  - Inability to secure appropriate Traffic Management Act requirements or street works notices/permits
  - Other parties completing works at the site e.g. other utilities
  - Another service in the ground causing obstructions
  - Obstructions such as skips or scaffolding restricting access to the works area
  - Discovery of tree roots and action taken as per the current issue of the National Joint Utilities Group Guidelines for the Planning, Installation and Maintenance of Utility Services in Proximity to Trees.
  - Health, safety or environmental issues which were unknown at the time of planning the works and which cannot be averted in order to safely undertake the works.
- Circumstances under which the Distributor could reasonably expect that taking the action would or would likely to be in breach of an enactment, including any directions given by the Secretary of State under measures to preserve the security of buildings or installations relating to generation, transmission or supply of electricity under Section 96 of the Electricity Act 1989

- The effects of an event for which emergency regulations have been made under part 2 of the Civil Contingencies Act 2004; or
- Any other circumstances beyond the reasonable control of the Distributor.

7.8. – the distributor reasonably considers the information given by the customer or the relevant authority is frivolous or vexatious. (Regulation 15(7)). The exemptions in 15(7) of the regulations only apply where the Distributor makes reasonable efforts to notify the customer of the circumstances concerned as soon as reasonably practicable after their occurrence.

7.9. – the distributor reasonably considers that the customer or the relevant authority has committed an offence under paragraph 6 of Schedule 6 to the Act, or under paragraph 11 of Schedule 7 of the Act(Regulation 15(8)). The exemptions in 15(8) of the regulations only apply where the Distributor makes reasonable efforts to notify the customer of the circumstances concerned as soon as reasonably practicable after their occurrence.

7.10. Where the standard specifies an action to be taken by a date agreed with the customer and subsequently a revised date is agreed this new date will stand. If the Distributor fails to meet the agreed date this is classed as a failure and will attract a financial penalty and ongoing failure until the breach is resolved.

#### *Failure to agree a date*

7.11. Where a standard specifies actions to be taken by an agreed date, the Distributor should take all reasonable steps to agree a date with the customer or his representative. In the event that a date cannot be agreed, the Distributor does not fail the standard. The Distributor should publicise its complaint handling procedure to ensure that the customer is able to address the matter adequately with the Distributor prior to a formal referral to the Ombudsman or Authority.

#### *115% Volume Rate (Applicable to Unmetered New Works only)*

7.12. The volume of units ordered by a customer for new works in any calendar month must not exceed 115% of either of the monthly average of new works units ordered and received by the Distributor from the customer in the preceding calendar year or of the agreed annual forecast number of units associated with new works for 1-100 units divided by 12. The volume is calculated using the total number of units associated with new works for 1-100 units. If the volume of units ordered exceeds the 115% threshold, all subsequent units ordered in excess of that threshold in that calendar month are not subject to the GSOP performance level targets but will count into the next year when considering monthly average of new works.

7.13. In the example below, the customer can submit up to 978 units associated with new works jobs for 1-100 units in the month of May 2010. If the customer wished to submit 1,000 units, then the standard would not apply for the order that took the

number of units above 978 and all subsequent orders in that month. E.g. the customer had submitted 48 orders for May, with each order containing 20 units, taking the monthly total ordered for May to 960. The customer then submits an order for 20 units, taking the total to 980. As this order exceeds the threshold of 978 units for May then it and all the 20 units contained within it, are not covered by the standards. If the customer subsequently submits an order for two units (i.e. up to the threshold), then these 2 units would be covered by the standards.

**Table 1**

Previous calendar year	Total Orders	Total Units
Jan-09	18	900
Feb-09	25	1,750
Mar-09	16	400
Apr-09	10	200
May-09	12	480
Jun-09	32	1,120
Jul-09	5	325
Aug-09	35	1,925
Sep-09	40	1,800
Oct-09	4	400
Nov-09	10	600
Dec-09	10	300
<b>TOTAL</b>		<b>10,200</b>
<b>Monthly average for previous 12 months</b>		<b>850</b>
<b>115% volume rate threshold (1.15*850)</b>		<b>978</b>

*Payment in relation to the commencement, completion and energisation standards*

7.14. For the commencement, completion and energisation standards to apply then funds would have to have cleared for the standards to apply as payment is a requirement of the regulations. Distributors would normally work on the basis of a cheque received to start a clock but if the funds did not clear the Distributor would not continue with the job, the standards would not apply and a penalty payment would not be made if the agreed date was not met.

## Extensions of time

7.15. Section 16 of the Regulations deals with cases where an agreed date or prescribed period in relation to unmetered new works on adopted highways is to be changed as a result of specified circumstances. Note that in each case the agreed date will be extended by such a reasonable period of time or to a reasonable new date as the Distributor may specify. However, the change in timescales will only be

effective if the Distributor contacts the customer within a reasonable period of time following the circumstances concerned to communicate the applicable period or date for the change.

7.16. For the avoidance of doubt, Regulation 16, Extensions of Time, apply to both ECGS10A (Regulation 12(2)) - new works order of 1-100 units of work to be completed on a new site and to ECGS10B (Regulation 12(3)) - new works order 1-100 units of work to be completed on an adopted highway.

The circumstances where these provisions apply are as follows.

7.17. Circumstances that prevent or delay the Distributor from carrying out the service concerned as described in 15(6) (a) to (e) of the regulations and detailed in the Exemptions sections 7.9 to 7.13 above

7.18. In addition, Extensions of Time due to the circumstances described below:

7.19. severe weather conditions that in themselves prevent the Distributor from carrying out the requisite work or which fall into categories 1,2 or 3 of severity as defined in the Electricity (Standards of Performance) Regulations 2010 and cause the Distributor, acting reasonably, to postpone pre-planned works in order to restore supplies to customers as quickly as possible (Regulation 16(4))-

7.20. A network system emergency that causes the Distributor, acting reasonably, to redirect its resources and thereby prevents it from completing any action required by these regulations

7.21. An inability to undertake live working on the distribution system because of compliance with safety procedures in circumstances where the electricity distributor would normally expect to undertake such working and where this restriction has a material impact on the timescale for completion of the works

7.22. For example this could include where the works are reasonably planned to be carried out:

a) using live line working techniques but unexpected circumstances such as severe bad weather conditions or adverse site conditions result in it being impossible not practicable to comply with safe working practices and procedures

b) using live LV jointing practices on underground cables but upon excavation the cable is found to be of a non-standard type for which no safe working procedures exist e.g. steel wired armoured cables

c) using switchgear normally capable of live operation but where subsequently it has become subject to a restriction on its capability for safety purposes

7.23. Delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004 due to a delay imposed by the relevant highway authority that prevents the Distributor from commencing the work;

7.24. For example, if a Distributor receives an order for 80 units of unmetered work but a ten day Streetworks notice is required, then the clock would be extended when the relevant notice is applied for and the Extension of Time applied to take account of the delay until the notice takes effect. In the example below the standard would be met

<b>Action</b>	<b>Clock</b>	<b>Date</b>	<b>Timescale for reporting</b>
Distributor receives order from LA	Started	Tuesday	Day 0
Distributor confirms that a ten day TMA notice is required and informs the LA	Continues	Thursday	Day 2
Distributor applies for TMA notice	Paused	Friday	Day 3
Start of TMA notice ten days later	Resumes	Tuesday	Day 3
Distributor completes last unit on order	Stopped	Thursday	Day 30

7.25. Restrictions imposed by Highway Authorities that restrict normal working would also cover extensions of time. Christmas embargoes or Political Party conferences in city centres for example could apply.

7.26. Delays in obtaining any necessary consents or rights, and/or in acquiring any necessary interest in land, in relation to the location of electric lines and electrical plant needed to provide the connection. The Distributor would need to be able to demonstrate that it had taken reasonable steps to secure such consents.

7.27. Works that are stated in the accepted quotation to be a prerequisite to the commencement or completion of the works and that are not the responsibility of the electricity distributor, have not been completed to the agreed manner or within the time agreed(Regulation 16(4f)).

7.28. For example, if a Distributor receives an order for 80 units of unmetered work but for some of these the erection notification has not been received by the Distributor, then the clock would not start until the Distributor has received confirmation that the columns are erected.

7.29. - Any other matters stated in the accepted quotation to be a prerequisite to the commencement or completion of the works and that are not the responsibility of the Distributor, and have not been satisfied in the manner or within the time envisaged by the accepted quotation (Regulation 16(4g)).

7.30. In the event that the Distributor cannot access the work site safely to complete works for a fault or connection service the clock will restart. The Distributor will

contact the designated customer contact from the site if these events occur and will agree a course of action to manage the issue. Examples of these events include:

- Road closures
- Other parties completing works at the site e.g. other utilities
- Another service in the ground causing obstructions
- Obstructions such as skips or scaffolding restricting access to the works area
- Discovery of tree roots and action taken as per the current issue of the National Joint Utilities Group Guidelines for the Planning, Installation and Maintenance of Utility Services in Proximity to Trees.
- Health, safety or environmental issues which were unknown at the time of planning the works and which cannot be averted in order to safely undertake the works.

7.31. Extensions of Time events occur when situations outside the normal procedures for making new connections arise. Examples include:

- A requirement for a cable shutdown, requiring five working days' notice.
- If it is necessary for the Distributor to obtain easement(s) or way leave(s) before proceeding.
- The Distributor is waiting for a decision from the customer which materially affects the commencement of the work

The Distributor is waiting for an opening notice or other consent.

7.32. In circumstances where the Distributor is unable to complete a UMS fault repair due to external influences such as a requirement to serve a New Roads and Street Works Act (NRSWA)<sup>3</sup> notice, the only recourse open to the Distributor would be to consider an Exemption.

7.33. For the NRSWA example, the Distributor could apply Exemption 15(6)c which relates to the inability of the Distributor to obtain necessary access to any premises (including its own). This would mean that the DNO would not be exposed to the penalty payment.

7.34. In the case of the NRSWA notice, the DNO would apply a clock pause when the notice was applied for and a clock resume when the notice takes affect. If the prescribed period was not met after taking account of the clock pause then a penalty payment would be due.

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<sup>3</sup> New Roads and Street Works Act, 1991



## Conditions precedent

7.35. The Distributor should make clear in its quotation any works or other requirements ('conditions precedent') to be met by the customer prior to connection taking place. These may include trenching or other civil works. As set out in the "Extensions of Time" section above, the time period originally agreed may be extended where stated prerequisites that are the responsibility of the customer or another third party have not been met.

7.36. Where the customer is not ready for completion of the connection works on the agreed date, the extension of time provisions above apply.

### *Cancellation of works by the customer*

7.37. If the applicant becomes aware that the final connection date is not achievable and notifies the Distributor to cancel final connection works within a reasonable timescale then the applicant will only be liable for directly related abortive costs that the Distributor 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 Distributor. Reasonable timescales for cancellation are outlined in the Table below.

### **Reasonable timescales for cancellation of on-site connection works**

<b>Activity</b>	<b>Type of Connection</b>		
	<b>Low voltage (does not exceed 1kV)</b>	<b>High voltage (exceeds 1kV but does not exceed 22kV)</b>	<b>Extra high voltage (exceeds 22kV but does not exceed 72kv)</b>
<b>Reasonable cancellation period for applicant</b>	5 working days prior to planned connection date	10 working days prior to planned connection date	To be agreed within the final connection process

### *Cancellation by the Distributor*

7.38. The Distributor is able to withdraw a proposed date for final works or Energisation five working days before the agreed date if the Distributor is not

satisfied that the conditions precedent will be met, unless another agreement is reached with the applicant. In such cases the Distributor must contact the customer prior to the original agreed date to specify or agree an alternative date.

7.39. Where the Distributor attends on-site to carry out connections works and finds that the customer is not ready (for example any specified trenching works have not been carried out), the extension of time provisions set out above will apply. This will also apply where the Distributor is not able to access or install equipment due to an obstruction such as scaffolding. It is important that the Distributor sets out clearly what the customer must do prior to connection taking place, and communicate promptly with the customer or his agent if prerequisites to connection have not been met

## 8. Quotation Accuracy Scheme

### Chapter Summary

This chapter details the requirements for Distributors under the Quotation Accuracy Scheme and how this applies to the Guaranteed Standards Regulations.

8.1. This regulation applies where the Distributor has provided the customer with a quotation for a single LV single phase service demand connection - ECGS2A (Regulation 5(2)). Where a customer challenges the quotation provided under the quotation accuracy scheme and the quotation is found to have been inaccurate or incomplete, then the Distributor has to make a payment of £250 to the customer. The Distributor must also, in accordance with the provisions of its quotation accuracy scheme, refund to the customer any overpayment made by the customer in respect of the quotation.

8.2. This regulation applies where the Distributor has provided the customer with a quotation for a small project demand connection - ECGS2B (Regulation 5(3)). Where a customer challenges the quotation provided under the quotation accuracy scheme and the quotation is found to have been inaccurate or incomplete, then the Distributor has to make a payment of £500 to the customer. The Distributor must also, in accordance with the provisions of its quotation accuracy scheme, refund to the customer any overpayment made by the customer in respect of the quotation.

## Appendices

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## Appendix 1: Definitions

### Chapter Summary

This appendix details the definitions that are set out in the document.

## Definitions

### Associated works

Associated works means any works required in order to provide a connection to the Distributor's distribution system, including any necessary reinforcement and diversionary works (defined separately below).

### Applicant

'Applicant' is not defined in SLC 15A but takes its definition from the Electricity Act 1989.

### Area of public order concern

This is an area with a high risk of crime to which a significant contributory factor may be the lack of street lighting.

### Budget Estimate

Budget Estimate means a statement in writing, which may be produced by a desktop exercise not involving a site visit or system studies, and is an estimate of the likely costs of providing a connection at the time of enquiry, such that it may be used for example to determine an indication of costs or to inform the viability of a project. A Budget Estimate cannot be accepted and is not contractually binding.

### Clock

This is a measurement of elapsed time against a service standard. The time reported for each individual instance of a process will be:

$$[\text{Clock Stop Date}] - [\text{Clock Start Date}] - \sum (\text{Clock Resume Date} - \text{Clock Pause Date})$$

When measuring elapsed time against the 'Emergency Response' service standard, the elapsed time will be measured in hours and minutes and will operate 24 hours a day, 7 days a week. For all other service categories, the elapsed time will be measured in working days.

### Clock Abort

An event that happens while the clock is running that ceases measurement against the standard and excludes that particular job or request from service standard reporting.

### Clock Pause

Any point in the delivery of a service that the clock has temporarily stopped because the Distributor cannot make further progress because it is waiting for an external event. This will include:

- Waiting for relevant further information from the customer in order to process a quotation
- Waiting for a decision from the customer which materially affects the commencement of the work
- Waiting for an opening notice or other consent.

A clock pause will always be associated with a triggering operational event and in all cases the Distributor will record the reason for the clock pause and inform the customer that the clock has paused and what the reason is.

### **Clock Restart**

An event that occurs while the clock is running that restarts the clock from zero.

### **Clock Resume**

This is the point at which a clock pause condition is resolved and the Distributor is able to make progress against a specific request. This will always be associated with a specific event.

### **Clock Start**

This is the point in a process at which the clock starts. Each clock start is triggered by a specific event – the 'clock start event'. For each clock start event, there are a number of preconditions including but not limited to the supply of minimum information

### **Clock Stop**

This is the point in a process when the clock stops. This will be triggered by a specific event.

### **Customer**

Customer means the owner or occupier of premises who is supplied or requires to be supplied with electricity by an electricity supplier, and who is usually also the person who has accepted the quotation. The customer also includes an electricity supplier where they are acting on behalf of the owner/occupier and in the case of unmetered this person is the relevant authority with responsibility for street lighting or street furniture.

### **Demand Connection**

Demand Connection means a new or modified connection (excluding any modification comprising only an alteration as a result of an alteration to the position of the meter) the purpose of which is to enable the premise to receive a supply of electricity from an electricity distributor's distribution system.

### **Dispatch**

Dispatch includes transmission by e-mail.

### **Distributor**

Distributor means a holder of an electricity distribution licence.

### **Diversiory works**

Diversiory 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.

For the purposes of this standard, diversionary works are related to the provision of new connections, and not where the works are unrelated to new connections.

### **Emergency Fault Repair Response**

An emergency is a scenario where there is immediate danger to the public from the electricity network. This standard requires the Distributor to attend the site to remove immediate danger to the public.

### **Energisation**

Energisation means the insertion of a fuse or operation of a switch that will allow an electrical current to flow from an electricity distributor's distribution system to the customer's installation, or from the customer's installation to that distribution system, when the action in question is required to be carried out by the electricity distributor and is subject to standard industry requirements.

### **EHV**

EHV means Extra High Voltage as defined

### **Extra-high voltage**

Extra-high voltage means a nominal voltage of more than 22,000 volts up to and including 132,000 volts in England and Wales and up to but excluding 132,000 volts in Scotland.

### **Fault Repair**

Fault repair means the restoration of supply to a street light or street furniture.

### **Generation Connection**

Generation Connection means a new or modified connection (excluding any modification comprising only an alteration to the position of a meter) the purpose of which is to enable the electricity distributor's distribution system to receive a supply of electricity from the premises.

### **High priority fault repair – Traffic Light Controlled**

Work that is urgent and would require attendance outside normal working hours to restore electricity supplies to traffic lights.

### **High priority fault repair – non Traffic Light Controlled**

Work that is urgent but would not require attendance outside normal working hours to restore electricity supplies to street lighting or street furniture other than traffic lights.

### **High voltage**

High voltage means a nominal voltage of more than 1,000 volts but not more than 22,000 volts.

### **HV**

HV means High Voltage as defined.

**Information**

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

**Low voltage**

Low-voltage means a nominal voltage not exceeding 1,000 volts.

**LV**

LV means Low Voltage as defined

**Metered Quotations standards**

Metered Quotations standards means the following standards - ECGS 1A, 1B, 2A, 2B, 3A, 3B and 3C. These, measured quarterly, in aggregate have a 90% performance standard set in SLC 15A.

**Multiple Unit Fault**

A multiple unit fault means a fault which is affecting more than one unit of street lighting or other unmetered supplies. This may be by virtue of their being privately fed units fed from a lamp that is serviced by the distributor.

**New Works**

New works relates to unmetered connections. It includes new connections to existing mains, service transfers and disconnections.

**Other Metered Standards**

Other Metered standards means the following standards – ECGS 4A, 4B, 4C, 4D, 5, 6A, 6B, 6C, 6D, 7A, 7B and 7C. These, measured quarterly, in aggregate have a 90% performance standard set in SLC 15A.

**Premises**

Premises include any land, building, or structure and any distribution system including the Distributor's.

**Quotation**

“Quotation” means the notice required to be given by an electricity distributor in accordance with section 16A(5) of the Act.

**Reinforcement works**

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

**Relevant Authority**

Relevant Authority means the authority which has responsibility for street lighting and/or street furniture.

**Statutory Instrument**

Statutory Instrument means The Electricity (Connection Standards of Performance) Regulations 2010.

**Traffic Lights**



Traffic lights means equipment providing standard 'red, amber, green' signals to vehicular traffic using the public highway.

**Unit**

This is applicable to unmetered connections. A unit is any single asset with or intended to have an unmetered connection.

**Unmetered Standards**

Unmetered standards means the following standards - ECGS 8A, 8B, 8C, 8D, 8E, 9, 10A and 10B. These, measured quarterly, in aggregate have a 90% performance standard set in SLC 15A.

## Appendix 2 – Reporting Performance to Ofgem

### Reporting of performance to Ofgem

Distributors are required to report their performance under these standards on a quarterly basis using the reporting template provided as the following link <http://www.ofgem.gov.uk/Networks/ElecDist/QualofServ/GuarStandds/Pages/GuarStandds.aspx>. The reporting requirement under these standards commences on 1<sup>st</sup> of October 2010 when the standards come into effect.

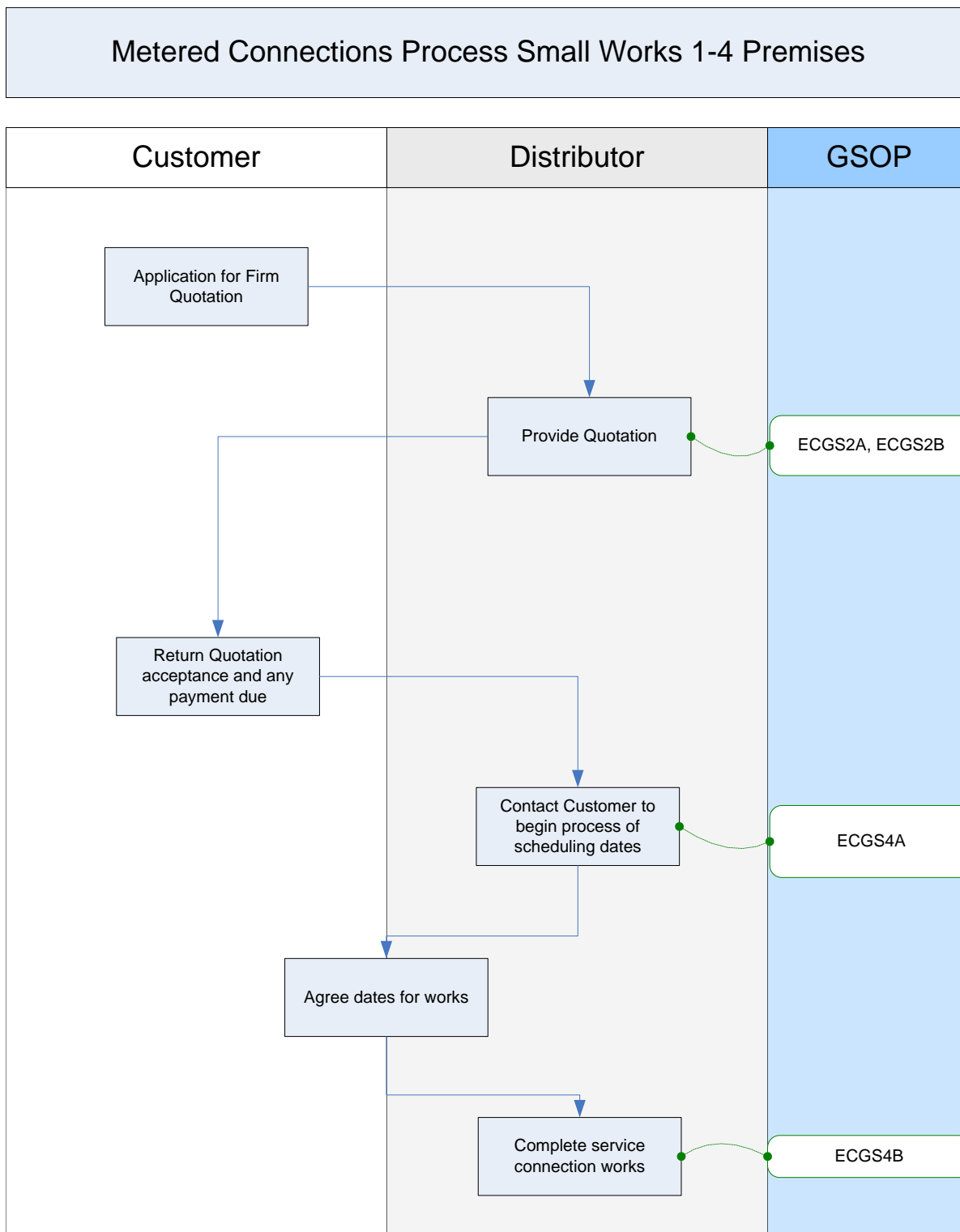
In order to clarify when the reports should be submitted for each quarter, dates for the first twelve months of the scheme (2010-2011) have been outlined below.

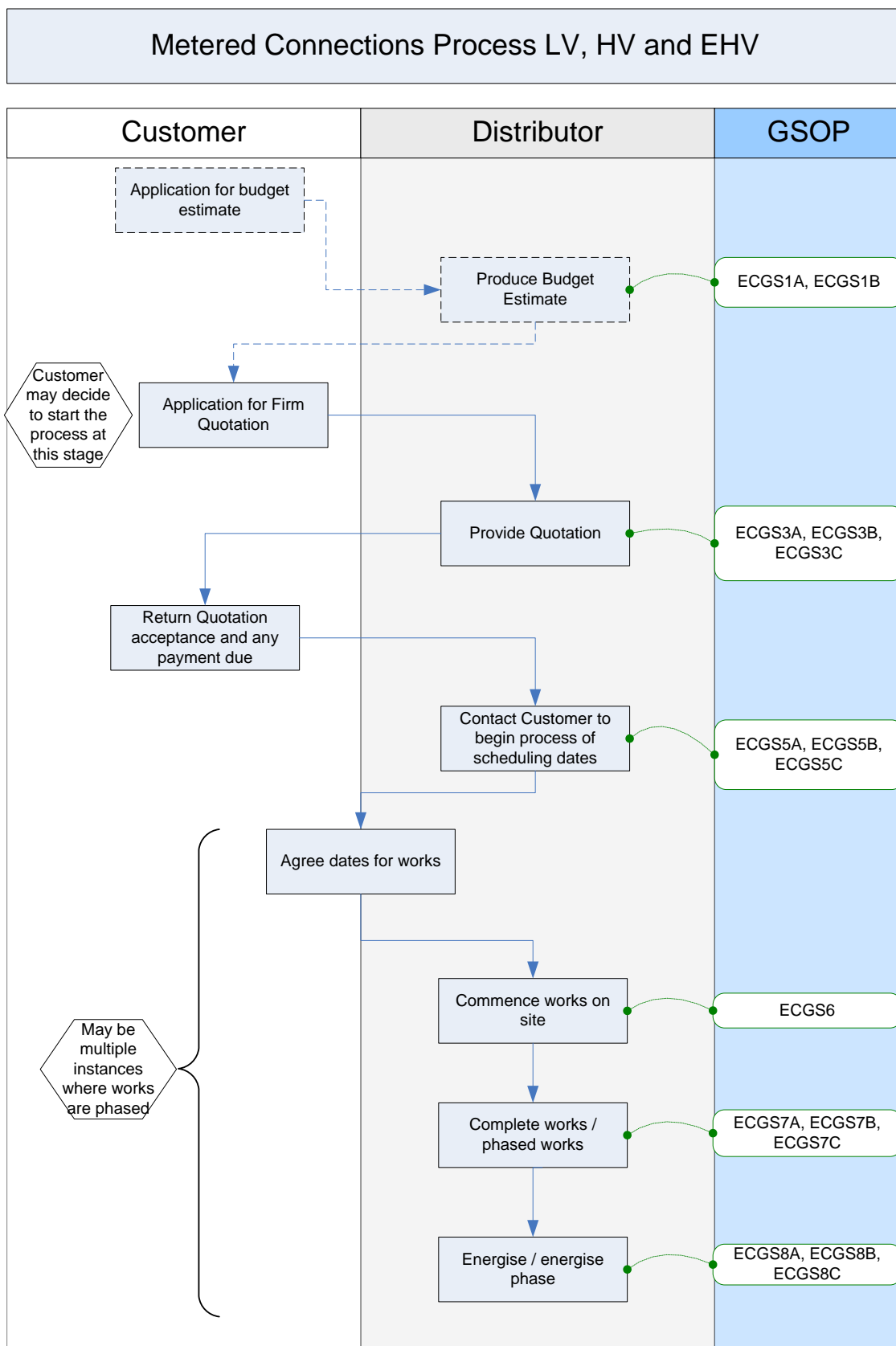
The template has been uploaded to the Ofgem website for reference.

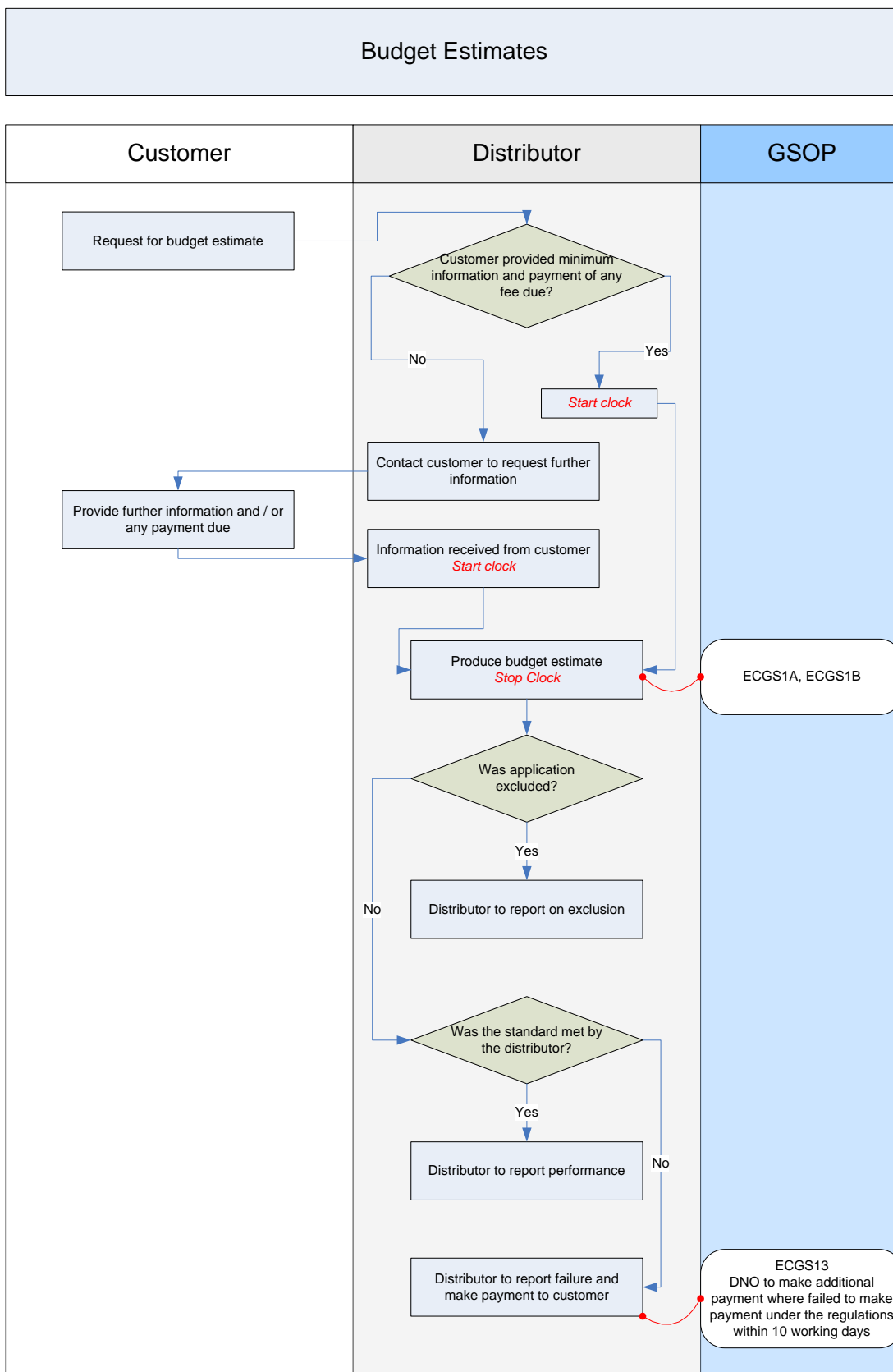
Period to report	Deadline to submit reporting template
October to December 2010	Monday 14 February 2011
January to March 2011	Monday 16 May 2011
April to June 2011	Monday 15 August 2011
July to September 2011	Monday 14 November 2011

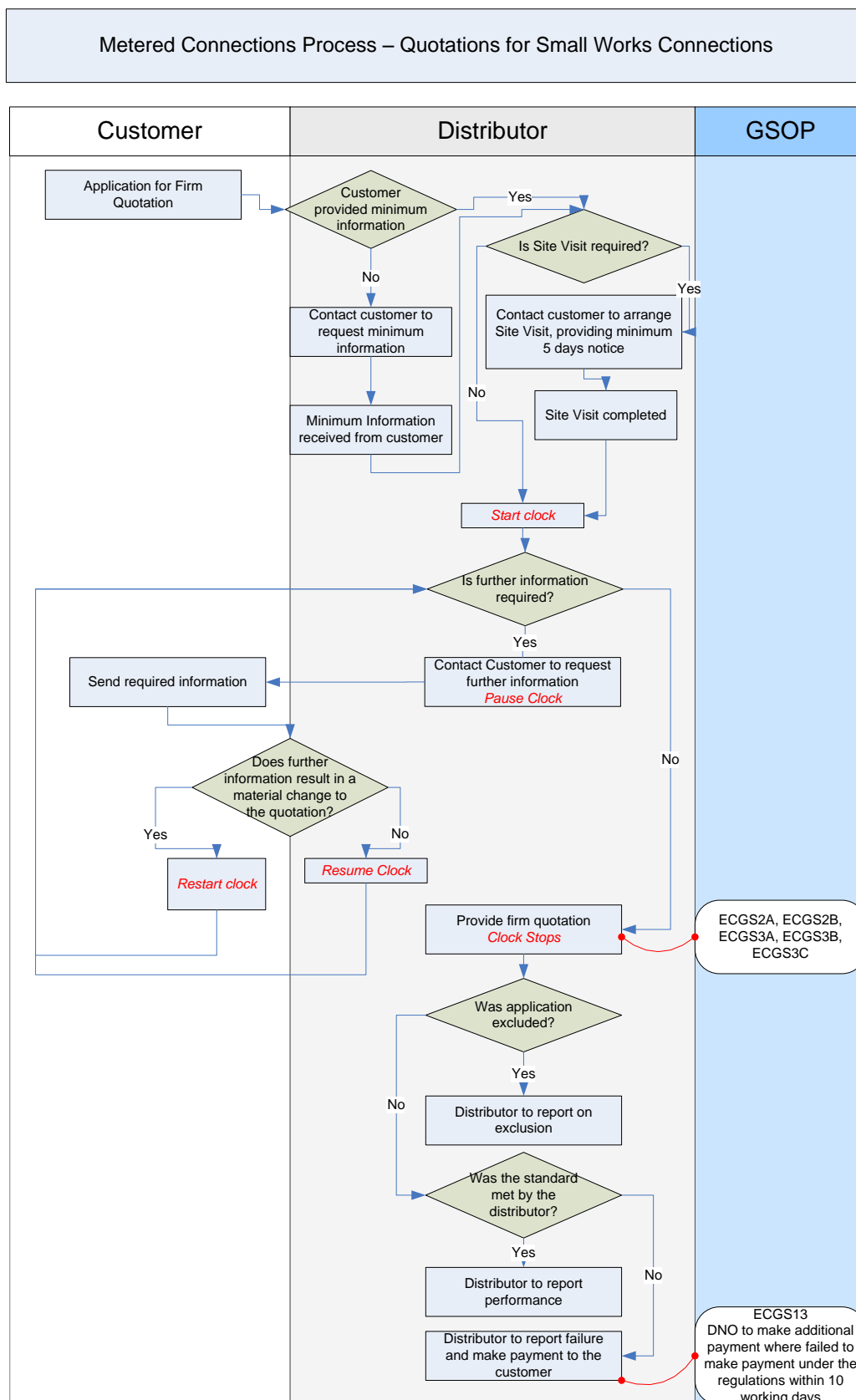
## Appendix 3 – Process Maps

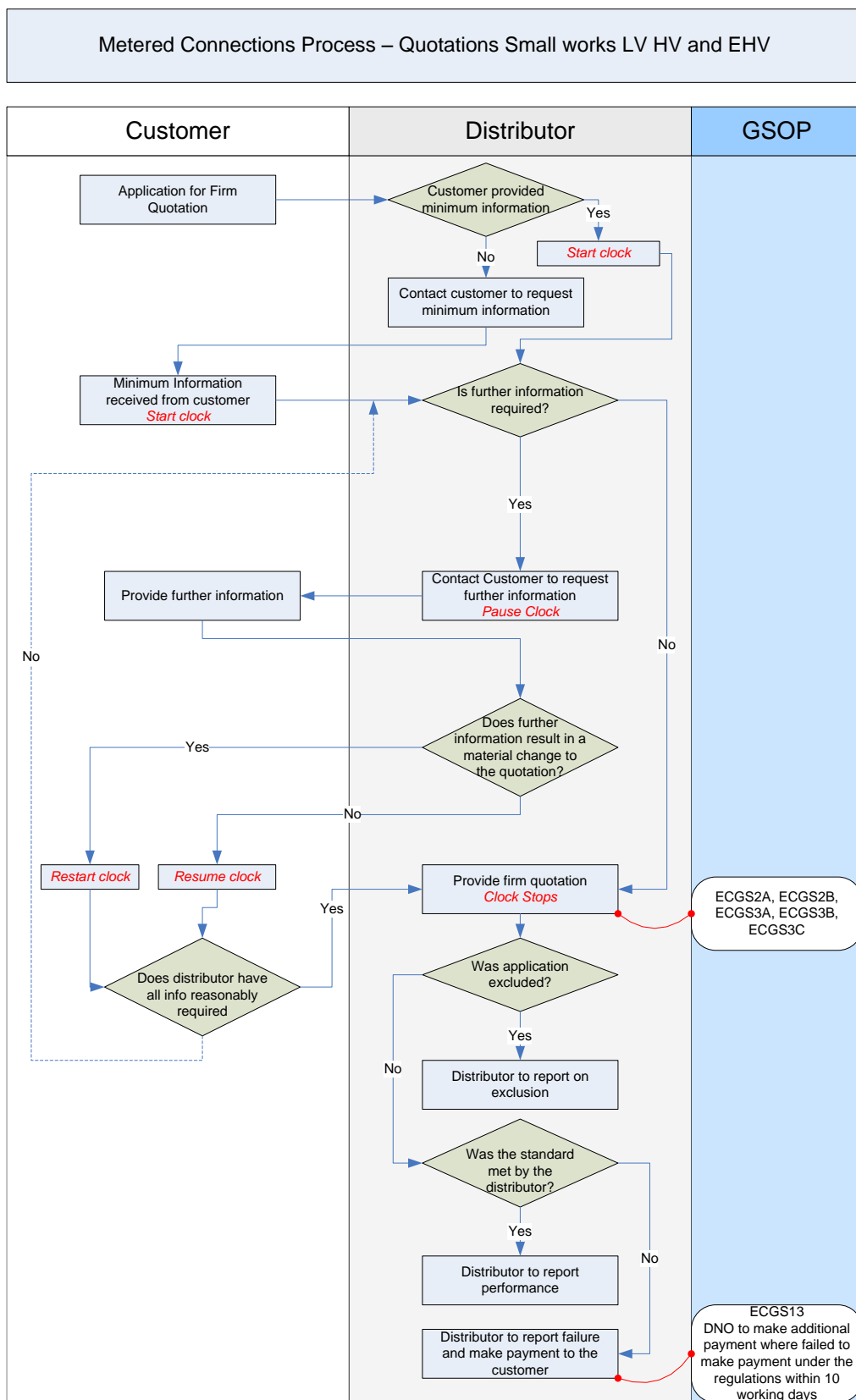
8.3. This appendix provides overall maps of the connections processes for metered and unmetered connections and more detailed maps of the underlying processes of the applications of the New Connections Guaranteed Standards of Performance and SLC15A.



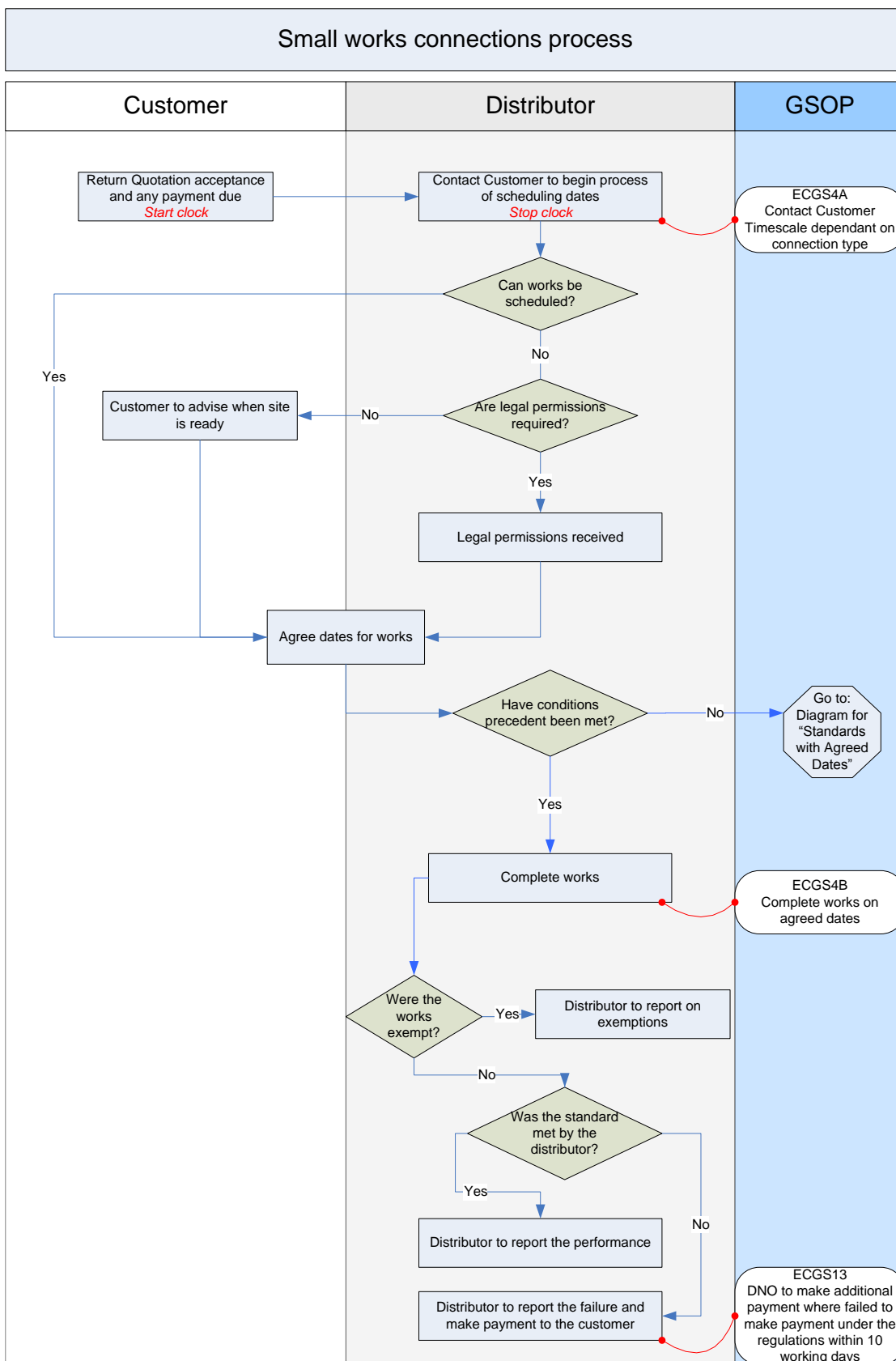


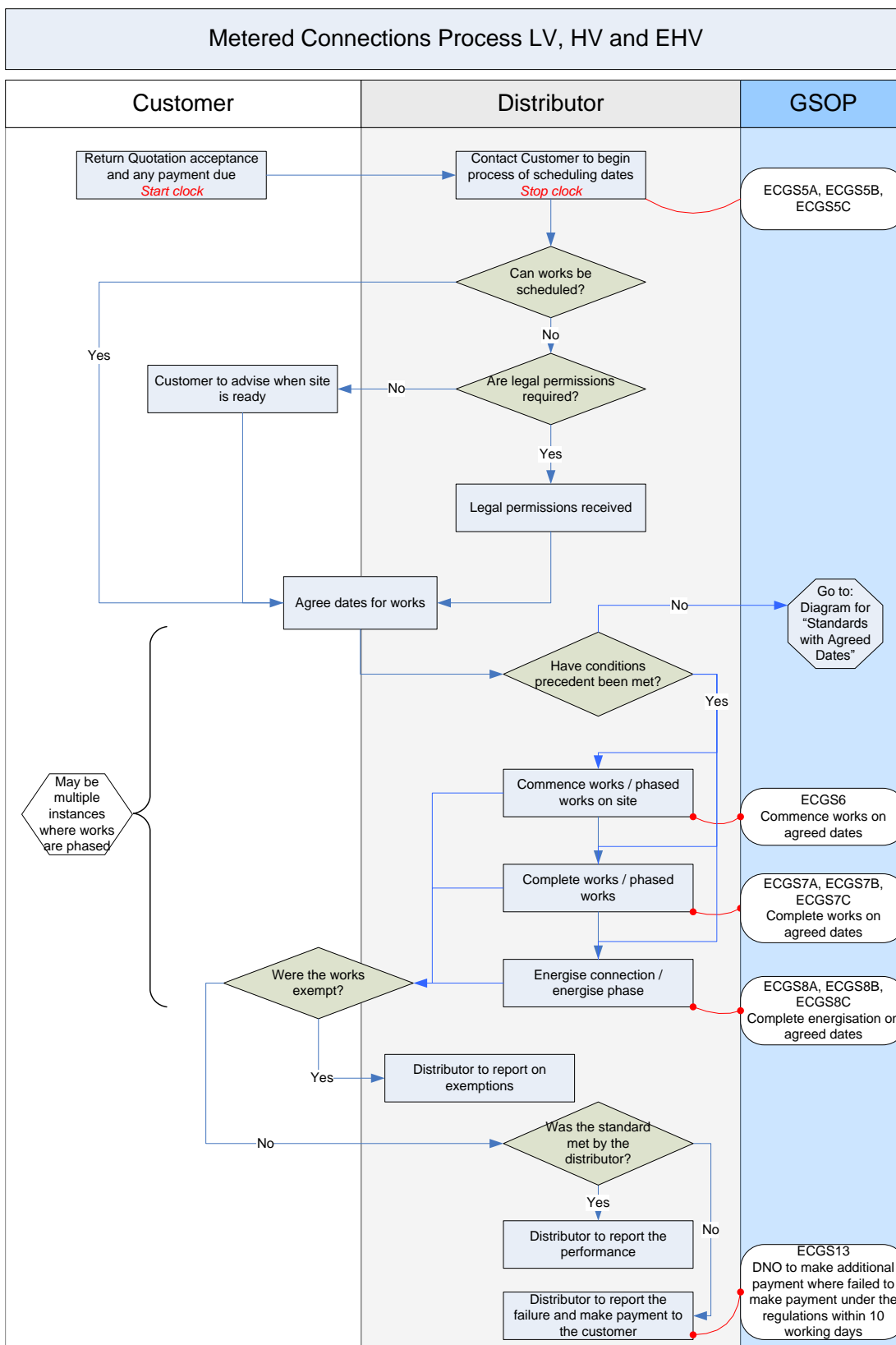


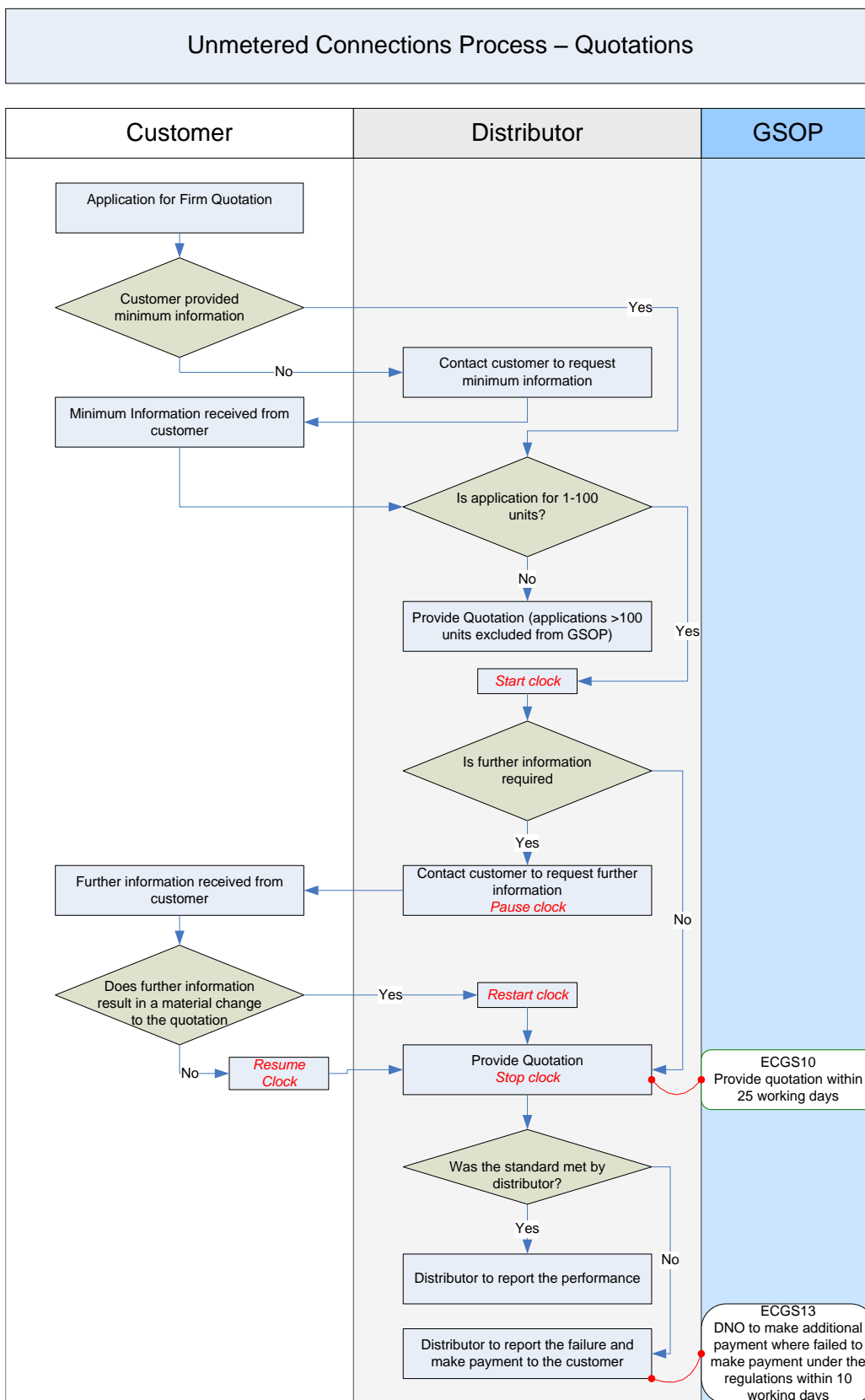


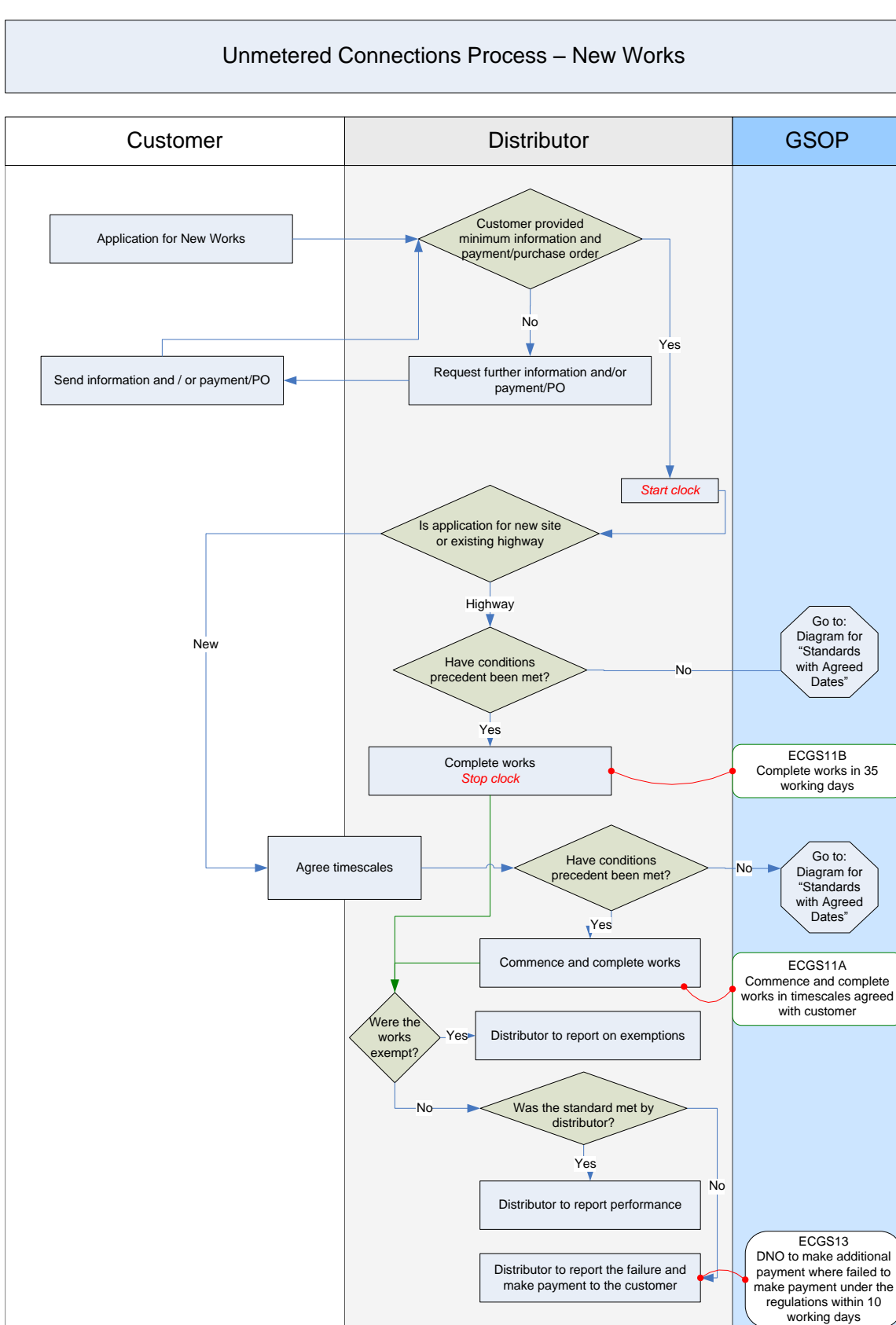


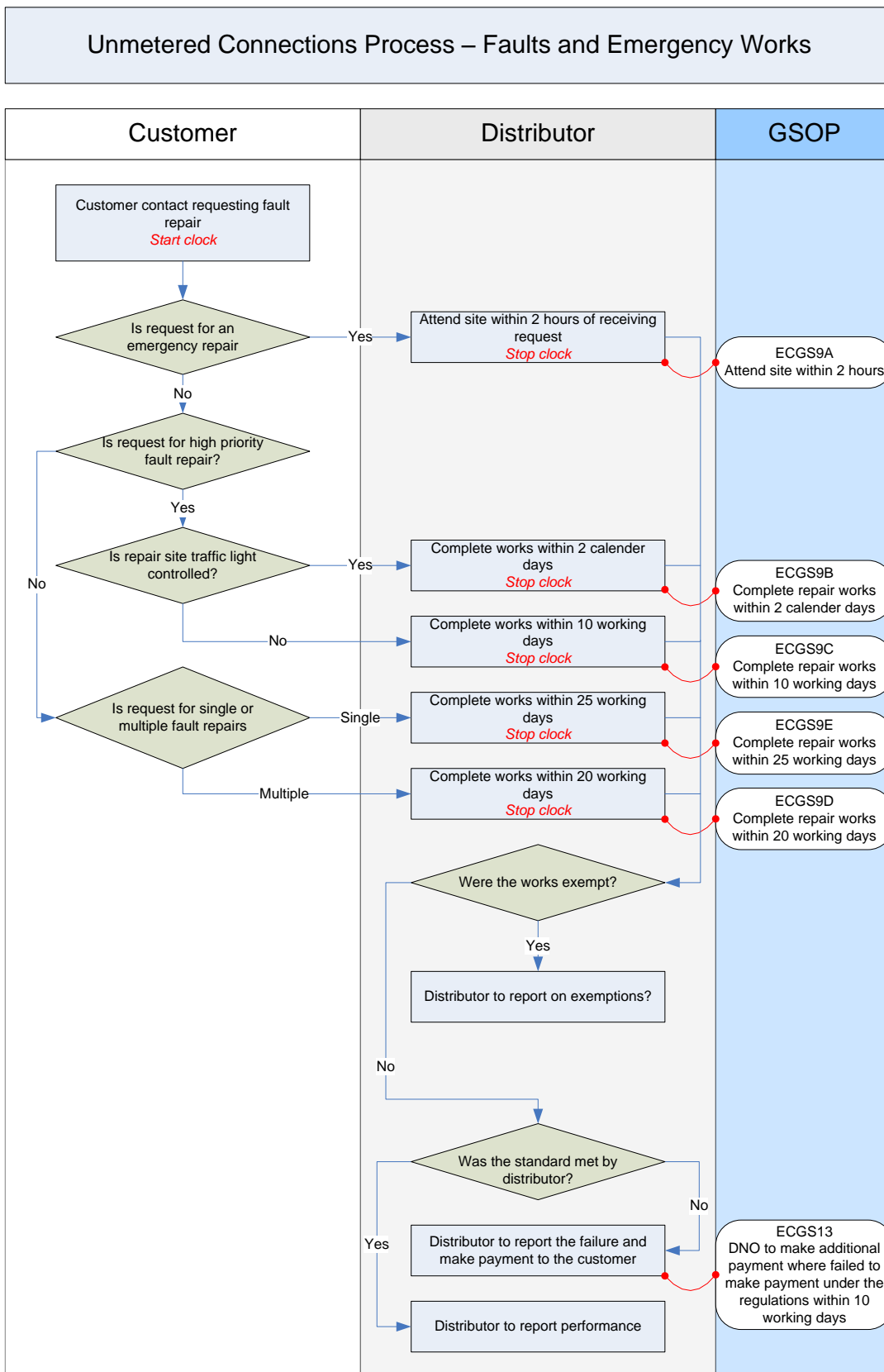


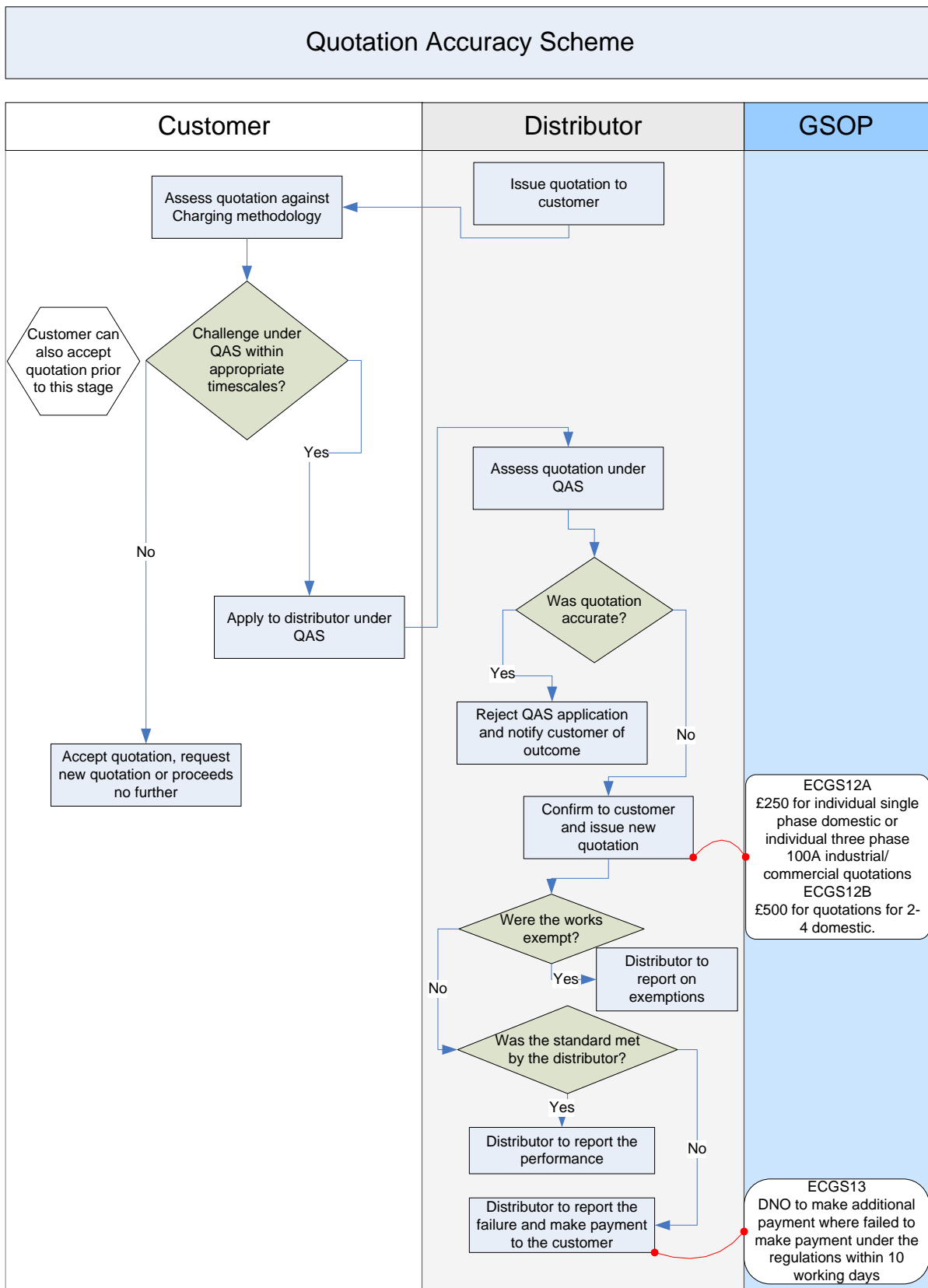


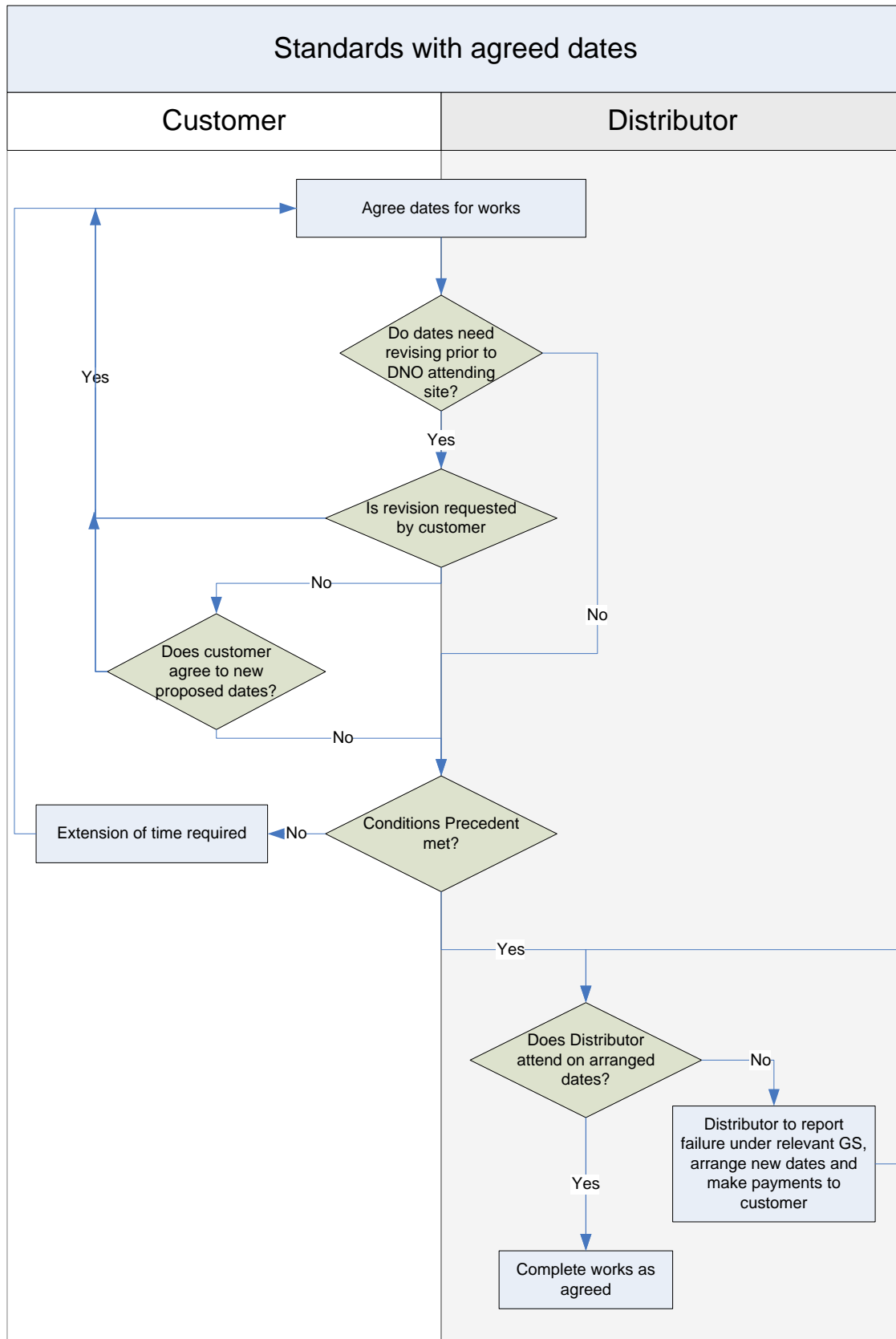












## Appendix 4 – The Authority’s Powers and Duties

- i. 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).
- ii. 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>4</sup>.
- iii. 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 1989. This Appendix must be read accordingly<sup>5</sup>.
- iv. 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.
- v. 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>6</sup>; and
  - The interests of individuals who are disabled or chronically sick, of pensionable age, with low incomes, or residing in rural areas<sup>7</sup>
- vi. 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:
  - Promote efficiency and economy on the part of those licensed<sup>8</sup> under the relevant Act and the efficient use of gas conveyed through pipes and electricity conveyed by distribution systems or transmission systems;

<sup>4</sup> entitled “Gas Supply” and “Electricity Supply” respectively.

<sup>5</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>6</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>7</sup> The Authority may have regard to other descriptions of consumers.



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- 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.
- vii. 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.
- viii. 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>9</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.

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<sup>8</sup> or persons authorised by exemptions to carry on any activity.

<sup>9</sup> Council Regulation (EC) 1/2003