

be included in this count, it would need to have had a failed deadline which falls within the Quarter that is being reported on.

For example, If a quotation under ECGS2A was due to be dispatched to a customer on the last day of the quarter that is being reported on but has not been dispatched by the time of reporting, the job should be recorded in the 'Outstanding' column.

Regulation	ECGS number	Market Segment	Corresponding Guaranteed Standard classification	Outstanding [due to be have been provided within reported quarter but have not been at time of report- ie: do not include jobs that were not due to be completed in the quarter reported on]:
5(2)	2A	Single service LV connection	LV SINGLE SERVICE	1
5(3)	2B	Small project demand connection (LV)	2-4 LV SERVICE FOR 2-4 PREMISES	
6(2)	3A	All other LV (with only LV work)	LV DEMAND	
6(3)	3B	LV end connections involving HV work	HV DEMAND	
		HV end connections involving only HV work		
6(4)	3C	LV end connections involving EHV work	EHV DEMAND	
		HV end connections involving EHV work		
		EHV end connections involving only EHV work		
		TOTAL:		1

If an equivalent quotation was due to be dispatched on the 1st day of the next quarter [the quarter that follows the one that is being reported on] and is outstanding at the time of reporting on the previous quarter, it should not be included in the "Outstanding" column for the report, and should then be logged against the relevant length of failure in the following quarter's report.

Regulation	ECGS number	Market Segment	Corresponding Guaranteed Standard classification	Outstanding [due to be have been provided within reported quarter but have not been at time of report- ie: do not include jobs that were not due to be completed in the quarter reported on]:
5(2)	2A	Single service LV connection	LV SINGLE SERVICE	
5(3)	2B	Small project demand connection (LV)	2-4 LV SERVICE FOR 2-4 PREMISES	
6(2)	3A	All other LV (with only LV work)	LV DEMAND	
6(3)	3B	LV end connections involving HV work	HV DEMAND	
		HV end connections involving only HV work		
6(4)	3C	LV end connections involving EHV work	EHV DEMAND	
		HV end connections involving EHV work		
		EHV end connections involving only EHV work		
		TOTAL:		-

7. Exemptions by cause codes outlined in Statutory Instrument

For each quarter's reporting, all exemptions invoked on jobs due to be completed within that quarter should be tallied against the particular reason for the exemption, as identified in the Statutory Instrument. Where an exemption is invoked during one quarter on a job that is due to be completed in the following quarter, the exemptions should be recorded in the reporting for the following quarter.

For example, if, during the quarter that is being reported upon, an exemption under Reg 15 (6)(f) - “any circumstances of an exceptional nature beyond the control of the electricity distributor” - is being applied to the provision of a quotation under ECGS 2A that is due within that quarter, the job should be recorded in the relevant exemption column.

ECGS number	Market Segment	Exemptions by cause codes outlined in Statutory Instrument					
		15(2)	15(3)	15(4)	15(6)(f)	15(7)	15(8)
2A	Single service LV connection					1	
2B	Small project demand connection (LV)						
3A	All other LV (with only LV work)						
3B	LV end connections involving HV work						
	HV end connections involving only HV work						
3C	LV end connections involving EHV work						
	HV end connections involving EHV work						
	EHV end connections involving only EHV work						
	TOTAL:	-	-	-	1	-	-

If the equivalent exemption were to be invoked during a quarter on a job that is due to be completed in the following quarter, the exemption should be recorded as above, but within the reporting for the following quarter.

It is to be noted that where the circumstances detailed in 6(a), 6(b), 6(c), 6(d) and 6(e) apply to any of the standards that involve the agreement of dates with customers (regulations 8(3), 9(5) to 9(11), 12(2) and 12(3)), these are to be applied as time extensions, as opposed to exemptions. Where time extensions are applied, DNOs are not required to report the application of these time extensions and should report the relevant jobs in the reporting template that is submitted for the quarter in which they are ultimately due to be completed (i.e.: the prescribed period, after time extensions have been applied).

8. Level of payment by Length of breach of Standard (£)

Against each length of failure against the standards (see point 5 above) a corresponding quantity of money paid to the relevant customers should be provided.

To use the example from point 5, above: the DNO provides 5 quotations (that were due to be provided within the quarter) one day over the prescribed standard and 6 quotations three days over the prescribed standard. Regulation 5(2) (ECGS2A) prescribes £10 for each day over the prescribed number of days in which the quotation should be provided.

Therefore, the relevant cells should be calculated as £10, multiplied by the number of days over the standard, multiplied by the number of customers experiencing the failure:

$$£10 \times 1 \times 5 (=£50)$$

$$£10 \times 3 \times 6 (=£180)$$

Level of payment by Length of breach of Standard (:							
1 day over standard	2 day over standard	3 day over standard	4 day over standard	5 day over standard	6-10 day over standard	11-15 day over standard	16-20 day over standard
50		180					
50	-	180	-	-	-	-	-

Budget estimates

1. Total number of Budget Estimates due to be provided within the quarter

For each market segment level, these cells [E4:E5] must be completed with the total number of Budget Estimates that were due to be provided to customers within the particular quarter that is being reported on. This includes those requests for Budget Estimates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Budget Estimate Standard

For each market segment level, these cells [F4:F5] will auto-populate, via a summation of the corresponding inputs at each market segment in cells E11:O12.

3. Number subsequently provided within Standard

These cells [G4:G5] will be automatically calculated by subtracting the number of failures against the standard from the total number of budget estimates due to be provided within the quarter.

4. Number subsequently not provided within Standard

These cells [H4:H5] are to be completed with the number of failures against the prescribed Budget Estimate standard for Budget Estimates that were due to be provided within the quarter.

5. Total amount paid out against Standard: Budget Estimate standard (£)

These cells [I4:I5] should be completed with the total amount paid out in Guaranteed Standard payments for each of the Budget Estimate market segments for failures to provide Budget Estimates that were due to be provided in the quarter reported on.

Quotation provision

1. Total Number of quotations due to be provided in the quarter

For each market segment level, these cells [E4:E11] must be completed with the total number of Quotations that were due to be provided to customers within the particular quarter that is being reported on. This includes those requests for Quotations that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Quotation standards

For each market segment level, these cells [F4:F11] will auto-populate, via a summation of the corresponding inputs at each market segment in cells E30:O37.

3. Number subsequently provided within Standard

These cells [G4:G11] will be automatically calculated by subtracting the number of failures against the standard from the total number of quotations due to be provided within the quarter.

4. Number subsequently not provided within Standard

These cells [H4:H11] will be automatically calculated from the summation of the failures that have been input by the DNO in cells I4:U11.

5. Total amount paid out against Standards: Quotation standard

These cells [H17:H24] will be automatically calculated from the summation of the quantities of money that have been input by the DNO in cells J17:U24.

Post-acceptance contact

1. Total number of Customers due to be contacted in the quarter

For each market segment level, these cells [E4:E11] must be completed with the total number of customers that, after any time extensions are applied, were due to be contacted to schedule works within the particular quarter that is being reported on. This includes those requests for Quotations that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Post-acceptance standards

For each market segment level, these cells [F4:F11] will auto-populate, via a summation of the corresponding inputs at each market segment in cells E30:O37.

3. Number subsequently contacted within Standard

These cells [G4:G11] will be automatically calculated by subtracting the number of failures against the standard from the total number of customers due to be contacted within the quarter to arrange work scheduling.

4. Number subsequently not contacted within Standard

These cells [H4:H11] will be automatically calculated from the summation of the failures that have been input by the DNO in cells I4:U11.

5. Total amount paid out against Standards: Work scheduling standard

These cells [H17:H24] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells J17:U24.

Work commencement

1. Total number of work schemes due to be Commenced within the quarter

For each market segment level, these cells [E6:E11] must be completed with the total number of works that, after any time extensions are applied, were due to be commenced within the particular quarter that is being reported on. This includes those commencement dates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Work commencement standards

For each market segment level, these cells [F6:F11] will auto-populate, via a summation of the corresponding inputs at each market segment in cells D32:I37.

3. Number subsequently Commenced within Standard

These cells [G6:G11] will be automatically calculated by subtracting the number of failures against the standard from the total number of work orders (or phases of works) due to be commenced within the quarter.

4. Number subsequently not commenced within Standard

These cells [H6:H11] will be automatically calculated from the summation of the failures that have been input by the DNO in cells I6:U11.

5. Total amount paid out against Standards: Work commencement standard

These cells [H19:H24] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells J19:U24.

Work completion

1. Total number of work schemes due to be completed the quarter

For each market segment level, these cells [E4:E11] must be completed with the total number of works that, after any time extensions are applied, were due to be completed within the particular quarter that is being reported on. This includes those completion dates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Work completion standards

For each market segment level, these cells [F4:F11] will auto-populate, via a summation of the corresponding inputs at each market segment in cells E30:J37.

3. Number subsequently completed within Standard

These cells [G4:G11] will be automatically calculated by subtracting the number of failures against the standard from the total number of work orders (or phases of works) due to be completed within the quarter.

4. Number subsequently not completed within Standard

These cells [H4:H11] will be automatically calculated from the summation of the failures that have been input by the DNO in cells I4:U11.

5. Total amount paid out against Standards: Work completion standard

These cells [H17:H24] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells J17:U24.

Energisation

1. Total number of work schemes due to be energised the quarter

For each market segment level, these cells [E4:E11] must be completed with the total number of works that, after any time extensions are applied, were due to be energised within the particular quarter that is being reported on. This includes those energisation dates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Energisation Standard

For each market segment level, these cells [F4:F11] will auto-populate, via a summation of the corresponding inputs at each market segment in cells E30:J37.

3. Number subsequently energised within Standard

These cells [G4:G11] will be automatically calculated by subtracting the number of failures against the standard from the total number of work orders (or phases of works) due to be energised within the quarter.

4. Number subsequently not energised within Standard

These cells [H4:H11] will be automatically calculated from the summation of the failures that have been input by the DNO in cells I4:U11.

5. Total amount paid out against Standards: Energisation standard

These cells [H17:H24] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells J17:U24.

UMC fault repair

1. Number of unmetered fault repairs due to be carried out in quarter

For each of the fault classifications, these cells [D4:D8] must be completed with the total number of Unmetered Faults that were due to be repaired within the particular quarter that is being reported on. This includes those faults that were entered into the DNO system to be repaired within the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the UMC fault repair Standard

For each of the UMC new fault classifications, these cells [E4:E8] will auto-populate, via a summation of the corresponding inputs for each failure category in cells D24:O27.

3. Number of unmetered faults subsequently repaired within Standard

These cells [F4:F8] will be automatically calculated by subtracting the number of failures against the standard and the numbers of exemptions invoked from the total number of unmetered faults due to be repaired within the quarter.

4. Number of unmetered faults subsequently not repaired within Standard

These cells [G4:G8] will be automatically calculated from the summation of the failures that have been input by the DNO in cells H5:T11.

5. Total amount paid out against Standards: Unmetered fault repair standard

cell G13 should be completed with the total amount paid out against the emergency response standard. Cells G14:G17 will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells I14:T17.

UMC New works

1. Number of services due within quarter

For each of the UMC new works service classifications, these cells [D4:D6] must be completed with the total number of relevant UMC services that were due to be repaired within the particular quarter that is being reported on. This includes the provision of services that were entered into the DNO system to be completed within the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the UMC new works Standard

For each of the UMC new works service classifications, these cells [E4:E6] will auto-populate, via a summation of the corresponding inputs for each service type in cells D20:Q22.

3. Subsequent number of services provided within Standard

These cells [F4:F6] will be automatically calculated by subtracting the number of failures against the standard from the total number of the relevant unmetered services due to be provided within the quarter.

4. Subsequent number of services not provided within Standard

These cells [G4:G6] will be automatically calculated from the summation of the failures that have been input by the DNO in cells H4:T6.

6. Total amount paid out against Standards: Unmetered new works standard

These cells [G12:G14] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells I12:T14.

Quotation Accuracy Scheme

1. TOTAL Small-scale LV Quotations: challenged under the Quotation Accuracy Scheme

These cells [D5:D6] are to be completed with the number of small scale LV quotations that are challenged under the Quotation Accuracy Scheme. Please note that these values should be the number of quotations that are challenged during the quarter, as opposed to the number that were due to be provided in the quarter that have also been challenged under the scheme.

2. TOTAL Small-scale LV Quotations: Unsuccessful challenges

These cells [E5:E6] will automatically be calculated by subtracting successful challenges from total challenges within the quarter.

3. TOTAL Small-scale LV Quotations: Successful challenges

These cells [F5:F6] are to be completed with the number of quotations that were successfully challenged under the Quotation Accuracy Scheme during the quarter.

4. Total value of repayments made to customers for quotations found to have overcharged

These cells [G5:G6] must be completed with the total value of repayments made to customers as identified in regulation 7(2) of the SI against those successful challenges against the Quotation accuracy scheme identified in cells F5:F6.

5. Number of £250 payments made (#)

This cell [H5] should be completed with the number of occurrences of a £250 payment made against the Quotation Accuracy guaranteed Standard (reg 7(3)).

6. Number of £500 payments made (#)

This cell [I6] should be completed with the number of occurrences of a £500 payment made against the Quotation Accuracy guaranteed Standard (reg 7(4)).

7. Overall value of payments

These cells [J5:J6] calculate the total amount paid out against the scheme through a summation of guaranteed Standard failure payments and repayments for overcharging.

Failure to make payment

1. Payments due for failure to make GS payment within 10 days (before exemptions applied)

This cell should be populated with the number of occurrences of the DNO failing to make a Guaranteed Standard payment within the prescribed 10 days from the point at which the relevant service was completed. Please note that this number should refer to the number of payments that the DNO failed to make in the prescribed time during the quarter that is being reported on, not only where these failures relate to tasks/ actions that were due to be completed within the quarter that is being reported on.

2. Number of exemptions invoked against the failure to make payment Standard

This cell will auto-populate, via a summation of the inputs in cells D9:P9.

3. Number of payments subsequently not made within standard

This cell auto calculates by subtracting the number of cases where an exemption has been invoked from the total number of payments due within the quarter.

4. Total value of payments made against standard

This cell must be populated with the total amount of money paid out against the "failure to make payment" standard within the quarter that is being reported on.

DG Quotation

1. Generation Budget Estimates provided by DNO

For each market segment level, these cells [C3:C4] must be completed with the total number of Generation Budget Estimates that were due to be provided to customers within the particular quarter that is being reported on, this includes those requests for Budget Estimates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Exemptions invoked against the Budget Estimate (generation) standards

For each market segment level, these cells [D3:D4] will auto-populate, via a summation of the corresponding inputs at each market segment in cells C25:H26.

3. Generation Budget Estimates subsequently provided within Standard

These cells [E3:E4] will be automatically calculated by subtracting the number of failures against the Budget Estimate standards from the total number of budget estimates due to be provided within the quarter.

4. Number subsequently not provided within Standard

These cells [F3:F4] are to be completed with the number of failures against the prescribed Budget Estimate standard for budget Estimates that were due to be provided within the quarter.

5. Payment made against the budget estimate section of the DG direction

These cells [G3:G4] should be completed with the total amount paid out in Guaranteed Standard payments for each of the Generation Budget Estimate market segments for the breaches on Budget Estimates that were due to be provided in the quarter reported on.

6. Generation Quotations provided by DNO

For each market segment level, these cells [C10:C12] must be completed with the total number of Generation Quotations that were due to be provided to customers within the particular quarter that is being reported on. This includes those requests for Quotations that were entered into the DNO system to be provided in the quarter

but then had an exemption invoked against them meaning that the DNO was no longer required to provide them. These jobs with exemptions invoked against them will be characterised as a successful job in the 90% failure calculation.

7. Exemptions invoked against the Quotation (generation) standards

For each market segment level, these cells [D10:D12] will auto-populate, via a summation of the corresponding inputs at each market segment in cells C27:H29.

8. Generation Quotations subsequently provided within Standard

These cells [E10:E12] will be automatically calculated by subtracting the number of failures against the Quotation standards from the total number of quotations due to be provided within the quarter.

9. Generation Quotations subsequently not provided within Standard

These cells [F10:H12] will be automatically calculated from the summation of the failures that have been input by the DNO in cells G10:S12.

10. Payment made against the Quotation section of the DG direction

These cells [F17:F19] will be automatically calculated from the summation of the quantities of money that have been input by the DNO in cells H17:S19.

DG metered

1. Total number of Generation Customers due to be contacted in the quarter

For each market segment level, these cells [C3:C5] must be completed with the total number of generation customers that, after any time extensions are applied, were due to be contacted to schedule works within the particular quarter that is being reported on. This includes those requests for Quotations that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

2. Number of exemptions invoked against the Generation Post-acceptance standards

For each market segment level, these cells [D3:D5] will auto-populate, via a summation of the corresponding inputs at each market segment in cells C64:H66.

3. Number of Generation customers subsequently contacted within Standard

These cells [E3:E5] will be automatically calculated by subtracting the number of failures against the standard from the total number of generation customers due to be contacted within the quarter to arrange work scheduling.

4. Number of Generation customers subsequently contacted within Standard

These cells [F3:F5] will be automatically calculated from the summation of the failures that have been input by the DNO in cells G3:S5.

5. Payment made against the Work scheduling standard from the DG direction

These cells [F11:F13] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells H11:S13.

5. Total number of generation work schemes due to be Commenced within the quarter

For each market segment level, these cells [C19:C21] must be completed with the total number of generation works that, after any time extensions are applied, were due to be commenced within the particular quarter that is being reported on. This includes those commencement dates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

6. Number of exemptions invoked against the generation work commencement standards

For each market segment level, these cells [D19:D21] will auto-populate, via a summation of the corresponding inputs at each market segment in cells C67:H69.

7. Number of generation works subsequently Commenced within Standard

These cells [E19:E21] will be automatically calculated by subtracting the number of failures against the standard from the total number of work orders (or phases of works) due to be commenced within the quarter.

8. Number of generation works subsequently not commenced within Standard

These cells [F19:F21] will be automatically calculated from the summation of the failures that have been input by the DNO in cells G19:S21.

9. Payment made against the Commencement standard from the DG direction

These cells [F27:F29] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells H27:S29.

10.Total number of generation work schemes due to be Completed within the quarter

For each market segment level, these cells [C35:C37] must be completed with the total number of generation works that, after any time extensions are applied, were due to be completed within the particular quarter that is being reported on. This includes those completion dates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

11.Number of exemptions invoked against the generation work completion standards

For each market segment level, these cells [D35:D37] will auto-populate, via a summation of the corresponding inputs at each market segment in cells C70:H72.

12.Number of generation works subsequently Completed within Standard

These cells [E35:E37] will be automatically calculated by subtracting the number of failures against the standard from the total number of work orders (or phases of works) due to be completed within the quarter.

13.Number of generation works subsequently not completed within Standard

These cells [F35:F37] will be automatically calculated from the summation of the failures that have been input by the DNO in cells G35:S37.

14.Payment made against the Completion standard from the DG direction

These cells [F42:F44] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells H42:S44.

15.Total number of generation work schemes due to be energised within the quarter

For each market segment level, these cells [C49:C51] must be completed with the total number of generation works that, after any time extensions are applied, were due to be energised within the particular quarter that is being reported on. This includes those energisation dates that were entered into the DNO system to be provided in the quarter but against which an exemption was subsequently invoked. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% failure calculation.

16.Number of exemptions invoked against the generation energisation standards

For each market segment level, these cells [D49:D51] will auto-populate, via a summation of the corresponding inputs at each market segment in cells C73:H75.

17.Number of generation works subsequently energised within Standard

These cells [E49:E51] will be automatically calculated by subtracting the number of failures against the standard from the total number of work orders (or phases of works) due to be completed within the quarter.

18. Number of generation works subsequently not energised within Standard

These cells [F49:F51] will be automatically calculated from the summation of the failures that have been input by the DNO in cells G49:S51.

19. Payment made against the Energisation standard from the DG direction

These cells [F56:F58] will be automatically calculated from the summation of the quantities of money that that have been input by the DNO in cells H56:S58.