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Standard Licence Condition 15A – Distributed Generation Standards Direction Guidance Document

Document type: Licence condition guidance document

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

Overview:

This document provides guidance on the Distributed Generation Standards Direction issued under paragraph 15A.16 of Standard Condition 15A (Connection Policy and Connection Performance) of the Electricity Distribution Licence in relation to standards of connection for distributed generation.

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

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Context

The level of service that Customers receive when sourcing connections from electricity distributors (the 'Distributors') has been a key feature of the fifth Distribution Price Control Review (DPCR5) process. We have worked closely with the industry to develop standards of performance pertaining to electricity distributed Generation Connections services provided by Distributors (the 'DG Standards'). The purpose of the DG Standards is to ensure that Customers who source Generation Connections from Distributors are afforded a good level of service. The DG Standards that have been developed are set out in a Direction issued by the Authority in accordance with paragraph 15A.16 of Standard Condition (SLC) 15A (Connection Policy and Connection Performance) of the Electricity Distribution Licence. The DG Standards are supported by a requirement contained in paragraph 15A.14 of SLC 15A which sets a performance target of 90% which will apply to the sum of demand and DG performance across three groups.

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

This guidance document has been developed in conjunction with the industry and provides detailed clarification against the Direction and includes details of a template for reporting purposes.

Associated Documents

- Electricity Distribution Price Control Review Final Proposals – Incentives and Obligations (Reference number 145/09) http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=348&refer=Networks/ElecDist/PriceCntrls/DPCR5
- The Electricity (Connection Standards of Performance) Regulations 2010 (Reference number 2088/10) http://www.legislation.gov.uk/uksi/2010/2088/contents/made
- Direction under Paragraph 15A.16 of Standard Condition 15A (Connection Policy and Connection Performance) of the Electricity Distribution Licence. http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=55&refer=Networks/ElecDist/QualofServ/GuarStandds

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Summary

This document provides detailed clarification about the Direction issued by the Authority under paragraph 15A.16 of Standard Condition (SLC) 15A (Connection Policy and Connection Performance) (the 'Direction') of the Electricity Distribution Licence. This Direction implements standards of performance pertaining to electricity distributed Generation Connections services provided by Distributors, (the 'DG Standards'), as developed under the fifth Distribution Price Control Review (DPCR5). The DG Standards are supported by a requirement contained in paragraph 15A.14 of SLC 15A which sets a performance target of 90% which will apply to the sum of demand and DG performance across three groups.

We have set out in this document the reporting arrangements that will apply to the DG Standards.

Appendix 2 to this document details 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 DG Standards.

1. Introduction

Background and purpose of document

1.1. This document provides guidance to electricity distributors (the 'Distributors') against:

- The standards of performance pertaining to electricity distributed Generation Connections services provided by Distributors, (the 'DG Standards'). These are detailed in the Direction issued by the Authority in accordance with paragraph 15A.16 of Standard Condition (SLC) 15A (Connection Policy and Connection Performance) (the 'Direction') of the Electricity Distribution Licence (the 'Licence'); and
- Paragraph 15A.14 of SLC 15A which sets a performance target of 90% which will apply to the sum of demand and DG performance across three groups.

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

Legal Framework for DG Standards

1.2. Under the Electricity Act 1989, the Authority is responsible for granting the Licence for the purposes of the distribution of electricity. Distributors are obliged to comply with the conditions contained within the Licence and any directions made under those conditions.

1.3. Pursuant to paragraph 15A.16 of the Licence the Authority may issue a Direction containing DG Standards. The Authority issued such a Direction on 30 September 2010.

1.4. The DG Standards are categorised into two groupings and are identified below. Further details on the DG Standards are detailed in the subsequent chapters.

<u>Metered DG Standards</u>

Metered Quotation Standards
- Providing Budget Estimates
- Providing quotations

Other Metered Standards
- Making contact with Customers to agree dates
- Commencing works
- Completing works
- Energisation

Application of the DG Standards

1.5. Distributors should note that amendments to this guidance document may be published from time to time to reflect changes in policy or the Direction

1.6. The DG Standards apply to requests for Generation Connection services from Customers or those acting directly on their behalf. The DG Standards do not apply where the Applicant is requesting non-contestable connection services to be provided under SLC 15 (Standards for the provision of Non-Contestable Connection Services), instead Distributors have agreed to map across the payment levels from the Electricity (Connection Standards of Performance) Regulations 2010 2088/2010 (the 'Regulations').

1.7. For the avoidance of doubt, this document provides guidance on the Direction (and the DG Standards detailed therein) and the requirements of SLC 15A.14. The content of this guidance does not change, alter or amend any definition or obligation contained within the Direction or SLC 15A.14 and, in the event of any inconsistency between the Direction and SLC 15A.14 and this document, the Direction or SLC 15A.14 will take precedence.

1.8. The DG Standards only apply to generation Customers, and the conditions under the Regulations apply to demand Customers, however in some cases a specific Applicant may lie outside the DG Standards or the Regulations. Distributors have agreed with Ofgem that they will treat Applicants on a consistent basis and may make voluntary payments to any such Customers if a Distributor fails to meet the requirements covered by the DG Standards or Regulations.

1.9. Where any generation application also involves any element of demand the following classification shall apply:

1.9.1. 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 the Regulations[1].

1.9.2. 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 subject to the DG Standards.

[1] The Electricity (Connection Standards of Performance) Regulations 2010 (Reference number 2088/10)

1.9.3. 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 subject to the DG Standards.

Commencement date

1.10. The date on which the Direction came into force is 1 October 2010.

1.11. For metered Quotations, the DG Standards apply to all applications received on or after the 1 October 2010.

1.12. For other metered standards, the DG Standards apply to all Quotations issued on or after the 1 October 2010.

Performance reporting

1.13. SLC 15A.14 requires a minimum of 90% performance in all of the demand and generation standards categorisations. In the case of DG Standards, the standards are grouped into the following categories below. Each of these applies under the 90% rule and will be measured on a quarterly basis from 1 October 2010.

- All metered Quotation standards (in aggregate)
- All other metered standards (in aggregate)

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

Disputes

1.14. 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. Where a dispute brought to a Distributor and a resolution has not been reached or it has been 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 Direction.

Structure of this document

1.15. Chapter two outlines the requirements introduced through the DG Standards, 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 standards and an explanation on how exemptions will apply.

1.16. Chapter three sets out the metered connections Budget Estimate and Quotation DG Standards.

1.17. Chapter four sets out the other metered connections DG Standards.

1.18. Chapter five sets out the general exemptions and extensions of time that may apply to the DG Standards.

1.19. Appendix one provides a glossary of key terms used in the document.

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

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

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

2. Overview of the DG Standards

Chapter Summary

This chapter includes in tabulated form a summary of the DG Standards as set out in the Direction and the voluntary payments payable in relation to failure of those standards.

Summary of DG Standards in table formats

2.1. The tables below provide a summary of the performance level (i.e. the timescale) and the voluntary payment which may be paid 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 relate to the highest voltage of the Associated Works in the Quotation.**

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

Metered Quotation DG Standards

Reporting code (ECDGS no)[2]	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref[3].
1A	Provision of Budget Estimate <1MVA	Within 10 working days	£50 – One off payment	2(2)
1B	Provision of Budget Estimate >1MVA	Within 20 working days	£50 – One off payment	2(3)
Reporting code (ECDGS no)	**Service**	**Performance Level**	**Voluntary Payment to Customer**	**Cond. Ref.**
3A	Provision of an LV generation Quotation	Within 45 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	3(2)
3B	Provision of an HV generation Quotation	Within 65 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	3(3)
3C	Provision of an EHV generation 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	3(4)

[2] ECDGS no. : this is the Electricity Connections Distributed Generation Standards number as referenced throughout the guidance document and which is associated with their corresponding conditions of the Direction

[3] Condition Reference: reference to the specific DG Standards as listed under the Direction issued under paragraph 15A.16 of the Licence.

Other Metered DG Standards

Reporting code (ECDGS no)	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref.
4B	Contact Customer (post acceptance) about scheduling LV Generation 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	4(2)
4C	Contact Customer (post acceptance) about scheduling HV Generation 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	4(3)
4D	Contact Customer (post acceptance) about scheduling EHV Generation 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	4(4)
Reporting code (ECDGS no)	**Service**	**Performance Level**	**Voluntary Payment to Customer**	**Cond. Ref.**
5	Commence LV, HV & EHV generation 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	4(5)
Reporting code (ECDGS no)	**Service**	**Performance Level**	**Voluntary Payment to Customer**	**Cond. Ref.**
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	4(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 day on which the works are completed	4(7)
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	4(8)

Reporting code (ECDGS no)	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref.
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	4(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	4(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	4(11)

3. Metered Budget Estimate and Quotation DG Standards

Chapter Summary

This chapter details the DG Standards that relate to metered Budget Estimates and Quotations. It provides additional guidance on 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 obtaining 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.

ECDGS1A (Condition 2(2)) – Budget Estimate < 1MVA

3.4. This standard 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.

ECDGS1B (Condition 2(3)) – Budget Estimate > 1MVA

3.5. This standard 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.

Exemptions specific to ECDGS1A and ECDGS1B

3.6. There are no specific exemptions that may apply to either of the above standards.

3.7. See section five for the general exemptions that may apply to either of the above standards.

Quotations

3.8. 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.

3.9. 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).

3.10. 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.

3.11. 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.

3.12. 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.

3.13. 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.

3.14. For example, the initial assessment of an application looks like an HV supply, therefore the completion of the work should be in line with HV related standards in

the Direction. However if, through additional analysis made shortly after the initial classification at HV, the Distributor is able to make the connection at LV, the Distributor would still provide the Quotation as an HV project based on their initial assessment. Therefore the Distributor would have 65 days to meet the standard. This ensures that the Distributor is not disadvantaged in finding a better solution for the Customer.

3.15. For the avoidance of doubt, any subsequent phases of a connection job, where it has been found that it can be provided at a different voltage to the initial assessment, should follow the requisite standards of that new voltage, (e.g. where an HV initial assessment has been found to be achievable at an LV voltage, subsequent phases of work after the Quotation has been provided, should be completed to LV standards).

3.16. 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.

3.17. For example, if the application requires an HV supply but there is some EHV Reinforcement Reapportionment to be charged to the Customer, then the application would be classified as an HV demand and have 65 days to meet the standard.

ECDGS3A (Condition 3(2)) – Quotation for an LV Generation Connection

3.18. This standard applies where the section 16 request relates to an **LV Generation Connection**. Where the Distributor fails to provide a Quotation to the Customer within **45 working days** then the Distributor may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer

ECDGS3B (Condition 3(3)) - Quotation for an HV Generation Connection

3.19. This standard applies where the section 16 request relates to an **HV Generation Connection**. Where the Distributor fails to provide a Quotation to the Customer within **65 working days** then the Distributor may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS3C (Condition 3(4)) - Quotation for an EHV Generation Connection

3.20. This standard applies where the section 16 request relates to an **EHV Generation Connection**. Where the Distributor fails to provide a Quotation to the Customer within **65 working days** then the Distributor may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

Exemptions specific to ECDGS3A, ECDGS3B and ECDGS3C

3.21. There are no specific exemptions that may apply to either of the above standards.

3.22. See chapter five for the general exemptions that may apply to any of the above standards.

Working day and reporting performance against timescales

3.23. 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".

3.24. The Distributor should record its performance in terms of the timescales between the date of receipt of all the Information required (see also sections 3.31-3.41 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.

3.25. 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

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

Starting the Clock for Metered Quotation DG Standards

3.26. The start date for Metered Quotation DG Standards will be determined by the receipt of all necessary Information (see minimum Information below) and the payment of any relevant fees.

3.27. 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.

3.28. 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.

3.29. Quotation acceptance is where the Applicant has accepted the Quotation offered by the Distributor, and has made any relevant payments.

3.30. 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'

3.31. A number of the DG 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 connection charging document[4]. The DG Standards impacted by these requirements are:

Metered connections

- Budget Estimates
- Quotations

3.32. 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

3.33. The Customer may provide the minimum Information either by completion of an applicable application form or by other reasonable means.

3.34. The DG Standards 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.

3.35. 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 DG Standard.

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

[4] 'The Distribution Network Operators ("DNOs"), have each, separately proposed to adopt a version of the Common Connection Charging Document. The Common Document comprises a DNO¨s Connection Charging Methodology, Connection Charging Statement and other information relevant to connecting customers.'

Metered - Budget Estimates

3.37. 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.

3.38. 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 Customer owned equipment that is likely to cause disturbance to the electricity supply (i.e. large motors, welders etc.)

3.39. 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
- Technical details of any Customer owned equipment that is likely to cause disturbance to the electricity supply (i.e. large motors, welders etc.)

Additional Information

3.40. 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.

3.41. The additional Information required will be dependent on the circumstances of the connection but may include:

- 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
- 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

3.42. The timeframes for Quotations 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 Quotation would be reported as an exemption.

3.43. If a Distributor approaches a Customer to discuss a revised timeframe and the Customer refuses, then the Distributor must produce the Quotation in the required timeframe, if it fails this is recorded as a failure against the DG Standards against which the Distributor may make voluntary payments to the Customer for the number of days failed.

4. Other Metered DG Standards

Chapter Summary

This chapter details the standards that are included in the Other Metered DG Standards. It provides additional guidance on 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 DG Standards would however be met if the initial contact was made within the prescribed timescales.

4.3. Where a DG 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 DG 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.

ECDGS4B (Condition 4(2)) – Contact Customer regarding LV Generation Connections

4.5. This standard applies where the Customer has accepted a Quotation and made any payment due for an **LV Generation Connection** (ECDGS3A). Where the Distributor fails to contact (or have attempted to contact) the Customer within **7 working days** then the Distributor may make either a single voluntary payment or

an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS4C (Condition 4(3)) – Contact Customer regarding HV Generation Connections

4.6. This standard applies where the Customer has accepted a Quotation and made any payment due for an **HV Generation Connection** (ECDGS3B). Where the Distributor fails to contact (or have attempted to contact) the Customer within **10 working days** then the Distributor may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS4D (Condition 4(4)) – Contact Customer regarding EHV Generation Connections

4.7. This standard applies where the Customer has accepted a Quotation and made any payment due for an **EHV Generation Connection** (ECDGS3C). Where the Distributor fails to contact (or have attempted to contact) the Customer within **15 working days** then the Distributor may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

Exemptions specific to ECDGS4B, ECDGS4C and ECDGS4D

4.8. There are no specific exemptions that may apply to either of the above standards.

4.9. See chapter five for the general exemptions that may apply to any of the above standards.

Commencement of works

4.10. Commencement of works means the date by which the Distributor agrees to commence works on site. This standard 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.

ECDGS5 (Condition 4(5)) – Commence site works for LV, HV or EHV Generation Connection

4.11. This standard applies where the Customer has accepted a Quotation for an **LV, HV or EHV Generation Connection** (ECDGS3A, 3B or 3C). Where the Distributor fails to commence works on the Customer's site in the **timescale agreed with the Customer** then the Distributor may make either a single

voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

Exemptions specific to ECDGS5

4.12. Paragraphs 5.3, 5.4, 5.5, 5.8 and 5.9 are the specific exemptions that may apply to the above standard.

Extensions of time specific to ECDGS5

4.13. See chapter five for the circumstances where the extensions of time provisions may apply to the above standard.

Completion of works

4.14. 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.

4.15. Phased completion and Energisation, where applicable, relates to phased developments as set out in the Distributor's Quotation offer.

ECDGS6B (Condition 4(6)) – Complete works for LV Generation Connections

4.16. This standard applies where the Customer has accepted a Quotation for an **LV Generation Connection** (ECDGS3A). 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 may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS6C (Condition 4(7)) – Complete works for HV Generation Connections

4.17. This standard applies where the Customer has accepted a Quotation for an **HV Generation Connection** (ECDGS3B). 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 may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS6D (Condition 4(8)) – Complete works for EHV Generation Connections

4.18. This standard applies where the Customer has accepted a Quotation for an **EHV Generation Connection** (ECDGS3C). 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 may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

Exemptions specific to ECDGS6B, ECDGS6C and ECDGS6D.

4.19. Paragraphs 5.3, 5.4, 5.5, 5.8 and 5.9 are the specific exemptions that may apply to any of the above standards.

Extensions of time specific to ECDGS6B, ECDGS6C and ECDGS6D

4.20. See chapter five for the circumstances where the extensions of time provisions may apply to any of the above standards.

Energisation

4.21. Energisation means the Energisation of a metering point in order to provide a supply of electricity to an end user Customer.

4.22. Energisation is carried out by the insertion of a fuse or operation of a switch that will allow an electrical current to flow from a 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.

4.23. 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.

4.24. 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.

ECDGS7A (Condition 4(9)) – Complete Energisations works for LV Generation Connection

4.25. This standard applies where the Customer has accepted a Quotation for an **LV Generation Connection** (ECDGS3A). 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 may make either a single voluntary payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS7B (Condition 4(10)) – Complete Energisations works for HV Generation Connections

4.26. This standard applies where the Customer has accepted a Quotation for an **HV Generation Connection** (ECDGS3B). 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 may make either a voluntary single payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

ECDGS7C (Condition 4(11)) – Complete Energisations works for EHV Generation Connections

4.27. This standard applies where the Customer has accepted a Quotation for an **EHV Generation Connection** (ECDGS3C). 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 may make either a voluntary single payment or an offset for charges incurred or to be incurred in respect of the connection, to the Customer.

Exemptions specific to ECDGSS7A, ECDGS7B and ECDGS7C.

4.28. Paragraphs 5.3, 5.4 5.5, 5.8 and 5.9 are the specific exemptions that may apply to any of the above standards.

Extensions of time specific to ECDGS7A, ECDGS7B, ECDGS7C

4.29. See chapter five for the circumstances where the extensions of time provisions may apply to any of the above standards.

Agreement of dates

4.30. 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 DG Standards. Any dispute can be dealt with on a contractual basis or through the Distributor's complaint procedures.

4.31. 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 DG Standards for commencement, completion and Energisation of the works.

4.32. Where the Distributor wants to change the agreed date and the Customer agrees then the DG Standard will then be set and monitored/reported on the new date.

4.33. Where the Distributor wants to change the agreed date due to a change in circumstances covered by extension of time in these DG Standards then the DG Standard will then be set and monitored/reported on the new date. The Distributor would be expected to keep adequate records for audit purposes.

4.34. Where the Distributor wants to change the agreed date (in situations not covered by exemptions or extension of time under these DG Standards, see Chapter five), and the Customer does not agree to change, the original date will stand, and the Distributor may make a voluntary payment to the Customer from the original date.

4.35. 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 DG Standard. The Distributor would be expected to keep adequate records for audit purposes.

Agreed date examples:

4.36. An agreed date 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 continue as an ongoing failure until such time as the breach is resolved.

4.37. In response to a failure, the Distributor has the opportunity to make a voluntary payment to the Customer in accordance with the standards of the

Direction and payment outlined in the Final Proposals published under the fifth price control (DPCR5)[5].

4.38. The following are examples of scenarios that illustrate how agreed dates will work in practice and what is a failure or not.

*Scen*ario A:

4.39. 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):

4.40. 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 - treated as a failure.

Scenario B:

4.41. 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 Restart – 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):

4.42. 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 Restart). Distributor does not commence on 15 October - treated as a failure.

Scenario B (2):

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 accepts revised date of 15 October (agreed date – Clock Restart). 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.

[5] http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=348&refer=Networks/ElecDist/PriceCntrls/DPCR5. Document 145/09

Scenario C:

4.44. 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 Restart). Distributor meets the 15 October timeframe - not a failure.

Scenario C (1):

4.45. 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 Restart). However, Distributor does not meet the revised agreed date of 15 October -treated as a failure.

Scenario C (2):

4.46. 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 Restart). 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. 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 DG Standard as required in accordance with Direction.

Introduction

5.1. Exemptions are covered by Condition 5 of the Direction. In situations where an exemption is applied then the opportunity for the Distributor to make a voluntary payment, where there is a failure, is waived as the DG Standard has been deemed to have not been failed.

5.2. In many circumstances the Distributor will still be required to carry out the service, just that there would be no voluntary payments. 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.

5.3. Extensions of time are covered by Condition 6 of the Direction. In the circumstances covered in the DG Standards (and described below), these allow the Distributor to extend an agreed date (- by a reasonable period).

5.4. The service still needs to be delivered, however to the new extended date, (which becomes the new deadline for the specific DG Standard beyond which it would then be treated as a failure). Therefore failure to meet the new extended date would result in the opportunity for the appropriate voluntary payment to be made.

Exemptions

5.5. The DG Standards are not breached where one or more of the exemption provisions in Condition 5 of the Direction are met. The exemption provisions are as follows.

5.6. The Customer informs the Distributor before the contravention time that he does not wish the Distributor to take any action or further action in relation to the matter (Condition5(2)).

5.7. 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 (Condition 5(3)).

5.8. 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 (Condition 5(4)).

5.9. - It was not reasonably practicable for the Distributor to take the action required before the contravention time as a result of the things described below (Condition 5(6)(a) to (f)). The exemptions in 5(6) of the Direction only apply where the Distributor makes reasonable efforts to notify the Customer of the circumstances concerned as soon as reasonably practicable after their occurrence.

Condition 5(6)(a) to (f):

(a) industrial action by employees of the electricity distributor or its agent;

(b) 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;

(c) the inability of the electricity distributor to obtain necessary access to any premises; (this might include the following):

- 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;

(d) the existence of circumstances by reason of which the electricity distributor could reasonably expect that, if it took the action, it would or would be likely to be in breach of an enactment (including any directions given by the Secretary of State under section 96 of the Act;

(e) the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004;

(f) any other circumstances of an exceptional nature beyond the control of the electricity distributor.

5.10. The Distributor reasonably considers the Information given by the Customer or the relevant authority is frivolous or vexatious (Condition 5(7)). The exemptions in 5(7) of the Direction only apply where the Distributor makes reasonable efforts to notify the Customer of the circumstances concerned as soon as reasonably practicable after their occurrence.

5.11. 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 (Condition 5(8)). The exemptions in 15(8) of the DG Standards only apply where the Distributor makes reasonable efforts to notify the Customer of the circumstances concerned as soon as reasonably practicable after their occurrence.

5.12. Where the DG 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 continue to be classed as an ongoing failure until such time as the breach is resolved. Under a failure a Distributor should make a voluntary payment to the Customer for the failure.

Failure to agree a date

5.13. Where a DG 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 DG 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.

5.14. For the commencement, completion and Energisation DG Standards to apply then funds would have to have cleared for the DG Standards to apply as payment is a requirement of the DG Standards. 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 DG Standards would not apply and a voluntary payment would not therefore be made if the agreed date was not met.

Extensions of time

5.15. Condition 6 of the Direction deals with cases where an agreed date or prescribed period needs 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.

The circumstances where these provisions apply are as follows.

5.16. Circumstances that prevent or delay the Distributor from carrying out the service concerned as described in 5(6)(a) to (e) of the Direction and detailed in the exemptions sections 5.10 to 5.13 above

5.17. Extensions of time due to the circumstances described below:

- 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 (Condition 6(4))

- 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 conditions

- 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

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

- 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

- 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

- using switchgear normally capable of live operation but where subsequently it has become subject to a restriction on its capability for safety purposes[6].

5.19. 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.

5.20. 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

[6] For further details about how the extensions of time apply to unmetered connections, please refer to the Connections SI guidance document on the Ofgem website.

the Distributor, have not been completed to the agreed manner or within the time agreed (Condition 6(4)(f)).

5.21. 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 (Condition 6(4)(g)).

5.22. In the event that the Distributor cannot access the work site safely to complete works for a 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 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.

5.23. 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.

Conditions precedent

5.24. 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.

5.25. 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

5.26. 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

Activity	**Type of Connection**		
	Low voltage (does not exceed 1kV)	**High voltage (exceeds 1kV but does not exceed 22kV)**	**Extra high voltage (exceeds 22kV but does not exceed 132kv)**
Reasonable cancellation period for applicant	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

5.27. 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.

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.

Appendices

Index

Appendix 1: Glossary

Chapter Summary

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

Terms

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).

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:
[Clock Stop Date] – [Clock Start Date] – Σ (Clock Resume Date – Clock Pause Date)

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 an owner or occupier of premises in Great Britain who is able to export or requires to be able to export electricity from those premises via a direct connection to the distribution system of an electricity distributor, and includes a person who is acting on behalf of an owner or occupier of such premises.

Dispatch

Dispatch includes transmission by e-mail.

Distributor

Distributor means a holder of an electricity distribution licence.

Diversionary Works

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

Energisation

Energisation means the insertion of a fuse or operation of a switch that will allow an electrical current to flow from a 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 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.

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 Distributor's distribution system to receive a supply of electricity from the premises.

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 DG Standards

Metered Quotations DG Standards means the following standards - ECDGS 1A, 1B3A, 3B and 3C. These, measured quarterly, in aggregate (plus the corresponding demand standards) have a 90% performance standard set in SLC 15A.

Other Metered DG Standards

Other Metered standards means the following standards – ECDGS 4B, 4C, 4D, 5, 6B, 6C, 6D, 7A, 7B and 7C. These, measured quarterly, in aggregate (plus the corresponding demand standards) 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 a 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 modified connection.

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. The reporting requirement under these standards commences on 1st of October 2010 when the standards come into effect.

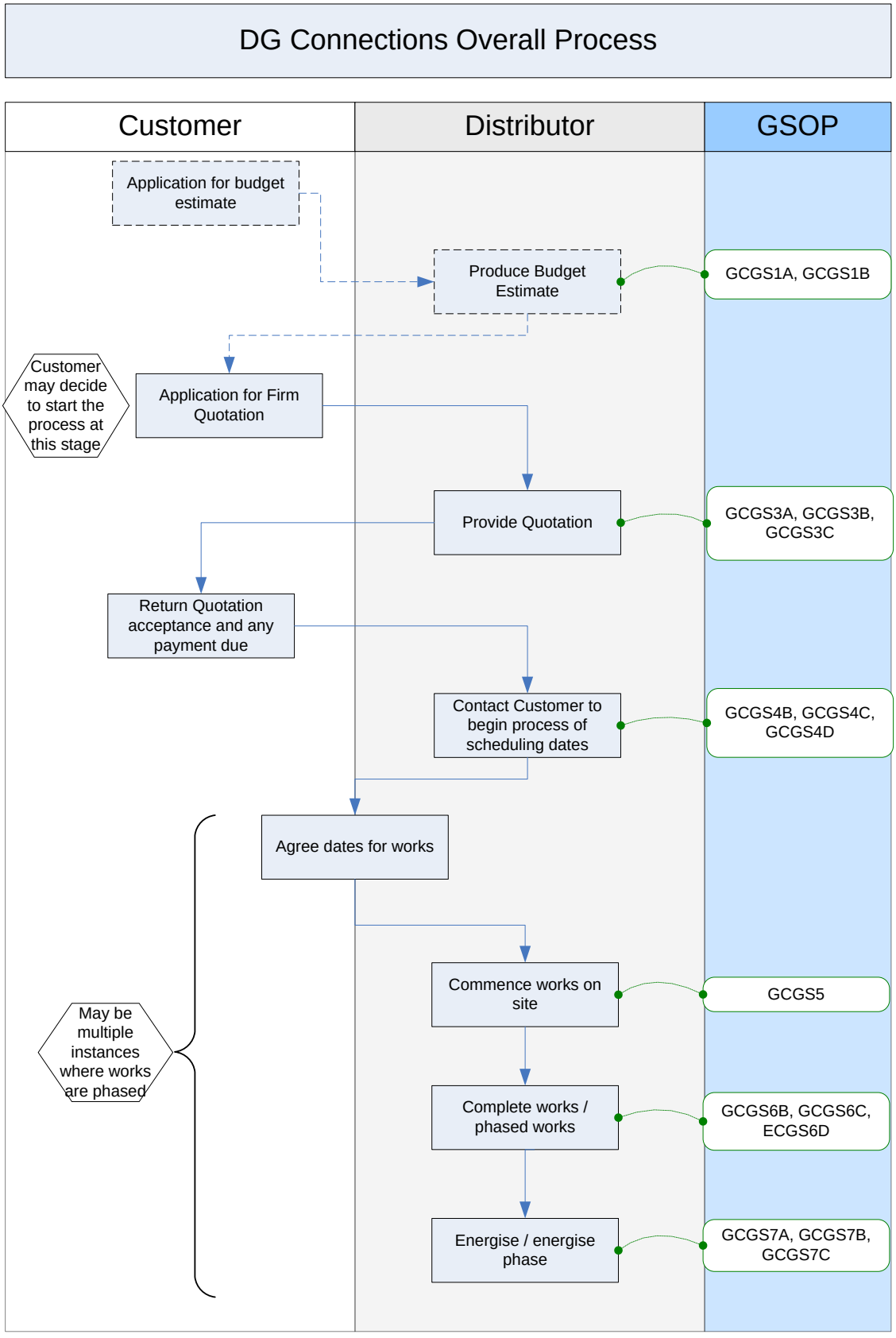
In order to clarify when the reports should be submitted for each quarter, dates for the first twelve months of the scheme (2010-2011) have been outlined below.

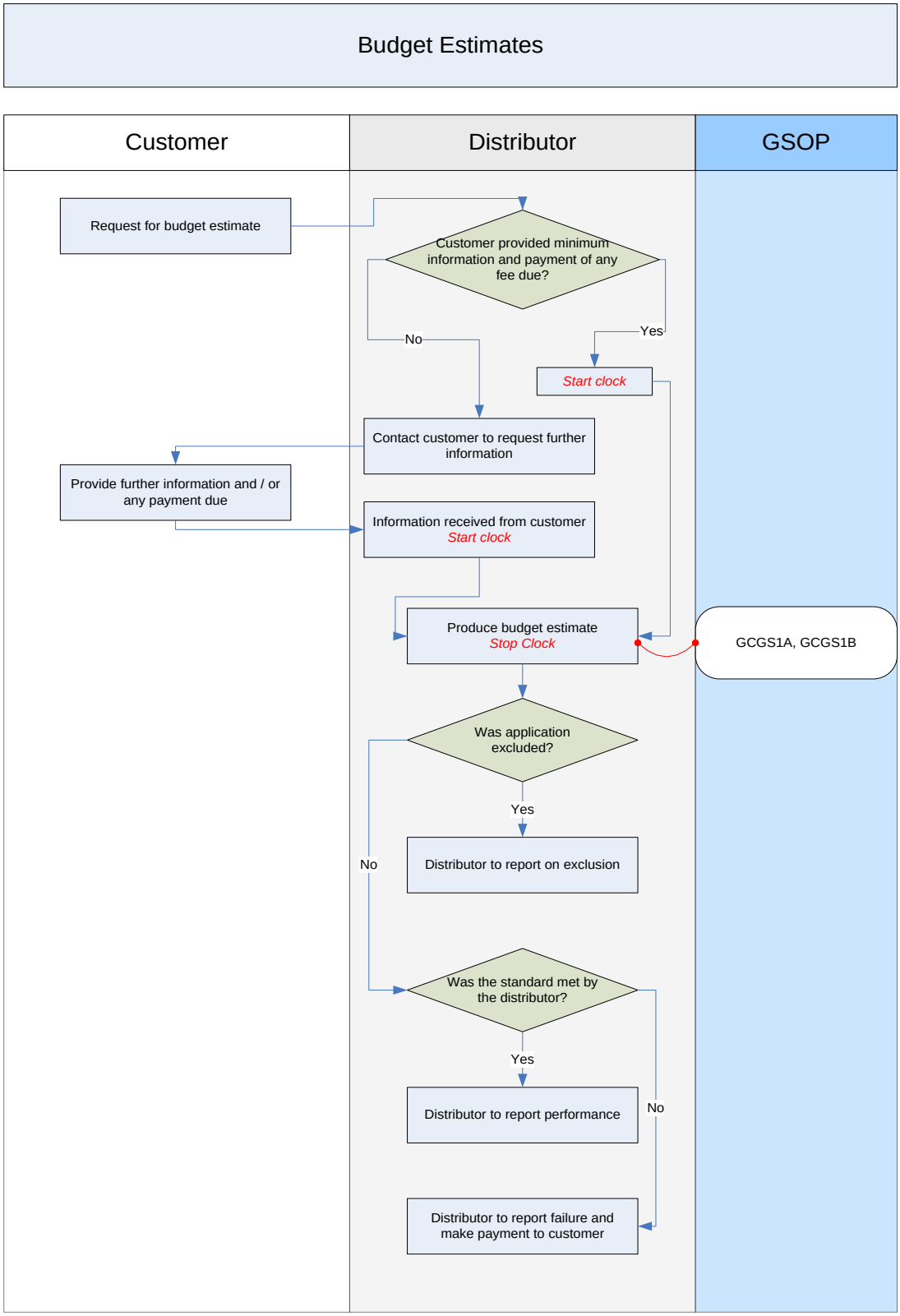
The template has been attached to this guidance for reference and is also available on Ofgem's website.

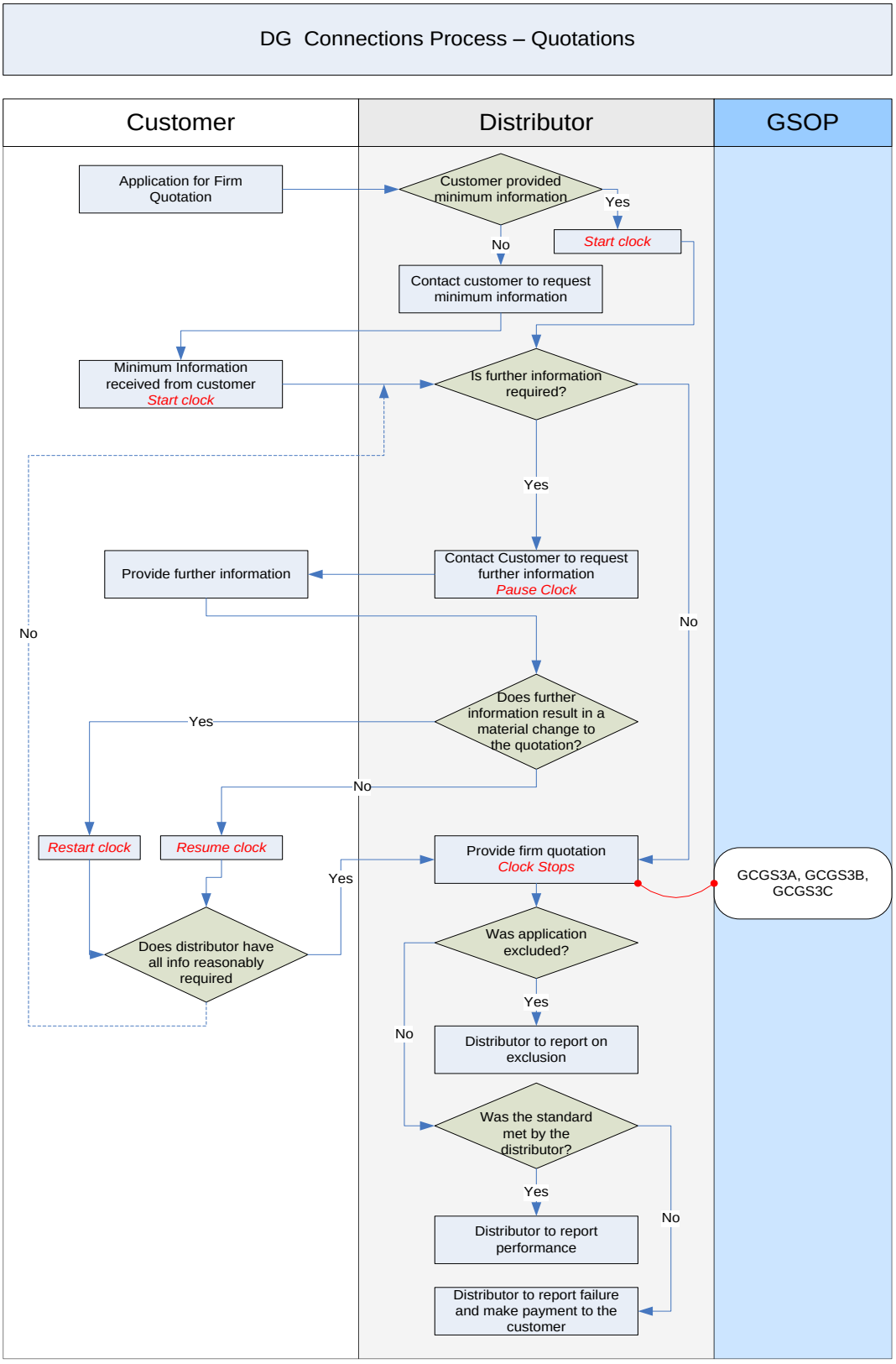
Period to report	Deadline to submit reporting template
October to December 2010	Monday 14 February 2011
January to March 2011	Monday 16 May 2011
April to June 2011	Monday 15 August 2011
July to September 2011	Monday 14 November 2011

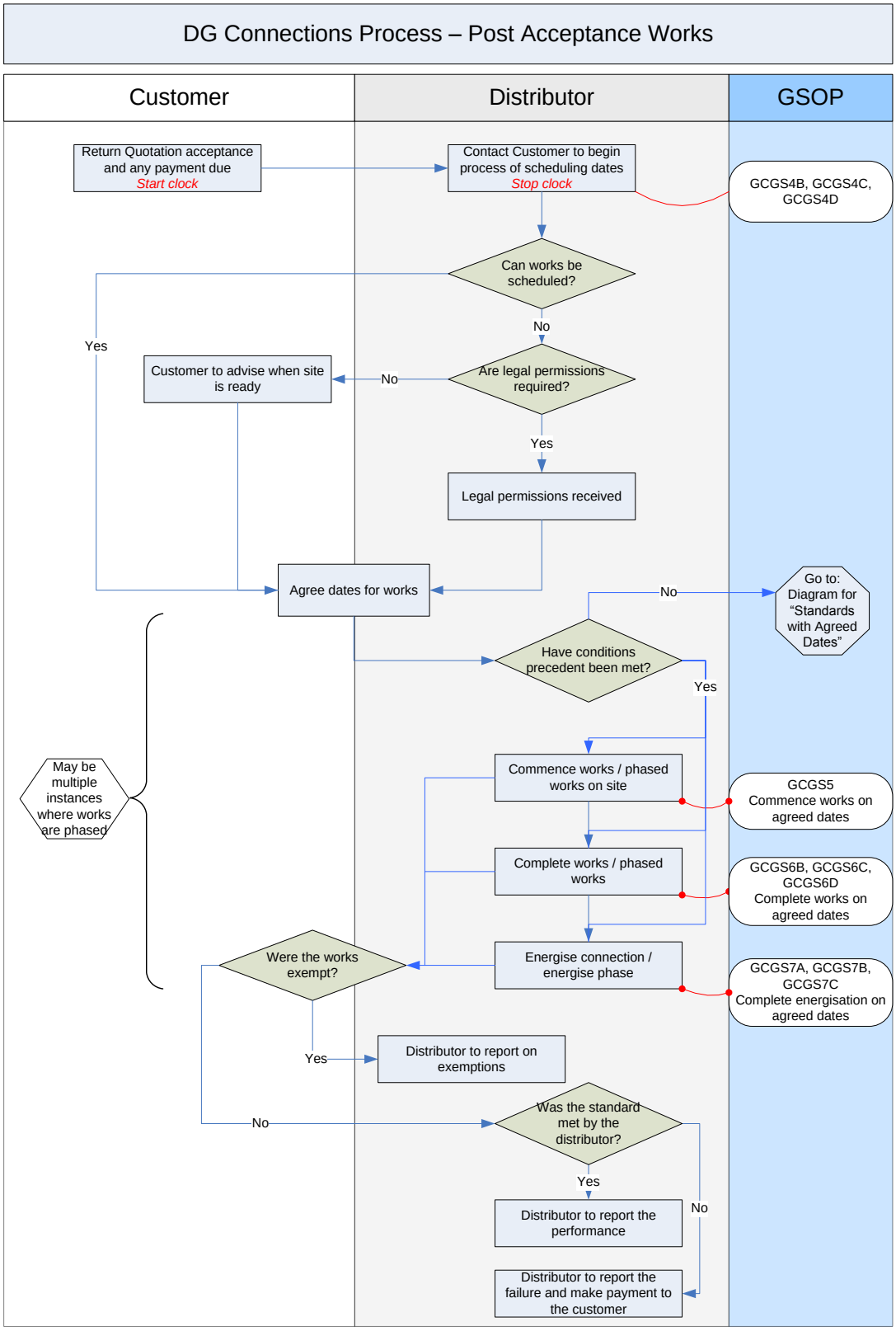
Appendix 3 – Process Maps

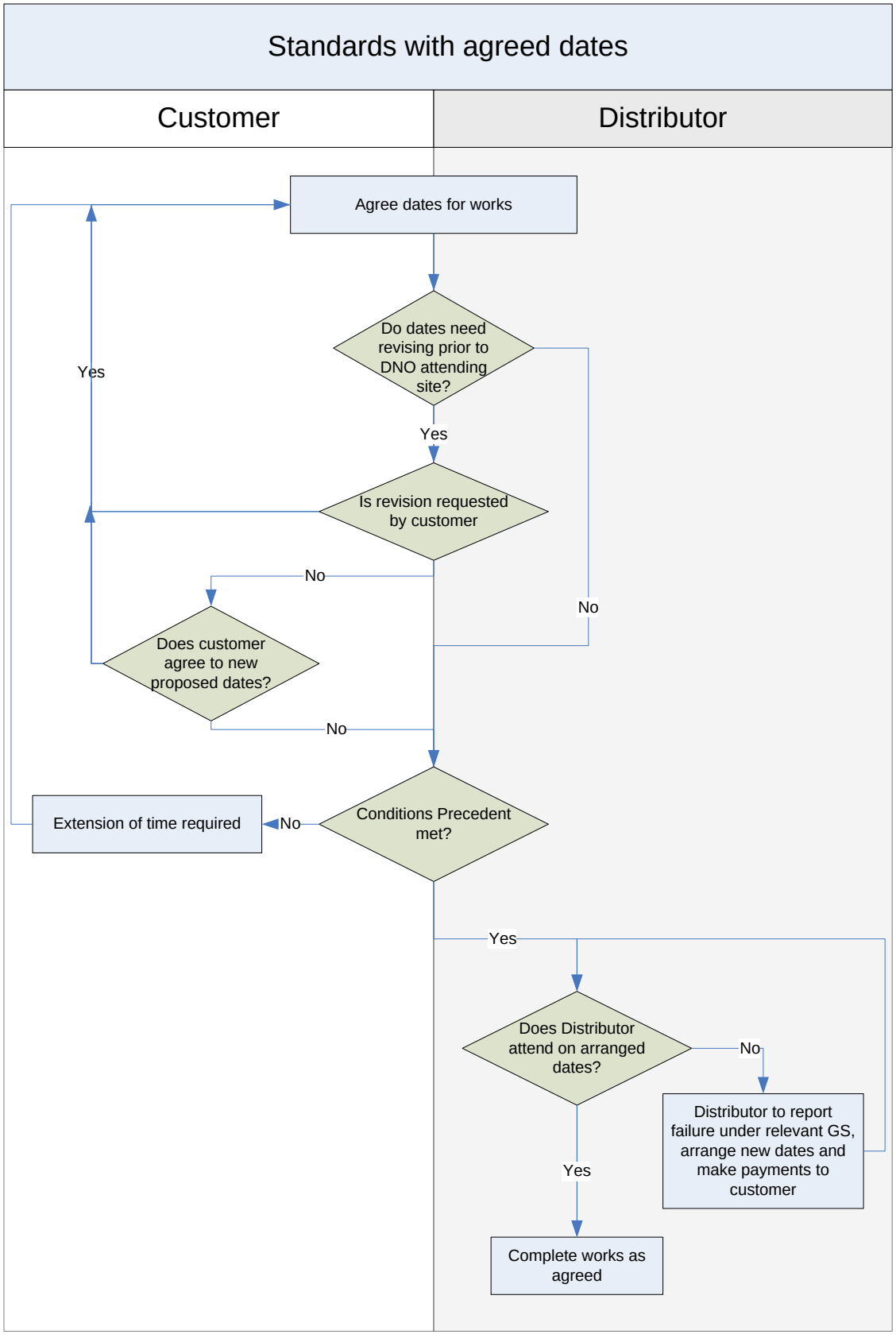
5.28. This appendix provides flowcharts of the connections processes for metered and other metered connections and more detailed maps of the underlying processes of the application of the DG Standards of Performance and SLC15A.


DG Connections Overall Process
Customer
Distributor
GSOP
Application for budget estimate
Produce Budget Estimate
GCGS1A, GCGS1B
Customer may decide to start the process at this stage
Application for Firm Quotation
Provide Quotation
GCGS3A, GCGS3B, GCGS3C
Return Quotation acceptance and any payment due
Contact Customer to begin process of scheduling dates
GCGS4B, GCGS4C, GCGS4D
Agree dates for works
Commence works on site
GCGS5
May be multiple instances where works are phased
Complete works / phased works
GCGS6B, GCGS6C, ECGS6D
Energise / energise phase
GCGS7A, GCGS7B, GCGS7C


Budget Estimates
Customer
Distributor
GSOP
Request for budget estimate
Customer provided minimum information and payment of any fee due?
No
Yes
Start clock
Contact customer to request further information
Provide further information and / or any payment due
Information received from customer
Start clock
Produce budget estimate
Stop Clock
GCGS1A, GCGS1B
Was application excluded?
Yes
No
Distributor to report on exclusion
Was the standard met by the distributor?
Yes
No
Distributor to report performance
Distributor to report failure and make payment to customer


DG Connections Process – Quotations
Customer
Distributor
GSOP
Application for Firm Quotation
Customer provided minimum information
Yes
No
Start clock
Contact customer to request minimum information
Minimum Information received from customer
Start clock
Is further information required?
Yes
No
Contact Customer to request further information
Pause Clock
Provide further information
No
Does further information result in a material change to the quotation?
Yes
No
Restart clock
Resume clock
Provide firm quotation
Clock Stops
GCGS3A, GCGS3B, GCGS3C
Yes
Does distributor have all info reasonably required
Was application excluded?
Yes
No
Distributor to report on exclusion
Was the standard met by the distributor?
Yes
No
Distributor to report performance
Distributor to report failure and make payment to the customer


DG Connections Process – Post Acceptance Works
Customer
Distributor
GSOP
Return Quotation acceptance and any payment due
Start clock
Contact Customer to begin process of scheduling dates
Stop clock
GCGS4B, GCGS4C, GCGS4D
Can works be scheduled?
No
Yes
Customer to advise when site is ready
No
Are legal permissions required?
Yes
Legal permissions received
Agree dates for works
No
Go to: Diagram for "Standards with Agreed Dates"
Have conditions precedent been met?
Yes
May be multiple instances where works are phased
Commence works / phased works on site
GCGS5 Commence works on agreed dates
Complete works / phased works
GCGS6B, GCGS6C, GCGS6D Complete works on agreed dates
Were the works exempt?
Energise connection / energise phase
GCGS7A, GCGS7B, GCGS7C Complete energisation on agreed dates
Yes
Distributor to report on exemptions
No
Was the standard met by the distributor?
Yes
No
Distributor to report the performance
Distributor to report the failure and make payment to the customer


Standards with agreed dates
Customer
Distributor
Agree dates for works
Do dates need revising prior to DNO attending site?
Yes
No
Yes
Is revision requested by customer
No
Does customer agree to new proposed dates?
No
No
Conditions Precedent met?
Extension of time required
Yes
Does Distributor attend on arranged dates?
No
Distributor to report failure under relevant GS, arrange new dates and make payments to customer
Yes
Complete works as agreed

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[7].

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[8].

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[9]; and
- The interests of individuals who are disabled or chronically sick, of pensionable
- age, with low incomes, or residing in rural areas[10]

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:

[7] entitled "Gas Supply" and "Electricity Supply" respectively.

[8] 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.

[9] 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.

[10] The Authority may have regard to other descriptions of consumers.

- Promote efficiency and economy on the part of those licensed[11] under the relevant Act and the efficient use of gas conveyed through pipes and electricity conveyed by distribution systems or transmission systems;
- Protect the public from dangers arising from the conveyance of gas through pipes or the use of gas conveyed through pipes and from the generation, transmission, distribution or supply of electricity;
- Contribute to the achievement of sustainable development; and
- Secure a diverse and viable long-term energy supply.

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[12] 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.

[11] or persons authorised by exemptions to carry on any activity.

[12] Council Regulation (EC) 1/2003