

Competition in Connections

Information for Call Handlers

WPD offers a complete and comprehensive connection service but, if customers wish, they may ask an Independent Connections Provider (ICP) to undertake some of the work known as the 'contestable' work.

At present, ICPs have little interest in providing work for standard single phase domestic connections but in the case of larger or multiple connections, customers may want to approach an ICP for a quote for the 'contestable' elements of the work.

Ofgem are keen to ensure we inform customers about competition in connections and of the choices available to them.

If customers ask about competition in connections when calling to request a new supply, you can inform them of this choice. Explain to customers (who want business or multiple connections) that they have a choice and that they can find out more about this in the 'Competition in Connections' leaflet enclosed with our application forms and on our website.

Questions you may be asked

Q What does 'contestable' mean?

A This is work that can be done by an Independent Connections Provider (ICP) rather than WPD and includes:

- design;
- purchasing materials to form the connection;
- site preparation;
- trenching;
- construction of the connection;
- certain elements of reinforcement and diversion of our existing electricity network; and
- in some cases the final connection to our network.

Q How do I know the Independent Connections Provider is qualified and will do a good enough job?

A ICPs have to be accredited through Lloyds register and work to WPD and national Standards.

If you wish to obtain an offer from an ICP to carry out the contestable work, you can get further information and a list of ICPs from the accrediting body, Lloyds Register at www.lloydsregister.co.uk/schemes/NERS.

Q What does 'non-contestable' mean?

A This is work that must be completed by us. It includes:

- providing point of connection information;
- design approval;
- obtaining statutory wayleaves;
- inspection;
- for larger HV and EHV jobs, the final testing and connection to our electricity network; and
- the design of reinforcement works to our existing electricity network to accommodate the new connection.

Q How much will a connection cost?

A We will charge you for the non-contestable work and for any contestable work that we undertake. If you use an ICP to carry out contestable work, you will be responsible for paying them.

Our charges for providing non-contestable work will vary according to the complexity of the work required. You can find more detailed information in our charging methodology on our website.