



Making a positive difference
for energy consumers

DNOs, IDNOs and other
interested parties

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Date: 18 December 2014

Dear stakeholders,

Statutory consultation¹ on our proposals to revise existing standards of performance for relevant electricity operators

Over the past couple of years we have been working with industry and other stakeholders to revise the standards of performance that apply to customers that experience a supply interruption or require a connection. The relevant standards of performance are outlined in the:

- Electricity (Standards of Performance) Regulations 2010;² and
- Electricity (Connection Standards of Performance) Regulations 2010.³

These standards need to be updated to reflect the policy decisions already made as part of RII0-ED1 Strategy Decision⁴ and our review of guaranteed standard arrangements following the December 2013 storms.⁵

Purpose of this letter

This letter is part of the formal process to implement the revised standards for 1 April 2015.

This letter is accompanied by a Notice under Section 40B of the Electricity Act 1989 which provides a summary of the proposed changes to the existing standards. The proposed Electricity (Standards of Performance) Regulations 2015 and Electricity (Connection Standards of Performance) Regulations 2015 complete with updated numbering and cross-references are attached as an associated document.

¹ For the purposes of Section 40B of the Electricity Act 1989

² Electricity (Standards of Performance) Regulations 2010, Statutory Instrument No. 698;
<http://www.legislation.gov.uk/uksi/2010/698/made>

³ Electricity (Connection Standards of Performance) Regulations 2010, Statutory Instrument No. 2088;
<http://www.legislation.gov.uk/uksi/2010/2088/made>

⁴ Strategy decision for the RII0-ED1 electricity distribution price control - Outputs, incentives and innovation, 4 March 2014; <https://www.ofgem.gov.uk/ofgem-publications/47068/riioed1decoutputsincincentives.pdf>

⁵ Minded to decision on changes to severe weather-related Guaranteed Standards of Performance (GSOP) following the December 2013 storms, 24 July 2014; <https://www.ofgem.gov.uk/ofgem-publications/88916/qsmindedtodecision.pdf>

Next Steps

We are seeking views on the revised standards. Responses should be sent to QoS@ofgem.gov.uk by 21 January 2015. Any questions should be directed to QoS@ofgem.gov.uk or Karl Hurley 0207 901 1820.

Unless marked confidential, all responses will be published on our website.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Paul Branston". The signature is stylized with a large loop at the top and a long horizontal stroke at the bottom.

Paul Branston
Associate Partner – Cost and Outputs