

*Unmetered Connections
Standards of Service for
Electricity Distribution Companies in
England, Wales & Scotland*

January 2013

Introduction

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. In this document the electricity distribution company is referred to as “we” and “us”. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2010, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If we fail to meet these standards then you are entitled to receive a payment.

These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works.

These standards do not apply where the Local Authority has entered into a separate bilateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply, including under exceptional circumstances, or due to events beyond our control, industrial action, actions of third parties, not being able to gain access to our equipment, or NRSWA restrictions. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

UNMETERED CONNECTION STANDARDS

Fault Repairs

If you notify us of a fault repair affecting your unmetered equipment that needs to be carried out by us we will respond in the following timescales. If we fail to meet the standard, we will make the appropriate payment.

Service	Fault Repairs – street lighting or street furniture	
Type of Connection	Timescale	Failure Payment
Works to remove immediate danger to the public or property	Attend on site within 2 hours	£50
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£10 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£10 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£10 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£10 per working day late

Provision of Quotations for New Works

If you ask us for an individual quotation for a connection scheme outside our published standard charges, we will provide this within 25 working days from when you have given us all the information that we need and paid us any applicable fees.

If we fail we will pay you £10 for each working day we are late.

This standard does not apply if you request a quotation for a scheme that causes the total number of units of street lighting or other street furniture that you have requested quotations for in the current month to exceed 115% of the monthly average for the last calendar year.

Completing New Works

(a) Works on a New Site

Once we have received written acceptance of our quotation and you have paid the full amount quoted, and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g erecting street lighting columns), we will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied by your request or agreement or as notified by us (for example due to delays in obtaining TMA permits, NRSWA restrictions or other access problems, or if severe weather causes us to postpone planned works). We will complete the works on the agreed date.

If we fail we will pay you £10 for each working day we are late completing the scheme.

This standard does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

(b) Works In An Existing Adopted Highway

Once you have confirmed that any prerequisite works for which you are responsible have been completed (e.g erecting street lighting columns), we will complete the requested scheme within 35 working days. This may be varied by your request or agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

If we fail we will pay you £10 for each working day we are late completing the scheme.

This standard does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

Notification Of Payment Under Guaranteed Standards

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the day of failure (for emergency-response fault repairs) or within 10 working days of completing the service (for all other standards covered by this document).

If we fail to make the payment within the above timescales we will send you an additional £50.

Please note that for administrative convenience you can agree a different timescale within which to receive payments in bulk. For example you may wish to receive payments quarterly. Please contact us to agree this.

Disputes

If you have a dispute that you cannot resolve with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of the distributor's failure.

Contacting Your Electricity Distributor

To request a service from us, please telephone us on the relevant number below. Further contact details are available on our website.

Please note if you ring or email us outside normal working hours, we will treat your request as having been received at the start of business on the next working day.

Where we have indicated willingness to accept requests for quotations by telephone, such requests are covered by the 'provision of quotations' standard referred to above.

*Metered Connections Guaranteed
Standards of Service for
Electricity Distribution Companies in
England, Wales & Scotland*

January 2013

Introduction

This guide sets out the guaranteed standards for metered connection services provided by your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this. In this document the electricity distribution company is referred to as “we” and “us”.

This guide summarises the Electricity (Connection Standards of Performance) Regulations 2010 (in relation to metered demand connections) and the Direction under Distribution Licence Condition 15A (in relation to generation connections).

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or not being able to gain access to premises. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

These standards do not apply where some of the connections work is to be carried out by an independent connections provider. Separate service standards and compensation arrangements apply in those cases.

CONNECTION GUARANTEED STANDARDS

We guarantee our key connection services. The guarantees apply to new or modified connections.

Provision of Budget Estimates

If you ask us for a desk-top budget estimate of connection costs that does not require a visit, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees.

If the required capacity of the connection is less than 1MVA we will provide the budget estimate within 10 working days.

If the required capacity of the connection is 1MVA or more we will provide the budget estimate within 20 working days.

If we fail we will pay you £50.

Provision of Quotations

If you ask us for a quotation (ie a formal offer of terms) for a connection, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees.

If we fail we will pay you a fixed amount for each working day we are late.

<i>Type of Connection</i>	<i>Timescale (demand)</i>	<i>Timescale (generation)</i>	<i>Late payment per working day</i>
Single LV service demand connection or alteration (including work associated with moving a meter)	5 working days	-	£10
Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	15 working days	-	£10
Other LV connections with LV works	25 working days	45 working days	£50
Connections involving HV works	35 working days	65 working days	£100
Connections involving EHV works	65 working days	65 working days	£150

Quotation Accuracy Scheme

This only applies to customers asking for a quotation for a single LV service demand connection or for small-project demand connections.

Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment. We will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If we have undercharged you, we will require you to repay the additional amount.

<i>Type of Connection</i>	<i>Payment</i>
Single LV service demand connection or alteration (including work associated with moving a meter)	£250
Small-project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	£500

Making Contact to Schedule Work and Completing Work for Single LV Services and Small LV Projects

Once we have received written acceptance of our quotation and you have paid the full amount quoted, we will contact you within 7 working days to discuss dates for carrying out the works. It may not always be possible to agree a date when we contact you initially, for example if wayleaves or other consents are required. Please note: works associated with moving meters are not covered by this standard.

If we fail to contact you we will pay you £10 for each working day we are late.

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). We will complete the works on the agreed date.

If we fail we will pay you £25 for each working day we are late.

Making Contact to Schedule Work and Commencing and Completing Work for Other LV Connections, HV and EHV Connections

Once we have received written acceptance of our quotation and you have paid the full amount quoted (or an amount for phases specified in the quotation), we will contact you to arrange to schedule dates to carry out the work. It may not always be possible to agree dates when we contact you initially, for example if wayleaves or other consents are required.

If we fail to contact you we will pay you a fixed amount for each working day we are late.

<i>Type of Connection</i>	<i>Timescale to make contact</i>	<i>Late payment per working day</i>
Other LV connections with LV works	7 working days	£50
Connections involving HV works	10 working days	£100
Connections involving EHV works	15 working days	£150

We will agree dates to commence the works, complete the works (or a phase of works specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleave consents, or if we are unable to undertake live working on our system for safety reasons or prerequisite works have not been completed). We will commence on-site work, complete the on-site works, and energise if required, on the agreed dates.

If we fail to meet an agreed date we will pay you a fixed amount for each working day we are late.

<i>Type of Connection</i>	<i>Late payment per working day for commencing work</i>	<i>Late payment per working day for completing work</i>	<i>Late payment per working day for energising where required</i>
Other LV connections with LV works	£20	£100	£100
Connections involving HV works	£20	£150	£150
Connections involving EHV works	£20	£200	£200

Notification of Payment Under Guaranteed Standards

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the failure (for budget estimates), within 10 working days of a quotation being found to be incomplete or inaccurate (for the quotation accuracy scheme) and within 10 working days of completion of the job (for all the other standards covered by this document).

If we fail to make the payment within the above timescales we will send you an additional £50.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of your distributor's failure.

Complaints

If you have a complaint about any aspect of our service, please contact us. You will find our complaints handling procedure on our website (see details below) or you can ring our general enquiry line to request a copy. If we are unable to resolve the matter with you, and you are a domestic or small business customer, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

They are able to offer free independent advice and will look at your complaint, but will expect you to let us try to sort it out first. You can telephone the Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Service website: www.os-energy.org/energy

Disputes

If you are unable to resolve a dispute with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of your distributor's failure.

Contacting Your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to request a service from us, please telephone us on the relevant number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat your enquiry as having been received at the start of business on the next working day.

Where we have indicated willingness to accept requests by telephone for estimates and quotations, such requests are covered by these Standards.

*Guaranteed Standards of
Performance for metered demand
customers of
Electricity Distribution Companies in
England, Wales & Scotland*

January 2013

Introduction

In accordance with the Electricity (Standards of Performance) Regulations 2010, as modified by the Electricity (Standards of Performance) (Amendment) Regulations 2010, this document sets out the guaranteed standards of your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this.

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment. We can either make payments via your electricity supplier or directly to you.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be due to you because of our failure.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or not being able to gain access to premises and in some cases severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure.

GUARANTEED STANDARDS

Regulation 5 - Supply Restoration during Normal Weather

If your electricity supply fails during normal weather conditions because of a problem on our distribution system we will restore it within 18 hours of first becoming aware of the problem.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer. You will also receive a further £27 for each additional 12 hours you are without supply.

Regulation 6 - Supply Restoration during Normal Weather – Incidents affecting 5,000 customers or more.

If your electricity supply fails during normal weather conditions because of a single incident on our distribution system affecting 5,000 premises or more, we will restore it within 24 hours of first becoming aware of the problem.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer. You will also receive a further payment of £27 for each additional 12-hour period that you are off supply up to a maximum of £216.

Regulation 7 - Supply Restoration during Severe Weather

If your electricity supply fails because of a problem on our distribution system due to severe weather we will restore it within the period prescribed by the Regulations dependent upon the scale of the event:-

Category of severe weather	Definition
Category 1 (medium events)	Lightning events - when a distributor experiences at least 8 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
	Non-lightning events - when a distributor experiences 8 or more but fewer than 13 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
Category 2 (large events)	Non-lightning events - when a distributor experiences at least 13 times the normal amount of faults in 1 day – supplies will be restored within 48 hours
Category 3 (very large events)	Any severe weather events where at least 35% of exposed customers are affected – supplies will be restored within a period as calculated using a formula based on the number of customers affected as set out in the Regulations

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £27 (for both domestic and business consumers). You will also receive a further £27 for each

additional 12 hours you are without supply. The maximum payment you will receive is £216. These payments will be made as soon as reasonably practicable.

Regulation 8 – Rota Disconnections

On very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. We aim to minimize the amount of time that your supply would be affected in such cases. We will at any rate ensure a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If you are without supply for a period before we commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer.

Regulation 11 - Multiple Interruptions

If your electricity supply fails because of a problem on our distribution system and you are without power for three hours or more, on four or more different occasions in any single year (12-month period) starting on 1 April, you are entitled to a £54 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. In order for your claim to be verified you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

Regulation 12 - Distributor's Fuse

If you report information that leads us to believe that the main fuse between the incoming supply cable and your meter has or might have failed, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and bank holidays we will attend within 4 hours if you contact us between 9am and 5pm. If you notify us outside these times, we will treat your call as if we had received it at the start of the next day.

If we fail we will arrange for you to receive a £22 payment.

Regulation 14 - Notice of Planned Supply Interruption

If we need to switch off your power to work on our network for planned maintenance work we will give you at least 2 days' notice. (We will always give as much notice of a planned interruption as possible, even if we know we've already failed the standard.)

If we fail to give 2 days' notice or we switch your electricity off on a different day, then you can claim (within 1 month of the failure) £22 if you are a domestic consumer or £44 if you are a business consumer.

Regulation 15 - Voltage Complaints

If you report a problem with the voltage of the electricity to your premises we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days.

If we fail we will arrange for you to receive a £22 payment.

Regulation 19 - Appointments

Should we need to visit you, or should you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. As of 1 October 2010, this standard no longer applies to visits related to connections work.

If we fail to make or keep an appointment we will arrange for you to receive a £22 payment.

Regulation 21 - Notification of Payment under Guaranteed Standards

We will notify you, or your supplier, of any guaranteed standards that we have failed to meet (other than those for which you have to make a claim for payment). In any case, we will send your payment either directly to you or to your electricity supplier within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during Severe Weather, when we will issue payment as soon as is reasonably practicable.

If we fail to notify you, or your supplier, or fail to send a payment within the above timescales, we will arrange for you to receive an additional £22.

Making a Claim for Payment

Should you wish to make a claim under Regulation 5, 6, 7, 8, 11 or 14, please telephone us for details of how to claim on the general enquiries number listed in the section on "Contacting your Electricity Distributor". If you make a claim outside the hours listed, your claim will be treated as if you had called on the next working day.

If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

Contacting your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by us, please telephone us on the number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat this as having been received at the start of business on the next working day.

Performance Information

A periodic report on performance against these guaranteed standards, including the levels of compensation paid out, is published by the consumer champion, Consumer Focus at www.consumerfocus.org.uk/publications

Codes of Practice

Electricity distributors have statements that describe services available to customers. These might include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who require a password during appointments for extra security. A copy of our statements is available free of charge from us or can be downloaded from our website.

Complaints

If you have a complaint about any aspect of our service, please let us know. You will find our complaints-handling procedure on our website or you can ring the general enquiry line to request a copy. If we are unable to resolve the matter with you, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

They are able to offer free independent advice and will look at your complaint, but will expect you to let us try to sort it out first. You can telephone the Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Services website: www.os-energy.org/energy

Company	Area	Address	Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless stated)	Website address
Western Power Distribution East Midlands	East Midlands	Avonbank, Feeder Road, Bristol, Avon, BS2 0TB	0800 0568090	0845 7240240 08:30 to 17:00	westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	Avonbank, Feeder Road, Bristol, Avon, BS2 0TB	0800 3281111	0845 7240240 08:30 to 17:00	westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	Avonbank, Feeder Road, Bristol, Avon, BS2 0TB	0800 0520400	0845 6013341 08:00 to 18:00	westernpower.co.uk
Western Power Distribution South West	South West England	Avonbank, Feeder Road, Bristol, Avon, BS2 0TB	0800 365900	0845 6012989 08:00 to 18:00	westernpower.co.uk
UK Power Networks – Eastern	East Anglia	Newington House, 237 Southwark Bridge Road, London, SE1 6NP	0800 7838838	08456 014516 09:00 to 17:00	ukpowernetworks.co.uk
UK Power Networks – London	London	Newington House, 237 Southwark Bridge Road, London, SE1 6NP	0800 0280247	08456 014516 09:00 to 17:00	ukpowernetworks.co.uk
UK Power Networks – South Eastern	South East England	Newington House, 237 Southwark Bridge Road, London, SE1 6NP	0800 7838866	08456 014516 09:00 to 17:00	ukpowernetworks.co.uk
UK Power Networks (IDNO) Ltd	Olympic Park & Stratford City site	237 Southwark Bridge Road, London, SE1 6NP	0800 1712012	08456 014516 09:00 to 17:00	ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The North East & most of North Yorkshire	Lloyds Court, 78 Grey Street, Newcastle upon Tyne, NE1 6AF	0800 668877	0845 702703 08:00 to 20:00 Mon-Fri 09:00 to 17:00 Sat	northernpowergrid.com
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & Northern Lincolnshire	Lloyds Court, 78 Grey Street, Newcastle upon Tyne, NE1 6AF	0800 375675	0845 702703 08:00 to 20:00 Mon-Fri 09:00 to 17:00 Sat	northernpowergrid.com
SSE Power Distribution	North Scotland	Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ	0800 300999	08000 483515 08:00 to 17:00 Sat: 08:00-14:00	ssepd.co.uk
SSE Power Distribution	South England	Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ	08000 727282	08000 483516 08:00 to 17:00 Sat: 08:00-14:00	ssepd.co.uk
SP Energy Networks	Central & Southern Scotland	1 Atlantic Quay, Glasgow, G2 8SP	0845 2727999	0845 2734444 08:30 to 18:00	spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	3 Prenton Way, Prenton, CH43 3ET	0845 2722424	0845 2734444 08:30 to 18:00	spenergynetworks.co.uk
Electricity North West	North West England	304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG	0800 1954141	0800 0481820 08:30 to 16:30	enwl.co.uk
Electricity Network Co Ltd	Great Britain	Energy House, Woolpit, Bury St Edmunds, IP30 9UP	0800 0326990	01359 243311 08:30 to 17:00	gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	Hazeldean, Station Road, Leatherhead, Surrey, KT22 7AA	0800 7316945	01372 227560 08.00 - 18.00	esputilities.com
Independent Power Networks	Great Britain	Energy House, Woolpit, Bury St. Edmunds, IP30 9UP	0800 0130849	0845 0556199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://independentpowernetw
orks.co.uk">independentpowernetw orks.co.uk
Energetics Electricity	Great Britain	International House, Stanley Boulevard, Glasgow, G72 0BN	0800 8048688	01698 404640 08:30-16:45	energetics-uk.com