



GUARANTEED STANDARDS OF SERVICE  
FOR ELECTRICITY DISTRIBUTION  
COMPANIES IN ENGLAND, WALES &  
SCOTLAND  
METERED CONNECTIONS

Ref	Version	Created/Reviewed by	Date
FEAL_GSOS_METERED_CONNECTIONS_001	1.0	Dave Ball - UCSL	Nov-2017

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## Introduction

This guide sets out the guaranteed standards for metered demand and generation 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 2015 No.698 (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:

1. a) Where some of the connections work is to be carried out by an independent connections provider. Separate service standards and compensation arrangements apply for the aspects we undertake and
2. b) Where reinforcement is required due to the installation of approved equipment (such as small-scale generation) at domestic premises or small businesses where no modification to the physical connection is required and no connection charge is made.

Where a new demand connection includes the installation of a single small-scale generation unit (SSEG), the relevant demand standards will apply. Where a new demand application includes the installation of multiple SSEG generation or large-scale (G59) generation, the relevant generation standards will apply.

## Connection Guaranteed Standards

We guarantee our key connection services. The guarantees apply to new or modified connections. However, please note that works solely associated with moving a customer’s meter are only included within the scope of ‘modified connections’ for the purposes of Budget Estimates, Quotations and the Quotation Accuracy Scheme.

## Provision of Budget Estimates

If you ask us for a desktop 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 £130.

## Provision of Quotations

If you ask us for a quotation (i.e. 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.

Type of Connection	Demand Timescale	Generation Timescale	Late payment per working day
Single LV service demand connection or service alteration (including work associated with moving a meter)	5 working days	-	£15

## 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 to you. 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.

**Making Contact to Schedule Work and Completing Work for Single LV Service and Small LV Projects demand connections**

Once we have received written acceptance of our quotation and you have paid any required 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 £30 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 by 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 £70 for each working day we are late.

#### Making Contact to Schedule Work and Commencing and Completing Work for all 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 discuss 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.

Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or domestic developments of 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2 or 3 phase connections requiring no LV network extension, in all cases involving LV only and whole-current metering)	15 working days	-	£15
Other LV connections with LV works	25 working days	45 working days	£65
Connections involving HV works	35 working days	65 working days	£135
Connections involving EHV works	65 working days	65 working days	£200
Type of Connection	Payment		
Single LV service demand connection or alteration (including work associated with moving a meter)	£335		
Small-project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or domestic developments of 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections requiring no LV extension, in all cases involving LV only and whole-current metering)	£670		

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

## 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 £65.

## 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.ombudsman-services.org/energy](http://www.ombudsman-services.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 to meet the relevant standard.

Type of Connection	Timescale to make contact	Late payment per working day
Other LV connections with LV works	7 working days	£65
Connections involving HV works	10 working days	£135
Connections involving EHV works	15 working days	£200

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 by 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.

Type of Connection	Late payment per working day for commencing work	Late payment per working day for completing work	Late payment per working day for energising where required
Other LV connections with LV works	£25	£135	£135
Connections involving HV works	£25	£200	£200
Connections involving EHV works	£25	£270	£270

## 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 whom 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.

Fulcrum Electricity Assets Ltd

2 Europa View

Sheffield Business Park

Sheffield

S9 1XH

Email – [enquiries@fulcrumea.co.uk](mailto:enquiries@fulcrumea.co.uk)

General - 0330 221 1206

Emergency - 0808 164 4714

## Performance Information

Performance against these guaranteed standards', including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland.

<b>Company</b>	<b>Area</b>	<b>Emergency/ Supply Loss (24 hour)</b>	<b>General Enquiries (Mon-Fri unless otherwise stated)</b>	<b>Customer Relations No. (Mon-Fri unless otherwise stated)</b>	<b>Website address</b>
Western Power Distribution	East Midlands, West Midlands South Wales & South West	0800 678 3105	0800 096 3080 09:00 to 17:00	0800 055 6833 09:00:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
UK Power Networks – Eastern Power Networks plc.	East Anglia	0800 316 3105	0845 601 4516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
UK Power Networks – London Power Networks plc.	London	0800 316 3105	0845 601 4516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
UK Power Networks – South Eastern Power Networks plc.	South East England	0800 316 3105	0845 601 4516 09:00 to 17:00	0800 028 4587 08:30 to 17:0	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	0800 668 877 Or 0330 123 0877	0845 070 7172 24 hours	0800 781 8848 24 hours	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>
Northern Powergrid (Yorkshire) plc.	West, South & East Yorkshire & northern Lincolnshire	0800 375 675 Or 0330 123 0877	- 0845 070 7172 24 hours	0800 781 8848 24 hours	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>
Scottish & Southern Energy Power Distribution	North Scotland	0800 300 999 Mobile: 0345 072 1901	08000 483 515 08:00 to 17:00 Sat: 08:00-14:00	0800 9801394 Mon-Thurs 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>

Scottish & Southern Energy Power Distribution	South England	0800 727 282 Mobile: 0345 072 1905	08000 483 516 08.00 to 17.00 Sat: 08:00-14:00	0800 9801395 Mon-Thurs 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
SP Energy Networks	Central & Southern Scotland	0800 092 9290 Mobile: 0330 1010 222	.0330 1010 444 08:30 to 18:00	0330 1010 444	<a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>
SP Energy Networks	Merseyside, Cheshire & North Wales	0800 001 5400 Mobile: 0330 1010 400	0300 1010 444 08:30 to 18:00	0330 1010 444	<a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>
Electricity North West	North West England	0800 195 4141	0800 048 1820 Mon-Fri 08:00 to 20.00 Sat 8.30 to 14.00	0800 048 1820 Mon-Fri 8.30 to 19.00 Sat 09.00 to 14.00	<a href="http://www.enwl.co.uk">www.enwl.co.uk</a>
ESP Electricity Ltd	Great Britain	0800 731 6945	01372 227560 08.00 - 18.00	01372 22 7560 08.00 - 18.00	<a href="http://www.espelectricity.com">www.espelectricity.com</a>
Independent Power Networks	Great Britain	0800 013 0849	0845 055 6199 Mon-Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	0845 055 6199 Mon-Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.independentpowernetworks.co.uk">www.independentpowernetworks.co.uk</a>
Energetics Electricity	Great Britain	0800 804 8688	01698 404640 08:30-16:45	0169 840 4640 08:30-16:45	<a href="http://www.energetics-uk.com">www.energetics-uk.com</a>

Peel Electricity Networks Ltd	North West	01924 871 558 (24 hour)	08451 226 786 (Mon-Fri)	08451 226 786 (Mon-Fri)	<a href="http://www.peelutilities.co.uk">www.peelutilities.co.uk</a>
Harlaxton	Great Britain	0800 055 6288	0844 800 1813	0844 800 1813	<a href="http://www.harlaxtonenergynetworks.co.uk">www.harlaxtonenergynetworks.co.uk</a>
UK Power Distribution	Great Britain	0800 311 8074	0844 7400074 (Mon-Fri 08:30 – 17:00)	0844 7400074 (Mon-Fri 08:30 – 17:00)	<a href="http://www.ukpowerdistribution.co.uk">www.ukpowerdistribution.co.uk</a>
Fulcrum Electricity Assets Ltd	Great Britain	0808 164 4714	0330 221 1206	0330 221 1206 (Mon-Fri 08:30 – 17:00)	<a href="http://www.fulcrumea.co.uk">www.fulcrumea.co.uk</a>