

Metered Connections

Our guaranteed standards of service information guide



Our metered connection guaranteed standards of service

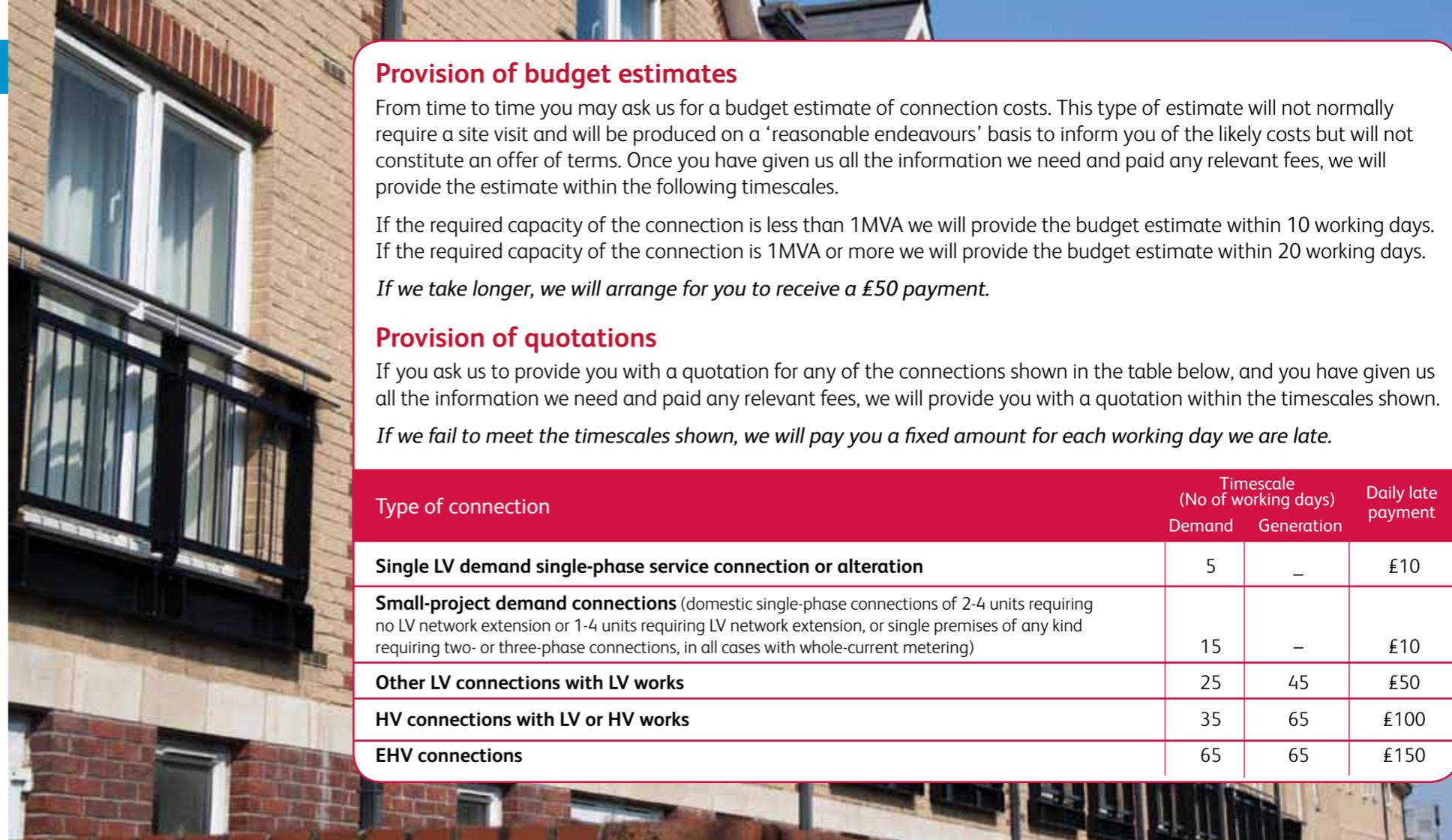
At Northern Powergrid we provide power to the Northeast, Yorkshire and northern Lincolnshire through two electricity distribution companies – Northern Powergrid (Northeast) Ltd and Northern Powergrid (Yorkshire) plc. We deliver electricity safely to you through our electricity distribution network for your supplier. Your supplier bills you for your electricity and is responsible for your meter.

This guide tells you about the guaranteed standards set by Ofgem, our industry regulator.¹ We will work to these standards when providing you with the services relating to the provision by us of a metered network connection that are described in this guide. If we fail to meet these standards, you will generally be entitled to receive a payment from us.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances or due to events beyond our control, industrial action, actions of third parties or not being able to gain access to premises. On each occasion we will need to have demonstrated that we had taken reasonable steps to prevent the circumstances occurring and to prevent failure.

Where we undertake only the non-contestable part of demand connection works, and you appoint a third party to carry out all of the contestable works, separate performance standards apply.

¹ in the Electricity (Connection Standards of Performance) Regulations 2010 (in relation to demand connections) and Direction under Distribution Licence Condition 15A (in relation to generation connections).



Provision of budget estimates

From time to time you may ask us for a budget estimate of connection costs. This type of estimate will not normally require a site visit and will be produced on a 'reasonable endeavours' basis to inform you of the likely costs but will not constitute an offer of terms. Once you have given us all the information we need and paid any relevant fees, we will provide the estimate within the following timescales.

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 take longer, we will arrange for you to receive a £50 payment.

Provision of quotations

If you ask us to provide you with a quotation for any of the connections shown in the table below, and you have given us all the information we need and paid any relevant fees, we will provide you with a quotation within the timescales shown.

If we fail to meet the timescales shown, we will pay you a fixed amount for each working day we are late.

Type of connection	Timescale (No of working days)		Daily late payment
	Demand	Generation	
Single LV demand single-phase service connection or alteration	5	–	£10
Small-project demand connections (domestic single-phase connections of 2-4 units requiring no LV network extension or 1-4 units requiring LV network extension, or single premises of any kind requiring two- or three-phase connections, in all cases with whole-current metering)	15	–	£10
Other LV connections with LV works	25	45	£50
HV connections with LV or HV works	35	65	£100
EHV connections	65	65	£150

Our quotation accuracy scheme

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

You have the right to challenge the accuracy of our quotation under the quotation accuracy scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment as shown in the table below. We will reissue you with a correct quotation and any overpayment will be refunded. If we have undercharged you, we will require you to pay the additional amount.

Type of connection	Payment
Single LV demand single-phase service connection or alteration (including work associated with moving a meter)	£250
Small-project demand connections (domestic single-phase connections of 2-4 units requiring no LV network extension or 1-4 units requiring LV network extension, or single premises of any kind requiring two- or three-phase connections, in all cases with whole-current metering)	£500

Making contact to schedule work and completing work for single LV services and small LV demand projects

This does not apply to works associated with the repositioning of a meter.

Once we have received your written acceptance of our quotation, together with the required contact details, and you have paid the full amount quoted, we will contact you within seven working days to discuss scheduling the work. Sometimes it may not be possible to agree work dates when we first contact you, for example if wayleaves or other consents are required.

If we fail to contact you within seven working days, we will pay you £10 for every working day we are late.

We will complete the works (or a phase of work as specified in our quotation) by the agreed date. Sometimes you may ask us to vary these dates or we may need to postpone your works due to factors such as severe weather, delays in obtaining wayleave consents or because prerequisite works have not been completed by parties other than us and our agents.

If we fail to complete the works by the agreed dates (as revised where applicable) and it's our fault, we will pay you £25 for every working day we are late.



Making contact to schedule work, commencing and completing work and carrying out energisation for other LV, HV and EHV connections

Once we have received your written acceptance of our quotation, together with the required contact details, and you have paid the full amount quoted (or an amount for phases specified in the quotation), we will contact you to begin the process of arranging dates to carry out the work within the timescales shown in the table below. It may not always be possible to agree dates when we first contact you, for example if wayleaves or other consents are required.

If we fail to contact you within the timescales shown, we will pay you a fixed amount for every working day we are late.

Type of connection	Timescale to make contact	Daily late payment
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 commence and complete the works (or a phase of works specified in the quotation) by the agreed dates and if required energise the supply. Sometimes you may ask us to vary these dates or we may need to postpone your works due to factors such as severe weather, delays in obtaining wayleave consents, prerequisite works that have not been completed by parties other than us or our agents or inability to carry out live working on our system for safety reasons.

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If we fail to commence work, complete the works or energise the supply if required by the agreed dates (as revised where applicable) and it's our fault, we will pay you a fixed amount for every working day we are late.

Type of connection	Daily payment if late to commence work	Daily payment if late to complete work	Daily payment if late to energise (where required)
Other LV connections with LV works	£20	£100	£100
Connections involving HV works	£20	£150	£150
Connections involving EHV works	£20	£200	£200

Making payments under these standards

If we fail to meet any of these standards we will make an automatic payment to you by cheque, electronic transmission or credit to your connection invoice within 10 working days of the failure (in the case of budget estimates) or of the day on which the service is finally provided (in the case of quotations, making contact to schedule work, commencement and completion of works and energisation).

If we fail to make this payment within 10 working days we will make a further payment of £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 our failure.



We aim to provide the best possible customer service at all times. If, however, you are not satisfied with our service, we hope that you will tell us about it so that we can try to put things right for you . . .

You will find our complaints-handling procedure on our website www.northernpowergrid.com or you can ring 0800 781 8848 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 website www.os-energy.org/energy

If you have a dispute with us about whether you should receive a payment which you cannot resolve with us, 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 determination.

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 our failure.

To order this leaflet in Braille, large print, a different language or on audiotape or CD, please call 0800 169 2996.

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facebook.com/NorthernPowergrid/

 Follow us on Twitter
[@northpowergrid](https://twitter.com/northpowergrid)

 Watch us on YouTube
 Search: Northern Powergrid

www.northernpowergrid.com

Details of performance against guaranteed standards under which we operate, including the levels of compensation that have been paid out, are published by the consumer champion, Consumer Focus, at www.consumerfocus.org.uk/publications.

Contacting us

For further information about any of the guaranteed standards or if you would like to request an estimate or quotation for a metered connection service from us, please contact us on the number shown below.

Connections enquiries

0845 070 2703

Monday-Friday 8.00am to 8.00pm, Saturday 9.00am to 5.00pm
 (excluding bank holidays)

Making a complaint

0800 781 8848

Monday-Friday 9.00am to 5.00pm

Copies of all our information guides can be downloaded from our website www.northernpowergrid.com