



Connection Offer Expenses Customer Guide

If you need any help understanding this information:

Contact us online:

www.northernpowergrid.com/contact-us/form/connections

www.northernpowergrid.com/contact-our-connections-engineers

Speak to one of our team:

0800 011 3433

Opening hours:

Monday - Friday 8:00am - 8:00pm

Saturday 9:00am - 5:00pm

From the 06 April 2018, Northern Powergrid can charge connection applicants a connection offer expense irrespective of whether they subsequently accept the connection offer. If we have received your application, and/or any subsequent information after this date we will require you to pay connection offer expenses in respect of this application. Customers who apply for budget estimates, feasibility studies or full connection offers may have to pay a charge. Customers will be informed at the time of application they may be required to pay a charge to us to produce their offer. Please see below for further information.

Unless your application is in one of the categories marked as “Not applicable” then the requirement for you to pay connection offer expenses will apply irrespective of whether you accept the quotation or cancel your application.

For further information please contact us on 0800 011 3433, www.northernpowergrid.com/contact-us/form/connections or visit our website www.northernpowergrid.com/connection-offer-expenses

How does the process work?

You **do not** have to pay Connection Offer Expense up front at the application stage. If you apply for a connection offer, you will receive the offer in the normal timescales. You will also receive a separate invoice for the connection offer expenses after you receive the connection offer.

What if I want to cancel my application?

There is a 5-day cooling off period from the date we confirm we have received all the information we need to process your application. During the 5 day cooling off period you will not be required to pay any connection offer expenses.

When do you charge me for Connection Offer Expenses?

You will be sent an invoice for Connection Offer Expenses soon after you receive your Connection Offer. You will be required to pay this invoice within 14 days.

What if I want to accept the connection offer?

If you want to accept the connection offer, then you can confirm acceptance and pay the Connection Offer amount in the usual way. The charge for the connection offer expense will have to be paid and the invoice you will have been sent will detail how you can pay this.

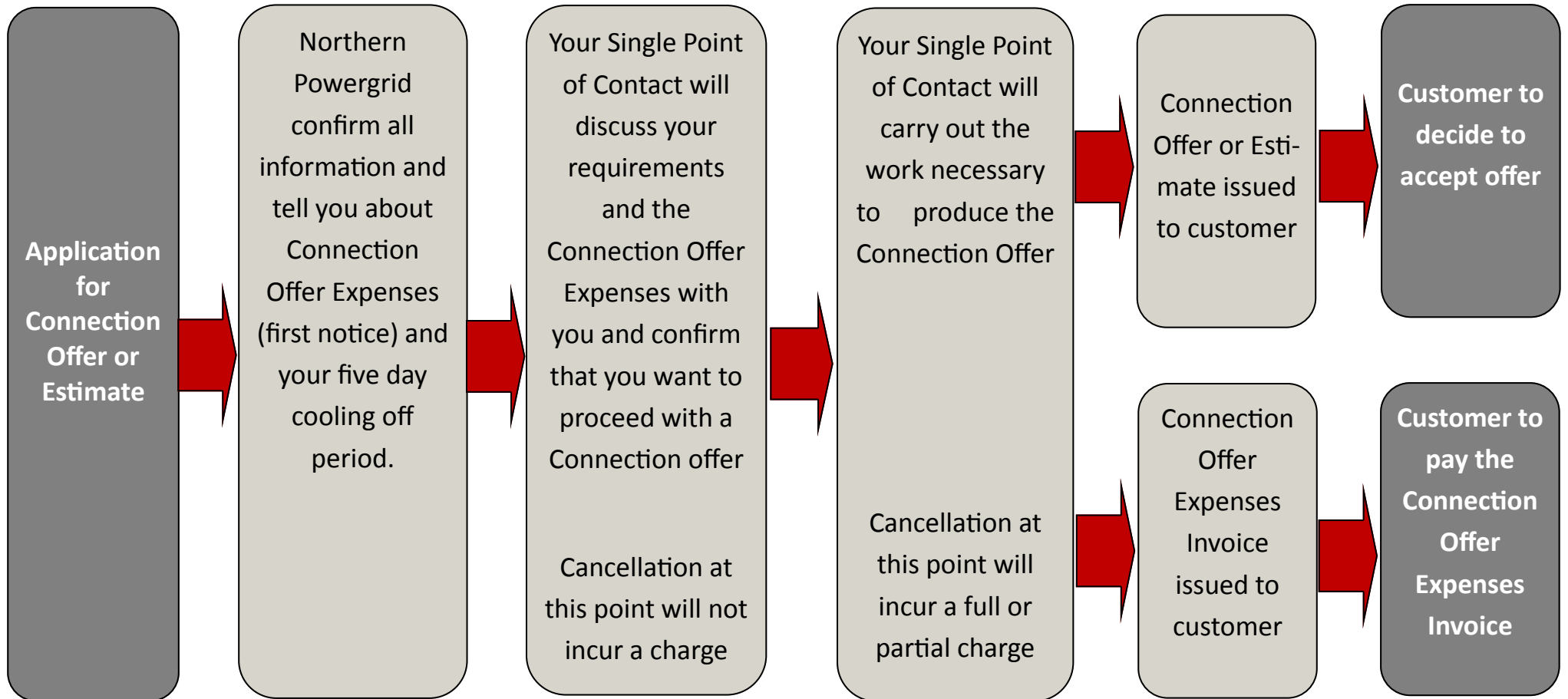
What if I do not want to accept the connection offer?

If you do not want to accept the Connection Offer, then you will still be required to pay the Connection Offer Expense charge. The invoice you will have been sent will detail how you can pay this.

What are the new charges?

Full information of the charges are set out in our Connections Charging Methodology Statement, which is available on our website. The tables on the next pages show the charges and the project types which they apply to.

Connection Offer Expenses Process



Connection Offer Expenses Cancellation Process

If we do not receive your written confirmation within five working days of the date of the first notice that you do not wish to proceed with your connection application, the requirement for you to pay connection offer expenses will apply irrespective of whether you accept the quotation or cancel your application.

Scheme cancellation during the design phase

In the event that an application is withdrawn prior to the connection offer being released, we will require payment of the applicable connection offer expenses. The amount of the connection offer expenses payable in the event of a cancellation will depend on the stage of the application in the connection offer process, irrespective of the number of working days that have elapsed. Once you have confirmed that the connection offer is no longer required, a cancellation letter will be sent to you from your single point of contact, which will include the second notice information. The stages of the connection offer process are as follows:

Stage 1: Administrative set up, minimum information check and customer notified (first notice);

Stage 2: Within the 5 day cooling off period;

Stage 3: Possible site meeting/cable route assessment/initial customer discussion;

Stage 4: Design study, where applicable;

Stage 5: Budget options released to the customer, where applicable;

Stage 6: Technical report/plans/liaison with Operations, where applicable;

Stage 7: Pricing/CDMS input;

Stage 8: Quotation prepared; and

Stage 9: Quotation issued and post-quote discussions.

Stages in the design/quotation/estimate process

Stage No.	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6	Stage 7	Stage 8	Stage 9
% of COE Fee payable	0%	0%	5%	20%	25%	55%	85%	95%	100%

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECGS1A 4(2) Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	
	Other LV connection(s) with a total load up to 100kVA LV	£150	
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£150	
	Connection greater than 250kVA and up to 1MVA at LV	£190	
	Connection up to 250kVA at HV	£190	
	Connection greater than 250kVA and up to 1MVA at HV	£190	
ECGS1B 4(3) Budget Estimate 1MVA + (20)	Connection greater than 1MVA and up to 3MVA at HV	£190	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more
	Connection greater than 3MVA and up to 10MVA at HV	£340	
	Connection greater than 3MVA and up to 10MVA at EHV	£510	
	Connection greater than 10MVA and up to 50MVA	£510	
	Connection greater than 50MVA	£510	
ECDGS1A Generation Budget Estimate <1 MVA (10)	Connection of other generation at LV up to 20kVA	£150	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£150	
	Connection of other generation at LV greater than 50kVA	£190	
	Connection of generation at HV up to 250kVA	£190	
	Connection of generation at HV greater than 250 and up to 1MVA	£190	
ECDGS1B Generation Budget Estimate 1 MVA + (20)	Connection of generation at HV greater than 1MVA	£280	A budget estimate for a generation connection where the export capacity is 1 MVA or more. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of generation at EHV up to 10MVA	£620	
	Connection of generation at EHV greater than 10MVA	£620	
	Connection of generation greater than 50MVA	£620	

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECGS1A 4(2) Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	
	Other LV connection(s) with a total load up to 100kVA LV	£150 +20% (£180)	
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£150 + 20% (£180)	
	Connection greater than 250kVA and up to 1MVA at LV	£190 + 20% (£228)	
	Connection up to 250kVA at HV	£190 + 20% (£228)	
ECGS1B 4(3) Budget Estimate 1MVA + (20)	Connection greater than 250kVA and up to 1MVA at HV	£190 + 20% (£228)	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more
	Connection greater than 1MVA and up to 3MVA at HV	£190 + 20% (£228)	
	Connection greater than 3MVA and up to 10MVA at HV	£340 + 20% (£408)	
	Connection greater than 3MVA and up to 10MVA at EHV	£510 + 20% (£612)	
	Connection greater than 10MVA and up to 50MVA	£510 + 20% (£612)	
ECDGS1A Generation Budget Estimate <1 MVA (10)	Connection greater than 50MVA	£510 + 20% (£612)	*See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of other generation at LV up to 20kVA	£150 +20% (£180)	
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£150 +20% (£180)	
	Connection of other generation at LV greater than 50kVA	£190 + 20% (£228)	
	Connection of generation at HV up to 250kVA	£190 + 20% (£228)	
ECDGS1B Generation Budget Estimate 1 MVA + (20)	Connection of generation at HV greater than 250 and up to 1MVA	£190 + 20% (£228)	*See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of generation at HV greater than 1MVA	£280 + 20% (£336)	
	Connection of generation at EHV up to 10MVA	£620 + 20% (£744)	
	Connection of generation at EHV greater than 10MVA	£620 + 20% (£744)	
	Connection of generation greater than 50MVA	£620 + 20% (£744)	

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
Budget <1 MVA	Single LV Service Demand Connection	Not Applicable	A non-contestable only budget estimate for a demand connection where the demand capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	
	Other LV connection(s) with a total load up to 100kVA LV	£110	
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£110	
	Connection greater than 250kVA and up to 1MVA at LV	£140	
	Connection up to 250kVA at HV	£140	
Budget 1 MVA +	Connection greater than 250kVA and up to 1MVA at HV	£140	A non-contestable only budget estimate for a demand connection where the demand capacity is 1 MVA or more
	Connection greater than 3MVA at HV	£260	
	Connection greater than 3MVA and up to 10MVA at EHV	£450	
	Connection greater than 10MVA and up to 50MVA	£450	
Generation Budget <1 MVA	Connection greater than 50MVA	£450	A non-contestable only budget estimate for a generation connection where the demand capacity or export capacity is less than 1 MVA. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of other generation at LV up to 20kVA not covered by the above	£110	
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£110	
	Connection of other generation at LV greater than 50kVA	£140	
	Connection of generation at HV up to 250kVA	£140	
Generation Budget 1 MVA +	Connection of generation at HV greater than 250 and up to 1MVA	£140	A non-contestable only budget estimate for a generation connection where the demand capacity or export capacity is 1 MVA or more. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of generation at HV greater than 1MVA	£260	
	Connection of generation at EHV up to 10MVA	£510	
	Connection of generation at EHV greater than 10MVA	£510	
	Connection of generation greater than 50MVA	£510	

Non-Contestable Services Only Budget costs—Multiple options (Max 3 options)

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
Budget <1 MVA	Single LV Service Demand Connection	Not Applicable	A non-contestable only budget estimate for a demand connection where the demand capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	
	Other LV connection(s) with a total load up to 100kVA LV	£110 + 20% (£132)	
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£110 + 20% (£132)	
	Connection greater than 250kVA and up to 1MVA at LV	£140 + 20% (£168)	
	Connection up to 250kVA at HV	£140 + 20% (£168)	
	Connection greater than 250kVA and up to 1MVA at HV	£140 + 20% (£168)	
Budget 1 MVA +	Connection greater than 3MVA at HV	£260 + 20% (£312)	A non-contestable only budget estimate for a demand connection where the demand capacity is 1 MVA or more
	Connection greater than 3MVA and up to 10MVA at EHV	£450 + 20% (£540)	
	Connection greater than 10MVA and up to 50MVA	£450 + 20% (£540)	
	Connection greater than 50MVA	£450 + 20% (£540)	
Generation Budget <1 MVA	Connection of other generation at LV up to 20kVA not covered by the above	£110 + 20% (£132)	A non-contestable only budget estimate for a generation connection where the demand capacity or export capacity is less than 1 MVA. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£110 + 20% (£132)	
	Connection of other generation at LV greater than 50kVA	£140 + 20% (£168)	
	Connection of generation at HV up to 250kVA	£140 + 20% (£168)	
	Connection of generation at HV greater than 250 and up to 1MVA	£140 + 20% (£168)	
Generation Budget 1 MVA +	Connection of generation at HV greater than 1MVA	£260 + 20% (£312)	A non-contestable only budget estimate for a generation connection where the demand capacity or export capacity is 1 MVA or more. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of generation at EHV up to 10MVA	£510 + 20% (£612)	
	Connection of generation at EHV greater than 10MVA	£510 + 20% (£612)	
	Connection of generation greater than 50MVA	£510 + 20% (£612)	

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
Non ECGS – Budget <1 MVA	Single LV Service Demand Connection	Not Applicable	A feasibility study for a demand connection where the capacity is less than 1 MVA
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	
	Other LV connection(s) with a total load up to 100kVA LV	£290	
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£290	
	Connection greater than 250kVA and up to 1MVA at LV	£290	
	Connection up to 250kVA at HV	£330	
	Connection greater than 250kVA and up to 1MVA at HV	£330	
Non ECGS – Budget 1 MVA + HV	Connection greater than 1MVA and up to 3MVA at HV	£430	A feasibility study for a demand connection where the capacity is 1 MVA or more.
	Connection greater than 3MVA and up to 10MVA at HV	£630	
Non ECGS – Budget 1 MVA + EHV	Connection greater than 3MVA and up to 10MVA at EHV	£2,090	A feasibility study for a demand connection where the capacity is 1MVA or more
	Connection greater than 10MVA and up to 50MVA at EHV	£2,090	
	Connection greater than 50MVA at EHV	£2,090	
Non ECDGS – Budget <1 MVA	Connection of other generation at LV up to 20kVA not covered by the above	£230	A feasibility study for a generation connection where the export capacity or demand capacity is less than 1 MVA. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£230	
	Connection of other generation at LV greater than 50kVA	£290	
	Connection of generation at HV up to 250kVA	£330	
	Connection of generation at HV greater than 250 and up to 1MVA	£330	
Non ECDGS – Budget 1 MVA + HV/ EHV	Connection of generation at HV greater than 1MVA	£520	A feasibility study for a generation connection where the export capacity or demand capacity is 1 MVA or more. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of generation at EHV up to 10MVA	£2,090	
	Connection of generation at EHV greater than 10MVA	£2,090	
	Connection of generation greater than 50MVA	£2,090	

All works Offer — Small works categories

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECGS2A 5(2) Single LV Service Demand Quotation (5)	Single LV Service Demand Connection	Not Applicable	Single phase, LV connection to single premises, i.e. service cable only Can be domestic or non-domestic, with no equipment likely to cause a disturbance on the existing network and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits. A single G83/G98 compliant generator can be connected to this premises
ECGS2B 5(3) Small Project Demand Quotation (15)	2 to 4 services single phase LV, no extension to LV network	Not Applicable	A demand connection, with no equipment likely to cause a disturbance on the existing network, where the highest voltage of the assets involved is low voltage and includes: <ul style="list-style-type: none"> • A two or three phase LV connection to a single premises i.e. service cable only. Can be domestic or non-domestic • Less than 5 single phase, LV connections involving service cables only – domestic only
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	<ul style="list-style-type: none"> • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	single G83/G98 compliant generator can be connected to a singles premises multiple premises or G59/G99 compliant generators will be classified under generation guaranteed standards.

Point of Connection Only Offer — Small works categories

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
SLC15 1(a) LV demand Quotation (15)	Single LV Service Demand Connection	Not Applicable	Single phase, LV connection to single premises, i.e. service cable only Can be domestic or non-domestic, with no equipment likely to cause a disturbance on the existing network and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits. A single G83/G98 compliant generator can be connected to this premises
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	A demand connection, with no equipment likely to cause a disturbance on the existing network, where the highest voltage of the assets involved is low voltage and includes: <ul style="list-style-type: none"> • A two or three phase LV connection to a single premises i.e. service cable only. Can be domestic or non-domestic • Less than 5 single phase, LV connections involving service cables only – domestic only
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	<ul style="list-style-type: none"> • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	single G83/G98 compliant generator can be connected to a singles premises multiple premises or G59/G99 compliant generators will be classified under generation guaranteed standards.

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECGS3A 6(2) LV Demand Connection Quotation (25)	Other LV connection(s) with a total load up to 100kVA at Low Voltage	£350	A demand connection, where the highest voltage of the assets involved is low voltage
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA at Low Voltage not covered by the above	£350	For example: <ul style="list-style-type: none"> • A small works (single LV service or small project demand) connection with disturbing load. • Five or more domestic connections with or without new LV mains • More than 1 non-domestic connection with whole current metering
	Connection greater than 250kVA and up to 1MVA at Low Voltage	£430	<ul style="list-style-type: none"> • More than 1 three phase connection • 1 or more three phase connection requiring mains extension • 1 or more three phase connections with CT metering • A mixture of domestic and non-domestic connections with the entirety of the works at LV • A single phase commercial connection that requires a mains extension
ECGS3B 6(3) HV Demand Connection Quotation (35)	Connection up to 250kVA at High Voltage	£240	Small works/service connection with HV works such as associated HV outage
	Connection up to 250kVA at High Voltage	£430	A demand connection at low voltage or high voltage where the highest voltage of the assets involved including diversions is high voltage.
	Connection greater than 250kVA and up to 1MVA at High Voltage	£720	For example : <ul style="list-style-type: none"> • A new connection to an LV board involving an HV transformer outage
	Connection greater than 1MVA and up to 3MVA at High Voltage	£720	<ul style="list-style-type: none"> • An HV substation with ACB for connection to the customer • A new housing estate requiring a new substation and LV network • A new domestic connection with HV diversion • New HV pole transformer to feed an unmetred connection
	Connection greater than 3MVA at High Voltage	£1540	A demand connection at low voltage or high voltage where the highest voltage of the assets involved including diversions is high voltage. For example : <ul style="list-style-type: none"> • An HV substation with HV metering requiring a new substation

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECGS3C 6(4) EHV Demand Connection Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£1,540	A low or high voltage demand connection with associated EHV works such as EHV outage or primary board extension
	Connection up to 10MVA at EHV	£7,880	A demand connection at low voltage or high voltage where the highest voltage of the assets involved is extra high voltage including diversions is extra high voltage. For example :
	Connection greater than 10MVA and up to 50MVA	£7,880	<ul style="list-style-type: none"> • New connections involving LV mains and associated services with EHV cables to divert
	Connection greater than 50MVA	£7,880	<p>A demand connection at low voltage or high voltage where the highest voltage of the assets involved is extra high voltage including diversions at extra high voltage. For example :</p> <ul style="list-style-type: none"> • Large HV demand connection that required reinforcement of the EHV network - additional transformer capacity, cable size increases etc. <p>A demand connection at extra high voltage where the highest voltage of the assets involved is extra high voltage including diversions at extra high voltage. For example :</p> <ul style="list-style-type: none"> • EHV demand connection that required reinforcement of the EHV network - additional transformer capacity, cable size increases etc.

All works Offer — Major Works (Generation)

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECDGS3A LV Generation Connection Quotation (45)	Connection of other generation at LV up to 20kVA not covered by the above	£350	A generation connection where the highest voltage of the assets or work involved is low voltage. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£350	
	Connection of other generation at LV greater than 50kVA	£430	
ECDGS3B HV Generation Connection Quotation (65)	Connection of generation at HV up to 250kVA - demand less than 3MVA	£720	A generation connection where the highest voltage of the assets or work involved is low voltage. *See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection
	Connection of generation at HV up to 250kVA - demand equal to or greater than 3MVA	£1,540	
	Connection of generation at HV greater than 250 and up to 1MVA—demand less than 3MVA	£1,010	
	Connection of generation at HV greater than 250 and up to 1MVA - demand equal to or greater than 3MVA	£1,540	
	Connection of generation at HV greater than 1MVA	£2,000	
ECDGS3C EHV Generation Connection Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,000	A low or high voltage generation connection with associated EHV works such as EHV outage or primary board extension
	Connection of generation at EHV up to 10MVA	£7,880	A generation connection at low, high or extra-high voltage where the highest voltage of the assets involved is at extra-high voltage.
	Connection of generation at EHV greater than 10MVA	£7,880	
	Connection of generation greater than 50MVA	£7,880	*See the Generation Connections Guaranteed Standards (ECDGS) guidance notes repeated below for what constitutes a generation as opposed to a demand connection

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
SLC15 1(a) LV demand Quotation (15)	Other LV connection(s) with a total load up to 100kVA LV	£270	<p>A demand connection, where the highest voltage of the assets involved is low voltage</p> <p>For example:</p> <ul style="list-style-type: none"> • A small works (single LV service or small project demand) connection with disturbing load. • Five or more domestic connections with or without new LV mains • More than 1 non-domestic connection with whole current metering • More than 1 three phase connection • 1 or more three phase connection requiring mains extension • 1 or more three phase connections with CT metering • A mixture of domestic and non-domestic connections with the entirety of the works at LV • A single phase commercial connection that requires a mains extension
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£330	
	Connection greater than 250kVA at LV	£330	
SLC15 1(c) HV demand Quotation (20)	Connection up to 250kVA at HV	£330	<p>Provide a quotation for high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated work is more than one kilovolt but not more than 22 kilovolts</p>
	Connection greater than 250kVA and up to 1MVA at HV	£620	
	Connection greater than 1MVA and up to 3MVA at HV	£620	
	Connection greater than 3MVA and up to 10MVA at HV	£1,250	
SLC15 1(e) EHV demand Quotation (50)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£1,250	<p>A low or high voltage demand connection with associated EHV works such as EHV outage or primary board extension</p> <p>Provide a quotation for extra high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and associated works is more than 22 kilovolts but not more than 72 kilovolts</p>
	Connection greater than 3MVA and up to 10MVA at EHV	£7,140	
	Connection greater than 10MVA and up to 50MVA	£7,140	
	Connection greater than 50MVA	£7,140	

Point of Connection Only Offer — Major Works Generation

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
SLC15 1(b) LV Generation Quotation (30)	Connection of other generation at LV up to 20kVA not covered by the above	£270	Provide a quotation for low voltage generation. For a new generation connection to the licensee’s distribution system where the highest voltage of the assets at the point of connection and any associated works is not more than kilovolt
	Connection of other generation at LV greater than 20kVA and up to 50kVA	£270	
	Connection of other generation at LV greater than 50kVA	£330	
SLC15 1(d) HV Generation Quotation (50)	Connection of generation at HV up to 250kVA - demand less than 3MVA	£620	Provide a quotation for high voltage generation. For a new generation connection to the licensee’s distribution system where the highest voltage of the assets at the point of connection and any associated works is more than one kilovolt but not more than 22 kilovolts
	Connection of generation at HV up to 250kVA - demand equal to or greater than 3MVA	£1,250	
	Connection of generation at HV greater than 250 and up to 1MVA - demand less than 3MVA	£820	
	Connection of generation at HV greater than 250 and up to 1MVA - demand equal to or greater than 3MVA	£1,250	
	Connection of generation at HV greater than 1MVA	£1,770	
SLC15 1F EHV generation quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£1,770	A low or high voltage generation connection with associated EHV works such as EHV outage or primary board extension
	Connection of generation at EHV up to 10MVA	£7,140	Provide a quotation for other connections. For a new demand or generation connections to the licensee’s distribution system that is not included within the preceding sub-paragraphs
	Connection of generation at EHV greater than 10MVA	£7,140	
	Connection of generation greater than 50MVA	£7,140	

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
Not Applicable Accept on Existing - LV	Single LV Service Demand Connection	Not Applicable	Accept on existing - Single phase, LV connection to single premise, i.e. service cable only Can be domestic or non-domestic that has no disturbing loads and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits. Generation can be included as long as the generator is G83 compliant/16 amps per phase.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	Accept on existing - A demand connection, where the highest voltage of the assets involved is low voltage and includes: <ul style="list-style-type: none"> • A two or three phase LV connection to a single premise, i.e. service cable only. Can be domestic or non-domestic • Less than 5 single phase, LV connections involving service cables only – domestic only • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	Generation can be included as long as the generator is G83 compliant/16
	Other LV connection(s) with a total load up to 100kVA LV	£190	
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£190	
		Connection greater than 250kVA and up to 1MVA at LV	£240
Not Applicable Accept on Existing - HV	Connection up to 250kVA at HV	£380	Accept on existing - A demand connection at high voltage where there are no additional asset works required.
	Connection greater than 250kVA and up to 1MVA at HV	£380	
	Connection greater than 1MVA and up to 3MVA at HV	£380	
	Connection greater than 3MVA and up to 10MVA at HV	£810	
Not Applicable Accept on Existing - EHV	Connection up to 10MVA at EHV	£1,720	Accept on existing - A demand connection at Extra high voltage where there are no additional asset works required.
	Connection greater than 10MVA and up to 50MVA	£1,720	
	Connection greater than 50MVA	£1,720	

Accept on Existing Connection Arrangement (Generation)

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
Not Applicable Generation Accept on Existing - LV	Connection of other generation at LV up to 20kW not covered by the above	£230	Accept on existing - generation connection at low voltage where there are no additional asset works required.
	Connection of other generation at LV greater than 20kW and up to 50kW	£230	
	Connection of other generation at LV greater than 50kW	£290	
Not Applicable Generation Accept on Existing - HV	Connection of generation at HV up to 250kW	£480	Accept on existing - A generation connection at high voltage where there are no additional asset works required.
	Connection of generation at HV greater than 250kW and up to 1MW	£670	
	Connection of generation at HV greater than 1MW	£1,150	
Not Applicable Generation Accept on Existing - EHV	Connection of generation at EHV up to 10MW	£1,720	Accept on existing - A generation connection at extra high voltage where there are no additional asset works required.
	Connection of generation at EHV greater than 10MW	£1,720	
	Connection of generation greater than 50MW	£1,720	



Infrastructure works only—no end connections

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
Not Applicable LV - Infrastructure Only; No Connections	Infrastructure only at LV	£430	Provision of infrastructure only at low voltage
Not Applicable HV - Infrastructure Only; No Connections	Infrastructure only at HV	£1,540	Provision of infrastructure only at high voltage
Not Applicable EHV - Infrastructure Only; No Connections	Infrastructure only at EHV	£7,880	Provision of infrastructure only at extra high voltage

Unmetered Connections

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
ECGS9 11(2) New Unmetered Quote 1-100 (25)	1—100 unmetered connections/disconnections/transfers	Not Applicable	A unmetered connection, where the highest voltage of the assets involved is low voltage
Non - ECGS9 11(2) New Unmetered Quote 1-100	1—100 unmetered connections/disconnections/transfers	Not Applicable	A unmetered connection, where the highest voltage of the assets involved is High voltage

Moving our Equipment in the highway

Guaranteed Standard	Work Category	Price (Excl VAT)	Description
NRASWA Diversions		Not Applicable	
Non– NRASWA Diversions		Not Applicable	
Wayleave Terminations		Not Applicable	

At Northern Powergrid, customer safety and satisfaction are our main priorities. We are only satisfied when you are...

All of our staff and contractors are committed to:

- Putting safety first
- Respecting you, your time and your property
- Doing a really good job
- Being there when you need us
- Caring for our local environment

We aim to provide the best possible customer experience 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.

Let us know

You can make a complaint to us in a number of different ways – in person at our offices, over the phone, by email or by letter.

Please let us know which of these methods you would prefer us to use when we respond to your complaint.

When contacting us, please provide your full name, address, postcode, contact phone number and email address and as much detail about your complaint as possible.

In person at one of our offices – please call free on 0800 781 8848 or see the complaints section on our website www.northernpowergrid.com, to find the office nearest to you.

By phone – please call our free complaints line on 0800 781 8848.

By email – please email us at complaints@northernpowergrid.com

By letter – please write to Customer Care Manager and send Freepost (no stamp required) to: RSXE-RCZX-XKBL Northern Powergrid, Manor House, Station Road, Penshaw, Houghton-le-Spring DH4 7LA