

RIO-ED1 regulatory instructions and guidance: Annex G – Connections

Guidance

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Contact: Electricity Distribution Team

Team: RIO-ED1

Tel:

Email: RIO.ED1@ofgem.gov.uk

Overview:

RIO-ED1 is the price control for electricity distribution network operators (DNOs) from 1 April 2015 to 31 March 2023.

This document is part of the regulatory instructions and guidance (RIGs) for RIO-ED1.

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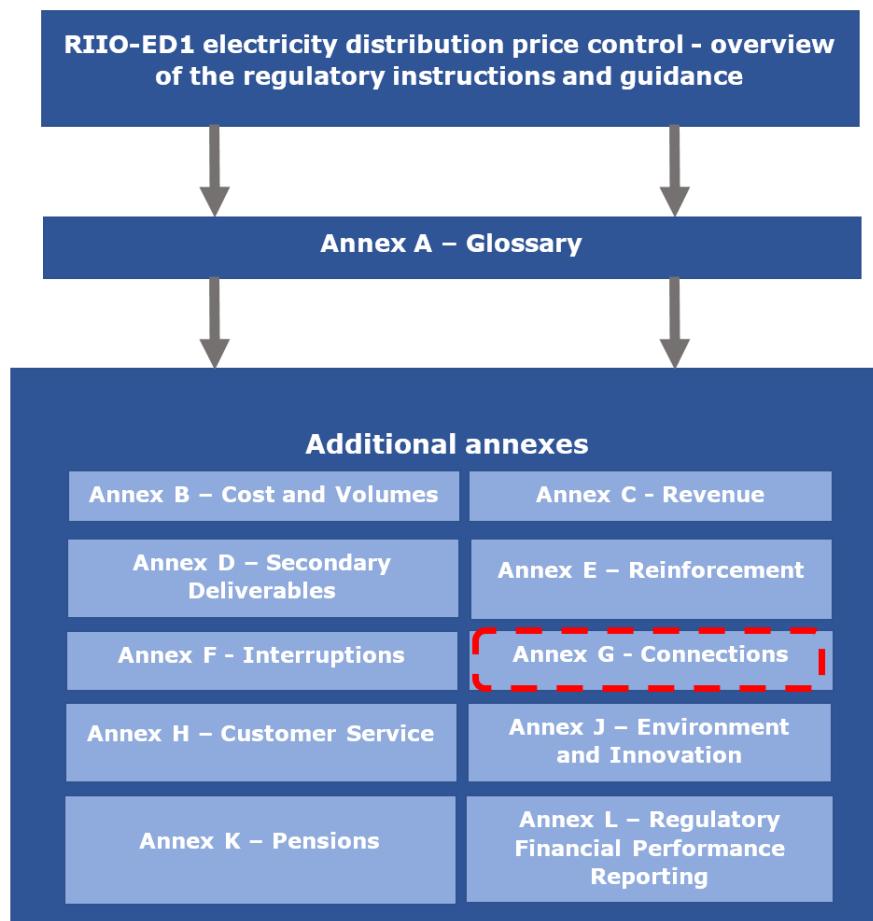
1. Introduction

Scope of this document

1.1. This document is part of the regulatory instructions and guidance (RIGs) for RIIO-ED1. The term RIGs refers to a collection of documents - our instructions and guidance, and the reporting packs and commentaries the electricity distribution network operators (DNOs) have to fill out.

1.2. Figure 1.1 shows all the instructions and guidance documents for the RIIO-ED1 RIGs. This document, circled in Figure 1.1, is one of a series of annexes containing instructions and guidance. It provides DNOs with information on how to fill in the reporting packs related to connections and the Connections Commentary that they are required to submit to us.

Figure 1.1: Map of the RIIO-ED1 instructions and guidance



1.2. This document should be read in conjunction with:

- the RIIO-ED1 electricity distribution price control – overview of the regulatory instructions and guidance document
- Annex A – Glossary for the regulatory instructions and guidance
- the associated Microsoft® Excel 2010 reporting packs named:
 - “Connections Reporting Pack”
 - “Connections Guaranteed Standards (SLC 15A) Reporting Pack”
 - “SLC 12 and 15 Reporting Pack”
- the associated commentary named “Connections Commentary”.

Instructions for completing common worksheets

1.3. The Changes Log must be used by the DNOs to record any amendments (formulae or presentation) that are made to the reporting pack, including the date those changes were made. Ofgem will also record any changes made to the reporting pack in this worksheet.

2. Instructions for completing the Connections Reporting Pack

Introduction

2.1. The purpose of the information collected in the Connections Reporting Pack is to provide a framework for the collection and provision of accurate and consistent connections data from DNOs.

2.2. Values must be entered in the column corresponding to the Regulatory Year under report and any previous Regulatory Years. For example, data reported for Regulatory Year 2018-19 should be reported under the column headed "2019".

General instructions and guidance

2.3. Within the Connections Reporting Pack, the term Connection refers to the provision or upgrading of individual Meter Point Administration Numbers (MPANs), points of connection or unmetered connections to end customers. All provisions of new MPANs/points of connection or upgrades of existing MPANs/points of connection must be referred to as Connections within the annual reporting. The provision of each of these Connections must be delivered via a Connection Project. This refers to each project covered by a connection quotation offered to a customer. It is the scope of work within a particular Connection Project that determines which Connections Category it is classified as belonging to.

2.4. As defined in the glossary, Upgrading Connection Projects refers to Connection Projects that involve only the upgrading of existing MPANs/points of connection without the provision of new MPANs/points of connection. Within the RIGs, the upgrading of existing MPANs/points of connection must refer to projects that:

- increase the available capacity to an existing MPAN/point of connection of the DNO network, or
 - allow an existing MPAN/point of connection to be able to feed a supply of electricity to/from a DNO network.

2.5. Where an application for a connection includes any disconnections necessary to facilitate the new connection this work would be included as part of a Connection Project. Where the customer makes a separate request for an unmetered disconnection the DNO should identify in the Commentary if these are reported as a Connection Project in the pack.

2.6. All costs reported in the worksheets must be completed in pounds million (to two decimal places).

2.7. Income should be entered as negative values throughout.

Metered Connection Categories

2.8. The same 15 Metered Connection Categories, listed in Table 2.1, are used throughout the Connections Reporting Pack. These are defined in Annex A – Glossary under the prefix “Connection Project”.

2.9. Each should map to one of six Market Segments specified in CRC 2K (Margins on licensee’s Connection activities) (with 6 categories excluded from the Market Segments).

Table 2.1: Metered Connection Categories and Market Segments

	Metered Connection Category	Market Segments specified in CRC 2K
1	Metered DPCR4 Connection projects	Excluded
2	Single service LV connection	Excluded
3	Small project demand connection (LV)	Excluded
4	All other LV (with only LV work)	(i) LV work: low voltage Connection Activities involving only low voltage work, other than in respect of Excluded Market Segments.
5	LV end connections involving HV work	(ii) HV work: low voltage or high voltage Connection Activities involving high voltage work (including where that work is required in respect of Connection Activities within an Excluded Market Segment).
6	HV end connections involving only HV work	(ii) HV work: low voltage or high voltage Connection Activities involving high voltage work (including where that work is required in respect of Connection Activities within an Excluded Market Segment).
7	LV end connections involving EHV work	(iii) HV and EHV work: low voltage or high voltage Connection Activities involving extra high voltage work.
8	HV end connections involving EHV work	(iii) HV and EHV work: low voltage or high voltage Connection Activities involving extra high voltage work.
9	EHV end connections involving only EHV work	(iv) EHV work and above: extra high voltage and 132kV Connection Activities.
10	HV or EHV connections involving 132kV work	(iv) EHV work and above: extra high voltage and 132kV Connection Activities.
11	132kV end connections involving only 132kV work	(iv) EHV work and above: extra high voltage and 132kV Connection Activities.
12	DG connection at LV involving LV assets only	(v) LV work: low voltage Connection Activities involving only low voltage work.

	Metered Connection Category	Market Segments specified in CRC 2K
13	DG connection at any voltage where HV is the highest voltage worked on	(vi) HV and EHV work: any Connection Activities involving work at high voltage or above.
14	DG connection at any voltage where EHV is the highest voltage worked on	(vi) HV and EHV work: any Connection Activities involving work at high voltage or above.
15	DG connection at any voltage where 132kV is the highest voltage worked on	(vi) HV and EHV work: any Connection Activities involving work at high voltage or above.

2.10. Where a project involves connecting to more than one voltage level (more than one MPAN), it should be recorded under the Metered Connection Category of the highest voltage end point. For example, if an HV and an LV connection are made as part of a project, this should be recorded under HV Category 9: HV end connection involving HV work.

2.11. Where any connection offer expenses associated with the quote are charged, then the income received should be treated as Customer Contributions whether or not the quotation is ultimately accepted.

CC1 – Summary

2.12. The purpose of this worksheet is to provide a snapshot of all connections activity that took place in the Regulatory Year under report and also to provide a reconciliation to tables C2 & C20 in the Costs and Volumes Reporting Pack.

2.13. This worksheet summarises in-year connections activity. It is a high level summary of worksheets CC2 and CC3. It shows direct and indirect costs and income for all sole use related connections (also split into metered, DG and unmetered connections) and all apportionment connections.

2.14. The costs reported are differentiated into cost types. The following lists the Costs Types used in the Costs and Volumes Reporting Pack, which are defined in Annex A – Glossary:

- Total Direct Costs
- Total Indirect Costs
- Customer Contributions
- Cost recoveries

2.15. For the avoidance of doubt all Margins charged on Connection Projects should be included in the amount input as Customer Contributions.

2.16. For Connections inside the price control the cost type split should be reported for:

- DPCR4 Connections
- Customer funded connections (DPCR5 and ED1)
- DUoS funded connections (DPCR5 and ED1).

2.17. For Connections outside the price control, the cost type split should be reported for the following, which are defined in Annex A – Glossary:

- Sole Use Expenditure on Metered Connection
- Sole Use Expenditure on DG Connection
- Sole Use Expenditure on Unmetered Connections

2.18. The indirect costs will not map to the specific direct costs of a particular Connection Project. Indirect costs are calculated as a total and allocated across the Connection categories in the Regulatory Year. The same applies to indirect income.

2.19. For rows 9 to 16 no input is required by DNOs. The cells link to CC2 and CC3.

Reconciliation to the Cost and Volumes Pack

2.20. Rows 20 and 24 contain input cells. The values entered here should match the reported costs within the Cost and Volumes pack.

2.21. The total cost for Connections inside the price control should match those reported in CC2. DNOs must ensure the total gross direct costs and income match those in 'C2 – Connections Inside Price Control' in the Costs and Volumes Reporting Pack or any variances over £0.00m are explained in the commentary (there is no cross pack linking).

2.22. The total cost for Connections outside the price control should match Connections outside the price control reported in CC2 and CC3. DNOs must ensure the total gross costs and income matches the total in 'C20 – Connections Outside Price Control' in the Costs and Volumes Reporting Pack or any variances over £0.00m are explained in the commentary (there is no cross pack linking).

CC2 – Metered in-year

2.23. This worksheet provides a detailed overview of all metered Connection Projects that took place in the Regulatory Year. From this worksheet, indicative Margins across Metered Connection Categories are calculated.

2.24. Where work has been done within the year on a project that has not been completed, the proportion of expenditure and income recorded for the reporting year should be the same as the proportion of work done on the project in that year. For example, if 50% of the costs of a project were spent in a Regulatory Year then 50% of the income related to that project in should be reported for the same Regulatory Year.

2.25. The costs and volumes data within this worksheet in any single reporting year may not align, as work that has been done in-year on projects that are not yet completed will be reflected in the expenditure columns but will not have an associated MPAN in the volume columns.

2.26. Direct costs are to be reported separately for Connection Projects where the end connection was provided by the DNO and where the end connection was provided by a third party.

2.27. All costs required to be entered in the worksheet are to be costs excluding any relevant proportion of the Margin and entered in pounds million (£m).

Element of Connection that is Sole Use Funded

2.28. This is defined as the element of a Connection that will only be used by the connecting party after completion of the work, and is therefore fully funded by this party. All connection jobs/projects that involve the provision of new MPANs/points of connection must have a sole use element. Upgrading Connection Projects are the only projects that are able to have no element of connection that is sole use funded.

2.29. Note, where a Connection Project involves any diversionary works, the costs for these works must be included.

2.30. Costs should be reported for Contestable and Non-Contestable connections work combined.

Element of Connection that is Subject to the Apportionment Rule

2.31. Where a Connection Project requires the reinforcement of existing assets or involves the installation of new assets that will not be used solely by the connecting party, the funding will be split between the new connectee and the wider customer base through Distribution Use of System (DUoS) funding. This funding is split using the apportionment rule as detailed in DNO connections charging methodologies. These reinforcement costs are allocated between the customer and DUoS and are not discrete cost activities.

2.32. The portion funded by the connecting customer is referred to as "Element of connection subject to the apportionment rule – Customer Funded". Note that this funding refers only to the element funded by the customer under the apportionment rule, rather than the total connecting customer contribution.

2.33. The portion that is funded by the wider customer base through DUoS is referred to as "Element of connection subject to the apportionment rule – DUoS Funded".

Direct Costs

2.34. These are costs associated with Direct Activities, ie those which involve physical contact with system assets (see Annex A – Glossary for a full definition).

Indirect Costs

2.35. These are costs associated with Indirect Activities, ie those which do not involve physical contact with system assets (see Annex A – Glossary for a full definition). Indirect Costs are made up of the following cost types as defined Annex A – Glossary:

- Closely Associated Indirects
- Business Support Costs
- Non-Operational Capex.

MPANs connected

2.36. These four columns must be completed for each type of connection with the number of MPANs connected at each voltage level (LV, HV, EHV and 132kV). These columns must include all MPANs connected to the DNO network through a Connection Project, ie values must include MPANs resulting from ICP connections. Where a Connection Project connects an independent network (categorised as “IDNO”) one point of connection must be logged, against the voltage at which the independent network is connected to the DNO network.

Income – directs

2.37. Income received in the reporting year relating to payment for direct work.

Income – indirects

2.38. Income received in the reporting year relating to payment for indirect costs.

Indicative Margins

2.39. These calculations give an indicative view of returns made on connections activity. The indirect margin is only an indicative measure of what the actual rate of return made on the relevant indirect connection activities might be. All calculations are based upon the chargeable elements of the connection only.

Reinforcement associated with existing premises connected by a low-voltage single-phase, two-phase or three-phase service fused at 100

amperes (A) or less per phase and with whole-current metering (socialised reinforcement)

2.40. Where DNOs are informed by customers that they intend to connect equipment to existing premises that require some network reinforcement then these will be included in CC2. Since this work is not charged to the customer making the request, all costs should be shown as DUoS funded reinforcement. As these are existing premises there are no new connections and therefore no outputs to record.

2.41. Costs incurred by DNOs to reinforce the network due to the combined effect of customers installing equipment should not be recorded as Connections costs but should be recorded as Reinforcement in the Costs and Volumes Reporting Pack. Costs relating to upgrades of supply to specific customer requests should be reported in the Connections Reporting Pack.

CC3 – Unmetered in-year

2.42. This worksheet provides a detailed overview of all unmetered Connection Projects that took place in the Regulatory Year. From this worksheet, levels of indicative Margins across types of unmetered Connection Projects are calculated.

2.43. The worksheet collects the in-year cost and volume data relating to all unmetered Connection Projects, split by Unmetered Connection Category listed in Table 2.2.

Table 2.2: Unmetered Connection Categories

Code	Unmetered Connection Category
UMLA	Unmetered Local Authority Connections (L.A.)
PFI	Unmetered Connections provided under Private Finance Initiative
OUMC	Other Unmetered Connections (non-L.A. or PFI)

2.44. For unmetered Connection Projects which started in DPCR4, DNOs should note which category – UMLA, PFI or OUMC - they fall into like any other unmetered Connection Project which started in DPCR5 or RIIO-ED1. Only when the type of project is unknown and DNOs cannot allocate to one of the three categories, should it be reported under UMLA.

2.45. Definitions are the same as worksheet CC2 with the addition of volumes recorded in the columns for connections by DNO and connections by ICPs, to include end connections, transfers and disconnections. Though these volumes are only reported in aggregate, DNOs should retain the details behind the totals.

Unmetered Work

2.46. The number of unmetered end connections provided within the Regulatory Year.

2.47. The number of occurrences of a service cable being transferred from one street lighting column/equivalent to another. Although the service cable is usually cut and replaced by a new cable to the new column, the work must be counted as one transfer rather than one disconnection and one reconnection.

2.48. The number of disconnections of service cables. This quantity must not include any service cable disconnections provided as part of a service cable transfer. In most cases these disconnections will form part of a wider Connections Project in the Connections pack, but in some cases will include individual service disconnections. DNO's should state in their Commentary whether they have included the volumes associated with disconnections that do not form part of wider connections projects.

CC4 – Completed summary

2.49. The purpose of this worksheet is to provide a snapshot of all Connection Projects that were financially closed within the Regulatory Year, and to see whether a DNO has over or under recovered its direct costs.

2.50. It is split by whether the end connection was provided by the DNO or a third party and shows the number of connections and projects, and actual and quoted direct costs. Projects should be summarised by DNO or Third Party based upon by who completes the majority provider of the Contestable works within each individual Connection Project. The majority provider must be determined as the party that has undertaken the greater value of Contestable connection work, as prescribed by the details of the relevant DNO's charging methodology.

2.51. All connection projects meeting the definition of Connection Project in the glossary should be included in this worksheet. Each column is described, in turn, below.

Connection Category

2.52. All Connection Projects must be categorised into one of the Connection Categories listed in Table 2.3 with the corresponding code entered in the relevant column.

Table 2.3: Connection Categories

Code	Category
LVSSA	Single service LV connection
LVSSB	Small project demand connection (LV)
LVAL	All other LV (with only LV work)
LVHV	LV end connections involving HV work
HVHV	HV end connections involving only HV work
LVEHV	LV end connections involving EHV work
HVEHV	HV end connections involving EHV work
EHVEHV	EHV end connections involving only EHV work
HV132	HV or EHV connections involving 132kV work

Code	Category
132kV	132kV end connections involving only 132kV work
DGLV	DG connection at LV involving LV assets only
DGHV	DG connection at any voltage where HV is the highest voltage worked on
DGEHV	DG connection at any voltage where EHV is the highest voltage worked on
DG132kV	DG connection at any voltage where 132kV is the highest voltage worked on
UMLA	Unmetered Local Authority connections
PFI	Unmetered connections provided under Private Finance Initiative
OUMC	Other unmetered connections (non-LA or PFI)

Number of Connections

2.53. Record the number of connections provided for all the connections projects within each market segment that were financially completed in the reporting year.

Number of Projects

2.54. Record the number of connections projects within each market segment that were financially completed in the reporting year.

Previously closed job

2.55. If projects are reopened then the new total cost must be reported, not just the change from the previous cost.

Final Contracted Value Direct Cost excluding Margin (£m)

2.56. The Final Contracted Value must relate to the full and final amount paid by that customer for the completion of a Connection Project, including additional charges or any refunds provided. The costs reported in the "Final Contracted Value" columns should all include both Contestable and Non-Contestable direct costs but exclude Margins.

Actual Direct Costs

2.57. This refers to the actual direct costs incurred by the DNO for completing all physical work that forms part of the completed Connection Project

Final Contracted Direct Costs excluding Margin – Element of Connection that is Sole Use Funded – (£m)

2.58. This column must be completed with the direct cost quoted by the DNO for completing all direct Contestable and Non-Contestable work that forms part of the

sole use element of each Connection Project. The value entered in this column must only relate to the cost of the works, without any margin applied.

2.59. Where a Connection Project involves any diversionary works, the costs for these works must be included.

Actual Direct Costs – Element of Connection that is Sole Use Funded (£m)

2.60. This column must be completed with the actual direct cost incurred by the DNO for completing all Contestable and Non-Contestable work that forms part of the sole use element of each Connection Project.

Over/under recovery on element of connection that is Sole Use funded – direct costs

2.61. These are calculation cells which will show by how much the DNO has over- or under-recovered its costs on the direct costs of the Contestable element of the connection that is sole use funded. This is presented as the difference between the final contracted value of the element of connection that is sole use funded and the actual value as a percentage.

Final Contracted Direct Costs – Element of Connection that is subject to the apportionment rule – Customer Funded (£m)

2.62. This column must be completed with the direct cost quoted by the DNO for completing all direct Contestable and Non-Contestable work that forms part of the customer funded element of works that are subject to the apportionment rule. The value entered in this column must only relate to the cost of the works, without any margin applied.

Actual Direct Costs – Element of Connection that is subject to the Apportionment Rule – Customer Funded – (£m)

2.63. This column must be completed with the actual direct cost incurred by the DNO for completing all Contestable and Non-Contestable work that forms part of the customer funded element of works that are subject to the apportionment rule.

Over/under recovery on element of connection that is customer funded direct costs – (%)

2.64. This is a calculation cell which will show by how much the DNO has over or under recovered its costs for the customer-funded element of the connection as a %.

Final Contracted Direct Costs – Element of Connection subject to the Apportionment Rule – DUoS Funded – (£m)

2.65. This column must be completed with the direct cost quoted by the DNO for completing all direct Contestable and Non-Contestable work that forms part of the DUoS funded element of works that are subject to the apportionment rule. The value entered in this column must only relate to the cost of the works, without any margin applied.

Actual Direct Costs – Element of Connection that is subject to the Apportionment Rule – DUoS Funded – (£m)

2.66. This column must be completed with the actual direct cost incurred by the DNO for completing all Contestable and Non-Contestable work that forms part of the DUoS funded element of works that are subject to the apportionment rule.

Over/under recovery on element of connection subject to the apportionment rule – DUoS funded direct costs – (%)

2.67. This is a calculation cell which will show by how much the DNO has over- or under-recovered its direct costs for the DUoS funded element of the connection that is subject to the apportionment rule as a %.

Total Direct Costs

2.68. This is the total direct costs split between Final Contracted Direct Costs and Final Actual costs for Sole Use, Customer and DUoS funded costs subject to the apportionment rules.

Final Contracted direct costs excluding Margin – (£m)

2.69. This is a calculation cell which will show the total direct costs contracted.

Final Contracted actual costs excluding Margin – (£m)

2.70. This is a calculation cell which will show the total actual direct costs.

Total direct costs - over/under recovery – (%)

2.71. This is a calculation cell which will show the over/under recovery of total direct costs as a %.

Applied Margin

2.72. This column must be completed with the value of margin that was applied to the direct costs quoted by the DNO for completing all the direct Contestable and Non-Contestable work that forms part of the sole use element of each Connections project.

Other Charges

2.73. The following must be included in aggregate in the column headed 'Other Charges'.

2.74. Where a connection quotation includes a value assigned to cover a customer-to-customer rebate where the connection involves the utilisation of capacity of assets installed as part of a new Connection Project completed within the time limit set out in The Electricity (Connection Charges) Regulations (ECCRs). The value entered must equate to a relevant proportion of the customer funded cost of the installation of the original asset under the apportionment rule.

2.75. Where a connection quotation includes a value assigned to cover a rebate to the DNO where the connection involves the utilisation of capacity of assets installed as part of a new Connection Project completed within the time limit set out in The Electricity (Connection Charges) Regulations (ECCRs). The value entered must equate to a relevant proportion of the DUoS funded cost of the installation of the original asset under the apportionment rule.

2.76. Any quoted costs associated with connecting party funded ongoing operation and maintenance costs, ie the capitalised O&M charged.

Total Charge to Customer

2.77. This is the total charge to the customer including both direct and indirect charges. This includes any sole use costs, reinforcement charges and any Other Charges including any margin (such as ECCR or O&M).

CC5 – Annual quotations issued

2.78. This worksheet provides a summary of all quotes that are provided by a DNO within the reporting year Including any Margin (Connection Projects only). The purpose of this is to allow Ofgem to see all work that was quoted for, whether that work was actually carried out or not. This table splits connection offers by the intended provider of the Contestable works either the DNO or a Third Party.

2.79. The table requires connection offers to be summarised by number of quotes and the final quoted value for each of the Metered Connection Categories detailed in CC4. The status of each project should be considered at the 31 March for the

relevant year for allocation into the relevant category. The offers will be split into four categories:

- Projects Full Acceptance – This includes all SLC 15 and section 16 of The Electricity Act 1989 connections offers where the customer has accepted the DNO costs.
- Projects Partial Acceptance – This includes Dual Offers where the customer has accepted the Non-Contestable element only. The DNO full cost offer costs should be reported in this table.
- Not Accepted Projects – This reports all connections offers not accepted in the reporting year.
- Still Valid Projects – This reports connections offers still valid at the end of the reporting year.
- Diversion costs are included should be entered in the quote costs.

2.80. Total Quotes – The cells in this category are a summation of the categories described above. In addition an acceptance rate is calculated based upon the number of Full and Partially Accepted quotes as a % of Total Quotes within each market segment.

2.81. The data reported within each of the above categories is in the same format as detailed below.

Number of Offers

2.82. This is the total number of connection offers provided in the reporting year ending 31 March by sub-category. Dual Offers should be counted as one connection offer and the Section 16 element of the connection offer should be reported.

Element of connection that is Sole Use funded – Contestable – Total Cost £m

2.83. The value entered here is the total charge to the customer for Sole Use activities and includes direct and indirect charges and any margin applied.

Element of connection that is Sole Use funded – Non-Contestable – Total Cost £

2.84. The value entered here is the total charge to the customer for Sole Use activities and includes direct and indirect charges. No margin should be applied to Non-Contestable works.

Element of connection that is subject to the apportionment rule – Customer funded - Total Cost £m

2.85. The value entered here is the total charge to the customer for the element of the connection offer that is subject to the apportionment rule - customer funded and should include all Contestable and Non-Contestable costs. The value entered includes direct and indirect charges. No margin should be applied to Non-Contestable works.

Element of connection that is subject to the apportionment rule – DUoS funded - Total Cost £m

2.86. The value entered here is the total costs attributed for the element of the connection offer that is subject to the apportionment rule – DUoS funded and should include all Contestable and Non-Contestable costs. The value entered includes direct and indirect charges. No margin should be applied to Non-Contestable works.

Other Charges £m

2.87. The value entered here is the total additional costs added to the connection offer that are described in CC4.

CC6 – Annual out of area connections

2.88. Rows 7 to 21 are for reporting the volume of Connection Projects carried out by the DNO out of area. These volumes are to be entered against the host DNO of the Distribution Service Area (DSA) in which they took place. Where a DNO carries out a connection on an existing IDNO, this should be captured within the "Other (ie, IDNO)" row of the worksheet.

2.89. Row 24 is for reporting the charges made for out of area connections. Charges entered must be consistent with the amounts shown as connections contributions in the DNO's regulatory accounts (where applicable).

2.90. Each DNO must state the charges it levied for connections it made outside of its distribution services area, both metered and unmetered (reported under the relevant column) that were financially completed within the reporting year.

2.91. For metered connections, the voltage segment within which an embedded network connection falls will depend on the work undertaken by the DNO to connect that network. The segmentation is based on the voltage at the point of connection, not at the point at which it is metered.

CC7 – Direct Related Party Margin (RPM)

2.92. This worksheet is for DNOs to report the level of Related Party margin relevant to connection activity disaggregated by connection category, level of margin and the

element of the connection that is sole use funded and subject to the apportionment rules (customer and DUoS funded).

2.93. For the avoidance of doubt, this worksheet must be completed with the Related Party margin relating to total in-year costs, as opposed to completed jobs.

CC8 – Time to Connect and Time to Quote

2.94. The time to connect incentive is intended to encourage DNOs to reduce the overall time to connect smaller Low Voltage (LV) metered connections to the electricity distribution network. The exact scope of the incentive is specified in paragraph 2.95.

2.95. This incentive measures the time taken from receipt of initial connection application to issuing a Quotation (Time to Quote), and the time taken from Quotation acceptance to connection completion (Time to Connect).¹

2.96. The incentive is based on the average Time to Quote and average Time to Connect measured in Working Days for two categories of connections. These are small single Premises that can be connected to existing network (LVSSA) and fewer than five Premises (LVSSB).

2.97. The targets for these four categories have been set for the four Regulatory Years 2015-16 to 2018-19 and are shown in the Table 2.6.²

Table 2.6: Time to Connect Incentive targets

Connection process	Connection size	Target (Working Days)
Time to Quote	LVSSA	8.21
Time to Quote	LVSSB	11.73
Time to Connect	LVSSA	42.08
Time to Connect	LVSSB	52.70

2.98. This incentive applies to LVSSA and LVSSB metered connections.

2.99. For the Time to Quote element, the incentive applies to all applications received where the Application Received Date is on or after 1 April 2015.

¹ For more information on the background to this incentive please read our RIIO-ED1 Strategy Decision <https://www.ofgem.gov.uk/ofgem-publications/47068/riioed1decoutputsincentives.pdf>

² Our approach to setting the targets is included in the [RIIO-ED1 Customer Service and Connection Incentives decision](#).

2.100. For the Time to Connect element, the incentive applies to all quotes where the Acceptance Date is on or after 1 April 2015.

2.101. This Revenue Reporting Table does not require any input from DNOs. The information in this table should be used to complete the relevant cells in the R5a – Links worksheet in the Revenue Reporting Pack.

Projects that are included in the incentive

2.102. Applications relating to Distributed Generation Connections are included where the generation associated with the application is a single installation that would be covered by the Stage 1 Process in the Energy Networks Association's Engineering Recommendation G83/1. This covers the connection of small scale embedded generators (up to 16A per phase) in parallel with an Electricity Distributor's network where the application would be treated as a demand application and subject to this incentive but only where a new connection is required.

2.103. The incentive includes connection offers relating to additional loads, within the definitions of LVSSA and LVSSB, where physical works are required to be carried out to upgrade the existing connection or electricity infrastructure supplying the property. This may include nil cost connection offers.

2.104. Where the connection relates to a temporary supply (ie one that is required for a period of less than five years) these are included in the incentive.

Projects that are not included in the incentive

2.105. All unmetered connections are excluded from the incentive.

2.106. Alterations to a service position that do not require an increase in capacity are excluded from the incentive.

2.107. Load check notifications received for existing connections that are less than 60kVA where the load is acceptable, no physical works are required to be undertaken and no formal connection offer is issued are excluded from the incentive.

2.108. Requests for additional load are not included in the incentive where the work involved relates to:

- fuse changes to existing connections with no formal connection offer being issued
- quotations issued for works not relating to the DNO's asset (ie installation of meter tails for the provision of a new meter).

2.109. The incentive only applies where the DNO is carrying out all of the work. Quotes that involve Contestable work that will be carried out by an independent third party connection provider are not included in the incentive.

2.110. The incentive does not apply if the generation associated with the application is a planned installation of multiple installations that would be covered by the Stage 2 Process in the Energy Networks Associations Engineering Recommendation G83/1. This covers the connection of small scale embedded generators (up to 16A per phase) in parallel with an Electricity Distributor's network then the application would be treated as a generation application and not subject to this incentive.

2.111. The incentive does not apply if the generation associated with the application would be covered by the Energy Networks Association's Engineering Recommendation G59/1. This covers the connection of embedded generating plant to the Electricity Distributor's network then the application would be treated as a generation application and not subject to this incentive.

Average Time to Quote

2.112. Subject to paragraph 2.96 , the Average Time to Quote will be based on all LVSSA and LVSSB quotes issued in the Regulatory Year.

2.113. The Time to Quote will be measured as the difference (in Working Days) between the Application Received Date and the Quotation Issued Date.

2.114. The Time to Quote will be measured for each relevant quote issued in the Regulatory Year and the average number of Working Days calculated by summing the total length of time in Working Days taken to quote and dividing it by the number of quotes issued in the Regulatory Year.

Application Received Date

2.115. The start date for Time to Quote will be set by the Application Received Date.

2.116. Ideally Customers will provide the DNO with all the Information necessary for the DNO to provide a Quotation. However, for measuring the time for this incentive, incomplete applications may trigger the start of the time period. Minimum Information defined under the Guaranteed Standards of Performance (GSoP) is not required to meet the definition of Information.

2.117. The principle is that where the Customer provides the basic Information that should allow a DNO to make a connections offer for these relatively simple requests then that is when the Application Received date starts. It is difficult to be completely prescriptive on the circumstances whereby this basic Information is provided and therefore DNOs must exercise reasonable judgement. The incentive is aimed at improving the approaches DNOs have in engaging with Customers to get the Information they require and not be seen to have a number of 'hurdles' that Customers must jump through. This includes receipt of an application form even if it is not complete. It would also include a letter, electronic correspondence, telephone applications or similar. Any method by which a DNO allows a Customer to apply for a

connection should be included within the scope of the incentive. Further information on what constitutes basic information is outlined in the paragraphs below.

2.118. Where a Customer contacts the DNO to request an application form or to enquire how to apply this is not covered by the incentive as this is not an application.

2.119. Adequate contact details should be limited to the Customer (or company) name and one valid form of communication. This could be a postal address or an email address. Whilst a valid telephone number would be enough to allow the DNO to commence the process, for the Application Received Date, a valid email or postal address would be required to allow the DNO to issue the Quote.

2.120. Sufficient detail of the location of the new connection must be provided by the Customer. However, in most circumstance, DNOs must not insist on being provided with a location plan. In many circumstances a description (eg "next door to", "opposite") will give an adequate description of the location. In exceptional circumstances, eg remote areas, a location plan may be the only practical way for the DNO to identify the specific location for the connection.

2.121. Generally for LVSSA and LVSSB type applications DNOs will not explicitly require the Customer to provide their load requirements but will derive them from descriptions provided by the Customer, eg a description of the property and general electricity usage.

2.122. If a DNO requires any further Information there is no change to the start date for measuring the Average Time to Quote.

Re-quotes and changes to requirements

2.123. If no quote is actually sent, eg if the quote was cancelled by the Customer then the project would not be included as part of the incentive.

2.124. Where a Customer asks for a re-quote then each quote would be measured separately. For subsequent quotes for the same project, the start point should be when the Customer changed requirements or requested a re-quote or the quote validity period had lapsed and a re-quote was issued.

2.125. Where the Customer makes a material change to their initial application, which prompts redesign of the DNO's proposal, then this will be treated as a new application and the clock will be reset to zero. Where the Customer has made a minor modification, the DNO will wherever practical continue to provide the quotation within the prescribed period with the clock remaining on the original timescale.

2.126. If the Customer changes requirements such that the quote is no longer an LVSSA or LVSSB category then it should not be included within the incentive.

2.127. For quotes where the acceptance period is extended without another quote being issued then the original Quotation Issued Date should be used. The project should only be counted once in the measurement of the average time.

2.128. For quotes that are re-issued when an acceptance period has lapsed then the request from the Customer for the quote to be reissued would be used for the start point, assuming no change in the Customer's requirements. The original quote would have been counted separately with the appropriate Time to Quote.

Working Day and reporting performance against timescales

2.129. Any request received by the DNO on or before 17.00 hours on a Working Day (which excludes weekends and relevant bank holidays), should be recorded as being received on that date. Any request received after 17.00 hours on a Working Day should be recorded as being received on the next Working Day. This will be known as the "Application Received Date". Examples are shown in Table 2.7 below.

2.130. The Quotation Issued Date should be recorded as being the Working Day that the quote is issued, either electronically or in hard copy. If it has been issued before 23.59 on a Working Day then it will have been deemed to have been sent on that Working Day.

2.131. The difference between the Quotation Issued Date and the Application Received Date can never be less than zero Working Days.

2.132. The Quotation Issued Date may be different to the date that the applicant receives the Information, to allow for postage or any other delays.

Table 2.7: Example for treatment of Working Day timescales

Action	Time	Date	Clock	Timescale for reporting
Application for Quotation received	16:59	Monday	Starts	Monday as day zero
Application for Quotation received	17:00	Monday	Starts	Monday as day zero
Application for Quotation received	14:00	Saturday	Starts	Monday as day zero

Average Time to Connect

2.133. Subject to paragraph 2.156, the Average Time to Connect will be based on all LVSSA and LVSSB connections made in the Regulatory Year. The regulatory period when the project was accepted has no bearing on the reporting period.

2.134. The Time to Connect will be measured as the difference between the Acceptance Date and the Final Connection Date.

2.135. The Time to Connect will be measured for each connection project made during each Regulatory Year and the average time calculated by summing the total length of time taken to make the Final Connection Date and dividing it by the number of Final Connection Dates made during the Regulatory Year. In circumstances where Customers send payment but wish to discuss specific terms in the DNO's Quotation, then acceptance would only be complete when these discussions had been completed, new terms agreed and a revised offer had been accepted. At that point the clock would start.

2.136. Where the DNO's Quotation requires payment on acceptance then the payment must be received in order for the acceptance to be completed. The Acceptance Date will be the later of the date the written acceptance is received or the date the payment is received. For example if the customer does not include a cheque with the signed acceptance, then it will be when the cheque is received that the Quotation will have been accepted.

2.137. If the DNO's Quotation does not require payment on acceptance, eg the DNO invoices once the written acceptance is received, or payment is not required until a later date, then it is the date of the written acceptance that will determine the Acceptance Date.

2.138. The calculation of the average does not make any adjustment for factors external to the DNO's control. For example, if the Customer is not ready then that would still be included in the times calculated.

2.139. Note that at the time of the Final Connection Date the Customer may still not be energised, eg the meter is still required, but all of the DNO's works will have been completed to allow Energisation.

Working Day and reporting performance against timescales

2.140. Any acceptance (including payment) received by the DNO on or before 17.00 hours on a Working Day (which excludes weekends and relevant bank holidays), should be recorded as being received on that date. Any acceptance received after 17.00 hours on a Working Day should be recorded as being received on the next Working Day. This will be known as the "Acceptance Received Date".

2.141. The Final Connection Date should be recorded as being the date the connection is made.

3. Guidance for completing the SLC 15 and SLC 15A reporting packs

Introduction

3.1. The purpose of collecting information related to SLC 15 and SLC 15A is to monitor compliance with the standards of performance specified in the licence.

3.2. This chapter provides instructions and guidance to licensees on how to report information required under Standard Licence Condition 15 (SLC 15) and Standard Licence Condition 15A (SLC 15A).

SLC 15 (Standards for the provision of Non-Contestable Connection Services)

3.3. SLC 15 governs the standards associated with providing Non-Contestable services.

SLC 15A (Connection Policy and Connection Performance)

3.4. SLC 15A governs compliance with:

- The Electricity (Connection Standards of Performance) Regulations 2015 ("The Regulations") – In 2015 Ofgem issued The Electricity (Connection Standards of Performance) Regulations 2015 (ie "the Regulations"). The Regulations specify the Electricity Connection Guaranteed Standards (ECGS) for metered and unmetered demand connection customers.
- Distributed Generation (DG) Standards Direction ("the DG Standards Direction") – SLC 15A allows us to issue a Direction containing standards that apply to the distributed generation connection customers – the DG Standards Direction. Ofgem issued the DG Standards Direction in 2010. The DG Standards Direction established the Electricity Connection Distributed Generations Standards (ECDGS) for generation connection customers.
- Quotation Accuracy Scheme – SLC 15A also requires licensees to establish and operate a Quotation Accuracy Scheme.

Compliance

SLC 15

3.5. SLC 15 requires the licensee to take reasonable steps in every case to provide the relevant service to the applicant, and without limiting the general effect of that obligation, provide the relevant services, calculated on an annual basis, in at least 90% of each of the following categories:

- providing Quotations (including Point of Connection information) for connections
- responding to design submissions in relation to connections
- completing Final Works and Phased Energisations as Non-Contestable Connection Services.

3.6. Failure to meet the 90% performance metric in any of these categories will result in a breach of SLC 15.

SLC 15A

3.7. SLC 15A for the standards specifies that the licensee must meet the performance metric of 90% on a quarterly basis in each of the three categorisations:

- all metered quotation and budget estimate standards (in aggregate) (this includes the DG Standards)
- all other metered standards (in aggregate) (this includes DG Standards)
- all unmetered standards (in aggregate).

3.8. Failure to meet the 90% performance metric in any of these categories will result in a breach of SLC 15A.

Reporting performance

3.9. For reporting purposes, the following principles are applied:

- Only services that are covered by the standards are reported, eg where there is an unmetered bilateral agreement these are outside of the standards.
- Where the service has met the prescribed period, these are recorded as a 'pass'.
- Exemptions are only applied where the prescribed period is not met.
- If the prescribed period has not been met and no Exemption can be applied then these are recorded as a 'fail'.

3.10. Reporting of services must relate to the highest voltage of associated works in the quotation provided for the service/activity.

Working Day and reporting performance against timescales

3.11. Any request received by the licensee on or before 17.00 hours on a Working Day (which excludes weekends and relevant bank holidays), should be recorded as being received on that date. Any request received after 17.00 hours on a Working Day should be recorded as being received on the next Working Day. This will be known as the "date of receipt".

3.12. The licensee should record their performance in terms of the timescales between the date of receipt of the information required and the date that the relevant information or service is issued to the Customer ("the issue date"). Please

refer to chapter 5 on minimum and additional information and SLC 15. The issue date may be different to the date that the Customer receives the information, to allow for postage or any other delays.

3.13. The Quotation Issued Date shall be recorded as the Working Day on which the information was issued to the Customer, either electronically or in hard copy. If it has been issued before 23.59 on a Working Day then it will have been deemed to have been sent on that Working Day.

3.14. Table 3.1 outlines three examples for dealing with requests received at different times. The same deadlines would apply for stopping the clock on issuing the requested quotation.

Table 3.1: Example for treatment of Working Day timescales

Action	Time	Date	Clock	Timescale for reporting
Application for quotation received	16:50	Monday	Starts	Monday as day zero
Application for quotation received	17:00	Monday	Starts	Monday as day zero
Application for quotation received	14:00	Saturday	Starts	Monday as day zero

Payments

Application of Payments

3.15. The listed payments (see Appendix 1) are due for every Working Day after the specified date or period or agreed date for the relevant Standard. The payments continue for every Working Day until such time as the Standard is met.

3.16. The licensee is required under the Regulations to make a payment until such time as the Standard is met. The Electricity Distributor should make either a payment or offset for charges incurred, or to be incurred, in respect of the connection to the Customer of/for the total sum owed.

3.17. For Unmetered Standards, a schedule of payments may be provided to the Relevant Authority on a consolidated basis (for instance quarterly) as agreed with the Relevant Authority rather than making individual payments against separate jobs, in accordance with paragraph 14.2 of the Regulations.

Payment standard

3.18. In the event that an Electricity Distributor fails against a metered Standard, it should make the requisite payment within 10 Working Days of the date on which the service was provided. However where a Electricity Distributor has failed against a metered standard that requires a fixed amount to be paid (ie Regulations 4(2) and

4(3)) the requisite payment should be made **within 10 days** from the date of the failure, ie the due date.

3.19. Where the Electricity Distributor fails to make the requisite payment in the timescale detailed in Appendix 1, a further payment of £65 must be made in addition to payments due under the original Standard.

Example

3.20. An 'Other' LV Demand quotation is provided 30 Working Days after the minimum information was provided rather than the 25 Working Days required by the Standard. The penalty payment due under this Standard is £65 for each Working Day that the quotation is late ($5 \times £65 = £325$). If the payment is not made within 10 Working Days of the quotation being issued (in this example by Working Day 40) a further payment of £65 is due. The payment for any of these standards must be made by cheque, cash, electronic payment or through an offset to charges to the relevant Customer for provision of connections.

Payment in relation to commencement, completion and energisation standards

3.21. For the commencement, completion and energisation standards to apply, funds would have to have cleared. Electricity Distributors would normally work on the basis of a cheque received to start a clock but if the funds did not clear, the Electricity Distributor would not continue with the job, the standards would not apply and payment would not be made if the agreed date was not met.

SLC 15 and DG Standard payments (voluntary)

3.22. Where the Customer is requesting Non-Contestable connection services to be provided under SLC 15, Electricity Distributors have agreed to map across the payment levels from the Regulations onto the services and timeframes set out in SLC 15A.

3.23. Electricity Distributors have agreed with Ofgem that they will treat Customers on a consistent basis and may make voluntary payments to any such Customers if an Electricity Distributor fails to meet the requirements covered by the SLC 15 standards.

3.24. Under the DG Standards Direction, a schedule of voluntary payments is provided against each of the DG standards. Electricity Distributors have given an undertaking to apply payments to DG connection services.

3.25. Throughout this document, reference to 'payment' means, where applicable, voluntary or compulsory compensation paid to the Customer under the Regulations or DG Standards Direction or SLC 15.

Application of the standards

3.26. The standards apply to services provided either to SLC 15A demand connections (under the Regulations) or generation connections (the DG Standards Direction) and to SLC 15 connections. Where an application for a connection includes any work necessary to facilitate the new connection (eg disconnections, diversionary works, extensions) this work would be included as part of the quotation.

3.27. Where the customer makes a separate request for a disconnection or diversionary works, the activities would not be covered by the connection standards.

3.28. These standards do not apply where no modification to the customers' physical connection is required and the licensee is prohibited from recovering reinforcement costs through making a connection charge to a Relevant Person in accordance with SLC 13C (Recovery of Reinforcement Costs for Relevant Customers).

The Regulations (demand connections standards)

3.29. The connections standards apply to requests for connection services from Customers or those acting directly on their behalf. The standards do not apply where the Customer is requesting Non-Contestable connection services only. These are provided under SLC 15.

3.30. SLC 15A applies where a dual quote has been provided to the Customer. On acceptance, if this is 'full acceptance', all other activities subsequent to accepting the quote, SLC 15A will apply. On acceptance, if only the Non-Contestable activities are accepted, SLC 15 will apply to all other activities subsequent to accepting the quote.

3.31. The Regulations only apply to demand Customers and therefore technically, depending on the specific Customer, the Regulations may not actually apply. Where an Electricity Distributor treats an application in good faith as being covered by the standards then the Electricity Distributors will treat the Customers on a consistent basis and make a payment to any such Customers if they fail to meet the requirements covered by the Regulations and report them under the standards.

The DG Standards Direction (generation connections standards)

3.32. The DG standards apply to requests for generation connection services from Customers or those acting directly on their behalf. The DG standards do not apply where the Customer is requesting only Non-Contestable connection services to be provided under SLC 15.

3.33. The DG standards only apply to generation Customers, and the conditions under the Regulations apply to demand Customers, however in some cases a specific Customer may lie outside the DG standards or the Regulations. Electricity Distributors have agreed with Ofgem that they will treat Customers on a consistent basis and may make voluntary payments to any such Customers if an Electricity

Distributor fails to meet the requirements covered by the DG standards or the Regulations.

3.34. Where the customer notifies the Electricity Distributor that it is installing generation equipment under Stage 1 Process in the Energy Networks Association's Engineering Recommendation G83/2 (and successor documents) or Stage 2 Process in the Energy Networks Association's Engineering Recommendation G83/2 then these would be outside the standards unless a new service is required to the premises.

SLC 15 (non-contestable connections standards)

3.35. SLC 15 applies to requests where the Customer requires the host DNO to provide only Non-Contestable services and intends to seek an alternative provider (which may be an Independent Connection Provider (ICP), an Independent Distribution Network Operator (IDNO) or an affiliate of the host DNO) for Contestable services. However, where the DNO also provides final connections works (that are Contestable in the DNO area) then the other SLC 15 standards would still apply to the other services. For example, if the DNO agrees to quote for the final connections work, the Quotation and Design Approval standards in SLC 15 would apply. The provision of the (Contestable) final connection would not be covered by SLC 15.

3.36. SLC 15 quotation standards do not apply to bundled requests where the Customer seeks both Contestable and Non-Contestable services from the host DNO, a 'dual quote' or 'transferable quote'. However, parties may choose to accept the Non-Contestable part only of a bundled quote, in which case SLC 15 standards for responding to design submissions for connections, and completing final works and phased energisations for connections all apply. A customer can request a non-Contestable only quote separately, in which case SLC 15 would apply to all the services.

3.37. Where a party chooses to accept a dual quote for both Contestable and Non-Contestable services, this will be treated in line with the standards provided for under the Regulations and SLC 15A.

Changes of classification

3.38. The voltage category of a connection is taken as being the highest voltage required to complete all Contestable and Non-Contestable works for the new connection. Therefore, where a new connection requires a connection at LV, but reinforcement at HV, then the request shall be included within the HV standard.

3.39. For example, an application may by virtue of the load required, appear to require an LV supply. This would get measured against the HV timescale if some HV reinforcement, eg a transformer upgrade was required, to allow the connection to be made.

3.40. The consideration of the work required will also take account of operational as well as physical work. For example:

- If work is required at a primary substation to provide the connection, eg a new primary substation breaker needs to be installed, then the EHV timescales would apply.
- If the work to make the connection just involved the operation of an HV primary circuit breaker to allow an HV joint to be made then HV timescales would continue to apply.
- If an LV connection required a pole mounted transformer to be shut down to allow the LV connection to be made then HV timescales would apply.
- The same principle would apply at other voltage levels.

3.41. The Electricity Distributor will initially classify the job based on their reasonable expectation of the highest voltage of the connection or associated works. If the Electricity Distributor is able to find a solution which benefits the Customer but comes out at a voltage level lower than their original assessment, then the prescribed period will be that associated with the higher original voltage level, ie the project will be reported at the voltage level of the quotation issued.

3.42. For example, if the initial assessment of an application looks like an HV supply is required but, through additional analysis, the Electricity Distributor is able to make the connection at LV, then the Electricity Distributor would categorise the quotation as an HV project based on its initial assessment and would therefore have 35 days (or 65 days under DG standards) to meet the standard. Although the final quotation would be reported as an LV quotation, the initial assessment and the associated prescribed period would still apply. This ensures that the Electricity Distributor is not disadvantaged in finding a better solution for the Customer.

3.43. However, an exception is where an SLC 15 job initially classified at HV is reclassified as EHV after the prescribed period for issuing POC information, then the POC information shall be provided as soon as reasonably practicable.

3.44. Subsequent phases of a connection job should be categorised (eg HV or LV) and follow the requisite standards in accordance with the voltage of the project provided in the actual quotation that is issued.

3.45. Where the Electricity Distributor is making a charge to the Customer for previously completed reinforcement work ("reinforcement reapportionment" or "second comer" charges under the Electricity (Connection Charges) Regulations (ECCRs)) not initiated by that application, then the voltage of those works would not be considered in the classification of the job.

3.46. For example, if the application requires an HV supply but there are some EHV reapportionment charges from a connections reinforcement project initiated by another application to be charged to the Customer, then the application would be classified as an HV demand and have 35 days (or 65 days under DG standards) to meet the standard.

Application where a service combines demand and generation

3.47. Where any demand application also involved any element of generation the following classification shall apply (this applies vice versa for the DG Standards Direction):

- If the generation associated with the application is a single installation covered by the Stage 1 Process in the Energy Networks Association's Engineering Recommendation G83/2 (and successor documents), and a new connection is required, the application would be treated as **a demand application and subject to the Regulations**.
- If the generation associated with the application is a planned installation of multiple installations covered by the Stage 2 Process in the Energy Networks Association's Engineering Recommendation G83/2 (and successor documents), and new connections are required, the application would be treated as **a generation application and subject to the DG standards**.
- If the generation associated with the application is covered by the Energy Networks Association's Engineering Recommendation G59/2 (and successor documents), which covers the connection of embedded generating plant to the Electricity Distributor's network, the application would be treated as **a generation application and subject to the DG standards**.

3.48. Where the demand application involves any generation as defined above, the applications would not apply under the Regulations for the following standards:

- ECGS 3A-C
- Other metered standards, ie ECGS 4A-7C.

Agreement of dates

3.49. The Electricity Distributor should wherever practicable seek to meet the reasonable requirements of the Customer. In cases where the Customer and the Electricity Distributor cannot agree to commencement or completion dates then the dates proposed by the Electricity Distributor will be used as a basis for the standards. Any dispute can be dealt with on a contractual basis or through the Electricity Distributor's complaint procedures.

3.50. The SLC 15 standards relating to final works and energisation are subject to the Customer ensuring that all "conditions precedent" are met. Further information on conditions precedent is outlined in chapter 4.

3.51. Where conditions precedent are met, the licensee is required to complete final works for low and high voltage connections within a prescribed timescale. For extra high voltage connections, the licensee is obliged to provide the Customer with the planned date for final works within a prescribed timescale. Additionally the licensee should complete final works at extra high voltage as soon as reasonably practicable.

3.52. The Customer may request a date later than the SLC 15 prescribed timescale with the agreement of the licensee. This becomes an agreed date.

3.53. For SLC 15 EHV final works, the licensee is required to issue a planned date within a prescribed timescale, and complete the works within a reasonable period.

3.54. Where a Customer seeks to reschedule the Electricity Distributor's proposed dates for commencement, completion or energisation, then the Electricity Distributor should look to accommodate this wherever practicable. Where agreed, the revised dates will form the basis of the standards for commencement, completion and energisation of the works.

3.55. Where the Electricity Distributor wants to change the agreed date and the Customer agrees then the standard will then be set and monitored/reported on the new date.

3.56. Where the Electricity Distributor wants to change the agreed date due to a change in circumstances covered by Extension of Time in these standards then the standard will then be set and monitored/reported on the new date. The Electricity Distributor would be expected to keep adequate records for audit purposes.

3.57. Where the Electricity Distributor wants to change the agreed date (in situations not covered by Exemptions or Extension of Time under these standards, see chapter 4), and the Customer does not agree to change, the original date will stand, and the Electricity Distributor will pay Customer penalty payments from the original date if it fails to deliver the service by the original date.

3.58. Where an Electricity Distributor has attempted to contact the Customer but has been unable to do so, based on the contact information provided, then the Electricity Distributor will be deemed to have met the standard. The Electricity Distributor would be expected to keep adequate records for audit purposes.

Agreed date examples

3.59. A target date to commence (or complete) the connection is initially agreed between the Electricity Distributor and the Customer. If a revised date is subsequently agreed this resets the agreed date for the works to take place. It is not reported as an exemption. If the Electricity Distributor fails to meet the agreed date this is classed as a failure and will attract a financial penalty and ongoing failure until the breach is resolved. This also applies if a revised agreed date is not met.

3.60. In response to a failure, the Electricity Distributor has the opportunity to make a voluntary payment to the Customer in accordance with the DG standards as outlined in the DG Standards Direction.

3.61. The following are examples of scenarios that illustrate how agreed dates will work in practice:

Scenario A:

3.62. Electricity Distributor and Customer agree a date of 1 October (agreed date) for Electricity Distributor to attend site and undertake HV final works. Electricity Distributor attends on agreed date and works are completed - not a failure.

Scenario A (1):

3.63. Electricity Distributor realises that it won't be able to meet 1 October so contacts the Customer in advance to agree a revised date – Customer not happy and insists on 1 October – if Electricity Distributor then fails to attend site on 1 October it will pay compensation payments until it completes works - treated as a failure.

Scenario B:

3.64. Electricity Distributor realises that it won't be able to meet 1 October so contacts the Customer in advance to agree a revised date – Customer accepts revised date of 15 October. The agreed date is reset to the revised agreed date of 15 October. Electricity Distributor subsequently commences works on 15 October - not a failure.

Scenario B (1):

3.65. Electricity Distributor realises that it won't be able to meet 1 October so contacts the Customer in advance to agree a revised date – Customer accepts revised date of 15 October. Electricity Distributor does not commence on 15 October so it pays compensation payments until works are complete - treated as a failure.

Scenario B (2):

3.66. Electricity Distributor realises that it won't be able to meet 1 October so contacts the Customer in advance to agree a revised date – Customer accepts revised date of 15 October. Electricity Distributor attends site on 15 October, however, Customer is not ready for HV final works (not a failure). This will require the Electricity Distributor to specify and ideally agree with the Customer a further date (as an Extension of time) so this will eventually result in a revised date being set.

Scenario C:

3.67. Customer realises that it won't be ready for Electricity Distributor to commence on 1 October so contacts the Electricity Distributor to request a revised date of 5 October – Electricity Distributor is unable to commence until 15 October and both parties agree on this date. Electricity Distributor meets the 15 October timeframe - not a failure.

Scenario C (1):

3.68. Customer realises that it won't be ready for Electricity Distributor to commence on 1 October so contacts the Electricity Distributor to request a revised date of 5 October – Electricity Distributor is unable to commence until 15 October and both parties agree on this date. However, Electricity Distributor does not meet the revised agreed date of 15 October so it pays compensation payments until works are complete - treated as a failure.

Scenario C (2):

3.69. Customer realises that it won't be ready for Electricity Distributor to commence on 1 October so contacts the Electricity Distributor to request a revised date of 5 October – Electricity Distributor is unable to commence until 15 October and both parties agree on this date. Electricity Distributor attends site on 15 October but the Customer is not ready and site is not prepared (not a failure). This will require the Electricity Distributor to specify and ideally agree with the Customer a further date (as an Extension of time) so this will eventually result in a revised date being set.

Failure to agree a date

3.70. Where a standard specifies actions to be taken by an agreed date, the Electricity Distributor should take all reasonable steps to agree a date with the Customer or his representative. In the event that a date cannot be agreed, the Electricity Distributor does not fail the standard. The Electricity Distributor should publicise its complaint handling procedure to ensure that the Customer is able to address the matter adequately with the Electricity Distributor prior to a formal referral to the Ombudsman or Authority.

4. Exemptions and Extensions (SLC 15 and SLC 15A)

Exemptions

4.1. If the Electricity Distributor fails to meet a prescribed period or agreed date this is classed as a failure unless a valid exemption is applicable.

4.2. In situations where a standard is failed, and an Exemption is applied, then the requirements to make a payment if the agreed date or the prescribed period is not met is waived, as the standard has been deemed to have not been failed.

4.3. The number of exemptions reported in any given quarter will be monitored through regular reporting.

4.4. In many circumstances, the Electricity Distributor will still be required to carry out the service, just that the standards would not apply, or there would be no payments applicable. In some circumstances, depending on the specific Exemption invoked (such as the Customer no longer wishing the Electricity Distributor to take any action) the Electricity Distributor would not be required to carry out the service.

4.5. The use of Exemptions will only apply, in accordance with the Regulations and DG Standards Direction where the Electricity Distributor has made reasonable efforts to notify the Customer or the Relevant Authority (as appropriate) of the occurrence of such circumstances as soon as reasonably practicable after their occurrence (15(1) and Condition 5(1) of the DG Standards Direction).

4.6. Where a standard specifies actions to be taken by an agreed date, the Distributor should take all reasonable steps to agree a date with the customer or his representative. In the event that a date cannot be agreed, the Distributor does not fail the standard. The Distributor should publicise its complaint handling procedure to ensure that the customer is able to address the matter adequately with the Distributor prior to a formal referral to the Ombudsman or Authority.

4.7. Where the standard specifies an action to be taken by a date agreed with the Customer and subsequently a revised date is agreed, this new date will stand. If the Electricity Distributor fails to meet the agreed date this is classed as a failure unless a valid Exemption is applicable.

4.8. Table 4.1 provides a comparison of the Common Exemptions that can be used under SLC 15A and SLC 15. The policy intention is to apply the two sets of Exemptions as a common set of Exemptions.

Table 4.1 Common Exemptions

Common Exemption category	SLC 15A	SLC 15
1. By Authority consent	15A.27 - The Authority may, after consulting with the licensee, give a direction ("a derogation") to the licensee that relieves it of its obligations under this condition to such extent, for such period of time, and subject to such conditions as may be specified in the direction.	15.5(a) if and to the extent that the Authority consents otherwise.
2. No action required	The Customer informs the Distributor before the contravention time that he or it does not wish the Distributor to take any action or further action in relation to the matter (Regulation 15(2)).	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
3. Action taken is required action	The Customer agrees with the Distributor that action taken by the Distributor before the contravention time is treated as the action required. Where this action includes a promise to perform an activity (whether before or after the contravention time) that promise must be kept (Regulation 15(3)).	15.5(b) if the applicant asks for a lower standard than is set out in the Table to be applied to a relevant service in any particular case.
4. Information provided to incorrect address	Where information is required from the Customer and it is provided to an address, telephone number or e-mail account other than that stated and publicised by the Distributor.	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
5. Industrial Action	Industrial action by employees of the relevant operator or its agent (15.6a).	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
6. Default of someone	The act or default of a person other than an officer or	15(e) if it is not reasonable in all the circumstances of the case for

Common Exemption category	SLC 15A	SLC 15
other than the DNO	employee or agent of the DNO.	the licensee to be required to do so.
7. No access	<p>The inability of the Distributor to obtain necessary access to any premises. This might include:</p> <ul style="list-style-type: none"> • circumstances where the Distributor could not access a site due to floods • road closures • inability to secure appropriate Traffic Management Act requirements or street works notices/permits • other parties completing works at the site, eg other utilities • another service in the ground causing obstructions • obstructions such as skips or scaffolding restricting access to the works area • discovery of tree roots and action taken as per the current issue of the National Joint Utilities Group Guidelines for the Planning, Installation and Maintenance of Utility Services in Proximity to Trees • health, safety or environmental issues which were unknown at the time of planning the works and which cannot be averted in order to safely undertake the works. 	<p>15(d) if the licensee is prevented from doing so by circumstances not within its control, ie no access.</p> <p>Alternatively as the ICP/IDNO would also be affected by no access issues, DNO should reschedule if conditions precedent not met.</p>
8. Breach of health & safety or other legislation	Circumstances under which the Distributor could reasonably expect that taking the action would or would likely to be in breach of an enactment, including any	If compliance by the licensee would be likely to cause the licensee to breach regulations made under section 29 of the Act (so long as the licensee has taken

Common Exemption category	SLC 15A	SLC 15
	directions given by the Secretary of State under measures to preserve the security of buildings or installations relating to generation, transmission or supply of electricity under Section 96 of the Electricity Act 1989.	all reasonable steps to prevent such breach from occurring).
9. Civil Contingencies Act	The effects of an event for which emergency regulations have been made under part 2 of the Civil Contingencies Act 2004.	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
10. Other exceptional events	Any other circumstances of an exceptional nature beyond the control of the DNO (15.6f).	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
11. Frivolous or vexatious request	The Electricity Distributor reasonably considers the information given by the customer or the relevant authority is frivolous or vexatious.	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
12. Unlawful offence	The Electricity Distributor reasonably considers that the customer or the relevant authority has committed an offence under paragraph 6 of Schedule 6 to the Act, or under paragraph 11 of Schedule 7 of the Act (Regulation 15(8)).	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
13. Contrary to the Act or applicable Industry codes (Unmetered Standards only)	The existence in relation to the required connection of any matter or event that is contrary to any regulations made under paragraph 1(1A) of Schedule 7 to the Act or to the applicable provisions of any industry code maintained in accordance with the conditions of the electricity distribution licence and with	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.

Common Exemption category	SLC 15A	SLC 15
	which the Electricity Distributor is required to comply.	
14. The total number of units exceeds 115% of the monthly average for the last calendar year (Unmetered Standards only)	The notice requesting the offer of terms causes the total number of units of street lighting or other street furniture for which such a notice has been given by the relevant authority to the Electricity Distributor in the month to exceed 115% of the monthly average for the calendar year last ending prior to the start of that month where this has not been pre-agreed (where "monthly average" means, in respect of a calendar year, the total number of units of street lighting or other street furniture for which such a notice was given by the relevant authority to the Electricity Distributor during that calendar year, divided by 12).	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
15. Dispute (Payment failure standard only (ECGS 12))	There is a genuine dispute between the Electricity Distributor and the customer or relevant authority as to whether the Electricity Distributor is obliged to make the payment.	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.
16. No contact details (Payment failure standard only (ECGS 12))	Failure to make a payment only. The Electricity Distributor does not have, for the customer or relevant authority (as appropriate), a postal address in Great Britain or bank account details to which the payment could be sent, and has made reasonable endeavours to	15(e) if it is not reasonable in all the circumstances of the case for the licensee to be required to do so.

Common Exemption category	SLC 15A	SLC 15
	obtain such an address or details.	

Extensions of Time

4.9. Extensions of Time are covered by Regulation 16 (and Condition 6 of the DG Standards Direction). In the circumstances covered in the Regulations and DG Standard Direction the Electricity Distributor is able to extend an agreed date, by a reasonable date (note that in each case the agreed date will be extended by such a reasonable period of time or to a reasonable new date as the Electricity Distributor may specify). However, the change in timescales will only be effective if the Electricity Distributor contacts the customer within a reasonable period of time following the circumstances concerned to communicate the applicable period or date for the change.

4.10. Extensions of Time apply to the following services:

Reporting code (ECGS no)	Service	Reg. Ref.
5	Commence LV, HV & EHV demand works on Customer's site	9(5)
6A	Complete service connection works	8(3)
6B	Complete LV works (including phased works)	9(6)
6C	Complete HV works (including phased works)	9(7)
6D	Complete EHV works (including phased works)	9(8)
7A	Complete LV energisation works (including phased works)	9(9)
7B	Complete HV energisation works (including phased works)	9(10)
7C	Complete EHV energisation works (including phased works)	9(11)
10A	New works order -completion of works on a new site	12(2)
10B	New works order -completion of works on adopted highways	12(3)

Reporting code (ECDGS no)	Service	Cond. Ref.
5	Commence LV, HV & EHV generation works on Customer's site	4(5)
6B	Complete LV works (including phased works)	4(6)
6C	Complete HV works (including phased works)	4(7)
6D	Complete EHV works (including phased works)	4(8)
7A	Complete LV Energisation works (including phased works)	4(9)
7B	Complete HV Energisation works (including phased works)	4(10)

7C	Complete EHV Energisation works (including phased works)	4(11)
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4.11. Extensions of Time can be due to the circumstances described below:

- Severe weather conditions that in themselves prevent the Electricity Distributor from carrying out the requisite work or which fall into categories 1,2 or 3 of severity as defined in the Electricity (Standards of Performance) Regulations [2015] and cause the Electricity Distributor, acting reasonably, to postpone pre-planned works in order to restore supplies to customers as quickly as possible (Regulation 16(4a)).
- A network system emergency that causes the Electricity Distributor, acting reasonably, to redirect its resources and thereby prevents it from completing any action required by these regulations (Regulation 16(4b)).
- An inability to undertake live working on the distribution system because of compliance with safety procedures in circumstances where the Electricity Distributor would normally expect to undertake such working and where this restriction has a material impact on the timescale for completion of the works (Regulation 16(4c)). For example this could include where the works are reasonably planned to be carried out:
 - using live line working techniques but unexpected circumstances such as severe bad weather conditions or adverse site conditions result in it being not practicable to comply with safe working practices and procedures
 - using live LV jointing practices on underground cables but upon excavation the cable is found to be of a non-standard type for which no safe working procedures exist, eg steel wired armoured cables
 - using switchgear normally capable of live operation but where subsequently it has become subject to a restriction on its capability for safety purposes.

4.12. Delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004 or the New Roads and Street Works Act 1991 due to a delay imposed by the relevant highway authority that prevents the Electricity Distributor from commencing the work (Regulation 16(4d)).

4.13. For example, if an Electricity Distributor receives an order for 80 units of unmetered work but a ten day street works notice is required, then the clock would be extended when the relevant notice is applied for and the Extension of Time applied to take account of the delay until the notice takes effect. In the example below the standard would be met.

Action	Clock	Date	Timescale for reporting
Electricity Distributor receives order from LA	Started	Tuesday	Day 0
Electricity Distributor confirms that a ten day TMA notice is required and informs the LA	Continues	Thursday	Day 2
Electricity Distributor applies for TMA notice	Pauses	Friday	Day 3
Start of TMA notice ten days later	Resumes	Tuesday	Day 3

Action	Clock	Date	Timescale for reporting
Electricity Distributor completes last unit on order	Stopped	Thursday	Day 30

4.14. Restrictions imposed by Highway Authorities that restrict normal working would also cover extensions of time. Christmas embargoes or Political Party conferences in city centres for example could apply.

4.15. Delays in obtaining any necessary consents or rights, and/or in acquiring any necessary interest in land, in relation to the location of electric lines and electrical plant needed to provide the connection. The Electricity Distributor would need to be able to demonstrate that it had taken reasonable steps to secure such consents (Regulation 16(4e)).

4.16. Works that are stated in the accepted quotation to be a prerequisite to the commencement or completion of the works and that are not the responsibility of the Electricity Distributor, have not been completed to the agreed manner or within the time agreed (Regulation 16(4f)).

4.17. For example, if an Electricity Distributor receives an order for 80 units of unmetered work but for some of these the erection notification has not been received by the Electricity Distributor, then the clock would not start until the Electricity Distributor has received confirmation that all the columns are erected.

4.18. Any other matters stated in the accepted quotation to be a prerequisite to the commencement or completion of the works and that are not the responsibility of the Electricity Distributor, and have not been satisfied in the manner or within the time envisaged by the accepted quotation (Regulation 16(4g)).

4.19. In the event that the Electricity Distributor cannot access the work site safely to complete works for a fault or connection service the clock will restart. The Electricity Distributor will contact the designated customer contact from the site if these events occur and will agree a course of action to manage the issue. Examples of these events include:

- road closures
- other parties completing works at the site, eg other utilities
- another service in the ground causing obstructions
- obstructions such as skips or scaffolding restricting access to the works area
- discovery of tree roots and action taken as per the current issue of the National Joint Utilities Group Guidelines for the Planning, Installation and Maintenance of Utility Services in Proximity to Trees.
- health, safety or environmental issues which were unknown at the time of planning the works and which cannot be averted in order to safely undertake the works.
- Extensions of Time events occur when situations outside the normal procedures for making new connections arise. Examples include:
 - a requirement for a cable shutdown, requiring five Working Days" notice.

- if it is necessary for the Electricity Distributor to obtain easement(s) or way leave(s) before proceeding.
- the Electricity Distributor is waiting for a decision from the customer which materially affects the commencement of the work
- the Electricity Distributor is waiting for an opening notice or other consent.

4.20. Extensions of Time occur when specified circumstances arise outside the normal procedures for making new connections, arise. For instance, where the Electricity Distributor cannot gain access to the work site safely as specified in Regulation 15(6) (a)-(e), the timeframe may be extended. However the change in timescales would only apply if the Electricity Distributor contacts the Customer within a reasonable period of time following the circumstances concerned.

4.21. In circumstances where the Electricity Distributor is unable to complete a UMS fault repair due to, for instance, the delays associated with a need to serve a New Roads and Street Works Act (NRSWA) notice, the only recourse open to an Electricity Distributor is to apply an Exemption.

4.22. Additional examples of reasons that could affect the normal procedure for making new connections are:

- A requirement for a cable shutdown, requiring five Working Days' notice.
- If it is necessary for wayleave(s) or easement(s), NRSWA notice or other consent to be obtained. In this case the Extension of Time could be applied to account for the extended time needed from when the notice is applied for until the notice takes effect.
- The Electricity Distributor is waiting for a decision from the Customer which materially affects the commencement of the work.
- Restrictions imposed by Highway Authorities that restrict normal working.
- Christmas embargoes or Political Party conferences in city centres may also apply.
- Where certain notices indicating completion of preceding work, eg erection notifications for unmetered columns have not been received.

4.23. Therefore, where one or more of the Extensions of Time specified in Regulation 16 are applied, the standards are not breached.

4.24. The Electricity Distributor still needs to deliver the service and the new extended date is then the date that the Electricity Distributor must meet to comply with the Regulations or DG Standards Direction. Failure to meet the new extended date would result in the appropriate payment being made, unless a valid exemption applies.

4.25. In accordance with 16(1) of the Regulations and Condition 6(1) of the DG Standards Direction, Extensions of Time apply in specific circumstances where the need for an extended period to be set, (as specified by the Electricity Distributor), but only after reasonable efforts have been made to notify the Customer, within a reasonable time, of this new date or period, after the circumstance has arisen (16(2) and Condition 6(2) of the DG Standards Direction). This new date or period can be before or after the original date or period.

4.26. In relation to delays in obtaining any necessary consents or rights, and/or in acquiring any necessary interest in land (with respect to the location of electric lines and electrical plant needed to provide the connection), the Electricity Distributor would need to be able to demonstrate that it had taken reasonable steps to secure such consents.

Conditions precedent

4.27. The Electricity Distributor should make clear in its quotation any works or other requirements ('conditions precedent') to be met by the Customer prior to connection taking place. These may include trenching or other civil works. As set out in the "Extensions of Time" section above, the time period originally agreed may be extended where stated prerequisites that are the responsibility of the Customer or another third party have not been met.

4.28. Where the Customer is not ready for completion of the connection works on the agreed date, the Extension of Time provisions above apply. This would also apply to commencement date and energisation.

4.29. Where the host DNO has agreed to adopt the assets being installed by a suitable accredited connections provider (under SLC 15), the conditions precedent set out below require the applicant to ensure that the following occurs prior to the date of final works or phased energisation:

- legal requirements are completed to the normal accepted DNO status (this status varies between licensees) including relevant adoption obligations, third party consents and the requirements for notices under the New Roads and Street Works Act ("NRSWA"), and
- all relevant and substantive Contestable works are completed prior to the connection date, including pre-commissioning, any required witnessing by the DNO, the provision to the DNO of all test documentation and as installed information.

4.30. All requests for final works and phased energisation under SLC 15 are subject to completion by the licensee of all necessary Non-Contestable works. The works required and associated timescales should be detailed in the quotation offered to the applicant and/or within the Adoption Agreement. The licensee should use reasonable endeavours to complete Non-Contestable works as planned in every case.

Cancellation of works by the Customer

4.31. If the Customer becomes aware that the final connection date is not achievable and notifies the Electricity Distributor to cancel final connection works within a reasonable timescale then the Customer will only be liable for directly related abortive costs that the Electricity Distributor has incurred or will incur. If the Customer fails to provide cancellation notice within a reasonable timescale then they will be liable for all abortive costs incurred by the Electricity Distributor. Table 4.2 outlines the reasonable timescales for cancellation.

Table 4.2: Reasonable timescales for cancellation of on-site connection work

Activity	Type of Connection		
	Low voltage (does not exceed 1kV)	High voltage (exceeds 1kV; does not exceed 22kV)	Extra high voltage (exceeds 22kV; does not exceed 72kv)
Reasonable cancellation period for applicant	5 Working Days prior to planned connection date	10 Working Days prior to planned connection date	To be agreed within the final connection process

Cancellation by the Electricity Distributor

4.32. The Electricity Distributor is able to withdraw a proposed date for SLC 15 final works or Energisation five Working Days or less before the agreed date if the Electricity Distributor is not satisfied that the conditions precedent will be met, unless another agreement is reached with the Customer. In such cases the Electricity Distributor must contact the Customer prior to the original agreed date to specify or agree an alternative date.

4.33. Where the Electricity Distributor attends on-site to carry out connections works and finds that the Customer is not ready (for example any specified trenching works have not been carried out), the Extension of Time provisions set out above will apply. This will also apply where the Electricity Distributor is not able to access or install equipment due to an obstruction such as scaffolding. It is important that the Electricity Distributor sets out clearly what the Customer must do prior to connection taking place, and communicate promptly with the Customer or his agent if prerequisites to connection have not been met.

5. Minimum and additional information (SLC 15 and SLC 15A)

5.1. A number of the standards are dependent upon provision by the Customer of a minimum level of information and in some circumstances additional information as requested by the Electricity Distributor. The Electricity Distributor will identify minimum requirements in its connection charging document. This document is published on the Electricity Distributors' websites.

5.2. The standards impacted by these requirements are:

Metered and DG connections

- Budget estimates
- Quotations

Unmetered connections

- Quotations
- Emergency response
- Fault notifications

Minimum information

5.1. Minimum information is information provided by the Customer that is required by the Electricity Distributor in order for it to provide the service under the standard.

5.2. Each licensee should publish on their website a set of minimum information reasonably required to provide a quotation and this should be reflected in any application forms issued by the licensee. This should allow the Customer the best chance to provide this information upfront with their request.

5.3. The licensee will start the clock on receipt of the minimum information. The standards of performance (including DG standards) do not apply until the Customer requesting the connection has provided the licensee with the minimum information that the licensee needs in order to complete the request.

5.4. The Customer may provide the minimum level of information either by completion of an applicable application form or by other reasonable means.

5.5. Where the licensee has received information that appears to be intended as minimum information for the provision of the service but is found to be incomplete, the licensee will notify the Customer of the missing information as soon as is reasonably practicable and normally within 10 Working Days. However, this time scale is not subject to a guaranteed standard.

Minimum information for metered and DG connections standards

5.6. The Start Date, for metered, unmetered and DG metered standards (ie for the provision of quotes and budget estimates), will be determined by the receipt of all necessary information (see minimum information below) and payment of any relevant fees.

5.7. Each licensee should publish on their website a set of minimum information reasonably required to provide a quotation and this should be reflected in any application forms issued by the licensee.

5.8. If a licensee needs to make a site visit to gather minimum information in order to provide a quotation then the licensee shall normally contact the Customer to arrange the site visit within 5 Working Days. Once the minimum information is received the GSoP period will commence.

5.9. If a licensee needs to make a site visit to gather other information beyond the minimum information then the licensee shall normally contact the Customer within 5 Working Days to arrange said site visit. Once this appointment is made the clock can be paused in agreement with the customer.

5.10. In all situations the contact with the Customer should be within the prescribed period for the specific project otherwise it will be treated as a fail. The actual site visit will normally be within 10 Working Days and the clock will start the next Working Day after the site visit has taken place.

5.11. Where the Customer makes a material change to their initial application, which prompts redesign of the licensee's proposal, then this will be treated as a new application and the clock will be reset to zero. Where the Customer has made a minor modification, the licensee will wherever practical continue to provide the quotation within the prescribed period with the clock remaining on the original timescale.

5.12. Where the DNO's Quotation requires payment on acceptance then the payment must be received in order for the acceptance to be completed. The Acceptance Date will be the later of the date the written acceptance is received or the date the payment is received. For example if the customer does not include a cheque with the signed acceptance, then it will be when the cheque is received that the Quotation will have been accepted. If the DNO's Quotation does not require payment on acceptance, eg the DNO invoices once the written acceptance is received, or payment is not required until a later date, then it is the date of the written acceptance that will determine the Acceptance Date.

5.13. In circumstances where Customers send payment but wish to discuss specific terms in the licensee's quotation, then acceptance would only be taken to having been completed when these discussions had been completed, new terms agreed and an agreed offer has been accepted.

5.14. The Electricity Distributor should provide as much detail of their information requirements publically to potential applicants. This will ensure that Electricity Distributors can expect a good level of information from Customers with which they can provide a budget estimate or quotation.

5.15. The minimum information required for a metered budget estimate is:

- Customer name and address (correspondence address), other contact details and preferred method of contact
- Site address
- Site plan at an appropriate scale to indicate the site boundary
- Indicative date when the Customer requires the connection(s) to be made
- Total maximum capacity (kVA) requirement
- Summary technical details of any electricity generator that is required to operate in parallel with the supply
- Summary technical details of any Customer owned equipment that is likely to cause disturbance to the electricity supply (ie large motors, welders etc)
- Any payment that is required to be made in advance for the service to be provided.

5.16. The minimum information required for a metered quotation is:

- Customer name and address (correspondence address), other contact details and preferred method of contact.
- Site address.
- Site plan at an appropriate scale to indicate the site boundary, the layout of buildings and roads, and where the Customer expects, or the proposed location of, a substation(s). The plan should be free of unnecessary detail and be suitable for use as a background layer for the Electricity Distributor proposal drawing.
- Proposed location of each metering point.
- Letter of authority where the applicant is acting as an agent of the Customer.
- Date when the Customer requires the connection(s) to be made.
- Maximum capacity (kVA) at each metering point to be connected (for Domestic Premises the Electricity Distributor may require a description of the premises and whether electric space and water heating is to be installed).
- Technical details of any electricity generator that is required to operate in parallel with the supply.
- Technical details of any Customer owned equipment that is likely to cause disturbance to the electricity supply (ie large motors, welders etc).
- Any payment that is required to be made in advance for the service to be provided.

5.17. The minimum information required for a SLC 15 quotation is:

- customer name and address (correspondence address), other contact details and preferred method of contact
- site address/location
- the service required
- date when the Customer requires the connection(s) to be made
- total maximum capacity (kVA) requirement (import and/or export)
- any payment that is required to be made in advance for the service to be provided.

Minimum information for unmetered standards

5.18. The minimum information required for an unmetered quotation is:

- customer name and address (correspondence address), other contact details and preferred method of contact
- location details
- plan at an appropriate scale to indicate the proposed location of each item of unmetered equipment
- letter of authority where the applicant is acting as an agent of the Customer
- date when the Customer requires the connection(s) to be made
- maximum capacity (watts) at each item of unmetered equipment to be connected
- description of each item of unmetered equipment to be connected (eg street light)
- technical details of any non-standard item of unmetered equipment to be connected
- any payment that is required to be made in advance for the service to be provided.

5.19. The minimum information required for an unmetered emergency response is:

- location
- Local Authority
- address (with map if possible)
- equipment
- description of hazard
- contact details of person to provide updates to
- details of any staff on site and their contact details.

5.20. The minimum information required for an unmetered fault notification (including for high priority faults) is:

- customer identification reference
- Local Authority
- date issued by Customer
- customer contact name and details
- fault category
- accurate location of equipment, including:
 - address
 - postcode if possible
 - grid reference (Eastings and Northings)
 - position description
 - asset number
 - map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted.

Additional information

5.21. During its work to provide the service the licensee may become aware that it requires additional information either regarding the Customer's proposals or in

respect of the licensee's proposals. Where the licensee formally requests such additional information the clock will be paused and then resumed once the licensee has received the additional information.

5.22. The additional information required will be dependent on the circumstances of the connection and the minimum information requirements but may include the following:

- Information or agreement in respect of a proposed substation location.
- Information or agreement in respect of proposed cable routes.
- Information or agreement in respect of proposed metering points or location of items of unmetered equipment.
- Further details regarding the capacity required to be provided at each metering point or regarding the nature of the electrical equipment to be used by the Customer.
- Further details regarding the intended usage of the electrical equipment to be used by the Customer.
- Further details regarding land ownership and/or land rights that is likely to be known by the Customer.
- Further details regarding land contamination.
- Confirmation of the design option to be reflected in the quotation where the Electricity Distributor has more than one practicable option under consideration.
- Site plan at an appropriate scale to indicate the site boundary.
- Letter of authority where the applicant is acting as an agent of the Customer.
- Technical details of any electricity generator that is required to operate in parallel with the supply.
- Technical details of any Customer owned equipment that is likely to cause disturbance to the electricity supply (ie large motors, welders etc).
- Any other information that the Electricity Distributor may reasonably request.

6. SLC 12 connections reporting

6.1. The purpose of collecting information related to Standard Licence Condition (SLC) 12 is to monitor compliance with the standards of performance specified in the licence.

6.2. SLC 12 of the electricity distribution licence requires the licensee to offer terms for an agreement for Use of System under paragraph 12.1 of the licence and for making a connection under section 16(1) of the Electricity Act 1989 (the "Act"). SLC 12 requires that the licensee must offer terms as soon as reasonably practical after the receipt of the request and not longer than sixty five Working Days, unless Ofgem consents otherwise.

6.3. The specific requirements are specified in SLC 12 and in sections 16 to 21 of the Act.

6.4. Licensees are required to report:

- the total number of quotations provided in the quarter
- the number of quotations provided outside of timescales
- the total number of quotations provided outside the timescales where SLC 12 applies
- the maximum number of Working Days to provide a quotation.

6.5. This includes quotations issued for the provision of Non-Contestable connections. If the quotation was provided outside of the timescale, licensees should determine whether a quotation was made under section 16(1) of the Act.

Appendix 1 - Overview of SLC 15 and 15A Standards of Performance

Tables of Standards

1.3. The tables below provide a summary of the performance level (ie the timescale) and the compensation payment payable to a Customer for a failure to meet that performance level. The tables include payments applicable under Standard Licence Conditions (SLC) 15 and 15A of the electricity distribution licence.

Tables of SLC 15A standards

Metered Quotation Standards

Reporting code (ECGS no)³	Service	Performance Level	Payment to Customer	Reg. Ref.⁴
1A	Provision of budget estimate <1MVA	Within 10 Working Days	£65 – One off payment	4(2)
1B	Provision of budget estimate >1MVA	Within 20 Working Days	£65 – One off payment	4(3)
2A	Provision of a quotation for a single LV single phase service connection	Within 5 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(2)
2B	Provision of a quotation for small LV projects: <ul style="list-style-type: none"> • 2-4 LV single phase domestic services or • for connections to 1-4 LV single phase domestic premises involving an extension to the LV network or • a single two or three phase whole current 	Within 15 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(3)

³ ECGS no. means Electricity Connections Guaranteed Standards number.

⁴ Reg Ref means reference to the specific regulation as listed under the Electricity (Connections Standards of Performance) Regulations [date to be confirmed].

Reporting code (ECGS no)³	Service	Performance Level	Payment to Customer	Reg. Ref.⁴
	metered connection (not requiring an extension to LV network)			
3A	Provision of any other LV demand quotation	Within 25 Working Days	£65 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(2)
3B	Provision of an HV demand quotation	Within 35 Working Days	£135 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(3)
3C	Provision of a EHV demand quotation	Within 65 Working Days	£200 for each Working Day after the end of the prescribed period up to and including the day on which the quotation is dispatched	6(4)

Other Metered Standards

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
4A	Contact Customer (post acceptance) about scheduling <5 LV service connections covered by 2A & 2B	Within 7 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	8(2)
4B	Contact Customer (post acceptance) about scheduling other LV demand connections	Within 7 Working Days	£65 for each Working Day after the end of the prescribed period up to and including	9(2)

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
			the day on which contact occurs	
4C	Contact Customer (post acceptance) about scheduling HV demand connections	Within 10 Working Days	£135 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	9(3)
4D	Contact Customer (post acceptance) about scheduling EHV demand connections	Within 15 Working Days	£200 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	9(4)
5	Commence LV,HV & EHV demand works on Customer's site	In timescale agreed with the Customer	£25 for each Working Day after the agreed date up to and including the day on which the works are commenced	9(5)
6A	Complete service connection works	In timescale agreed with the Customer	£35 for each Working Day after the agreed date up to and including the day on which the works are completed	8(3)
6B	Complete LV works (including phased works)	In timescale agreed with the Customer	£135 for each Working Day after the agreed date up to and including the day on which the works are completed	9(6)
6C	Complete HV works (including phased works)	In timescale agreed with the Customer	£200 for each Working Day after the agreed date up to and including the day on which the works are completed	9(7)
6D	Complete EHV works (including phased works)	In timescale agreed with the Customer	£270 for each Working Day after the agreed date up to and including	9(8)

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
			the day on which the works are completed	
7A	Complete LV energisation works (including phased works)	In timescale agreed with the Customer	£135 for each Working Day after the agreed date up to and including the day on which energisation occurs	9(9)
7B	Complete HV energisation works (including phased works)	In timescale agreed with the Customer	£200 for each Working Day after the agreed date up to and including the day on which energisation occurs	9(10)
7C	Complete EHV energisation works (including phased works)	In timescale agreed with the Customer	£270 for each Working Day after the agreed date up to and including the day on which energisation occurs	9(11)

Unmetered Standards

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
8A	Emergency Fault Repair response	Attend site in 2 hours	£65 one off payment	10(2)
8B	High Priority Fault Repair – Traffic Light Controlled	2 calendar days	£15 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(3)
8C	High Priority Fault Repair – non Traffic Light Controlled	Within 10 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day on which	10(4)

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
			the fault rectification works are completed	
8D	Multiple unit fault repair	Within 20 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(5)
8E	Single unit fault repair	Within 25 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(6)
9	Provision of a quotation – New Works order (1-100 units)	Within 25 Working Days	£15 for each Working Day after the end of the prescribed period up to and including the day the quotation is dispatched	11(2)
10A	New works order - completion of works on a new site	Commence and complete in timescales agreed with the customer	£15 for each Working Day after the end of the agreed date up to and including the day the works are completed	12(2)
10B	New works order - completion of works on adopted highways	Within 35 Working Days	£15 for each day after the end of the prescribed period up to and including the day on which the works are completed	12(3)

Connections standards not included in the 90% performance metric

Reporting code (ECGS no)	Service	Performance Level	Payment to Customer	Reg. Ref.
11A	Quotation accuracy review scheme challenge single LV single phase service connection (aligns to 2A)	n/a	£335 – one off payment	7(3)
11B	Quotation accuracy review scheme challenge for small LV projects (aligns to 2B)	n/a	£670 – one off payment	7(4)
12	Where a Electricity Distributor fails to make a payment under the regulations	Within 10 Working Days	£65 – one off payment	14(1)

DG Standards

Metered quotations

Reporting code (ECDGS no)⁵	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref.⁶
1A	Provision of Budget Estimate <1MVA	Within 10 Working Days	£65 – One off payment	2(2)
1B	Provision of Budget Estimate >1MVA	Within 20 Working Days	£65 – One off payment	2(3)
3A	Provision of an LV generation Quotation	Within 45 Working Days	£65 for each Working Day after the end of the prescribed period up to and including the day on which the Quotation is dispatched	3(2)
3B	Provision of an HV generation Quotation	Within 65 Working Days	£135 for each Working Day after the end of the prescribed period up to and including	3(3)

⁵ This is the Electricity Connections Distributed Generation Standards number which is associated with their corresponding conditions of the DG Standards Direction.

⁶ Condition Reference: reference to the specific condition as listed under the DG Standards Direction

Reporting code (ECDGS no)⁵	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref.⁶
			the day on which the Quotation is dispatched	
3C	Provision of an EHV generation Quotation	Within 65 Working Days	£200 for each Working Day after the end of the prescribed period up to and including the day on which the Quotation is dispatched	3(4)

Other metered

Reporting code (ECDGS no)	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref.
4B	Contact Customer (post acceptance) about scheduling LV Generation Connections	Within 7 Working Days	£65 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	4(2)
4C	Contact Customer (post acceptance) about scheduling HV Generation Connections	Within 10 Working Days	£135 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	4(3)
4D	Contact Customer (post acceptance) about scheduling EHV Generation Connections	Within 15 Working Days	£200 for each Working Day after the end of the prescribed period up to and including the day on which contact occurs	4(4)
5	Commence LV, HV & EHV generation works on Customer's site	In timescale agreed with the Customer	£25 for each Working Day after the agreed date up to and including the day on which the works are commenced	4(5)

Reporting code (ECDGS no)	Service	Performance Level	Voluntary Payment to Customer	Cond. Ref.
6B	Complete LV works (including phased works)	In timescale agreed with the Customer	£135 for each Working Day after the agreed date up to and including the day on which the works are completed	4(6)
6C	Complete HV works (including phased works)	In timescale agreed with the Customer	£200 for each Working Day after the agreed date up to and including the day on which the works are completed	4(7)
6D	Complete EHV works (including phased works)	In timescale agreed with the Customer	£270 for each Working Day after the agreed date up to and including the day on which the works are completed	4(8)
7A	Complete LV Energisation works (including phased works)	In timescale agreed with the Customer	£135 for each Working Day after the agreed date up to and including the day on which Energisation occurs	4(9)
7B	Complete HV Energisation works (including phased works)	In timescale agreed with the Customer	£200 for each Working Day after the agreed date up to and including the day on which Energisation occurs	4(10)
7C	Complete EHV Energisation works (including phased works)	In timescale agreed with the Customer	£270 for each Working Day after the agreed date up to and including the day on which Energisation occurs	4(11)

Table of SLC 15 standards

Reporting code	Service	Standard	Payment
1a	Provide a quotation for low 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 works is not more than one kilovolt	Within 15 Working Days of receiving the request	£65 in line with provision of LV other demand and LV generation quotes in ECGS and ECDGS
1b	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	Within 30 Working Days of receiving the request	£65, as above
1c	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	Within 20 Working Days of receiving the request	£135, as above
1d	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	Within 50 Working Days of receiving the request	£135, as above
1e	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	Within 50 Working Days of receiving the request	£200, as above
1f	Provide a quotation for other connections. For a new demand or generation connections to the licensee's distribution system that	Within 65 Working Days of receiving the request	£135, as above

Reporting code	Service	Standard	Payment
	is not included within the preceding sub-paragraphs		
2a	Provide information on point of connection. Provision of technical information necessary to enable the applicant to identify the proposed location and characteristics of the point of connection of the premises to the licensee's distribution system, where the highest voltage of the assets at that point and any associated works is more than 22 kilovolts but not more than 72 kilovolts	Within 30 Working Days of receiving the request	£65
2b	Design submissions for low and high voltage connections. Provide in response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connecting premises to the licensee's distribution system, provide a written approval of the proposed design or a written rejection stating the reasons for the rejection	Within 10 Working Days of receiving the proposed design (unless any part of it would require or directly affect the use of extra high voltage assets)	£65 low voltage £135 high voltage
2c	Design submissions for extra high voltage and other connections. Provide in response to a design submitted by the applicant for the licensee's approval, outlining a new proposal for connecting premises to the licensee's distribution system, provide a written approval of the proposed design, or a written rejection stating the reasons for the rejection.	Within 20 Working Days of receiving the proposed design	£200
3a	subject to all conditions precedent being met (for all of 3a-e): Final works and phased energisation low voltage connections. Complete the final works for a low voltage connection.	Within 10 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£135
3b	Final works and phased energisation high voltage	Within 20 Working Days of	£200

Reporting code	Service	Standard	Payment
	connections. Complete the final works for a high voltage connection.	receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	
3c	Final works and phased energisation extra high voltage connections. Complete the final works for an extra high voltage connection.	Within 20 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£270
3d	Final works and phased energisation low voltage energisation. Complete the works required for a low voltage phased energisation.	Within five Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£135
3e	Final works and phased energisation high voltage energisation. Complete the works required for a high voltage phased energisation	Within 10 Working Days of receiving the request or on a later date that has been requested by the applicant and agreed by the licensee	£200

Appendix 2 - Overview of metered and distributed generation connection standards

Budget estimates

1.1. Provision of a Budget Estimate, in response to a request from a Customer, requires an Electricity Distributor to provide an indication of the likely costs that a Customer would expect to incur in obtaining a connection to the site. This must outline any assumptions made and any aspects that are likely to significantly change the level of charges, such as changing availability of capacity (see 'conditions precedent').

1.2. Budget estimates will be carried out on the basis of a desktop exercise and will not involve a site visit, any analysis of the wider network or any technical studies. Budget estimates will be provided on a reasonable endeavours basis but may differ from the amount in any subsequent formal quotation. Where following the issue of a budget estimate spare network capacity is allocated to others the amount in any subsequent formal quotation may differ significantly. A budget estimate will indicate whether any Associated Works are likely to be required and the likely costs.

1.3. Electricity Distributors may agree to carry out alternative arrangements with Customers, such as feasibility studies, or more detailed cost estimates. These will be by agreement between the two parties and are outside these standards.

1.4. Relevant standards for budget estimates are ECGS1A, ECGS1B and ECDGS1A and ECDGS1B. There are no specific exemptions that apply to these Standards. General exemptions may apply, see chapter 4.

Quotations

1.5. Provision of a Quotation requires an Electricity Distributor to make a formal offer for connection on the basis of a Section 16 quotation. A Section 16 quotation refers to the obligations set out under the Electricity Act 1989. The quotation will be supplemented by a breakdown of costs, and any relevant supporting information, drawings and diagrams. Quotations must be capable of being cross referenced with the charging methodology statement in order that Customers can compare quotations against these indicative charges.

1.6. The timescales for issuing quotations are determined based upon the voltage of the point of connection, the type of connection (whether demand or generation) and the voltage of any associated works (including diversionary works and upstream reinforcement). Diversions and other works apply where they are needed to facilitate a new connection under these standards.

1.7. Relevant standards are ECGS2A, ECGS2B, ECGS3A-3C and ECDGS3A-3C. There are no specific exemptions for these Standards. Please refer to chapter 3 for instances of where a demand application may include generation and chapter 4 for details of general Exemptions.

1.8. The timeframes for quotes are fixed and apply unless the Customer requests or agrees to a revised timeframe. If the Customer does request or agrees to a revised timeframe - the Distributor does not fail and the Customer waives the right to compensation and the quotation would be reported as an exemption.

1.9. If a Distributor approaches a Customer to discuss a revised timeframe and the Customer refuses, then the Distributor must produce the quote in the required timeframe, if it fails this is recorded as a failure against the standards and would be subject to compensation and ongoing payments until the quote is provided.

Application of quotation standards for abnormal loads

1.10. Where the Distributor believes that the LV load to be connected could reasonably be expected to cause disruption to other Customers ("abnormal loads"), then the application would be treated as an ECGS3A any 'other' LV Demand.

1.11. Connections schemes which involve abnormal loads such as the use of motors, welding equipment or generators generally require further in-depth assessments by Distributors including calculations that will involve identifying the upstream network components, fault levels etc to ensure that such loads do not cause the quality of supply to existing Customers to be affected.

1.12. Where new connection applications that relate to single services or small project demand applications but involve abnormal loads, then the quotation timeframe that applies is that of an 'other' LV demand quotation and is 25 Working Days rather than 5 or 15 Working Days respectively.

SLC 15 POC information

1.13. Where a SLC 15 quotation is requested and is classified as being "extra high voltage" licensees have an obligation to provide the Customer with POC information within 30 Working Days. SLC 15 requires that Licensees should use reasonable endeavours to meet this timescale in every case.

1.14. Licensees' obligations in providing POC information are subject to any relevant exemptions and the Customer providing any necessary minimum information.

1.15. Where a quotation is requested and is categorised within the "other connections" standard then the licensee should attempt, wherever possible, to inform the Customer of the classification as soon as possible. Ofgem expects that in most cases the licensee will be able to do so within 30 Working Days.

Appendix 3 - Overview of other metered and other metered distributed generation connection standards

Budget estimates

1.1. This chapter provides additional guidance on the application of Other metered and Other metered DG standards and includes examples to ensure consistent treatment across Distributors. Please see chapter 4 and 5 for details of exemptions, extensions of time and minimum and additional information needs.

Customer contact

1.2. Post acceptance scheduling requires an Electricity Distributor to seek to make contact with the Customer, after receipt of their quotation acceptance and any relevant payments, as detailed in the quotation, with a view to commencing the process of agreeing dates when the on-site project works will be started and completed.

1.3. Whilst timescales have been set by which the Electricity Distributor is required to make (or have attempted to make) contact with the Customer, there will be situations whereby either party may not be in a position to agree dates. In these situations discussions as to when both parties would be in a position to have a meaningful discussion on dates would be discussed and agreed. The standards would however be met if the initial contact was made within the prescribed timescales.

1.4. Where a standard specifies actions to be taken by an agreed date, the Electricity Distributor should take all reasonable steps to agree a date with the Customer or his representative. In the event that a date cannot be agreed, the Electricity Distributor does not fail the standard. The Electricity Distributor should publicise its complaint handling procedure to ensure that the Customer is able to address the matter adequately with the Electricity Distributor prior to a formal referral to the Ombudsman or Authority.

1.5. Where an Electricity Distributor is required to make contact with a Customer, there only needs to be one attempt made by a telephone call. Where the Electricity Distributor is unable to make contact through this call and has left a message (where able to do so), an e-mail or letter should be sent, based on Customer's preferred method, if known.

1.6. Relevant standards are ECGS4A-4D and ECDGS4B-4D. There are no specific exemptions that apply to these Standards. Refer to chapter 4 for general exemptions.

Design Submissions - SLC 15

1.7. Where a Customer submits a design for the licensee's approval then the licensee should provide a written response to that design within 10 Working Days for low voltage and high voltage connections and within 20 Working Days for extra high voltage and other connections. The written response should either approve the design or provide a reason or reasons for rejection.

1.8. The licensee is obliged to use reasonable endeavours to meet the relevant timescales in every case. Further, the licensee is required to meet the prescribed timescale in at least 90% of all cases as measured over the Regulatory Year.

1.9. The licensee's obligations are subject to any relevant exemptions.

1.10. The classification of a design submission is determined based on the highest voltage of the POC and any associated Non-Contestable works.

Commencement of work

1.11. Commencement of works means the date by which the Electricity Distributor agrees to commence works on site. This regulation is limited to works which are carried out at or in relation to the premises and also includes any phase of works which may be conducted at or in relation to the premises.

1.12. Relevant Standard is ECGS5 and ECDGS5. Relevant exemptions are 15(2) and 15(3) (Condition 5(2) and 5(3) in the DG Standards Direction) and 15(7) and 15(8) (Condition 5(7) and 5(8) in the DG Standards Direction). See also relevant Extensions of Time as they may apply, chapter 5.

Completion of works

1.13. Completion of works means the date by which the Electricity Distributor agrees that the connection works will be completed, such that the connection can be energised. Completion of works relates to completion of the electrical works only and does not apply for example to reinstatement. However it is anticipated that Electricity Distributors will complete other works within a reasonable timescale by agreement.

1.14. Phased completion and energisation, where applicable, relates to phased developments as set out in the Electricity Distributor's Quotation Offer.

1.15. Relevant Standards are ECGS6A-6D and ECDGS6B-6D. Relevant exemptions are 15(2) and 15(3) (Condition 5(2) and 5(3) in the DG Standards Direction) and 15(7) and 15(8) (Condition 5(7) and 5(8) in the DG Standards Direction). See also relevant Extensions of Time as they may apply, chapter 5.

Energisation of works

- 1.16. Energisation means the energisation of a metering point in order to provide a supply of electricity to an end user Customer.
- 1.17. Energisation is carried out by the insertion of a fuse or operation of a switch that will allow an electrical current to flow from an Electricity Distributor's distribution system to the Customer's installation. It is only when the action in question is required to be carried out by the Electricity Distributor and is subject to standard industry requirements.
- 1.18. Energisation is normally carried out by the appointed meter operator and will only be carried out by the Electricity Distributor in circumstances where the meter operator is not authorised to do so (ie where the metering point is at EHV or HV and in some cases LV for large LV metering point arrangements). These standards only apply to the circumstances where the Electricity Distributor is carrying out the energisations.
- 1.19. Energisation will be carried out only following instruction of the Customer's appointed electricity supplier and is subject to an electricity meter having been installed and all conditions precedent being fulfilled.
- 1.20. Relevant standards are ECGS7A-7C and ECDGS7A-7C. Relevant exemptions are 15(2) and 15(3) (Condition 5(2) and 5(3) in the DG Standards Direction) and 15(7) and 15(8) (Condition 5(7) and 5(8) in the DG Standards Direction). See also relevant Extensions of Time as they may apply, chapter 5.

SLC 15 final works and phased energisation

Completion of final works

- 1.21. The standards relating to final works are subject to the Customer ensuring that all "conditions precedent" are met. Further information on conditions precedent is outlined in chapter 4.
- 1.22. Where conditions precedent are met, the licensee is required to complete final works for low and high voltage connections within a prescribed timescale.
- 1.23. For extra high voltage connections the licensee is obliged to provide the Customer with the planned date for final works within a prescribed timescale. Additionally the licensee should complete final works at extra high voltage as soon as reasonably practicable.
- 1.24. SLC 15 requires that the licensee is obliged to use reasonable endeavours to meet the timescales prescribed for each standard. The timescales for completing final works or issuing dates for planned final works are determined based upon the voltage of the POC and any associated works.

1.25. The licensee's obligations are subject to any relevant exemptions.

Phased energisation

1.26. The standards relating to phased energisations are subject to the Customer ensuring that all "conditions precedent" are met. Further detail on conditions precedent is outlined in chapter 4.

Where all conditions precedent are met, the licensee is required to complete phased energisations at low voltage or high voltage within a prescribed timescale. SLC 15 requires that the licensee is obliged to use reasonable endeavours to meet the timescales prescribed for each standard. The timescales for completing phased energisations are determined based upon the specific works required to complete the phased energisation. This is separate to the classifications used to define categories for provision of quotations, design approvals and final works and so it is not necessarily determined based on voltage of POC or associated works.

Appendix 4 - Unmetered connections

Quotations

- 1.1. Whilst most street lighting work is ordered and carried out to published standard charges, there are occasions where Relevant Authorities require bespoke quotations to be carried out by the Electricity Distributor.
- 1.2. Where there are some unmetered connections on a project with metered connections then the relevant metered connections standard would apply. For example, a new housing site requiring a substation would fall under the GSOP timescale of 35 Working Days. If the site required some street lighting and these were provided in the same quotation then this metered standard of 35 Working Days would apply.
- 1.3. If an application is received for a quotation >100 units or where HV works are required, then it will fall outside these standards but the Electricity Distributor will still provide a quotation in a reasonable timescale.
- 1.4. Relevant Standard is ECGS9. General exemptions may apply, see chapter 5.
- 1.5. Where a specific bi-lateral agreement is in place between the Electricity Distributor and the Relevant Authority then the above regulations do not apply.

Unmetered (UMS) faults

- 1.6. In the first instance, the Relevant Authority should request the appropriate response time. However, the Electricity Distributor may reclassify the job, in agreement with the Relevant Authority. The job can be reclassified where the Electricity Distributor has attended on site and for example, may have found an emergency response call-out (for response in two hours) inappropriate, as there was no immediate danger to public or property, arising from the Electricity Distributor's electricity network (subject to agreement by the Relevant Authority).

Emergency response

- 1.7. Emergency Response is where an Electricity Distributor is required to attend an unmetered connection location where it is necessary to remove immediate danger to the public or property arising from the electricity distribution network.

High priority fault repair

1.8. High Priority Fault Repair is a fault, which is considered to be urgent. For example, at the site of an accident black-spot, major road junction, or an Area of Public Order Concerns. This category is to be used sparingly by Relevant Authorities.

1.9. These are differentiated as to whether or not traffic lights are affected by the fault.

Single unit and multiple unit fault repairs

1.10. Single Unit and Multiple Unit Fault Repairs are related to a report of a fault on service to one or more units respectively. This may be for example no current, low voltage, loss of neutral etc.

1.11. Programmes of work by Electricity Distributors to replace obsolete cut-outs where the unit is not considered dangerous are excluded from this standard.

1.12. Relevant standards for attending faults are ECGS8A, 8B, 8C, 8D and 8E. General exemptions may apply, see chapter 4.

1.13. Where a specific bi-lateral agreement is in place between the Electricity Distributor and the Relevant Authority then the above regulations do not apply.

New works order

1.14. New Works Order may include new capital lighting schemes, provision of new connections, disconnections or transfers of existing connections, up to and including 100 units. Schemes of >100 units do not fall within the scope of these standards.

1.15. Application of Standards, disconnections and other activities specified, apply where they are necessary to facilitate the provision of a new connection. This would include disconnections associated with the provision of unmetered connections services.

1.16. Where orders are received from the Relevant Authority that includes a mix of new connections, transfers and disconnections then the whole order will be considered to be within the standards. If the order only includes disconnections then the order will be treated as outside of the standards. If an Electricity Distributor voluntarily agrees to apply the standards to all disconnections, then these will be considered to fall under the standards and be reported as such.

1.17. Orders should relate to units of work that are in the same or adjacent streets. Electricity Distributors may therefore not consider such orders to be covered by these standards if they are for geographically dispersed units of work on the same order. Electricity Distributors may also not consider orders to be covered by these

standards if they appear to have been deliberately broken down into smaller orders by the Relevant Authorities unless for instance this has been done due to the timing of the Relevant Authorities build programme with a reasonable interval, for instance 1 month, between the phases.

1.18. If the Customer notifies the Electricity Distributor of a material change to any of the minimum information, (see chapter 5), before the Electricity Distributor has provided the service, then either the clock will be reset to zero.

1.19. In terms of unmetered connections, works may be ordered by the Relevant Authority by virtue of accepting a bespoke quotation (issued under ECGS9) or by issuing a works order and thereby accepting standard charges (and associated terms and conditions). In both cases it would be deemed that the regulations apply.

1.20. Relevant Standards are ECGS10A and 10B. Relevant exemptions are 15(2), 15(3), 15(7) and 15(8). These specific exemptions may also apply to any of the Standards outlined in this chapter.

1.21. Where a specific bi-lateral agreement is in place between the Electricity Distributor and the Relevant Authority then the above regulations do not apply.

115% Volume Rate (Applicable to Unmetered New Works only)

1.22. The volume of units ordered by a Customer for new works in any calendar month must not exceed 115% of either of the monthly average of new works units ordered and received by the Electricity Distributor from the Customer in the preceding calendar year or of the agreed annual forecast number of units associated with new works for 1-100 units divided by 12. The volume is calculated using the total number of units associated with new works for 1-100 units. If the volume of units ordered exceeds the 115% threshold, all subsequent units ordered in excess of that threshold in that calendar month may not be subject to the GSOP performance level targets but will count into the next year when considering monthly average of new works.

In the example below, the Customer can submit up to 978 units associated with new works jobs for 1-100 units in the month of May 2010. If the Customer wished to submit 1,000 units, then the standard would not apply for the order that took the number of units above 978 and all subsequent orders in that month. For example, the Customer had submitted 48 orders for May, with each order containing 20 units, taking the monthly total ordered for May to 960. The Customer then submits an order for 20 units, taking the total to 980. As this order exceeds the threshold of 978 units for May then it and all the 20 units contained within it, are not covered by the standards. If the Customer subsequently submits an order for two units (ie up to the threshold), then these 2 units would be covered by the standards.

Example:

Previous Calendar Year	Total Orders	Total Units
Jan-09	18	900
Feb-09	25	1,750

Previous Calendar Year	Total Orders	Total Units
Mar-09	16	400
Apr-09	10	200
May-09	12	480
Jun-09	32	1,120
Jul-09	5	325
Aug-09	35	1,925
Sep-09	40	1,800
Oct-09	4	400
Nov-09	10	600
Dec-09	10	300
TOTAL		10,200
Monthly average for previous 12 months		850
115% volume rate threshold (1.15*850)		978

Appendix 5 - Overview of the Quotation Accuracy Scheme

1.1. This regulation applies where the Electricity Distributor has provided the Customer with a quotation for a single LV single phase service demand connection - ECGS2A (Regulation 5(2)). Where a Customer challenges the quotation provided under the quotation accuracy scheme and the quotation is found to have been inaccurate or incomplete, then the Electricity Distributor has to make a payment of £335 to the Customer. The Electricity Distributor must also, in accordance with the provisions of its quotation accuracy scheme, refund to the Customer any overpayment made by the Customer in respect of the quotation.

1.2. This regulation applies where the Electricity Distributor has provided the Customer with a quotation for a small project demand connection - ECGS2B (Regulation 5(3)). Where a Customer challenges the quotation provided under the quotation accuracy scheme and the quotation is found to have been inaccurate or incomplete, then the Electricity Distributor has to make a payment of £670 to the Customer. The Electricity Distributor must also, in accordance with the provisions of its quotation accuracy scheme, refund to the Customer any overpayment made by the Customer in respect of the quotation.

Appendix 6 - SLC 15A quarterly reporting template guidance

1.1. This appendix provides details of how to complete the reporting template for the Electricity Connection Guaranteed Standards. The reporting template will now form part of a large RIIO-ED1 RIGs reporting template. Ofgem may from time to time revise this guidance and the accompanying reporting template for these Standards, in line with regular RIGs procedure.

Reporting code (ECGS no)

1.2. The Electricity Connections Guaranteed Standards number, as identified in the table outlining the Standards in Appendix 1 of this guidance document.

Guaranteed Standard classification

1.3. This details the description of the relevant Guaranteed Standard classification of the individual market segments.

Number of Passes

1.4. For each standard, this column records the number of instances where the relevant service timescales have been met within the particular quarter.

Number of Exemptions

1.5. For each Standard, this column records for the particular quarter:

- the number of instances where the relevant service timescale was not met but where an exemption applies, and
- any situations where the service has not been provided but where an exemption applies (such as 'no action required').

1.6. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% pass rate calculation.

Number of Failures

1.7. For each Standard, this column records the number of instances where the relevant service timescale was not met and where an Exemption does not apply within the particular quarter.

Total

1.8. For each Standard, these cells will auto-populate, via a summation of the corresponding inputs to give a total number of activities for the particular quarter.

Value of penalties incurred (£)

1.9. For each Standard, this column records the total value of penalties incurred in Guaranteed Standards for failures that occurred in the particular quarter.

Pass rate

1.10. The pass rate is calculated by the following formula for each of the three categorisation of services detailed in 3.7 of this document.

$$\frac{\text{Number of Passes} + \text{Number of Exemptions}}{\text{Number of Passes} + \text{Number of Exemptions} + \text{Number of Failures}}$$

1.11. The Quotation Accuracy Scheme and Failure to Make a Payment Standard are not included in the calculation of the 90% pass rate.

Quotation Accuracy Scheme

TOTAL Small-scale LV Quotations: Unsuccessful challenges

1.12. These cells are to be completed with the number of small scale LV quotations that are challenged under the Quotation Accuracy Scheme but were unsuccessful. Please note that these values should be the number of quotations that are challenged during the relevant quarter, as opposed to the number that were provided in the quarter that have also been challenged under the scheme.

TOTAL Small-scale LV Quotations: Successful challenges

1.13. These cells are to be completed with the number of small scale LV quotations that are challenged under the Quotation Accuracy Scheme and were successful. Please note that these values should be the number of quotations that are challenged during the relevant quarter, as opposed to the number that were provided in the quarter that have also been challenged under the scheme.

Payment Made (£)

1.14. These cells must be completed with the total value of penalties incurred to Customers as identified in regulation 7(2) of the ECGS SI against those successful challenges against the Quotation Accuracy Scheme.

Failure to make payment

Number of exemptions invoked against the failure to make payment Standard

1.15. For each standard, this column records the number of instances where the relevant service timescale was not met but where an Exemption applies within the particular quarter.

Number of payments subsequently not made within Standard

1.16. This cell should be populated with the number of occurrences of the licensee failing to make a Guaranteed Standard payment within the prescribed 10 days from the point at which the relevant service was completed. Please note that this number should refer to the number of payments that the licensee failed to make in the prescribed time during the quarter that is being reported on, not only where these failures relate to tasks/actions that were completed within the quarter that is being reported on.

Total value of penalties incurred against Standard

1.17. This column records the total value of penalties incurred against the "failure to make a payment" Standards in the particular quarter.

Appendix 7 - SLC 15 quarterly reporting template guidance

1.1. This appendix provides details of how to complete the reporting template for the standards set out in SLC 15. The reporting template will now form part of a large RIIO-ED1 RIGs reporting template. Ofgem may from time to time revise this guidance and the accompanying reporting template for these standards, in accordance with the process set out in the licence conditions.

Number provided within timescale

1.2. For each standard, this column records the number of instances where the relevant service timescales have been met within the particular quarter.

Number of exemptions

1.3. For each standard, this column records for the particular quarter:

- the number of instances where the relevant service timescale was not met but where an exemption applies, and
- any situations where the service has not been provided but where an exemption applies (such as 'no action required').

1.4. Jobs against which an exemption has been invoked will be counted as a successful job for the purposes of the 90% pass rate calculation.

Number not provided within timescale

1.5. For each standard, this column records the number of instances where the relevant service timescale was not met and where an Exemption does not apply within the particular quarter.

Number of designs approved/rejected

1.6. For each written response to a design submission, these columns records the number of instances where the design was approved or rejected.

Total

1.7. For each Standard, these cells will auto-populate, via a summation of the corresponding inputs to give a total number of activities for the particular quarter.

Pass rate

1.8. The pass rate is calculated by the following formula for each of the three categorisation of services detailed in 3.7 of this document.

$$\frac{\text{Number of Passes} + \text{Number of Exemptions}}{\text{Number of Passes} + \text{Number of Exemptions} + \text{Number of Failures}}$$