

Competition in Connections Code of Practice Annual Report September 2018



Introduction

Standard licence condition (SLC) 52 requires DNOs to comply with the Competition in Connections Code of Practice (CiC CoP); a code which has been developed by DNOs, at Ofgem's request, to facilitate competition in the provision of connections to their distribution systems by third-party connection providers. Governance arrangements are set out within the CiC CoP document. The CiC CoP is published by DNOs and on a dedicated CiC CoP governance website:

<http://www.connectionscode.org.uk/>. Within the CiC CoP there is an annual reporting requirement.

The requirement to complete this template is identified in the following paragraphs of the Code of Practice:

9.1. Each DNO shall publish an annual report by the end of September each year to demonstrate their compliance with this code of practice. This report shall include reporting on the volume of inspections by the DNO on connections completed by all parties (including the DNO's own business or affiliates and competitors).

9.2. The report will include such detail on processes and procedures and available metrics to demonstrate the DNO is providing the equivalent level of service to independents as to them undertaking connection activities themselves for each of the Input Services.

The template for this report has been developed in conjunction with stakeholders across the industry to help facilitate common reporting.

To ensure consistency of reporting, the quantitative information we have included in this report will generally relate to the previous regulatory year (the 12 month period covering 1 April 2017 to 31 March 2018). Information on processes should be as contemporary as possible to the date of publication.

The template sets out the specific obligations DNOs must report on, as direct extracts from the CiC CoP (shown in blue boxes). The paragraph references correspond to those in the CiC CoP and are therefore not sequential. The template also contains 'free text' fields (shown in black boxes) for DNOs to complete with their commentaries, including practical examples, references to other documents and web links as appropriate.

Please note that the information contained in the template below is in respect of the three DNOs owned by UK Power Networks: Eastern Power Networks plc, London Power Networks plc and South Eastern Power Networks plc.

Please note also that, as we are in the process of restructuring our online G81 library, all document references are to the top-level link to the G81 site as document-specific file paths are subject to change. We will update stakeholders once this process completes.

4.3 The Connection Application

4.3.2 On receiving a Connection request, the DNO will provide the Customer with a detailed explanation of the competitive Connections market and ICPs that may be available in their Distribution Services Area.

On receipt of any new connection request we provide a copy of our informative 'Did you know you have a choice' leaflet. This provides a clear explanation of the competitive connections market and how to find Independent Connections Providers (ICPs). A copy is available [<here>](#).

4.3.3 In addition, each DNO will ensure that its website contains consistent and clear information for Connection Customers that enables them to access the competitive Connections market.

UK Power Networks maintains a comprehensive explanation of the competitive connections market on its website. At the foot of the home page it is just one click on 'Competition in Connections' to our main Competition in Connections page where there are numerous resources including our 'Did you know you have a choice' leaflet (link below):

https://www.ukpowernetworks.co.uk/internet/en/help-and-advice/documents/Did_you_know_you_have_a_choice.pdf

The links to other pages provide both summary and detailed information regarding Competition in Connections. In response to helpful feedback from ICPs, UK Power Networks pioneered the provision of a list of ICPs currently active in its Distribution Services Areas. Any ICP who requests inclusion is added to the list, which is published on our website within the section of our Competition in Connections content that sets out how to find an ICP. The list is randomly re-ordered each time it is opened so as not to give undue prominence to any particular competitor. Five ICPs requested to be added to the list in the 12 months to March 2018, making a total of 53 ICPs listed.

As part of the work we are undertaking for the 2018/19 Service Development Workplan (ICE) and in consultation with ICPs and other stakeholder groups we will be completing an overhaul of the CiC section of the website, due to be completed by end December 2018.

4.3.4 Where the Customer makes a request to the DNO for a Connection in a Relevant Market Segment, the DNO shall provide the Customer with a Convertible Quotation. The Customer can either accept the Convertible Quotation or provide the Point of Connection to an ICP in order to obtain a competitive quote for the Contestable Works. The Customer can then choose whether it wants the DNO or an ICP to carry out all or some of the Contestable Work.

UK Power Networks provides a Convertible Quotation as its standard offering for all applicable Relevant Market Segments. In order to assist both customers and competitors our Convertible Quotation provides three options for acceptance:

- A. UK Power Networks to carry out all the works
- B. UK Power Networks to carry out only the non-contestable works and the contestable closing joint(s)
- C. UK Power Networks to carry out only the non-contestable works

The customer can choose to pass on the Convertible Quote to an ICP for acceptance.

We appreciate that not all of our customers will be familiar with the options available to them, and the implications of choosing each of these. Accordingly, we have produced a fact sheet which explains in simple terms the implications of accepting each of these options. This is generally used as part of a conversation with the customer and is also available online [<here>](#).

4.3.5 As part of producing a Convertible Quotation the DNO will determine:

- the Point of Connection to its Distribution System;
- whether any reinforcement of the existing Distribution System is required;
- whether part of the Distribution System needs to be diverted;
- the Convertible Quotation the DNO issues shall contain details of:
 - the charges for the Non-Contestable Works;
 - the charges for Contestable Works;
 - the work and costs of providing the new Connection; and
 - the options the Customer has for accepting the quotation or progressing with an ICP.

The production of our Convertible Quotation includes all of the above features in a clearly laid out manner.

A help and guidance document titled 'Understanding Your Quote' assists our customers to determine which option would be most suitable for them to accept. This is available on our internet site that can be accessed via the following link:

<https://www.ukpowernetworks.co.uk/internet/en/help-and-advice/documents/Understanding%20your%20quote%20for%20works%20over%2070kVA.pdf>

4.3.6 The charges for the Non-Contestable Works in a Convertible Quotation shall be comparable irrespective of whether an ICP or the DNO undertakes the Contestable Works.

UK Power Networks' connection charges for any particular element of works are not impacted by the customer's choice of connections provider (i.e. UK Power Networks or an ICP).

4.5 Determining whether ICP can undertake assessment of POC

4.5.2 The DNO will publish circumstances, and the reasons why, where an Accredited ICP cannot undertake the assessment of the Point of Connection. The ICP will be unable to determine the Point of Connection because the DNO:

- has not made sufficient information available; and/or
- has stated that only it can undertake the assessment.

The circumstances and reasons are as set out in the UK Power Networks document 'ICP Self Determination of Point of Connection Procedure' (CON 08 116) published on our website at this link: <http://library.ukpowernetworks.co.uk/library/en/g81/>

4.6 DNO Input Services where the ICP determines the POC

4.6.1 The DNO will make available access to such information as the ICP is reasonably likely to require in order to assess the Point of Connection. This information will be available on an equivalent basis as it is to the DNO, normally on a 24/7 basis. The information will enable ICPs to either:

- i) self-select a Point of Connection in combination with the Standard Design Matrix (see section 4.9 below); or
- ii) carry out assessment and design of the Point of Connection using the DNO's standards and process utilizing the technical competency of the ICP's design team (see sections 4.10, 4.12 and 4.15 below).

Our requirements and procedure for ICP Self POC Determination are included in the published document CON 08 116:

<http://library.ukpowernetworks.co.uk/library/en/g81/>

This document includes for operation of both the Standard Design Matrix and Technical Competency methods as set out in items i) and ii) above.

Please also see our response to 4.6.2 below.

4.6.2 Such information will include:

- - *geographical network records showing the location, size and type of assets;*
- - *load information for the Distribution System, including guidance on the rules to be applied when allocating demand diversity of new and existing Customers to circuits;*
- - *relevant design standards and documents (e.g. the Energy Network Association's engineering recommendation G81);*
- - *asset sizes and ratings;*
- - *network operational diagrams.*

Geographical network records – access to our geographical network records is provided through a portal known as 'RDS' which replaced eMaps in 2018 and was developed to improve access for ICPs Through RDS ICPs now have access to our Netmap Webview,

Load information – this is available via a bespoke web portal provided for ICP online access to look-up tables. In addition, ICPs have access to live LV and HV diagrams, including live load data where available. Access to the portal is available to any ICP on request. There are currently 70 users, representing 18 ICPs, with access.

Design standards – comprehensive design standards are made available via our G81 website at <http://library.ukpowernetworks.co.uk/library/en/g81/> This has been widely acknowledged as 'best in class' amongst the ICP community. However we seek to continuously improve, and have consulted with ICPs on a new structure for our G81 library. Work is now underway to make changes to the G81 library that will introduce improved functionality for searching and management of documents for users including alerts for updates, and the ability to review recently viewed items. This work is being undertaken in consultation with ICPs and is expected to be completed by the end of February 2019.

Asset sizes and ratings – this information is included in our design standards and other network records, as applicable.

Network operational diagrams – All ICPs have access to LV and HV diagrams, including live load data where available, via a portal called 'RDS' with access available on request. From initial roll out mid-2017 through to full roll out in 2018, this has provided improved access to ICPs

All standards, documents, information and data as made available to ICPs have equivalent content to that used by UK Power Networks staff for connections purposes.

4.8 Point of Connection Accreditation

4.8.2 Each DNO will, at least annually, assess the areas where accreditation is not available and ensure that the NERS service provider is aware of these omissions from the overall NERS scheme. Once these have been identified the DNOs will work with NERS to put in place the appropriate scope changes or additions to increase areas of accreditation where practicable.

Work continues with Lloyds NERS and other DNO and IDNO NERSAP members reviewing the existing scopes to further explore self-service opportunities.

The work undertaken on the self-approval of designs by ICPs continues to develop. Now six ICPs are capable of self-approving their own designs at LV, and at HV. We continue to support the remaining ICPs as they progress to this stage.

Pilots for ICP operational activity for LV overhead line connections, and for LV service disconnections have progressed and concluded. This is now business as usual and we are seeing work activity in these areas. Work volumes remain modest but we expect this to pick up as more ICPs get involved. We are still in discussion with Lloyds NERS to see if further changes are required.

4.9 POC assessment Using Standard Design Matrix

4.9.1 Some Point of Connection designs can be determined using a Standard Design Matrix. To facilitate this, the DNO shall publish an up-to-date Standard Design Matrix for use by the ICP. Figure 3 below sets out the key process steps in using the Standard Design Matrix.

UK Power Networks has its Standard Design Matrix included in the published document 'ICP Self Determination of Point of Connection' (CON 08 116):
<http://library.ukpowernetworks.co.uk/library/en/g81/>

4.9.2 To allow the ICP to use the Standard Design Matrix the DNO will provide the following;

- the process to be applied when using the Standard Design Matrix;
- a Standard Design Matrix that will assist in assessing the capacity that can be connected to an existing network;
- capacity data to be used within the Standard Design Matrix; and
- geographical network data to allow the ICP to check where the Point of Connection is to be located on the DNO's Distribution System.

The process to be applied when using the Standard Design Matrix – this is included in document CON 08 116 (see link under 4.9 above).

A Standard Design Matrix that will assist in assessing the capacity that can be connected to an existing network – CON 08 116 (appendix 1) includes provision for assumed maximum demands for existing premises.

Capacity data to be used within the Standard Design Matrix – this is specified in document CON 08 116.

Geographical network data to allow the ICP to check where the Point of Connection is to be located on the DNO's Distribution System – access is provided to Netmap Webview through the RDS web portal which was specifically developed for ICP access (see our response to 4.6.2).

4.11 Information Exchanges

4.11.1 The ICP and DNO shall each use their reasonable endeavours to exchange information required to determine the Point of Connection. The information from the ICP will be provided at the following stages:

- *Point of Connection Notice* – when the ICP commences investigating a Point of Connection;
- *Point of Connection Issue* – when the ICP issues a quotation to a Customer; and
- *Point of Connection Acceptance* – when the Customer accepts the quotation issued by the ICP.

4.11.4 The DNO will ensure that all relevant information is made available to the ICP either on-line or on request.

Although there has been only limited demand for these activities, our experience to date has been to receive one ICP communication for the first two bullet points above and we have found the information provided by the ICP to be perfectly acceptable. In the period April 2017 to March 2018 we received 43 LV and eight HV notifications of intention to determine the point of connection.

4.12 Self Determination Information

4.12.1 Each DNO will publish when an ICP can self determine their own POC utilising the common template below.

Market Segment	Self Determination Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		

A populated table is included in the published document 'ICP Self Determination of Point of Connection' (CON 08 116): <http://library.ukpowernetworks.co.uk/library/en/g81/>

The information contained in this table is included as the first three columns of Table 1 below.

4.12.2 Each DNO will publish the criteria by which an ICP can determine their own POC utilising a Standard Design Matrix utilising the common template below.

Criteria	Measurement	Comment
Connection capacity	70kVA	Subject to provisions of UKPN document CON 08 116
Distance to substation	300 metres	Subject to provisions of UKPN document CON 08 116
Service cable length	43 metres	Subject to provisions of UKPN document CON 08 116
Transformer capacity	300kVA	Subject to provisions of UKPN document CON 08 116
Asset types excluded	Overhead, single phase, split phase, LPN interconnected	Subject to provisions of UKPN document CON 08 116

A populated table as shown above is included in a set of tables published adjacent to the Code of Practice at this [link](#) and detailed in the published document 'ICP Self Determination of Point of Connection' (CON 08 116): <http://library.ukpowernetworks.co.uk/library/en/g81/>

Table 1: Information on Self Determination of Points of Connection

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes	Subject to provisions of UK Power Networks documents CON 08 116 and NOC 04 001	7,019	1,252	31	12
HV demand	Yes	As for LV Demand	4,137	2,904	0	8
HVEHV demand	No	N/A	N/A	N/A	N/A	N/A
EHV132 demand	No	N/A	N/A	N/A	N/A	N/A
DG LV	No	N/A	N/A	N/A	N/A	N/A
DG HVEHV	No	N/A	N/A	N/A	N/A	N/A
UMS LA	Yes	No POC notice required. Subject to provisions of UK Power Networks documents NOC 04 003, NOC 04 004 and EDS 08 0133	As neither the Standard Design Matrix nor the Technical Competence Method applies to unmetered connections, this information has not been included in this table. However it should be noted that all unmetered points of connection are identified by the ICP.			
UMS Other	Yes	As for UMS LA				
UMS PFI	Yes	As for UMS LA				

4.13 Connection Design

4.13.2 In designing the Connection the ICP shall take account of any reasonable requirements of the DNO, and all of the DNO's design standards in place at the time. All relevant design standards and specifications, such as G81, will be made available.

UK Power Networks has published all applicable design standards on its G81 website at:

<http://library.ukpowernetworks.co.uk/library/en/g81/> From feedback provided by stakeholders, we believe that the amount of detail and ease of use of this information satisfies our customers' needs. However we seek to continuously improve, and have consulted with ICPs on a new structure for our G81 library. Work is now underway to make changes to the G81 library that will introduce improved functionality for searching and management of documents for users including alerts for updates and ability to review recently viewed items. This work is being completed in consultation with ICPs.

4.13.3 Where the Connection Works are to be adopted by an IDNO, the DNO shall not require unduly onerous boundary requirements between the IDNO's network and the DNO's Distribution System. Where the DNO requires additional assets to be provided at the boundary (other than those it would require if it was connecting the Connection Works to its own Distribution System) the DNO shall set out the reasons.

UK Power Networks has produced comprehensive guidance for compliance with ENA ER G88 which is available to DNO, IDNO, and ICP staff. This is included in the document 'Guidance for application of ENA ER G88 Inset Networks' (EDS 08 0113) which is available at:

<http://library.ukpowernetworks.co.uk/library/en/g81/> This document includes detailed explanations regarding requirements for boundary equipment.

4.16 Design Approval

4.16.3 DNOs shall complete and publish the following standard tables on their website.

The proposed tables would be set out as follows:

Table One – The market segments where the ICP is able to self-approve its designs

Market Segment	Self Approval Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		

Table Two - Qualifying criteria that will apply to allow an ICP to move between the different levels of design approval

Level	Criteria
1	
2	
3	
etc	<i>ICP fully able to self-approve contestable designs*</i>

*If applicable

We have published the populated tables on our Competition in Connections Code of Practice pages that can be found via this [link](#)

The relevant information is included in Columns 1-3 of Table 2 of this report. These populated tables are included in our published document CON 08 114 ICP Design Fast-Track and Approved Designer Scheme: <http://library.ukpowernetworks.co.uk/library/en/g81/>

Our Self-Approved Designer process is in place. As at 31 March 2018:

- Nine ICPs were actively involved in the scheme, with six already at Level 3 (Self-Approved Designer) for HV and LV
- One ICP had gained Level 2 status at LV and Level 1 status at HV
- A further two ICPs were progressing through the levels

The 'self approval of design' scope has been raised with Lloyds Register and NERS minutes record that they have confirmed that it is covered in the existing design scopes.

4.16.4 Where an ICP, having met the criteria set out by the DNO, undertakes design approval of the Connection Works the ICP shall not require design approval from the DNO. However, the ICP may still ask the DNO to approve or validate the design.

Where an ICP is to carry out Design Approval then UK Power Networks will not also carry out Design Approval. However, UK Power Networks will carry out Design Approval on request by the ICP.

4.16.6 Where the design approval for Contestable Works is to be undertaken by an Accredited ICP, the ICP shall nevertheless submit the approved design to the DNO for inspection. As construction shall not need to wait to commence, such inspection shall not unduly delay the ICP in carrying out its works. Such inspection shall not exceed the level of inspection the DNO employs in its own connection services. To assist the inspection, the DNO may request the ICP to provide additional information. Where the inspection identifies non-conformance with the DNO's design standards or there was an issue with the POC, the DNO shall notify the ICP of such non-compliances and any required corrective actions. The DNO shall be entitled to re-inspect the design following completion of the corrective actions by the ICP.

UK Power Networks' arrangements for ICP Design Approval are as set out in the published document 'ICP Design Fast-Track and Approved Designer Scheme' (CON 08 114) <http://library.ukpowernetworks.co.uk/library/en/g81/>. The arrangements are compliant with all of the requirements of 4.16.6 as above.

4.16.8 If the DNO has any concerns as to the competency of the Accredited ICP this must be highlighted to the NERS service provider and the ICP.

We would always contact Lloyds Register NERS and the ICP if we had any concerns over an ICP's competency. However the collaborative and supportive nature of UK Power Networks' interaction with ICPs has meant that no such instances have arisen to date.

Table 2: Information on Self Approval of Designs

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes	Subject to provisions of UKPN document CON 08 114	249	257
HV demand	Yes	As for LV Demand	218	281
HVEHV demand	No		N/A	N/A
EHV132 demand	No		N/A	N/A
DG LV	Yes	As for LV Demand	0	0
DG HVEHV	No		N/A	N/A
UMS LA	Yes	No Design Approval required. Subject to provisions of UKPN documents NOC 04 003, NOC 04 004, EDS 08 0133	N/A	N/A
UMS Other	Yes	As for UMS LA	N/A	N/A
UMS PFI	Yes	As for UMS LA	N/A	N/A

4.19 Final Connection

4.19.1 The DNO shall set out the processes for facilitating the provision and registering of MPANs for premises that will connect to Connection Works that the DNO will adopt.

4.19.2 The DNO will provide this service in the same manner that it would provide to either a customer directly or its own business.

4.19.3 The ICP will be provided with any data or contact details of the DNO's MPAN creation team.

The ICP will supply full postal addresses and request the MPANs to be created. UK Power Networks will create the MPANs and send them to the ICP.

The process and systems for MPAN creation are equivalent to that used for UK Power Networks' connection activities.

ICPs are provided with contact details for MPAN creation requests.

The supplier MPAN registration process is identical to that used for UK Power Networks' connection activities.

Full details are included in our published document Independent Connection Provider (ICP) Meter Point Administration Number Creation (MPAN) Procedure (CON 08 117):

<http://library.ukpowernetworks.co.uk/library/en/g81/>

5.1 Accreditations

5.1.3 In all cases where NERS accreditation is not available DNOs will work with the scheme administrator to implement a scope change to cover the relevant activity consistent with the Relevant Objectives in section 2.3.

Work continues with Lloyds NERS and other DNO and IDNO NERSAP members reviewing the existing scopes to further explore self-service opportunities.

The work undertaken on the self-approval of designs by ICPs continues to develop, with six ICPs now capable of self-approving their own designs at LV and at HV. We continue to support the remaining ICPs as they progress to this stage.

Pilots for ICP operational activity for LV overhead line connections, and for LV service disconnections have progressed and concluded. This is now business as usual and we are seeing work activity in these areas. Work volumes remain modest but we expect this to pick up as more ICPs get involved. We are still in discussion with Lloyds NERS to see if any change of scopes is required.

5.2. Authorisations

5.2.2. Training and / or authorisations relating to G39 authorisations accepted by a given DNO shall be accepted by other DNOs

We have no restrictions in this area and will accept G39 authorisations issued by other providers.

5.2.3. The following options for authorisation of ICP employees will be available, subject to agreement between the ICP and the DNO in consideration of the type of work being undertaken and in accordance with the specific DNO requirements for each option and published on its website:

- *Option 1 - ICP authorisation of ICP Employees and Contractors*
- *Option 2 - DNO authorisation of ICP Employees*
- *Option 3 - Transfer of Control*

UK Power Networks considers Option 1 to be more appropriate for 'connection activity' as ICP craftspeople have been carrying out this work over many years. Initially we promoted Option 2 as being preferable for 'operational activity' given the relatively brief extent of competitor experience and therefore the higher level of risk associated with this work. This remains the case for LV 'operational activity'. However we have worked closely with ICPs to develop an innovative approach to Option 3, which has been welcomed by the three initial ICP users and this is now our preferred option for HV 'operational activity'.

UK Power Networks has communicated to its key stakeholders that ICPs have complete freedom to choose the option they prefer to use for a particular work activity. UK Power Networks will make any of the three options available to any ICP on request.

Table 3: Information on Authorisations

Activities	Option 1- ICP (Yes/No)	Option 2 – DNO (Yes/No)	Option 3 – Transfer of control (Yes/No)	Comments
LV Works	Yes	Yes	Yes	Option 1 preferred
LV Operations	Yes	Yes	Yes	Option 2 preferred
HV Works	Yes	Yes	Yes	Option 1 preferred
HV Operations	Yes	Yes	Yes	Option 3 preferred
EHV Works	No	No	No	Activity not currently available
EHV Operations	No	No	No	Activity not currently available
Unmetered Works	Yes	Yes	Yes	Option 1 preferred
Unmetered Operations	Yes	Yes	Yes	Option 2 preferred

6.1 Auditing

6.1.2. Auditing is undertaken to assess and validate the ability of ICPs to undertake specified NERS activities. ICPs Accredited under NERS will be subject to the audit provisions of NERS. DNOs are not required to, and will not, without reasonable cause, undertake additional audits of NERS accredited ICPs.

UK Power Networks will not normally carry out auditing of any ICP NERS accredited activity. If UK Power Networks were to have reasonable concerns about any particular ICP it might carry out auditing on an as required basis, though this has not as yet been necessary.

6.1.3. Where a DNO elects to provide its own ICP Accreditation (either where there is no accreditation available under NERS for particular activities or as an alternative to NERS in agreement with the ICP) the DNO shall undertake its own surveillance and assessment. In these cases the arrangements should be consistent with the arrangements used by the DNO for its own Connection Works and for its sub-contracted works and shall be not more onerous than that used by NERS.

UK Power Networks provides its own arrangements for approved designer status as described in our responses under section 4.16 above and as stated in our published document CON 08 114 ICP Design Fast-Track and Approved Designer Scheme

<http://library.ukpowernetworks.co.uk/library/en/g81/>

Feedback given to us by ICPs at workshops continue to favour this approach as providing valuable support and guidance to assist ICPs to progress towards achieving Approved Designer status. If we were requested to do so we would be prepared to deem an ICP capable of approving designs under the existing NERS scope even if they had not completed the UK Power Networks process, on the basis that they are competent designers and have an approval process built into their procedures. No ICP has as yet requested this and we are working with a number of ICPs with small volumes to help them achieve Approved Designer status through our current arrangements.

6.2. Inspection

6.2.1. DNOs shall be entitled to inspect ICP works. However, DNOs should be mindful of their obligations in respect of competition in Connections, and should therefore consider appointing independent inspectors to undertake this activity. In any case, such inspection should not unduly restrict or delay the Accredited ICP from undertaking work and must be no more onerous than the quality assurance regime used for the DNO's own Connections' activities.

6.2.3. If the DNO identifies a non-conformance, the DNO shall specify what the non-conformance is and set out the corrective actions that need to be undertaken. On completion of the corrective actions, the ICP shall advise the DNO and the DNO shall be entitled to revisit the site and carry out a further inspection.

UK Power Networks operates an inspection framework that is inclusive and consistent across all connections providers (DNO and ICP).

To ensure consistency of the inspection process, all inspections are managed by the same team, using the same inspection criteria form for all connections providers.

UK Power Networks manages an inspection and monitoring regime, based upon calculated risk to the network and previous instances of non-conformity that results with a three tiered approach to inspections depending on the level of compliance of any connections provider. This is based upon the activity and results from previous inspections as recorded.

Actions to be taken in consideration of any non-conformance are as set out in our G81 published document HSS 02 004 Audit, Inspection and Monitoring of Networks Connections Providers.

Table 4: Information on Inspections

	Number of Inspections Made	% of inspections made	Number of Connections made (exit points)	Comments
DNO	1,089	67%	49,281	
ICPs	540	33%	19.639	

7.2 Land Rights

7.2.1 The DNO will publish criteria which trigger the need for Land Rights relating to assets they will adopt or require access to, which shall be no more onerous than those it would seek for its own Connections activities.

UK Power Networks' Land Rights Requirements are contained in the Competition in Connections – ICP Consents Policy (CON 08 111), which is published on our G81 pages.

This policy contains UK Power Networks' Consent Matrix setting out the company's consent requirements, which is identical for UK Power Networks' own Connections activities. Please see link below:

<http://library.ukpowernetworks.co.uk/library/en/g81/>

7.2.2 Subject to and in accordance with the terms of the agreed and applicable incorporated process, the IDNO will be able to negotiate on behalf of the DNO where IDNO and DNO dual use land right agreements are required so that they can secure the rights required for the connection and extension of the network.

These arrangements are contained in the Competition in Connections – IDNO Consents Policy (CON 08 113) which is published on our G81 pages.

UK Power Networks has gone further than this requirement, by putting in place an arrangement whereby the IDNO is able to instruct its solicitor to act on behalf of both the IDNO and for UK Power Networks.

This has the effect of speeding up the transaction, and avoiding the need for any legal costs to be included in our quotation. Please see link below:

<http://library.ukpowernetworks.co.uk/library/en/g81/>

7.2.3 DNOs shall provide model standard Land Rights documentation for use by ICPs. The ICP may prepare the legal documentation for the Land Rights for the signature or authorisation of the DNO.

UK Power Networks' up-to-date template documentation is available on our G81 pages:

<http://library.ukpowernetworks.co.uk/library/en/g81/>

We currently publish the following standard legal documents:

CON 08 005a Standard lease of outdoor freestanding substation
CON 08 005f Standard Deed of Grant - Overhead lines
CON 08 005g Standard Deed of Grant - Underground cables
CON 08 005h Standard Lease of GRP Substation
CON 08 005i Standard Lease of Internal Substation
CON 08 005n Standard Deed of Grant for Overhead and Underground Cables
CON 08 005o Standard Form Transfer of Substation

We also provide a suite of Heads of Terms templates to mirror those legal documents:

CON 08 111c Template Termed Wayleave
CON 08 111d Template Heads of Terms - Deed of Grant (Underground Cables)
CON 08 111e Template Heads of Terms - Deed of Grant (Overhead Lines)
CON 08 111f Template Heads of Terms - Deed of Grant (Underground & Overhead Lines)
CON 08 111g Template Heads of Terms - Transfer of Substation Site (with access and cable rights)
CON 08 111h Template Heads of Terms - Lease of Outdoor Freestanding Substation (with access and cable rights)
CON 08 111i Template Heads of Terms - Lease of GRP Substation (with access and cable rights)
CON 08 111j Template Heads of Terms - Lease of Internal Chamber (with access and cable rights)

7.4 Adoption

7.4.2 The ICP will provide the DNO all as-laid drawings and test certificates as specified by the DNO. This information should be no more onerous than the information provided by the DNO's own Connections' activities.

UK Power Networks publishes comprehensive information regarding testing and commissioning requirements for installed assets. The requirements for 'as-laid' cable records are included in the UK Power Networks document 'Installation of Underground Cables LV to 132kV' (ref. ECS 02-0019) in section 9.

This document and all procedures and test certificates are available at

<http://library.ukpowernetworks.co.uk/library/en/g81/>

The requirements and documentation are identical for all UK Power Networks staff, contractors, and for ICPs.

10. Dispute Resolution

10.1. The DNO's complaints process will be used where any party considers that a DNO is not meeting their obligations under this code of practice. The complaints process will include appropriate levels of escalation within the DNO organisation. Each DNO shall publish their complaints resolution process on their website.

The UK Power Networks 'Connections Commercial and Industrial Complaints Procedure' is available for any complaint concerning Competition in Connections. The procedure includes multiple levels of escalation options should any party not be satisfied with UK Power Networks' proposals to resolve the complaint. The procedure is published under the Compliments and Complaints tab on the following web page:

<http://www.ukpowernetworks.co.uk/internet/en/contact-us/>