

Typical Transaction Times

Read our guide for more information on our transaction times for the various services we offer.

Ask the Expert

If you submit an enquiry via our Ask the Expert service, we aim to respond within five working days. Below are our actual response times.

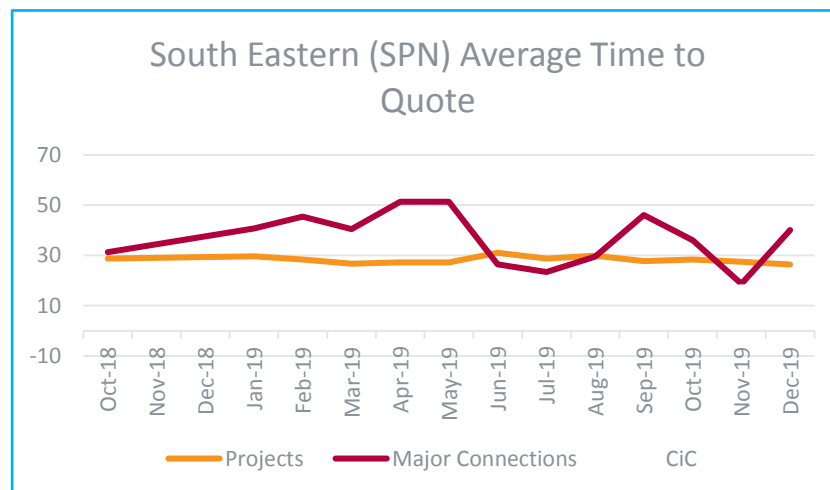
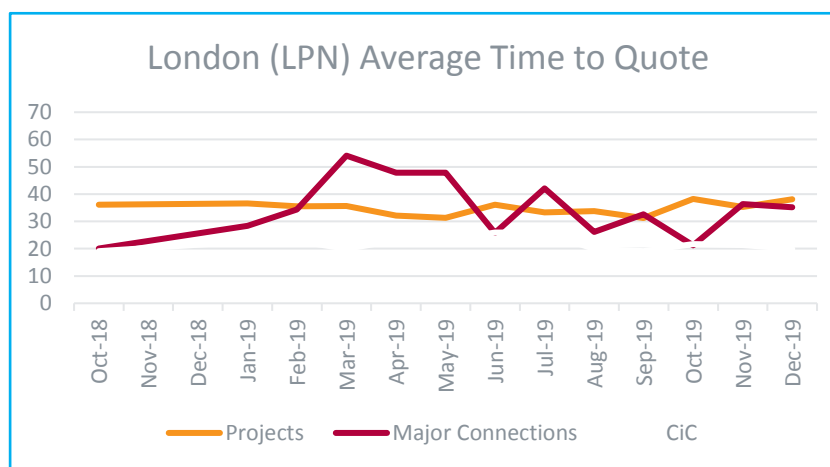
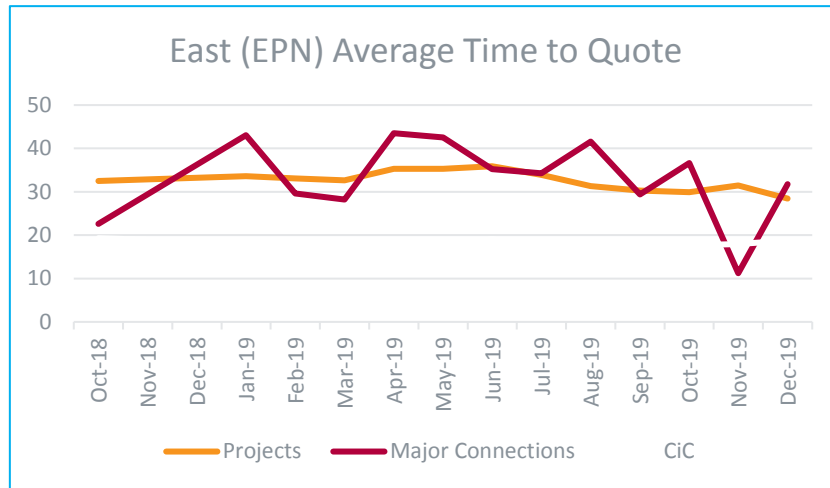


Quote Lead Times

Our customers asked us to monitor and improve the time it takes us to send you a formal quote. This includes quotes for diversionary estimates as well as capital works.

We continue to see a year-on-year increase in enquiries but have seen a modest improvement year-to-date in our quote lead times.

		May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
East (EPN)	Projects	31	32	32	32	32	32	34	33	33	35	35	36	34	31	30	30	31	28
	Major Connections	46	49	49	46	40	23	43	30	28	44	43	35	34	42	29	37	11	32
	CiC	19	21	19	20	18	19	18	17	17	17	17	19	17	16	18	18	18	19
London (LPN)	Projects	38	38	35	35	40	36	37	35	36	32	31	36	33	34	31	38	35	38
	Major Connections	37	35	42	42	33	20	28	34	54	48	48	26	42	26	33	21	36	35
	CiC	21	26	19	20	22	19	23	23	20	23	23	26	26	20	19	22	21	20
South East (SPN)	Projects	27	27	28	28	26	29	30	28	27	27	27	31	29	30	28	28	27	26
	Major Connections	42	39	46	28	33	31	41	46	40	51	51	27	23	30	46	36	19	40
	CiC	19	19	18	19	18	16	17	16	16	18	18	19	19	17	18	16	17	17



If you receive a quote from UK Power Networks it will be subject to a validity period that will be clearly explained within the quote. If this time period passes, the quote can no longer be accepted and a new quote or a re-quote will be needed. [Find out more about the Connections re-quote process.](#)

Guaranteed Standards of Performance (GSoP)

GSoPs were created to measure our performance in areas of metered and unmetered connection work (providing estimates or quotes, and delivery of work). In cases where we are not able to provide the service within the performance timescales we will make a payment to you after considering any relevant adjustments and exemptions - further information can be found [here](#).

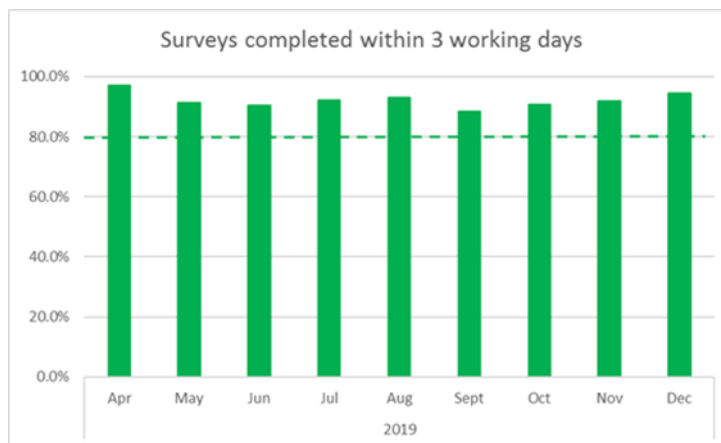
Our current performance against GSoP is set out below.

Pass rate performance for Quarter 4, Regulatory Year 2018 / 2019 (Jan to Mar 2019)				
Guaranteed Standards of Performance	Target / Standard	East of England	London	South East Of England
	All metered standards related to budget estimates and quotations (in aggregate)	99.87% (total in standard - 5956)	100.00% (total in standard - 2622)	99.97% (total in standard - 3430)
	The rest of the metered standards (in aggregate) [Post acceptance contact, work commencement, work completion, work energisation]	99.96% (total in standard - 4922)	100.00% (total in standard - 1804)	99.93% (total in standard - 2758)
	All unmetered standards (in aggregate)	99.85% (total in standard - 2611)	100.00% (total in standard - 920)	99.69% (total in standard - 953)

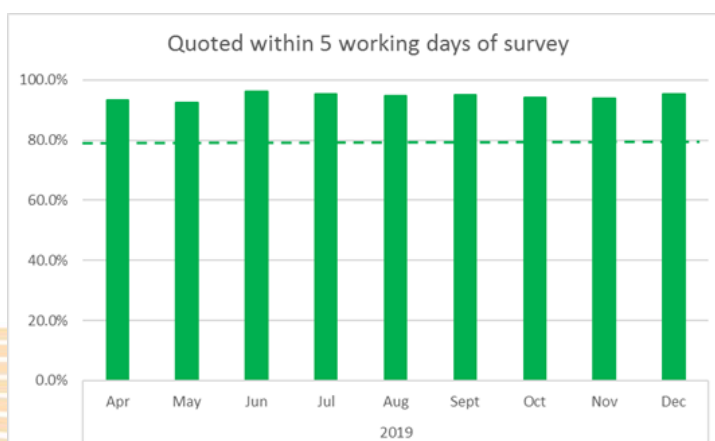
Disconnections

In disconnections we committed to improve the timescales for our transactions.

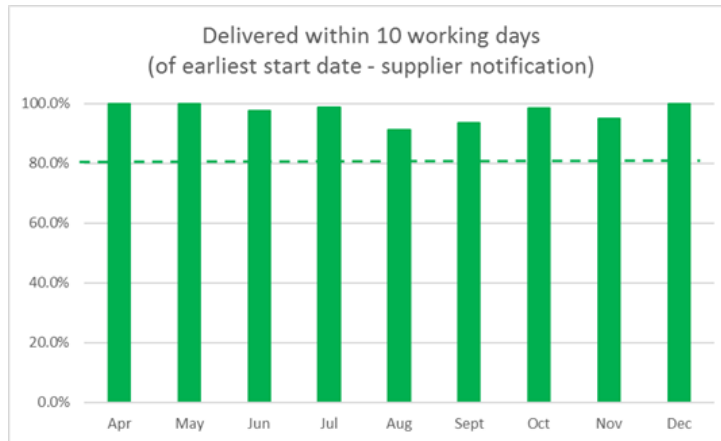
For all stand-alone LV Service disconnections (non complex*) we have committed to complete 80% of site visits within 3 working days of receipt of application



For all stand-alone LV service disconnections (non-complex*) we have committed to generate 80% of quotes within 5 days of a site visit



For all stand-alone LV service disconnections (non-complex*), we aim to carry out 80% of works within 10 days, following receipt of the appropriate supplier flow and following the supplier notification period, subject to street work constraints.



*By non-complex we mean an LV service cable up to 400amps fed from a passing main, or a mains cable up to 400amps (not fed direct from a sub station) and where the disconnection work is not associated with any other connections or diversion activity.