

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.



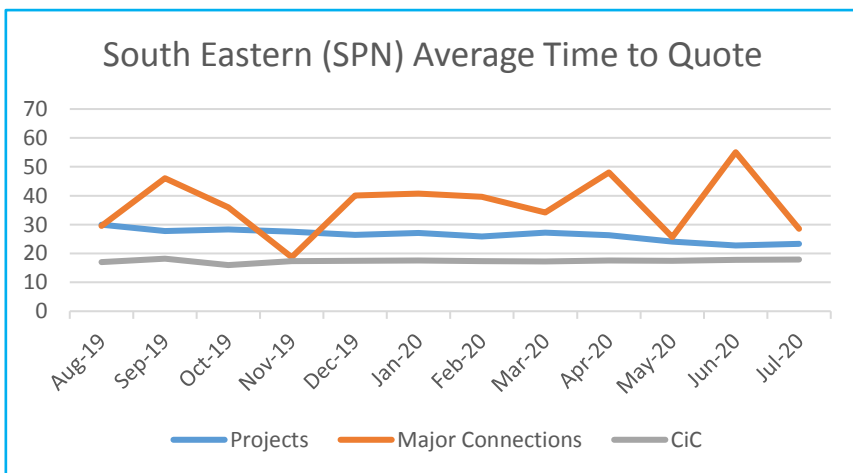
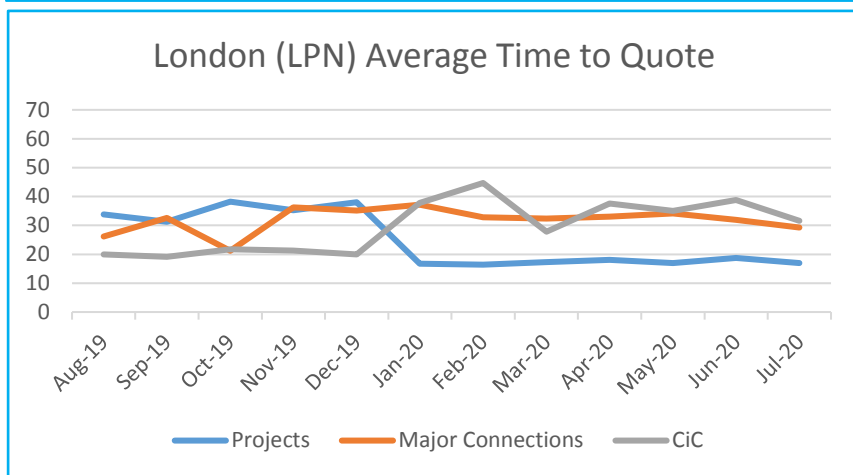
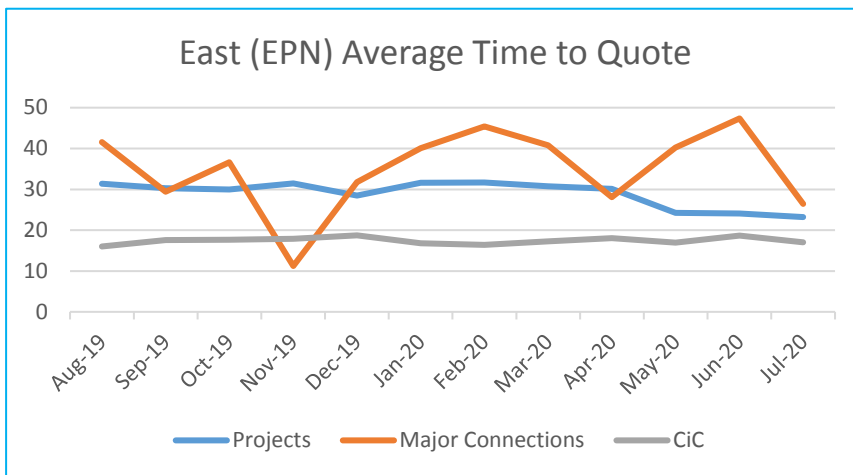
Quote Lead Times

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.

		Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
East (EPN)	Projects	31	30	30	31	28	32	32	31	30	24	24	23
	Major Connections Request	42	29	37	11	32	40	45	41	28	40	47	26
	CiC	16	18	18	18	19	17	16	17	18	17	19	17
London (LPN)	Projects	34	31	38	35	38	37	33	32	33	34	32	29
	Major Connections Request	26	33	21	36	35	38	45	28	38	35	39	32
	CiC	20	19	22	21	20	20	19	18	20	19	20	19
South East (SPN)	Projects	30	28	28	27	26	27	26	27	26	24	23	23
	Major Connections Request	30	46	36	19	40	41	40	34	48	26	55	29
	CiC	17	18	16	17	17	18	17	17	18	17	18	18





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](#).

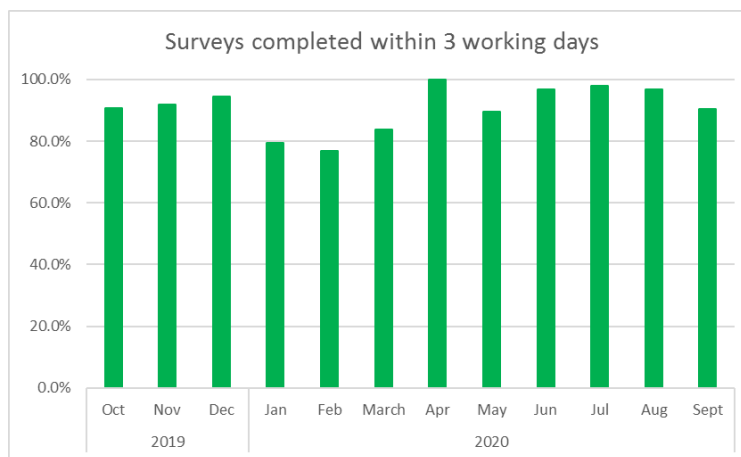
Our current performance against GSoP is set out below.

Pass rate performance for Regulatory Year 2019 / 2020 (Jan to Mar 2020)				
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)	99.90% (total in standard - 5718)	99.92% (total in standard - 2542)	99.94% (total in standard - 3613)
	The rest of the metered standards (in aggregate) [Post acceptance contact, work commencement, work completion, work energisation]	99.95% (total in standard - 4025)	100.00% (total in standard - 1677)	100.00% (total in standard - 2426)
	All unmetered standards (in aggregate)	99.90% (total in standard - 2076)	99.69% (total in standard - 968)	99.73% (total in standard - 734)

Disconnections

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

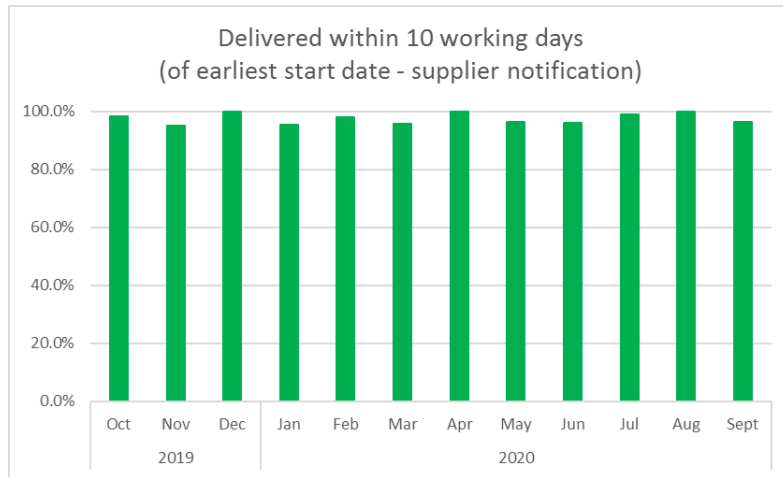
For all stand-alone LV Service disconnections (non complex*) we have committed to complete 80% of site visits within 3 working days of receipt of application



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.

Average Time to Quote

The graphs below measure the average time to produce an Offer from receipt of enquiry in working days.

