

OUR CONNECTION STANDARDS OF PERFORMANCE

From the 1 October 2010, UK Power Networks has monitored performance against a set of service standards for connection work.

The penalty values listed below are with effect from 1 April 2015.

Ofgem has developed the Standards in conjunction with electricity distribution network operators, customer groups, and industry representatives. These service standards are known as Connection Guaranteed Standards of Performance (GSoPs).

The GSoPs have been created to measure our performance in areas of metered and unmetered connection work (providing

estimates or quotes, and delivery of work), and unmetered fault repair. 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.

The timescales (either a 'prescribed period', or an agreed date) and the value of the payment depend on the type of work you

are undertaking. The new service standards, timescales and payments are summarised in the tables below.

Estimates and quotations	Standard	Payment*
Send a budget estimate for jobs less than 1MVA	10 days	£65 one-off
Send a budget estimate for jobs 1MVA or more	20 days	£65 one-off
Quote for Single Low Voltage Service*	5 days	£15 per day
Quote for Small Low Voltage Project**	15 days	£15 per day
Quote for Low Voltage demand connection (other than Single Low Voltage Service*/ Small Low Voltage Project**)	25 days	£65 per day
Quote for High Voltage demand connection	35 days	£150 per day
Quote for Extra High Voltage demand connection	65 days	£200 per day
Quote for Low Voltage generation connection	45 days	£65 per day
Quote for High Voltage generation connection	65 days	£150 per day
Quote for Extra High Voltage generation connection	65 days	£200 per day
Quotation Accuracy Scheme (Single Low Voltage Service*)	not applicable	£335 successful challenge
Quotation Accuracy Scheme (Small Low Voltage Project**)	not applicable	£670 successful challenge

Post-acceptance scheduling		
	Standard	Payment*
Contact Single Low Voltage Service* or Small Low Voltage Project** customer	7 days	£15 per day
Contact Low Voltage demand or generation connection customer (other than Single Low Voltage Service*/ Small Low Voltage Project**)	7 days	£65 per day
Contact High Voltage demand or generation connection customer	10 days	£150 per day
Contact Extra High Voltage demand or generation connection customer	15 days	£200 per day

Commence, complete and energise the works		
	Standard	Payment*
Complete Single Low Voltage Service* or Small Low Voltage Project**	In agreed timescales	£35 per day
Commence all Low Voltage, High Voltage and Extra High Voltage demand or generation work (other than Single Low Voltage Service*/Small Low Voltage Project**)	In agreed timescales	£25 per day
Complete Low Voltage works or phase of work (other than Single Low Voltage Service*/Small Low Voltage Project**)	In agreed timescales	£150 per day
Complete High Voltage demand or generation works or phase of work	In agreed timescales	£200 per day
Complete Extra High Voltage demand or generation works or phase of work	In agreed timescales	£270 per day
Complete Low Voltage energisation	In agreed timescales	£150 per day
Complete High Voltage energisation	In agreed timescales	£200 per day
Complete Extra High Voltage energisation	In agreed timescales	£270 per day

Unmetered connections		
	Standard	Payment*
Attend an emergency	2 hours	£65 one-off
Repair High Priority fault repair (traffic light)	2 calendar days	£15 per day
Repair High Priority fault repair (non-traffic light)	10 days	£15 per day
Repair Multi-unit fault repair	20 days	£15 per day
Repair Single-unit fault repair	25 days	£15 per day
Quote for new works (1–100 units)	25 days	£15 per day
Commence and complete new works, non-adopted highway (1–100 units)	Agreed date	£15 per day
Commence and complete new works, existing adopted highway (1–100 units)	35 days	£15 per day

Timescales to make payments		
	Standard	Payment*
Make any payment under the regulations	10 days	£65 one-off

*These penalty values are only applicable from 1 April 2015.

- * Single Low Voltage Service is a single phase demand connection with no mains extension (domestic or commercial)
- ** Small Low Voltage Project is generally:
- A single two or three phase demand connection with no mains extension (domestic or commercial), or
 - 2-4 single phase demand connections with no mains extension (domestic only), or
 - 1-4 single phase demand connections with mains extension (domestic only)
- Please see The Electricity (Connection Standards of Performance) Regulations 2010 or contact us on 0845 234 0040.
All days are working days unless stated. Payment per working day after the prescribed period or agreed date, up to and including the day the work is complete.