

**UK  
Power  
Networks**



**Quotation Accuracy Review  
Scheme**

Eastern Power Networks plc,  
London Power Networks plc  
and South Eastern Power  
Networks Plc

Effective from:  
1 November 2010

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# Introduction

This document has been prepared by us in accordance with the requirements of Standard Condition 15A of our distribution licence, as issued under the Electricity Act 1989 (as amended) ("the Act").

An electronic copy of this document and other information on how to make a complaint is available free of charge from our website. Go to <http://www.ukpowernetworks.co.uk/products-services/networks/customer-services/contact-us.shtml> and click on the 'Complaints' tab.

## Section 1 – General Information

- 1.1 We are required by our distribution licence to operate a Quotation Accuracy Scheme (QAS), the form of which must be approved by the Gas and Electricity Markets Authority. This requirement came into effect on 1 October 2010.

The QAS provides information which enables customers to assess whether the specific connection charge included within our connection offer is accurate in terms of consistency with our connection charging statement and QAS price schedule published on our web site.

- 1.2 The scheme is not intended to introduce standard charges for connections customers.
- 1.3 The scheme is limited to 100 amp LV connection offers for a maximum of four premises and specifically excludes all budget estimates, feasibility studies and any projects involving generation.

### Contact Details

Customer Relations  
UK Power Networks  
Fore Hamlet  
IPSWICH  
IP3 8AA

Telephone 0800 028 4587  
Return Fax 01473 266866  
Email [customer.relations@ukpowernetworks.co.uk](mailto:customer.relations@ukpowernetworks.co.uk)

Customers whose first language is not English can call our language line on 0800 1690 247.

Customers with hearing difficulties can contact us on 0800 0153 312 (text phone only).

## Section 2 – Quotation Accuracy Scheme

- 2.1 The purpose of the scheme is to help customers assess whether the quotation they have received is accurate in terms of consistency with UK Power Networks' connection charging statement. Customers can compare the quotation they have received to a range of charges contained within our connection charging statement and QAS price schedule published on our web site. If the quotation is outside that range **and no further explanation is provided in the quotation**, then the quotation will be deemed inaccurate. Accordingly, a penalty payment will be made to the customer and a revised quotation will be issued.
- 2.2 The scheme only applies to customers requiring small scale connections or modifications to (1-4 domestic or a single premise requiring 100A three-phase connection).
- 2.3 Quotations that are outside the scope of the scheme must be capable of being cross-referenced to our connection charging statement, in order that customers can check quotations against this document.
- 2.4 It is important to note that the scheme is not intended to act as a mechanism for customers to challenge the absolute charges made.

### How the Scheme Operates

- 2.5 If the information included in the quotation is sufficient such that the quotation is within the bands of indicative prices published in our connection charging statement and QAS price schedule published on our web site, then the customer will not be eligible to challenge the accuracy of the quotation.
- 2.6 However, if the quotation contains detailed pricing information or charges that are outside the bands of indicative prices published in our connection charging statement and QAS price schedule published on our web site, then the customer will be eligible to challenge the accuracy of the quotation. The customer will be required to complete a QAS 1 claim form (see Appendix 1) to explain why they believe the quotation to be inaccurate.
- The customer is also eligible to challenge the accuracy of the quotation if it does not adequately explain why the connection charge or detailed pricing information is outside the bands of indicative prices published in our connection charging statement and QAS price schedule published on our web site.
- 2.7 Where we review the quotation and accept that we made an error, for example, in estimating quantities, the quotation will be deemed inaccurate. In these circumstances, a penalty payment will be paid to the customer, together with a refund, if applicable, and a new quotation will be issued.
- 2.8 Where we review the quotation and accept that insufficient information has been provided to explain why the quotation is outside the bands of indicative

prices published in our connection charging statement and QAS price schedule published on our web site, the quotation will be deemed inaccurate, a penalty payment will be made, and a new quotation will be issued to the customer. The revised quotation that is issued in such circumstances may possibly be for the same value, but it will also contain additional information.

- 2.9 A penalty payment will not be made to the customer if we are able to demonstrate that additional information was provided in the quotation in support of our charges.
- 2.10 The accuracy assessment works both ways - an error in the quotation could be an omission and the connection charge in the revised quotation could be higher or lower than our original offer.
- 2.11 When reviewing a quotation, a 5% or £150 (whichever is the greater) tolerance shall be applied. This prevents a disproportionate effect for small lengths of cable where our view and the customer's view on the required cable length differ.
- 2.12 The scheme will allow customers to challenge a quotation within **60 calendar days of the date of issue of the quotation** or, where accepted by the customer, within **10 calendar days of the date of acceptance**, whichever is the earlier.
- 2.13 In cases where the customer is entitled to a penalty payment, the value of the payment will be as detailed in Section 4 (Payments).

## QAS Tables

- 2.14 The current values of our charges relevant to the QAS are published in our connection charging statement and QAS price schedule published on our web site .  
Go to <http://www.ukpowernetworks.co.uk/products-services/networks/knowledge-centre/public-information.shtml>, click on the link entitled 'Connection, Use of System & Metering Services Documents' and select the latest version of the document.

## Exclusions

- 2.15 Quotation errors that are attributed to a failure by the customer to comply with the minimum information requirements or to inaccurate information provided by the customer shall be excluded from claims under the scheme.
- 2.16 UK Power Networks will not accept quotation accuracy claims which challenge how a standard price, as specified in the connection charging statement and QAS price schedule published on our web site, has been formulated. However, where UK Power Networks has applied the wrong standard charge to a quotation, this will be accepted as a valid claim under the scheme.

## Making a Claim

- 2.17 UK Power Networks will provide the necessary forms for the submission of quotation accuracy claims. The forms are designed to capture all the information necessary to secure a prompt and efficient settlement of the issue and to assist in the final determination of quotation errors and the resolution of disputes.
- 2.18 All claims must be submitted on a QAS 1 claim form, which can be posted or emailed to customers on request or downloaded from our website (refer to Introduction section for details).

## Validity

- 2.19 A QAS claim will only be considered valid if all mandatory sections of the QAS 1 claim form have been completed and submitted to the address detailed in Section 1.
- 2.20 We shall endeavour to complete all QAS claim reviews and provide a written response to customers within 28 calendar days of receiving a valid claim form.

## Section 3 - Right of Appeal

- 3.1 If you have followed UK Power Networks' QAS process and you have been notified that your claim is unsuccessful, you have the right to appeal by escalating the matter as a formal complaint, using UK Power Networks' complaints procedure. For further details go to [www.ukpowernetworks.co.uk/products-services/networks/customer-services/contact-us.shtml](http://www.ukpowernetworks.co.uk/products-services/networks/customer-services/contact-us.shtml) and click on the 'Complaints' tab.
- 3.2 If you have followed UK Power Networks' complaints procedure and you are unable to resolve the dispute, you can contact the Energy Ombudsman who is the independent ombudsman for gas and electricity consumers. The Energy Ombudsman's contact details are provided below.

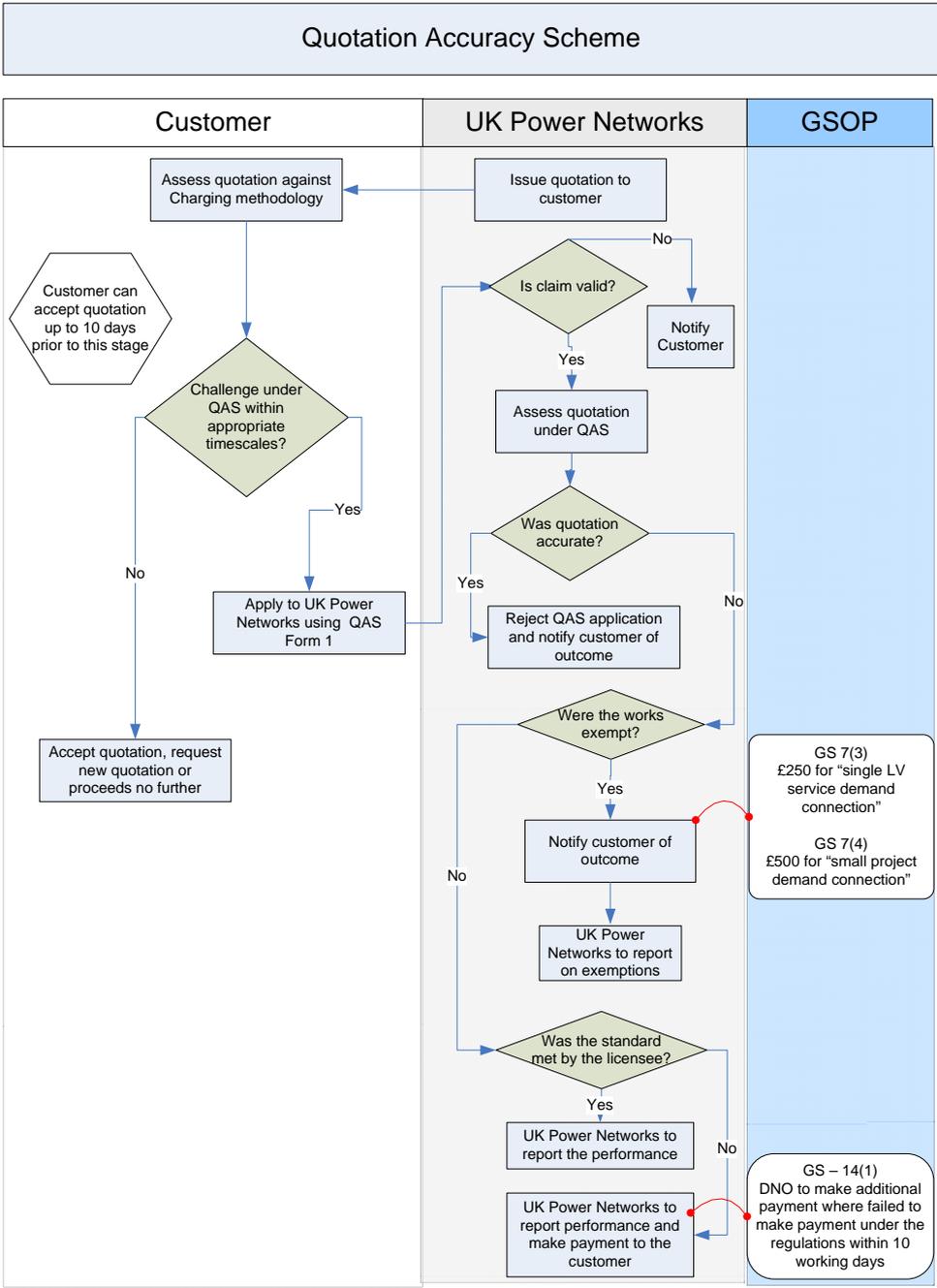
Telephone: 0845 055 0760  
Fax: 0845 055 0765  
Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)  
Website: [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)  
Energy Ombudsman  
PO Box 966  
Warrington WA4 9DF

## Section 4 - Payments

- 4.1 Where the quotation is deemed to be inaccurate, a penalty payment shall be made to the customer in accordance with the prescribed sum detailed in the Guaranteed Standards of Performance (GSoP) tables in force on the date the connection offer was made. The penalty payment values are detailed below.
- 4.2 If there is a discrepancy between the penalty payment values shown in the table below and the prescribed sum detailed in the GSoP tables, as may be amended from time to time, then the prescribed sum in the GSoP tables shall take precedence.

Successful Price Accuracy Review scheme challenge for a "single LV service demand connection"	£250 – one off payment
Successful Price Accuracy Review challenge for a "small project demand connection"	£500 – one off payment

# Section 5 – High Level Process Flow Diagram



## Section 6 – Glossary of Terms

The following terms have a specific meaning within this document.

“Customer” means an owner or occupier of premises in Great Britain who is supplied or requires to be supplied with electricity by an electricity supplier, and includes an electricity supplier where it is acting on behalf of such a person;

“Connection charging statement” refers to UK Power Networks’ published Basis and Methodology of Charges for Connection to the Electricity Distribution System Statement.

“Demand connection” means a new or modified connection (including, for the purposes of regulations 4 to 7, any modification carried out solely to facilitate an alteration to the position of a meter) the purpose of which is to enable premises to receive a supply of electricity from an electricity distributor’s distribution system;

“Minimum information requirements” means the minimum information that a customer must provide to UK Power Networks in order to provide an accurate quotation.

“Prescribed sum” means, in relation to any paragraph or sub-paragraph of the Electricity (Connection Standards of Performance) Regulations 2010, the amount set out in column 3 of Schedule 1 against the reference to that paragraph or sub-paragraph in column 1 of that Schedule.

“QAS Pricing Schedule” means the document containing the detailed descriptions and prices of the new and modified connections that are within the scope of the Quotation Accuracy Scheme.

“Quotation” means the notice required to be given by an electricity distributor in accordance with section 16A (5) of the Act.

“Quotation accuracy scheme” means, in respect of an electricity distributor, a scheme, including a process through which a customer can challenge whether it has received an accurate quotation, published by the electricity distributor pursuant to a requirement of its distribution licence.

“Single LV service demand connection” means an LV demand connection to single premises, involving a single-phase connection and no significant work other than the provision of a service line and the electricity distributor’s fuses.

“Small project demand connection” means a connection (other than of a load that could reasonably be expected to cause disruption to other customers via low-voltage circuits fused at 100 amperes or less per phase with whole-current metering), and where the highest voltage of the assets involved in providing such connection, and any associated works, is low voltage to:

- (a) a development scheme requiring more than one but fewer than five single-phase or two-phase connections at domestic premises and involving only the provision of a service line and the electricity distributor’s fuses; or

- (b) a development scheme requiring fewer than five single-phase or two-phase connections at domestic premises and involving an extension of the existing low voltage network.; or
- (c) a single premises requiring a two-phase or three-phase connection and involving only the provision of a service line and the electricity distributor's fuses.

"The Act" means the Electricity Act 1989 as amended.

## **Section 7 – Associated Reference Documents**

UK Power Networks Statement of Basis and Methodology of Charges for Connection to the Electricity Distribution System

STATUTORY INSTRUMENT

The Electricity (Connection Standards of Performance) Regulations 2010

Standard Licence Condition 15A Guidance / RIGs Document Version 1

# Appendix 1 – Claim Form QAS 1

# UK Power Networks Quotation Accuracy Scheme Claim Form

This form should be completed by customers who wish to have their quotations assessed under UK Power Networks Quotation Accuracy Scheme (QAS).



**To enter the scheme this form must be returned to the address below within 60 calendar days of the date of issue of the quotation or within 10 calendar days of the date of acceptance.**

RETURN TO:	CUSTOMER RELATIONS	PHONE NO.	0800 028 4587
RETURN ADDRESS	UK POWER NETWORKS FORE HAMLET IPSWICH IP3 8AA	RETURN FAX NO.	01473 266866
		EMAIL:	<a href="mailto:customer.relations@ukpowernetworks.co.uk">customer.relations@ukpowernetworks.co.uk</a>

**Please note that receipt of this form by UK Power Networks will only be considered as a valid claim under the QAS if all of the mandatory fields marked by a \* are completed and the claim is received at our offices in accordance with the timescales outlined above:**

CUSTOMER NAME *	<input type="text"/>	QUOTATION REF. *	<input type="text"/>
TELEPHONE NO. *	<input type="text"/>	QUOTE DATE *	<input type="text"/>
FAX NO.	<input type="text"/>	DATE ACCEPTED (IF APPLICABLE)	<input type="text"/>

CUSTOMER ADDRESS \*

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POST CODE:

SITE ADDRESS \*

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POST CODE:

DETAILS OF CLAIM \*

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If more space is required, please provide additional information overleaf.

Value of Quotation Provided by UK Power Networks Ex Vat \*

£

Value of Quotation Proposed by Customer

£

Customer Signature \*

Date \*

Customer Name (Printed) \*

For UK Power Networks use	Date received		Is QAS challenge successful?	Y	N
	Single LV service connection		Value of GSoP payment due	£250	£500
	Small project connection		Date payment due		

DETAILS OF CLAIM CONTINUED.

Please provide any additional information in the space below: