

## Standards for the Provision of Non-contestable Connection Services and Associated Voluntary Payments

The following service standards apply where we are providing non-contestable connection services only in respect of a connection. They are imposed on us by our electricity distribution licence, together with an obligation to meet them in at least 90% of all cases. However, to underline our commitment to excellent customer service we have volunteered to make a payment to the customer concerned each and every time we fail one of these standards, as follows:

### Provision of quotations

SLC15 reference	Type of Connection	Timescale	Payment per working day outside delivery standard
1 (a)	Provision of quotations for low-voltage demand	15 working days	£65
1 (b)	Provision of quotations for low-voltage generation	30 working days	£65
1 (c)	Provision of quotations for high-voltage demand	20 working days	£135
1 (d)	Provision of quotations for high-voltage generation	50 working days	£135
1 (e)	Provision of quotations for extra-high-voltage demand	50 working days	£200
1 (f)	Provision of quotation not covered by the categories above (EHV generation, 132kV demand and 132kV generation connections)	3 calendar months	£135

### Response to requests for information or design submissions

SLC15 reference	Type of Connection	Timescale	Daily late voluntary penalty
2 (a)	Provision of POC information for EHV demand and generation connections	30 working days	£65
2 (b)	Issuing a written response to design submissions for low-voltage and high-voltage connections	10 working days	£65 for LV

SLC15 reference	Type of Connection	Timescale	Daily late voluntary penalty
			£135 for HV
2 (c)	Issuing a written response to design submissions for extra-high-voltage and other connections	20 working days	£200

#### Completion of works

SLC15 reference	Type of Connection	Timescale	Daily late voluntary penalty
3 (a)	Completion of final works for low-voltage demand or generation connections	10 working days	£135
3 (b)	Completion of final works for high-voltage demand or generation connections	20 working days	£200
3 (c)	Issuing dates for completion of final works for extra-high-voltage demand or generation connections	20 working days	£270
3 (d)	Completion of Phased energisation for low-voltage connections	5 working days	£135
3 (e)	Completion of phased energisation for high-voltage connections	10 working days	£200