

A photograph of two Northern Powergrid workers on a construction site. A man in a grey hard hat and a woman in a white hard hat with the Northern Powergrid logo are both wearing high-visibility yellow jackets. They are smiling and looking at a large set of architectural plans held by the woman. The background shows a construction site with scaffolding and building materials.

Connection Offer Expenses

A guide to our approach and fees

August 2024

Connection Offer Expenses were introduced to drive efficiencies in the overall connections process and ensure the costs associated producing connection offers were more fairly allocated and met by the customer who requested the work. All UK electricity Distribution Network Operators have been able to charge connection applicants Connection Offer Expenses irrespective of whether the customer goes on to accept the connection offer or not.

Northern Powergrid's Connection Offer Expenses are set following comprehensive reviews of the costs associated with providing the detailed design services our customers require. Our Connection Offer Expenses are cost neutral and in line with regulatory requirements, we do not make any profit on these fees.

This guide sets out our approach to Connection Offer Expenses, including how and when they are applied and details our process and fees. Our Connection Offer Expenses are reviewed annually and we will make information about any updates or changes publicly available.

Customers will be informed at the time of application that they may be required to pay us a fee to us to produce their offer. Unless your application is in one of the categories marked as 'Not Applicable' then you will be required to pay Connection Offer Expenses, irrespective of whether you choose to accept the offer or cancel your application.

How does the process work?

If you apply for a connection offer, you will receive the offer within our normal timescales. We will send you a separate invoice for the Connection Offer Expenses incurred after you receive the connection offer. The exception is for EHV connections applications where customers will need to pay the Connection Offer Expenses before we issue the connection offer.

What if I want to cancel my application?

There is a five working day 'cooling off' period which starts from the date we confirm we have received all the information we need to process your application. During the cooling off period you will not be required to pay any Connection Offer Expenses. If you cancel outside of the cooling off period we will send you an invoice for the costs we have incurred prior to your cancellation notification. This must be paid within 14 days.

When do you charge me for Connection Offer Expenses?

We will send you an invoice for the Connection Offer Expenses after you receive your connection offer or following cancellation. This must be paid within 14 days. EHV customers will receive an invoice for the Connection Offer Expenses incurred and are required to pay the invoice before we issue the connection offer.

What if I want to accept the connection offer?

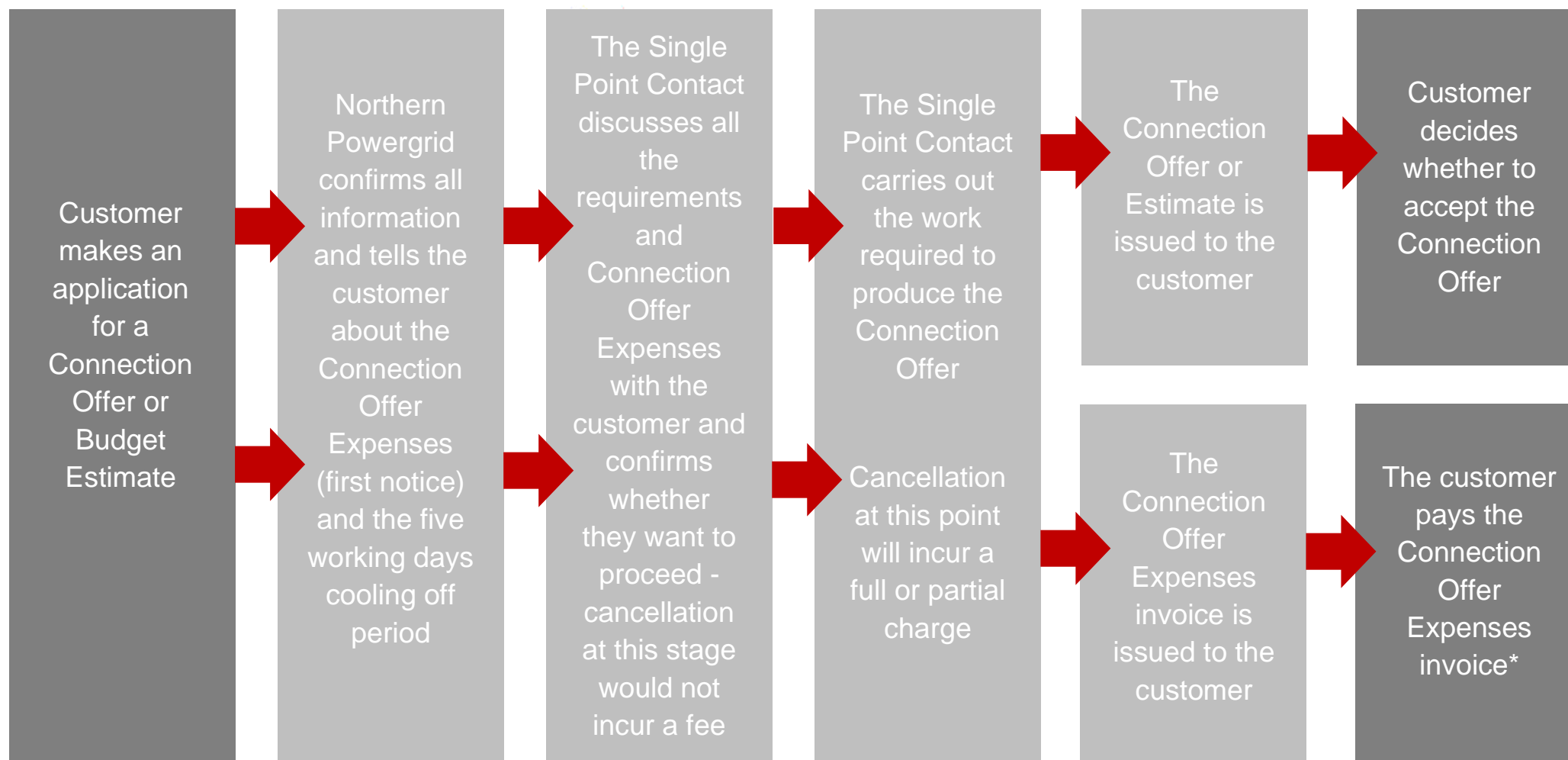
If you would like to accept the connection offer, then you should confirm your acceptance and pay the Connection Offer Expenses fee in the usual way. The charge for the Connection Offer Expenses will have to be paid and we will send you an invoice detailing how you can pay.

What if I do not want to accept the connection offer?

If you do not want to accept the connection offer, then you will still be required to pay the Connection Offer Expenses for the detailed design and assessment work we have undertaken when preparing your offer. We will send you an invoice detailing how to pay.

For more information visit [northernpowergrid.com/connection-offer-expenses](https://www.northernpowergrid.com/connection-offer-expenses). You can also contact us via email at coe@northernpowergrid.com or call us on 0800 011 3433.

Process



* At higher voltage levels the COE fee may be payable prior to receiving the connection offer

For more information:

Call: **0800 011 3433** Mon - Fri 8am - 8pm, Sat: 9am - 5pm

Email: coe@northernpowergrid.com

Visit: northernpowergrid.com/connection-offer-expenses

Cancellations

If we do not receive written confirmation within five working days of the date of the first notice that you do not wish to proceed with your application, you will be required to pay Connection Offer Expenses, irrespective of whether you accept the offer or cancel your application.

If an application is withdrawn prior to the connection offer being issued, we will still require payment of the applicable Connection Offer Expenses. The fees you will need to pay if you cancel will depend on the stage of your application in the connection offer process, irrespective of the number of working days that have elapsed. Once you have confirmed that the connection offer is no longer required, your designated Single Point of Contact at Northern Powergrid will write to you. Your cancellation letter will include the second notice information.

The stages of our connection offer process are as follows:

Stage 1: Administrative set up, minimum information check and customer notified (first notice).

Stage 2: Initial customer discussion to understand requirements - five working day 'cooling off' period. For connections at Extra High Voltage (EHV) we will issue an outline connection solution at this stage.

Stage 3: Site meeting (if required) / cable route assessment.

Stage 4: Design study.

Stage 5: Budget options released to customer (where applicable).

Stage 6: Technical report / plans / liaison with Northern Powergrid Operations team (where applicable).

Stage 7: Preparation of costings and the information to be contained within the quotation.

Stage 8: Quotation finalised and issued (second notice).

Stages in the design/quotation/estimate process								
Stage	Stage 1	Stage 2*	Stage 3	Stage 4	Stage 5	Stage 6	Stage 7**	Stage 8
% of COE fee payable	0%	0%	5%	20%	25%	55%	85%	100%

* At Extra High Voltage (EHV) a 10% charge is applicable at stage 2 in all cases where we complete an assessment and provided an outline of the potential connection

** At higher voltage levels 100% of the COE fee may be payable at stage 7

Budget Estimates

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS1A 4(2) Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Connection up to 250kVA at LV	£240	
	Other LV connection(s) up to 1MVA at LV or HV not covered by the above	£300	
ECGS1B 4(3) Budget Estimate 1MVA + (20)	Connection between 1MVA and 3MVA at HV	£300	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£520	
	Connection greater than 10MVA at EHV	£880	
ECDGS1A Generation Budget Estimate <1 MVA (10)	Connection of generation up to 50kW at LV	£240	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation between 51kW and 250kW at LV or HV	£300	
	Connection of generation between 251kW and 1MW at HV	£350	
ECDGS1B Generation Budget Estimate 1 MVA + (20)	Connection of generation between 1MW and 10MW at HV	£440	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£1,140	

Budget Estimates - Multiple (up to 3) options

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS1A 4(2) Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Other LV connection(s) up to 1MVA at LV or HV not covered by the above	£360	
ECGS1B 4(3) Budget Estimate 1MVA +(20)	Connection between 1MVA and 3MVA at HV	£360	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£624	
	Connection greater than 10MVA at EHV	£1,056	
ECDGS1A Generation Budget Estimate <1 MVA (10)	Connection of generation up to 50kW at LV	£288	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation between 51kW to 250kW at LV or HV	£360	
	Connection of generation between 251kW and 1MW at HV	£420	
ECDGS1B Generation Budget Estimate 1 MVA +(20)	Connection of generation between 1MW and 10MW at HV	£528	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£1,368	

Non-contestable services only - Budget Estimates

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a Single Premises, no extension to LV network	Not Applicable	
	Other LV connection(s) up to 1MVA at LV or HV not covered by the above	£221	
Budget Estimate 1MVA +(20)	Connection between 1MVA and 3MVA at HV	£221	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£411	
	Connection greater than 10MVA at EHV	£486	
Generation Budget Estimate <1 MVA (10)	Connection of generation up to 50kW at LV	£221	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation between 51kW and 250kW at LV or HV	£221	
	Connection of generation between 251kW and 1MW at HV	£221	
Generation Budget Estimate 1 MVA +(20)	Connection of generation between 1MW and 10MW at HV	£411	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£551	

Feasibility Studies

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Feasibility Study <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Other LV connection(s) up to 1MVA with only LV works not covered by the above	£530	
	Other LV connection(s) up to 1MVA with HV works not covered by the above	£610	
Feasibility Study 1MVA +(20)	Connection between 1MVA and 3MVA at HV	£760	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£1,050	
	Connection greater than 10MVA at EHV	£2,380	
Feasibility Study generation <1 MW (10)	Connection of generation up to 50kW at LV	£360	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation greater than 50kW at LV	£450	
	Connection of generation up to 1MW at HV	£530	
Feasibility Study generation 1 MVA +(20)	Connection of generation between 1MW and 10MW at HV	£790	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£2,380	

Small Works Categories

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS2A 5(2) Single LV Service Demand Quotation (5) SLC15 1(a) LV demand Quotation (15)	Single LV Service Demand Connection	Not Applicable	Single phase, LV connection to single premises, i.e. service cable only. Can be domestic or non-domestic, with no equipment likely to cause a disturbance on the existing network and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits. A single G98 compliant generator can be connected to this premises.
ECGS2B 5(3) Small Project Demand Quotation (15) SLC15 1(a) LV demand Quotation (15)	2 to 4 services single phase LV, no extension to LV network	Not Applicable	<p>A demand connection, with no equipment likely to cause a disturbance on the existing network, where the highest voltage of the assets involved is low voltage and includes:</p> <ul style="list-style-type: none"> • A two or three phase LV connection to a single premises i.e. service cable only; • Less than 5 single phase, LV connections involving service cables only – domestic only; • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only.
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	

Full Works Offer - Major Works

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS3A 6(2) LV Demand Connection Quotation (25)	Small works connections with associated LV mains works	£300	<p>A demand connection, where the highest voltage of the assets involved is low voltage.</p> <p>For example:</p> <ul style="list-style-type: none"> • A small works (single service or small project demand) connection with disturbing load; • Five or more domestic connections with or without new LV mains; • More than one non-domestic connection; • More than one three phase connection; • A mixture of domestic and non-domestic connections; • A non-domestic connection that requires a mains extension.
	Other LV connection(s) with a total load up to 250kVA at Low Voltage	£660	
	Connection between 250kVA and 1MVA at Low Voltage	£840	
ECGS3B 6(3) HV Demand Connection Quotation (35)	Small works connections with associated HV works	£454	<p>Small works/service connection with HV works such as associated HV outage or HV works. A demand connection at low voltage or high voltage where the highest voltage of the assets involved including diversions is high voltage.</p> <p>For example:</p> <ul style="list-style-type: none"> • A new connection to an LV board involving an HV transformer outage; • An HV substation with ACB for connection to the customer; • A new housing estate requiring a new substation and LV network; • A new domestic connection with HV diversion. <p>For example:</p> <ul style="list-style-type: none"> • An HV substation with HV metering requiring new substation.
	Connection up to 250kVA at High Voltage	£840	
	Connection between 250kVA and 1MVA at High Voltage	£1,220	
	Connection between 1MVA and 3MVA at High Voltage	£1,220	
	Connection greater than 3MVA at High Voltage	£2,480	
ECGS3C 6(4) EHV Demand Connection Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,480	<p>A low or high voltage demand connection with associated EHV works such as EHV outage or primary board extension.</p> <p>A demand connection at low voltage or high voltage where the highest voltage of the assets involved is extra high voltage including diversions.</p> <p>For example:</p> <ul style="list-style-type: none"> • New connections involving LV mains and associated services with EHV cables to divert; • Large HV demand connection that required reinforcement of the EHV network; • A demand connection at extra high voltage where the highest voltage of the assets involved is extra high voltage including diversions at extra high voltage; • EHV demand connection that required reinforcement of the EHV network - additional transformer capacity, cable size increases etc.
	Connection up to 50MVA at EHV	£8,480	
	Connection greater than 50MVA at EHV	£8,480	

Full Works Offer - Major Works (Generation)

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECDGS3A LV Generation Connection Quotation (45)	Connection of other generation up to 20kW not covered by the above at LV	£660	A generation connection where the highest voltage of the assets or work involved is low voltage.
	Connection of other generation between 20kW and 50kW at LV	£660	
	Connection of other generation greater than 50kW at LV	£840	
ECDGS3B HV Generation Connection Quotation (65)	Connection of generation up to 250kW - demand less than 3MVA at HV	£1,260	A generation connection where the highest voltage of the assets or work involved is high voltage
	Connection of generation up to 250kW - demand greater than 3MVA at HV	£1,720	
	Connection of generation greater than 250kW and up to 1MW	£1,640	
	Connection of generation greater than 1MW at HV	£3,190	
ECDGS3C EHV Generation Connection Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£3,190	A low or high voltage generation connection with associated EHV works such as EHV outage or primary board extension
	Connection of generation up to 10MW at EHV	£8,480	A generation connection at low, high or extra-high voltage where the highest voltage of the assets involved is at extra-high voltage.
	Connection of generation greater than 10MW at EHV	£8,480	
	Connection of generation greater than 50MW at EHV	£8,480	

Point of Connection Only - Major Works

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
SLC15 1(a) LV Demand Quotation (15)	Other LV connection(s) with a total load up to 100kVA LV	£480	<p>A demand connection, where the highest voltage of the assets involved is low voltage. For example:</p> <ul style="list-style-type: none"> • A small works (single LV service or small project demand) connection with disturbing load • Five or more domestic connections with or without new LV mains • More than 1 non-domestic connection with whole current metering • More than 1 three phase connection • 1 or more three phase connection requiring mains extension • 1 or more three phase connections with CT metering • A mixture of domestic and non-domestic connections with the entirety of the works at LV • A single phase commercial connection that requires a mains extension.
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£610	
	Connection greater than 250kVA at LV	£610	
SLC15 1(c) HV Demand Quotation (20)	Connection up to 250kVA at HV	£610	<p>Provide a quotation for high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated work is more than one kilovolt but not more than 22 kilovolts.</p>
	Connection between 250kVA and 1MVA at HV	£1,070	
	Connection between 1MVA and up to 3MVA at HV	£1,070	
	Connection greater than 3MVA and up to 10MVA at HV	£2,000	
SLC15 1(e) EHV Demand Quotation (50)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,000	<p>A low or high voltage demand connection with associated EHV works such as EHV outage or primary board extension.</p> <p>Provide a quotation for extra high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and associated works is more than 22 kilovolts but not more than 72 kilovolts.</p>
	Connection greater than 3MVA and up to 10MVA at EHV	£7,690	
	Connection greater than 10MVA and up to 50MVA at EHV	£7,690	
	Connection greater than 50MVA at EHV	£7,690	

Point of Connection Only - Generation Major Works

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
SLC15 1(b) LV Generation Quotation (30)	Connection of other generation up to 50kW at LV	£480	Provide a quotation for low voltage generation. For a new generation connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is not more than kilovolt.
	Connection of other generation greater than 50kW at LV	£610	
SLC15 1(d) HV Generation Quotation (50)	Connection of generation up to 250kW - demand less than 3MVA at HV	£1,070	Provide a quotation for high voltage generation. For a new generation connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is more than one kilovolt but not more than 22 kilovolts.
	Connection of generation up to 250kW - demand equal to or greater than 3MVA at HV	£1,370	
	Connection of generation between 250kW and 1MW	£1,370	
	Connection of generation greater than 1MW at HV	£2,790	
SLC15 1F EHV Generation Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,790	A low or high voltage generation connection with associated EHV works such as EHV outage or primary board extension.
	Connection of generation at EHV	£7,690	Provide a quotation for other connections. For a new demand or generation connections to the licensee's distribution system that is not included within the preceding sub-paragraphs.

Infrastructure Works Only – No End Connections

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Not Applicable LV - Infrastructure Only; No Connections	Infrastructure only at LV	£840	Provision of infrastructure only at low voltage
Not Applicable HV - Infrastructure Only; No Connections	Infrastructure only at HV	£2,440	Provision of infrastructure only at high voltage
Not Applicable EHV - Infrastructure Only; No Connections	Infrastructure only at EHV	£8,480	Provision of infrastructure only at extra high voltage

Accept on Existing Connection Arrangement - No Works Required

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Accept on Existing - LV		Not Applicable	Accept on existing - A demand connection at low voltage where there are no additional asset works required.
Accept on Existing - HV		Not Applicable	Accept on existing - A demand connection at high voltage where there are no additional asset works required.
Accept on Existing - EHV		Not Applicable	Accept on existing - A demand connection at Extra high voltage where there are no additional asset works required.
Generation Accept on Existing - LV		Not Applicable	Accept on existing - generation connection at low voltage where there are no additional asset works required.
Generation Accept on Existing - HV		Not Applicable	Accept on existing - A generation connection at high voltage where there are no additional asset works required.
Generation Accept on Existing - EHV		Not Applicable	Accept on existing - A generation connection at extra high voltage where there are no additional asset works required.

Unmetered Connections

Guaranteed Standard	Work Category	Price (Excl. VAT)	Description
ECGS9 11(2) New Unmetered Quote 1-100 (25)	1-100 unmetered connections / disconnections / transfers	Not Applicable	An unmetered connection, where the highest voltage of the assets involved is low voltage
Non - ECGS9 11(2) New Unmetered Quote 1-100	1-100 unmetered connections / disconnections / transfers	Not Applicable	An unmetered connection, where the number of connections exceeds 100 or the highest voltage of the assets involved is high voltage

Moving our Equipment in the Highway

Guaranteed Standard	Work Category	Price (Excl. VAT)	Description
NRASWA Diversions		Not Applicable	
Non – NRASWA Diversions		Not Applicable	
Wayleave Terminations		Not Applicable	

At Northern Powergrid, customer safety and satisfaction are our main priorities. We are only satisfied when you are.

All of our colleagues and contractors are committed to:

- Putting safety first
- Respecting you, your time and your property
- Doing a really good job
- Being there when you need us and;
- Caring for our local environment.

If you feel you have received a good customer service, then we would like to hear about it. Equally, if you have suggestions on how we can improve, we welcome your feedback, please email coe@northernpowergrid.com

Determination of disputes

We will endeavour to resolve any issues you may have. However, section 23 of the Electricity Act 1989 (the “Act”) provides that any dispute arising under sections 16 to 21 of the Act between an electricity distributor and a person requiring a connection may be referred to the Gas and Electricity Markets Authority (the “Authority”) for determination. Any such dispute must be referred to the Authority within 12 months of the date on which the relevant connection is made. The Authority operates through Ofgem, which can be contacted at 10 South Colonnade, Canary Wharf, London, E14 4PU. Telephone: 0207 901 7000.

Useful information and support

Connections surgeries

We offer free connections surgeries with members of our expert team who can provide upfront advice and support to customers before they make a connections application. You can find out about our surgeries and what to expect at [northernpowergrid.com/customer-events-and-surgeries](https://www.northernpowergrid.com/customer-events-and-surgeries)

AutoDesign

We have a range of online tools and resources to help you make more informed choices about how and where to connect, including AutoDesign which enables our customers to identify the most viable and cost-effective locations to connect to our LV network and generate their own free of charge budget estimates Visit [northernpowergrid.com/auto-design](https://www.northernpowergrid.com/auto-design)

Customers with hearing or speech impairment - We provide linked up services for people who find communicating via telephone difficult.

Minicom - Minicom enables customers to communicate via a keyboard attached to their phone. Minicom/Textphone 0800 028 9507. Lines open 24/7

Text Relay - Text Relay is a service which uses an intermediary to relay text conversations. Text Relay – Prefix 18001 then 0800 169 2996. Lines open 24/7

British Sign Language - Contact us using British Sign Language through our InterpretersLive! service at [northernpowergrid.com/BSL-interpreter](https://www.northernpowergrid.com/BSL-interpreter). Lines open 24/7

For our customers unable to communicate in English - If English isn't your first language, call our Priority Services line on 0800 169 2996 and we can arrange an interpreter to support you.

NORTHERN POWERGRID

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