

Unmetered Connections

Our guaranteed standards of service information guide



Our unmetered connection guaranteed standards of service

At Northern Powergrid we provide power to around 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire and northern Lincolnshire. As such, we own and operate the vast majority of the wires and cables that supply electricity to premises in these regions. We are not responsible for meter reading or billing – it is your supplier that deals with these.

This guide sets out the standards for unmetered services to street lighting or street furniture and summarises the Electricity (Connection Standards of Performance) Regulations 2015 (in relation to unmetered connections).

Ofgem, the gas and electricity regulator, sets the guaranteed standards. If we fail to meet these standards you (you being the Relevant Authorities) are entitled to receive a compensatory payment.

In some situations we will not be required to make a payment if we fail one of the standards. This includes under exceptional circumstances, or because of events beyond our control, such as industrial disputes, actions by third parties, not being able to gain access to our equipment or NRSWA restrictions.

If an exemption applies, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and from having the effect they have.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or

street lighting or street furniture schemes requiring HV works.

These standards do not apply where the Authority has entered into a separate bilateral agreement with us in respect of performance standards.

These standards do not apply where some of the connections work is to be carried out by an independent connections provider. Separate service standards and compensation arrangements apply in those cases.

Fault repairs

If you notify us of a fault affecting your unmetered equipment that needs to be carried out by us we will respond in the following timescales. If we fail to meet the standard, we will make the appropriate payment listed in the table below.

Type of connection	Timescale	Failure payment
Works to remove immediate danger to the public or property arising from our distribution network	Attend on site within 2 hours	£65 fixed payment
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£15 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£15 per working day late
Multiple-unit fault repair to street lights or street furniture	Restore supplies within 20 working days	£15 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£15 per working day late





Provision of quotations for new works

This standard does not apply if you request a quotation for a scheme that relates to more than 100 units (albeit we will still provide the quotation as soon as reasonably practicable).

If you ask us for an individual quotation for a connection scheme we will provide this within 25 working days. This period starts when you have given us all the information that we have specified and paid us any applicable fees.

If we fail we will pay you £15 for each normal working day we are late.

Completing new works

We shall be exempt from the need to make a payment if we fail the standard in a situation where you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the preceding calendar year. We will not consider

such requests to be covered by these standards if they are for geographically dispersed units of work on the same request or if the request appears to have been deliberately broken down into smaller orders by the applicant, unless for instance this has been done due to the timing of the applicant's build programme with a reasonable interval, for instance 1 month, between the phases.

(a) Works on a new site

Once we have received written acceptance of our quotation, you have paid the full amount quoted and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g. erecting street lighting columns), we will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied by your request or agreement or as notified by us (for example due to delays in obtaining TMA permits, NRSWA restrictions or other access

problems, or if severe weather causes us to postpone planned works). We will complete the works on the agreed date.

If we fail we will pay you £15 for each normal working day we are late completing the scheme.

(b) Works in an existing adopted highway

We will complete the requested scheme within 35 normal working days provided that any prerequisite works for which you are responsible have been completed (e.g. erecting street light columns and issuing opening notices). This may be varied by your request or agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

If we fail we will pay you £15 for each normal working day we are late completing the scheme.

Notification of payment under guaranteed standards

If we fail to meet any of the standards we will make your payment by cheque or by electronic transmission within 10 normal working days of the working day after the day of the failure (for emergency-response fault repairs) or within 10 normal working days of completing the service (for all other standards covered by this document).


If we fail to make the payment within the above timescales we will send you an additional £65.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of our failure.

Complaints

If you have a complaint about any aspect of our service please let us know. You will find our complaints handling procedure on our website **www.northernpowergrid.com** or you can call our general enquiries number to request a copy **0845 070 7172**.

To contact us directly regarding your complaint, please visit our website **(www.northernpowergrid.com/contact-us)** or call us on **0800 781 8848**.

The background of the slide features a bokeh effect of warm, out-of-focus lights in shades of yellow, orange, and red. Overlaid on this are several dark blue geometric shapes, including a large triangle on the right side and smaller shapes at the bottom left and top right.

We aim to provide the best possible customer service at all times. If, however, you are not satisfied with our service, we hope that you will tell us about it so that we can try to put things right for you.



To order this leaflet in braille, large print or a different language, or on audiotape or CD, please call **0800 169 2996**.



For further information about any of our guaranteed standards, or if you would like to enquire about a service we provide, please contact us on the general enquiries number.



General enquiries: (24 hr)
0845 070 7172

Emergency and power cut: (24 hr)
The Northeast
0800 66 88 77

Yorkshire and northern
Lincolnshire
0800 375 675

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