

Understanding Our Performance

We work to the standards set by the Office of Gas and Electricity Markets (Ofgem).

Average time to quote—what does this mean?

It means two things, depending on the connection type;

1. For single premises and small project demand (1 to 5 domestic premises) connections, the average time to quote is measured in working days, from receipt of the application to the day we issue the quotation. There is no change to the start date or pauses to the clock if we require further information. They are covered by the time to connect incentive which is intended to encourage Distribution Network Operators (DNOs) to reduce the overall time to connect for smaller Low Voltage metered connections.
2. For all other connection types this incentive does not apply. Our performance is measured in accordance with the Guaranteed Standards of Performance and therefore excludes any days we pause an application to request additional information. The average time to quote is measured in working days, from receipt of minimum information to the day we issue the quotation. There can be a change to the start date or pauses to the clock if we require further information.

How is it measured?

Single Premises/Small Project Demand (1 to 5 domestic premises)

The average time to quote for single service and small project demand applications is measured from receipt of the application to the date we send out the quotation.

What does this mean? Once we have received the following information from you we start the clock to measure the time it takes us to produce the quotation:

- ◆ Name and one valid form of communication address (email or postal)
- ◆ Site address with an adequate description of the location (in areas where a description is insufficient we would prefer a location plan)
- ◆ A description of the property to enable us to determine what load you will need i.e. a 4 bedroom detached house

All other types of connection

The average time to quote for all other types of connection are measured in accordance with Guaranteed Standards of Performance (excluding days paused for further information)

What does this mean? Once we have received the minimum information from you (shown below), we start the clock to measure the time it takes us to produce the quotation. If once we start our assessment of the network, we find we require additional information from you we can pause the clock whilst we request this and you provide it:

- ◆ Name and correspondence address
- ◆ Contact details (telephone/email/postal)
- ◆ Site address with a location plan at a suitable scale (our preference is 1:500)
- ◆ Site plan showing boundaries of ownership, layouts of roads and buildings and proposed meter positions
- ◆ Maximum capacity at each meter point in kW or kVA
- ◆ For domestic premises—heating type i.e. gas/electricity/other
- ◆ Details of any generation
- ◆ Details of any motors and welders

Average time to deliver—what does this mean?

It means two things, depending on the connection type;

1. For single premises and small project demand (1 to 5 domestic premises) connections the average time to deliver is measured in working days, from receipt of the acceptance form to the day we complete the final connection. There is no change to the start date or pauses to the clock if there are any issues outside our control. They are covered by the time to connect incentive which is intended to encourage Distribution Network Operators (DNOs) to reduce the overall time to connect for smaller Low Voltage metered connections.
2. For all other connection types this incentive does not apply and our performance is measured in working days, from receipt of the acceptance to the day we complete the final connection.

How is it measured?

Single Premises/Small Project Demand (1 to 5 domestic premises)

The average time to connect for single service and small project demand applications is measured from receipt of the acceptance form to the date we are able to energise the final connection.

All other types of connection

The average time to quote for all other types of connection are measured in accordance with Guaranteed Standards of Performance

Volumes of Quotations/Completions —what does this mean?

How is it measured?

Volumes of Quotations

We count each quotation we send to customers, for each and every type of connection.

Volumes of Completions

We count each new supply point that we connect to the network for each and every type of connection.

Where can I find further information?

Guaranteed Standards for Metered Connections

[Our guaranteed standards of service information guide for metered connections](#)

Guaranteed Standards for Unmetered Connections

[Our guaranteed standards of service information guide for unmetered connections](#)

Guide to prices and timescales

www.northernpowergrid.com/guide-prices-and-timescales

Visit our website for more information:

www.northernpowergrid.com/get-connected