

Metered Connections Guaranteed Standards of Service for Electricity Distribution Companies in England, Wales & Scotland

October 2023

Introduction

This guide sets out the guaranteed standards for metered demand and generation connection services provided by your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this. In this document the electricity distribution company is referred to as “we” and “us”.

This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015 as amended by the Electricity (Standards of Performance) (Amendment) Regulations 2023, insofar as those regulations relate to metered demand connections, and the Direction under Distribution Licence Condition 15A (in relation to generation connections).

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these guaranteed standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment.

Sometimes the guaranteed standards may not apply including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or if we are not able to gain access to premises. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

These guaranteed standards do not apply:

- a) Where some of the connections work is to be carried out by an independent connections provider. Separate service standards and failure payment arrangements apply for the aspects we undertake; and
- b) Where reinforcement is required due to the installation of approved equipment (such as small-scale generation) at domestic premises or small businesses where no modification to the physical connection is required and no connection charge is made

Where a new demand connection includes the installation of a single micro-generator (previously known as a small-scale generation unit (SSEG)), the relevant demand standards will apply. Where a new demand application includes the installation of multiple micro-generators or large-scale (G99, previously known as G59) generation, the relevant generation standards will apply.

CONNECTION GUARANTEED STANDARDS

We guarantee our key connection services. The guarantees apply to new or modified connections. However, please note that works solely associated with moving a customer’s meter are only included within the scope of ‘modified connections’ for the purposes of Budget Estimates, Quotations and the Quotation Accuracy Scheme.

Provision of Budget Estimates

If you ask us for a desk-top budget estimate of connection costs that does not require a visit, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees, including any connection offer expenses that we may require.

If the required capacity of the connection is less than 1MVA, we will provide the budget estimate within 10 working days.

If the required capacity of the connection is 1MVA or more, we will provide the budget estimate within 20 working days.

If we fail, we will pay you £75.

Provision of Quotations

If you ask us for a quotation (i.e. a formal offer of terms) for a connection, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees, including any connection offer expenses that we may require.

If we fail, we will pay you a fixed amount for each working day we are late.

Type of Connection	Demand Timescale	Generation Timescale	Late payment per working day
Single LV service demand connection or service alteration (including work associated with moving a meter)	5 working days	-	£20
Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or domestic developments of 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2 or 3 phase connections requiring no LV network extension, in all cases involving LV only and whole-current metering)	15 working days	-	£20
Other LV connections with LV works	25 working days	45 working days	£75
Connections involving HV works	35 working days	65 working days	£160
Connections involving EHV works	65 working days	65 working days	£235

Quotation Accuracy Scheme

This only applies to customers asking for a quotation for a single LV service demand connection or for small-project demand connections.

Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment to you. We will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If we have undercharged you, we will require you to pay the additional amount.

Type of Connection	Payment
Single LV service demand connection or alteration (including work associated with moving a meter)	£395
Small-project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or domestic developments of 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections requiring no LV extension, in all cases involving LV only and whole-current metering)	£785

Making Contact to Schedule Work and Completing Work for Single LV Service and Small LV Projects demand connections

Once we have received written acceptance of our quotation and you have paid any required amount quoted, we will contact you within 7 working days to discuss dates for carrying out the works. It may not always be possible to agree a date when we contact you initially, for example if wayleaves or other consents are required. Please note that works associated with moving meters are not covered by this guaranteed standard.

If we fail to contact you, we will pay you £20 for each working day we are late.

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or by agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). We will complete the works on the agreed date.

If we fail, we will pay you £40 for each working day we are late.

Making Contact to Schedule Work and Commencing and Completing Work for all Other LV Connections, HV and EHV Connections

Once we have received written acceptance of our quotation and you have paid the full amount quoted (or an amount for phases of work as specified in the quotation), we will contact you to discuss dates to carry out the work. It may not always be possible to agree dates when we contact you initially, for example if wayleaves or other consents are required.

If we fail to contact you, we will pay you a fixed amount for each working day we are late.

Type of Connection	Timescale to make contact	Late payment per working day
Other LV connections with LV works	7 working days	£75
Connections involving HV works	10 working days	£160
Connections involving EHV works	15 working days	£235

We will agree dates to commence the work, complete the work (or a phase of the work as specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or by agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleave consents, or if we are unable to undertake live working on our system for safety reasons or prerequisite works have not been completed). We will commence on-site works, complete the on-site works, and energise if required, on the agreed dates.

If we fail to meet an agreed date, we will pay you a fixed amount for each working day we are late.

Type of Connection	Late payment per working day for commencing work	Late payment per working day for completing work	Late payment per working day for energising where required
Other LV connections with LV works	£30	£160	£160
Connections involving HV works	£30	£235	£235
Connections involving EHV works	£30	£315	£315

Notification of Payment under Guaranteed Standards

If we fail to meet any of the guaranteed standards we will make your payment by cheque, by electronic transmission, including by bank transfer, if you provide us with your bank details in order for us to do so, or as a credit to your connection invoice within the following timescales:

Guaranteed Standard	Failure payment due within:
Budget estimates	10 working days from the date on which we should have issued the budget estimate
Quotations	10 working days from the date on which we issued the quotation
Quotation Accuracy Scheme	10 working days from the date on which a quotation is found to be incomplete or inaccurate
All other guaranteed standards	10 working days from the date on which we either contacted you, commenced or completed the relevant activity or energisation occurred, as appropriate.

If we fail to make the payment within the required timescale, we will send you an additional £75.

Complaints

If you have a complaint about any aspect of our service, please contact us. You will find our complaints handling procedure on our website (see details below) or you can ring our general enquiry line to request a copy. If we are unable to resolve the matter with you and you are a domestic or small business customer and you are making a complaint in that capacity in respect of services we have provided, you can refer it to the Energy Ombudsman. This is a free and independent dispute-resolution service.

The Energy Ombudsman is able to offer free independent advice and will look at your complaint but will expect you to let us try to sort it out first. You can telephone the Energy Ombudsman on 0330 440 1624. You can find further information on the Ombudsman Services website: www.ombudsman-services.org/energy

Disputes

If you are unable to resolve a dispute with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

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 your distributor's failure to meet the relevant standard.

Contacting Your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to request a service from us, please telephone us on the relevant number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat your enquiry as having been received at the start of business on the next working day.

Where we have indicated willingness to accept requests by telephone for estimates and quotations, such requests are covered by these guaranteed standards.

Performance Information

Performance against these guaranteed standards, including the levels of failure payments made, is published from time to time by the National Association of Citizens Advice Bureaux and Consumer Scotland.

Electricity Distribution Company Contact Details

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri) (unless otherwise stated)	Website Address
National Grid Electricity Distribution	East Midlands	0800 096 3080 9am to 5pm)	0800 096 3080 9am to 5pm	www.nationalgrid.co.co.uk
National Grid Electricity Distribution	West Midlands	0800 096 3080 (9am to 5pm)	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	South Wales	0800 096 3080 (9am to 5pm)	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	South West	0800 096 3080 (9am to 5pm)	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) plc	The Northeast & most of North Yorkshire	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	08000 483 515 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
Southern Electric Power Distribution	South England	08000 483 516 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	0845 270 0785 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	0845 270 0783 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
Electricity North West	North West England	0800 988 1730 (Mon-Thur 8am to 5pm 8am to 4.30pm)	0800 048 1820 9am to 5pm	www.enwl.co.uk
Electricity Network Co Ltd	UK	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	01372 587500 8am to 5pm	01372 587500 8am to 5pm	www.espug.com
Independent Power Networks Ltd	Great Britain	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
Last Mile Electricity Ltd	Great Britain	03300 587 440 8.30am to 4.45pm	03300 587 440 8.30am to 4.45pm	www.lastmile-uk.com
Leep Electricity Networks Ltd	North West	0345 122 6786	0345 122 6786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	0800 055 6288	0800 055 6288	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	0800 311 8074 8.30am to 5pm	0800 311 8074 8.30am to 5pm	www.ukpowerdistribution.co.uk
Eclipse Power Networks Ltd	Great Britain	01234 486487	01234 486487	www.eclipsepower.co.uk
Energy Assets Ltd	Great Britain	01254 819600	01254 819600	www.energyassets.co.uk
Fulcrum Electricity Assets Ltd	Great Britain	0808 1644 714	0808 1644 714	www.fulcrum.co.uk
Indigo Power Limited	Great Britain	0345 300 2314	0118 436 2510	www.indigonetworks.co.uk
MUA Electricity Ltd	Great Britain	020 7267 4366	020 7267 4366	www.murphygroup.co.uk

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
Optimal Power Networks Ltd	Great Britain	0345 078 3237 or email OPNConnections@sse.com	0345 078 3237 or email OPNGeneralEnquiries@sse.com	www.optimalpowernetworks.com
Utility Assets Ltd	Great Britain	01234 764652	01234 764652	www.utilityassets.co.uk
Vattenfall Networks Ltd	Great Britain	020 3955 5140	020 3955 5140	networks.vattenfall.co.uk