

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

May 2023

Introduction

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. 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, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If we fail to meet these standards then you are entitled to receive a payment.

These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”.

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 if you have entered into a separate bilateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply including:

- under exceptional circumstances
- due to events beyond our control
- industrial action
- actions of third parties
- not being able to gain access to our equipment
- NRSWA restrictions
- where the total number of units of street lighting or other street furniture for which you have requested quotations, in the current month, exceeds 115% of the monthly average for the last calendar year

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 of the relevant standard.

UNMETERED CONNECTION STANDARDS

Fault Repairs

If you notify us of a fault affecting your unmetered equipment such that we need to carry out a repair to our equipment, we will respond in the following timescales. If we fail to meet the standard, we will make the appropriate payment.

Service	Fault Repairs – street lighting or street furniture	
Type of Connection	Timescale	Failure Payment
Works to remove immediate danger to the public or property arising from the electricity distribution network	Attend on site within 2 hours	£65
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	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

If you ask us for an individual quotation for a connection scheme outside our published standard charges, we will provide this within 25 working days 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 £15 for each working day we are late.

Completing New Works

(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 at your request or by 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). We will complete the works on the agreed date.

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

(b) Works in an Existing Adopted Highway

We will complete the requested scheme within 35 working days provided that any prerequisite works for which you are responsible have been completed (e.g. erecting street light columns). This may be varied at your request or by 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 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, by electronic transmission or as a credit to your connection invoice, within 10 working days of the working day after the day of the failure (for emergency-response fault repairs) or within 10 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.

Please note that, for administrative convenience, you can agree a different timescale within which to receive payments in bulk. For example, you may wish to receive payments quarterly. Please contact us to agree this.

Disputes

If you have a dispute that you cannot resolve 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 the distributor's failure to meet the relevant standard.

Contacting Your Electricity Distributor

To request a service from us, please telephone us on the relevant number below. Further contact details are available on our website.

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

Where we have indicated willingness to accept requests for quotations by telephone, such requests are covered by the 'provision of quotations' standard referred to above.

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 Association of Citizens Advice Scotland.

Electricity Distribution Company Contact details

Company	Area	Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)	Website address
National Grid Electricity Distribution	East Midlands	105	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	West Midlands	105	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	South Wales	105	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	South West	105	0800 096 3080 9am to 5pm	www.nationalgrid.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	105	01279 824 761 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	105	0207 055 4343 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	105	01622 352 621 8.30am to 5pm	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) plc	The Northeast & most of North Yorkshire	105	0800 011 3433 8am to 8pm Sat 9am to 5pm	www.northernpowergrid.com
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	105	0800 011 3433 8am to 8pm Sat 9am to 5pm	www.northernpowergrid.com

Company	Area	Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)	Website address
Scottish Hydro Electric Power Distribution	North Scotland	105	0800 048 3515 8am to 5pm	www.ssen.co.uk
Southern Electric Power Distribution	South England	105	0800 048 3516 8am to 5pm	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105	0845 270 0785 8.30am to 6pm	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	105	0845 270 0783 8.30am to 6pm	www.spenergynetworks.co.uk
Electricity North West	North West England	105	0800 988 1730 8.30am to 4.30pm	www.enwl.co.uk
The Electricity Network Co Ltd	Great Britain	105	0135 924 5345 8am to 5pm	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	105	0800 731 6945 8am to 5pm	www.espug.com
Independent Power Networks Ltd	Great Britain	105	0135 924 5345 8am to 5pm	www.gtc-uk.co.uk
Last Mile Electricity Ltd	Great Britain	105	03300 587 440 8.30am to 4.45pm	www.lastmile-uk.com
UK Power Distribution	Great Britain	105	0800 311 8074 8.30am to 5pm	www.ukpowerdistribution.co.uk

Company	Area	Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)	Website address
Leep Electricity Networks Ltd	North West	105	0345 122 6786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	105	0800 055 6288	www.harlaxtonenergynetworks.co.uk
Eclipse Power Networks Ltd	Great Britain	0800 0548 192	01234 486487	www.eclipsepower.co.uk
Energy Assets Ltd	Great Britain	105	01254 819600	www.energyassets.co.uk
Fulcrum Electricity Assets Ltd	Great Britain	105	0808 1644 714	www.fulcrum.co.uk
Indigo Power Ltd	Great Britain	105	0118 4362510	www.indigonetworks.co.uk/contact
MUA Electricity Ltd	Great Britain	105	020 7267 4366	www.murphygroup.co.uk
Optimal Power Networks Ltd	Great Britain	0800 107 6930 or email on OPNEmergencies@sse.com	0345 078 3237 or email OPNConnections@sse.com	www.optimalpowernetworks.com
Utility Assets Ltd	Great Britain	105	01234 764652	www.utilityassets.co.uk
Vattenfall Networks Ltd	Great Britain	105	020 3955 5140	www.networks@vattenfall.co.uk