

# Metered Connections

Our guaranteed standards of service information guide





# Our metered 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 electricity supplier that deals with these.**

This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015 (in relation to metered demand connections) and the Direction under standard condition 15A of the electricity distribution licence (in relation to generation connections).

Ofgem, the gas and electricity regulator, sets the metered connections guaranteed standards. If we fail to meet these standards you ('you' being a domestic or

non-domestic customer) are entitled to receive a compensatory payment.

Sometimes we may 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 premises or, in some cases, severe weather.

If any one of these exemptions 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 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.

## We guarantee our key connection services. The guarantees apply to new or modified connections.

### 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. If the required capacity of the connection is less than 1MVA, we will provide the budget estimate within 10 normal working days. If the required capacity of the connection is 1MVA or more, we will provide the budget estimate within 20 normal working days.

**If we fail we will pay you £65.**

### 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 as set out below.

The clock starts on the applicable timescales when we have received your connection request together with any applicable fees and the necessary minimum information as specified by Ofgem(1) and set out on our website (2). If we find that we need further information in order to produce a quotation, we will pause the clock whilst we obtain it from you, and will then resume the clock from the point at which we had paused it.

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

Type of connection	Timescale DEMAND	Timescale GENERATION	Payment per working day late
<b>Single LV service demand connection or alteration</b> (including work associated with moving a meter)	5 working days	–	£15
<b>Small-project demand connection</b> (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 domestic premises requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	15 working days	–	£15
<b>Other LV connections with LV works</b>	25 working days	45 working days	£65
<b>Connections involving HV works</b>	35 working days	65 working days	£135
<b>Connections involving EHV works</b>	65 working days	65 working days	£200

1. RIIO-ED1 regulatory instructions and guidance: Annex G - Connections - [https://www.ofgem.gov.uk/sites/default/files/docs/2015/06/annex\\_g\\_connections\\_0.pdf](https://www.ofgem.gov.uk/sites/default/files/docs/2015/06/annex_g_connections_0.pdf)

2. <https://www.northernpowergrid.com/guide-prices-and-timescales/#/>

## Our 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.**

You have the right to challenge the accuracy of our quotation under the quotation accuracy scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment as shown in the table below. We will provide you with a correct quotation and any overpayment will be refunded. If we have undercharged you, we will require you to pay the additional amount.

## Making contact to schedule work and completing work for single LV services and small LV projects.

**Works associated with moving meters are not covered by this standard.**

Once we have received written acceptance of our quotation and you have paid the full amount quoted, we will contact you within 7 normal 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.

**If we fail to contact you we will pay you £15 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 your request or 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 £35 for each working day we are late.**

Type of connection	Payment
<b>Single LV service demand connection or alteration</b> (including work associated with moving a meter)	£335
<b>Small-project demand connection</b> (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 domestic premises requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	£670

**Making contact to schedule work, commencing and completing work for other LV, 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 specified in the quotation), we will contact you to arrange to schedule 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.**

We will agree dates to commence the works, complete the works (or a phase of works specified in the quotation) and if required energise the supply. These dates may be varied at your request or 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 work, complete the on-site works, and energise if required, on the agreed dates.

Type of connection	Timescale to make contact	Payment per working day late
<b>Other LV connections with LV works</b>	7 working days	£65
<b>Connections involving HV works</b>	10 working days	£135
<b>Connections involving EHV works</b>	15 working days	£200

continued overleaf . . .



**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	Payment per working day late for:		
	Commencing work	Completing work	Energising (where required)
<b>Other LV connections with LV works</b>	£25	£135	£135
<b>Connections involving HV works</b>	£25	£200	£200
<b>Connections involving EHV works</b>	£25	£270	£270

#### 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 failure (for budget estimates), within 10 normal working days of a quotation being found to be incomplete or inaccurate (for the quotation accuracy scheme) and within 10 normal working days of providing the service (for all the 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.

# Making a complaint

**At Northern Powergrid, we aim to provide the best possible customer experience at all times. But sometimes things go wrong, and when they do we want you to let us know so that we can put things right for you.**

## Step 1 - Let us know

You can make a complaint to us in a number of different ways and choose how you want us to respond to your complaint. When you contact us, please provide your full name, address, postcode, contact phone number and email address and as much detail about your complaint as possible so that we can handle your complaint as effectively as possible.

### Visit our website:

**[www.northernpowergrid.com/complaints](http://www.northernpowergrid.com/complaints)**

### Email us at:

**[complaints@northernpowergrid.com](mailto:complaints@northernpowergrid.com)**

**Call us free on: 0800 781 8848**

### Write to us at:

Customer Care Team and send Freepost (no stamp required) to:

RSXE-RCZX-XKBL Northern Powergrid,  
Manor House, Station Road, Penshaw,  
Houghton-le-Spring, DH4 7LA

### Visit one of our offices:

Find your nearest office on our website:  
**[www.northernpowergrid.com/contact-us](http://www.northernpowergrid.com/contact-us)**

## Step 2 – We try to find a solution with you

We will try at all times to solve your problem as quickly and efficiently as possible.

If you tell us that you are not happy with our response, we will pass your complaint to an appropriate senior manager. The senior manager will review the complaint and, wherever possible, will send you a written response within 10 working days of your contacting us.

If you tell us that you are not satisfied with the senior manager's response, an executive director will examine your complaint and the way it has been handled. The Head of Customer Service will then write to you, within 10 working days, with the executive director's findings and our final response.

## Step 3 – Independent review by the Ombudsman Services: Energy

If you are a domestic or small-business customer and you are still not satisfied with the response of our executive director,

or if we have not dealt with your complaint to your satisfaction within 8 weeks of when you first raised it, you will be entitled to have your complaint reviewed by the Independent Ombudsman Services: Energy.

The Ombudsman service is a free and completely independent service. The Ombudsman will ask you for full details of your dealings with us and will also contact us to get our side of the story. The Ombudsman will make a final decision and tell you the outcome. We will have to follow the decision if you accept it.

Contact details for the Ombudsman:

**Ombudsman Services: Energy**

**PO Box 966, Warrington, WA4 9DF**

**Telephone: 0330 440 1624**

**Textphone: 0330 440 1600**

**Email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)**

**Website: [www.os-energy.org/energy](http://www.os-energy.org/energy)**

The logo for Ombudsman Services: Energy. It features a stylized 'O' made of overlapping colored circles (purple, blue, green, yellow, orange, red) to the left of the text 'Ombudsman Services' in a sans-serif font.

Good for consumers – Good for business



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**



If you or anyone in your household may require additional support during a power cut, you may benefit from our Priority Services Register. You can find out more information at **[www.northernpowergrid.com/priority](http://www.northernpowergrid.com/priority)** or call us on **0800 169 2996**.

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Copies of all our information guides can be downloaded from our website **[www.northernpowergrid.com](http://www.northernpowergrid.com)**