

Connection Offer Expenses Customer Guide and Prices

2021-22



Connection Offer Expenses

Following regulatory changes in April 2018, all UK electricity Distribution Network Operators charge connection applicants a Connection Offer Expense (COE), irrespective of whether a customer subsequently accepts the connection offer. This was introduced to ensure the costs associated with undertaking the design and assessment work for a new connection offer is fairly allocated and met by the customer who requests the work.

All of Northern Powergrid's COE fees are set following comprehensive reviews of the costs associated with providing the detailed design services our customers require. They are cost neutral, in line with regulatory requirements and we do not make any profit from these fees.

Our Connection Offer Expenses remained unchanged from April 2018 to July 2021. This document provides details of the Connection Offer Expenses process and our **updated fees in place from 1 July 2021**. Our fees will be reviewed annually and we will make information about any future updates publicly available.

If we have received your application and/or any subsequent information after 1 July 2021, you will need to pay the Connection Offer Expenses fees as outlined in this document. Customers will be informed at the time of application they may be required to pay a charge to us to produce their offer. Please see below for further information. Unless your application is in one of the categories marked as "Not Applicable" then you will be required to pay Connection Offer Expenses irrespective, of whether you choose to accept the quotation or cancel your application.

To contact us, email COE@northernpowergrid.com or call **0800 011 3433**. For more information visit our website www.northernpowergrid.com/connection-offer-expenses

How does the process work?

You **do not** have to pay Connection Offer Expense fee up front at the application stage. If you apply for a connection offer, you will receive the offer in the normal timescales. We will send you a separate invoice for the Connection Offer Expenses after you receive the connection offer.

What if I want to cancel my application?

There is a five working day 'cooling off' period from the date that we confirm we have received all the information we need to process your application. During the five working day cooling off period you will not be required to pay any Connection Offer Expenses.

When do you charge me for Connection Offer Expenses?

We will send you an invoice for Connection Offer Expenses soon after you receive your connection offer. This must be paid within 14 days.

What if I want to accept the connection offer?

If you would like to accept the connection offer, then you can confirm acceptance and pay the Connection Offer Expenses fee in the usual way. The charge for the Connection Offer Expenses will have to be paid and we will send you an invoice detailing how you can pay.

What if I do not want to accept the connection offer?

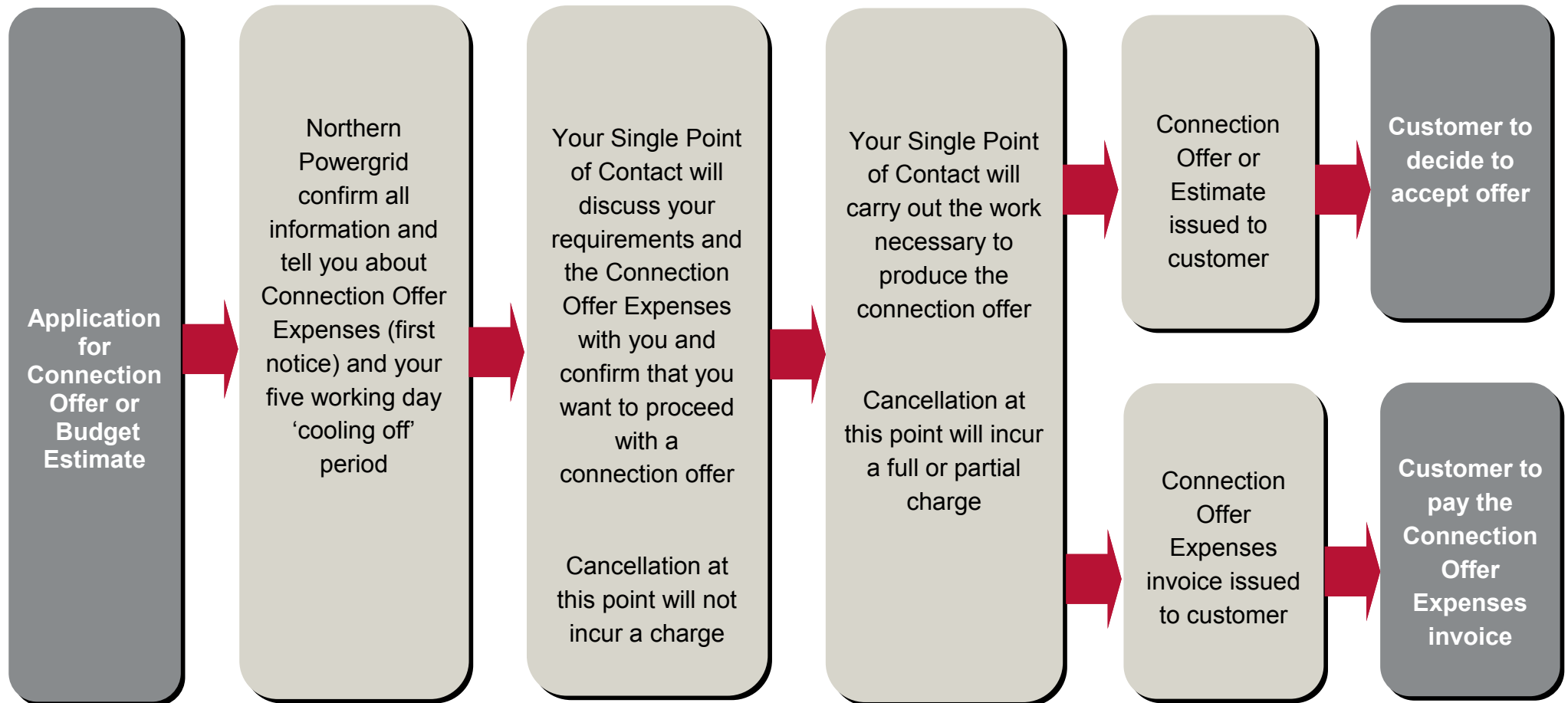
If you do not want to accept the connection offer, then you will still be required to pay the Connection Offer Expense charge. We will send you an invoice detailing how to pay.

What are the new charges?

Full information of the charges are set out in our Connections Charging Methodology Statement which is available on our website. The tables on the next pages show the charges and the project types which they apply to.

Connection Offer Expenses

Connection Offer Expenses Process



If you need help or more information:

Email: COE@northernpowergrid.com
Visit: www.northernpowergrid.com/connection-offer-expenses

Speak to one of our team:
0800 011 3433

Opening hours:
Monday - Friday 8:00am - 8:00pm
Saturday 9:00am - 5:00pm

Connection Offer Expenses

Connection Offer Expenses Cancellation Process

If we do not receive your written confirmation within five working days of the date of the first notice that you do not wish to proceed with your connection application, you will still be required to pay Connection Offer Expenses, irrespective of whether you accept the quotation or cancel your application.

If an application is withdrawn prior to the connection offer being released, we will require payment of the applicable Connection Offer Expenses. The amount of Connection Offer Expenses payable if you cancel will depend on the stage of the application in the connection offer process, irrespective of the number of working days that have elapsed. Once you have confirmed that the connection offer is no longer required, your designated Single Point of Contact at Northern Powergrid will write to you. Your cancellation letter will include the second notice information.

The stages of our connection offer process are as follows:

Stage 1: Administrative set up, minimum information check and customer notified (first notice);

Stage 2: Within the five working days 'cooling off' period;

Stage 3: Possible site meeting/cable route assessment/initial customer discussion;

Stage 4: Design study, where applicable;

Stage 5: Budget options released to customer, where applicable;

Stage 6: Technical report/plans/liaison with Operations, where applicable;

Stage 7: Pricing/Quotation and Project Information Database (QPID) input;

Stage 8: Quotation prepared; and

Stage 9: Quotation issued and post-quote discussions (second notice).

Stages in the design/quotation/estimate process

Stage No.	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6	Stage 7	Stage 8	Stage 9
% of COE fee payable	0%	0%	5%	20%	25%	55%	85%	95%	100%

Connection Offer Expenses

Budget Estimate

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS1A 4(2) Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Connection upto 250kVA at LV	£240	
	Other LV connection(s) up to 1MVA at LV or HV not covered by the above	£300	
ECGS1B 4(3) Budget Estimate 1MVA + (20)	Connection between 1MVA and 3MVA at HV	£300	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£520	
	Connection greater than 10MVA at EHV	£880	
ECDGS1A Generation Budget Estimate <1 MVA (10)	Connection of generation up to 50kW at LV	£240	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation between 51kW and 250kW at LV or HV	£300	
	Connection of generation between 251kW and 1MW at HV	£350	
ECDGS1B Generation Budget Estimate 1 MVA + (20)	Connection of generation between 1MW and 10MW at HV	£440	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£1,140	

Connection Offer Expenses

Budget Estimate - Multiple (3) Options

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS1A 4(2) Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Other LV connection(s) up to 1MVA at LV or HV not covered by the above	£360	
ECGS1B 4(3) Budget Estimate 1MVA + (20)	Connection between 1MVA and 3MVA at HV	£360	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£624	
	Connection greater than 10MVA at EHV	£1,056	
ECDGS1A Generation Budget Estimate <1 MVA (10)	Connection of generation up to 50kW at LV	£288	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation between 51kW to 250kW at LV or HV	£360	
	Connection of generation between 251kW and 1MW at HV	£420	
ECDGS1B Generation Budget Estimate 1 MVA + (20)	Connection of generation between 1MW and 10MW at HV	£528	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£1,368	

Connection Offer Expenses

Non-Contestable Services Only - Budget Estimate

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Budget Estimate <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Other LV connection(s) up to 1MVA at LV or HV not covered by the above	£221	
Budget Estimate 1MVA + (20)	Connection between 1MVA and 3MVA at HV	£221	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£411	
	Connection greater than 10MVA at EHV	£486	
Generation Budget Estimate <1 MVA (10)	Connection of generation up to 50kW at LV	£221	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation between 51kW and 250kW at LV or HV	£221	
	Connection of generation between 251kW and 1MW at HV	£221	
Generation Budget Estimate 1 MVA + (20)	Connection of generation between 1MW and 10MW at HV	£411	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£551	

Connection Offer Expenses

Feasibility Studies

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Feasibility Study <1MVA (10)	Single LV Service Demand Connection	Not Applicable	A budget estimate for a demand connection where the maximum capacity is less than 1 MVA.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	
	1- 4 Domestic Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	
	Other LV connection(s) up to 1MVA with only LV works not covered by the above	£530	
	Other LV connection(s) up to 1MVA with HV works not covered by the above	£610	
Feasibility Study 1MVA + (20)	Connection between 1MVA and 3MVA at HV	£760	A budget estimate for a demand connection where the maximum capacity is 1 MVA or more.
	Connection between 3MVA and 10MVA at HV	£1,050	
	Connection greater than 10MVA at EHV	£2,380	
Feasibility Study generation <1 MW (10)	Connection of generation up to 50kW at LV	£360	A budget estimate for a generation connection where the maximum export capacity is less than 1 MVA.
	Connection of generation greater than 50kW at LV	£450	
	Connection of generation up to 1MW at HV	£530	
Feasibility Study generation 1 MVA + (20)	Connection of generation between 1MW and 10MW at HV	£790	A budget estimate for a generation connection where the export capacity is 1 MVA or more.
	Connection of generation greater than 10MW at EHV	£2,380	

Connection Offer Expenses

Small Works Categories

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS2A 5(2) Single LV Service Demand Quotation (5) SLC15 1(a) LV demand Quotation (15)	Single LV Service Demand Connection	Not Applicable	Single phase, LV connection to single premises, i.e. service cable only. Can be domestic or non-domestic, with no equipment likely to cause a disturbance on the existing network and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits. A single G98 compliant generator can be connected to this premises.
ECGS2B 5(3) Small Project Demand Quotation (15) SLC15 1(a) LV demand Quotation (15)	2 to 4 services single phase LV, no extension to LV network	Not Applicable	A demand connection, with no equipment likely to cause a disturbance on the existing network, where the highest voltage of the assets involved is low voltage and includes: <ul style="list-style-type: none"> • A two or three phase LV connection to a single premises i.e. service cable only; • Less than 5 single phase, LV connections involving service cables only – domestic only; • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only.
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises, no extension to LV network	Not Applicable	

Connection Offer Expenses

Full Works Offer - Major Works

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECGS3A 6(2) LV Demand Connection Quotation (25)	Small works connections with associated LV mains works	£300	A demand connection, where the highest voltage of the assets involved is low voltage. For example:
	Other LV connection(s) with a total load up to 250kVA at Low Voltage	£660	<ul style="list-style-type: none"> • A small works (single service or small project demand) connection with disturbing load;
	Connection between 250kVA and 1MVA at Low Voltage	£840	<ul style="list-style-type: none"> • Five or more domestic connections with or without new LV mains; • More than one non-domestic connection; • More than one three phase connection; • A mixture of domestic and non-domestic connections; • A non-domestic connection that requires a mains extension.
ECGS3B 6(3) HV Demand Connection Quotation (35)	Small works connections with associated HV works	£454	Small works/service connection with HV works such as associated HV outage or HV works.
	Connection up to 250kVA at High Voltage	£840	A demand connection at low voltage or high voltage where the highest voltage of the assets involved including diversions is high voltage. For example:
	Connection between 250kVA and 1MVA at High Voltage	£1,220	<ul style="list-style-type: none"> • A new connection to an LV board involving an HV transformer outage;
	Connection between 1MVA and 3MVA at High Voltage	£1,220	<ul style="list-style-type: none"> • An HV substation with ACB for connection to the customer; • A new housing estate requiring a new substation and LV network; • A new domestic connection with HV diversion.
	Connection greater than 3MVA at High Voltage	£2,480	For example: <ul style="list-style-type: none"> • An HV substation with HV metering requiring a new substation.
ECGS3C 6(4) EHV Demand Connection Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,480	A low or high voltage demand connection with associated EHV works such as EHV outage or primary board extension.
	Connection up to 50MVA at EHV	£8,480	A demand connection at low voltage or high voltage where the highest voltage of the assets involved is extra high voltage including diversions For example
	Connection greater than 50MVA at EHV	£8,480	<ul style="list-style-type: none"> • New connections involving LV mains and associated services with EHV cables to divert; • Large HV demand connection that required reinforcement of the EHV network; • A demand connection at extra high voltage where the highest voltage of the assets involved is extra high voltage including diversions at extra high voltage; • EHV demand connection that required reinforcement of the EHV network - additional transformer capacity, cable size increases etc.

Connection Offer Expenses

Full Works Offer - Major Works (Generation)

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
ECDGS3A LV Generation Connection Quotation (45)	Connection of other generation up to 20kW not covered by the above at LV	£660	A generation connection where the highest voltage of the assets or work involved is low voltage.
	Connection of other generation between 20kW and 50kW at LV	£660	
	Connection of other generation greater than 50kW at LV	£840	
ECDGS3B HV Generation Connection Quotation (65)	Connection of generation up to 250kW - demand less than 3MVA at HV	£1,260	A generation connection where the highest voltage of the assets or work involved is high voltage
	Connection of generation up to 250kW - demand greater than 3MVA at HV	£1,720	
	Connection of generation greater than 250kW and up to 1MW	£1,640	
	Connection of generation greater than 1MW at HV	£3,190	
ECDGS3C EHV Generation Connection Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£3,190	A low or high voltage generation connection with associated EHV works such as EHV outage or primary board extension
	Connection of generation up to 10MW at EHV	£8,480	A generation connection at low, high or extra-high voltage where the highest voltage of the assets involved is at extra-high voltage.
	Connection of generation greater than 10MW at EHV	£8,480	
	Connection of generation greater than 50MW at EHV	£8,480	

Connection Offer Expenses

Point of Connection Only - Major Works

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
SLC15 1(a) LV Demand Quotation (15)	Other LV connection(s) with a total load up to 100kVA LV	£480	<p>A demand connection, where the highest voltage of the assets involved is low voltage. For example:</p> <ul style="list-style-type: none"> • A small works (single LV service or small project demand) connection with disturbing load • Five or more domestic connections with or without new LV mains • More than 1 non-domestic connection with whole current metering • More than 1 three phase connection • 1 or more three phase connection requiring mains extension • 1 or more three phase connections with CT metering • A mixture of domestic and non-domestic connections with the entirety of the works at LV • A single phase commercial connection that requires a mains extension.
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£610	
	Connection greater than 250kVA at LV	£610	
SLC15 1(c) HV Demand Quotation (20)	Connection up to 250kVA at HV	£610	<p>Provide a quotation for high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated work is more than one kilovolt but not more than 22 kilovolts.</p>
	Connection between 250kVA and 1MVA at HV	£1,070	
	Connection between 1MVA and up to 3MVA at HV	£1,070	
	Connection greater than 3MVA and up to 10MVA at HV	£2,000	
SLC15 1(e) EHV Demand Quotation (50)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,000	<p>A low or high voltage demand connection with associated EHV works such as EHV outage or primary board extension.</p> <p>Provide a quotation for extra high voltage demand. For a new demand connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and associated works is more than 22 kilovolts but not more than 72 kilovolts.</p>
	Connection greater than 3MVA and up to 10MVA at EHV	£7,690	
	Connection greater than 10MVA and up to 50MVA at EHV	£7,690	
	Connection greater than 50MVA at EHV	£7,690	

Connection Offer Expenses

Point of Connection Only - Generation Major Works

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
SLC15 1(b) LV Generation Quotation (30)	Connection of other generation up to 50kW at LV	£480	Provide a quotation for low voltage generation. For a new generation connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is not more than kilovolt
	Connection of other generation greater than 50kW at LV	£610	
SLC15 1(d) HV Generation Quotation (50)	Connection of generation up to 250kW - demand less than 3MVA at HV	£1,070	Provide a quotation for high voltage generation. For a new generation connection to the licensee's distribution system where the highest voltage of the assets at the point of connection and any associated works is more than one kilovolt but not more than 22 kilovolts
	Connection of generation up to 250kW - demand equal to or greater than 3MVA at HV	£1,370	
	Connection of generation between 250kW and 1MW	£1,370	
	Connection of generation greater than 1MW at HV	£2,790	
SLC15 1F EHV Generation Quotation (65)	HV connection with EHV works (such as EHV outages or Primary busbar extension)	£2,790	A low or high voltage generation connection with associated EHV works such as EHV outage or primary board extension
	Connection of generation at EHV	£7,690	Provide a quotation for other connections. For a new demand or generation connections to the licensee's distribution system that is not included within the preceding sub-paragraphs

Connection Offer Expenses

Accept on Existing Connection Arrangement - No Works Required

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Not Applicable Accept on Existing - LV	Single LV Service Demand Connection	Not Applicable	Accept on existing - Single phase, LV connection to single premise, i.e. service cable only Can be domestic or non-domestic that has no disturbing loads and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits. Generation can be included as long as the generator is G98 compliant.
	2 to 4 services single phase LV, no extension to LV network	Not Applicable	Accept on existing - A demand connection, where the highest voltage of the assets involved is low voltage and includes: <ul style="list-style-type: none"> • A two or three phase LV connection to a single premise, i.e. service cable only. Can be domestic or non-domestic • Less than 5 single phase, LV connections involving service cables only – domestic only • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only Generation can be included as long as the generator is G98 compliant.
	1-4 Premises, single phase LV, extension to the LV network required	Not Applicable	
	1 three phase LV service with whole current metering to a single Premises	Not Applicable	
	Other LV connection(s) with a total load up to 250kVA LV	£300	
	Connection between 251kVA and 1MVA at LV	£380	
Not Applicable Accept on Existing - HV	Connection up to 250kVA at HV	£610	Accept on existing - A demand connection at high voltage where there are no additional asset works required.
	Connection between 251kVA and 3MVA at HV	£610	
	Connection greater than 3MVA and up to 10MVA at HV	£1,410	
Not Applicable Accept on Existing - EHV	Connection at EHV	£2,820	Accept on existing - A demand connection at Extra high voltage where there are no additional asset works required.
Not Applicable Generation Accept on Existing - LV	Connection of generation up to 50kW at LV	£360	Accept on existing - generation connection at low voltage where there are no additional asset works required.
	Connection of generation greater than 50kW at LV	£450	
Not Applicable Generation Accept on Existing - HV	Connection of generation up to 250kW at HV	£760	Accept on existing - A generation connection at high voltage where there are no additional asset works required.
	Connection of generation between 251kW and up to 1MW at HV	£1,070	
	Connection of generation greater than 1MW at HV	£1,760	
Not Applicable Generation Accept on Existing - EHV	Connection of generation at EHV	£2,820	Accept on existing - A generation connection at extra high voltage where there are no additional asset works required.

Connection Offer Expenses

Infrastructure Works Only - No End Connections

Guaranteed Standard	Work Category	Price (excl. VAT)	Description
Not Applicable LV - Infrastructure Only; No Connections	Infrastructure only at LV	£840	Provision of infrastructure only at low voltage
Not Applicable HV - Infrastructure Only; No Connections	Infrastructure only at HV	£2,440	Provision of infrastructure only at high voltage
Not Applicable EHV - Infrastructure Only; No Connections	Infrastructure only at EHV	£8,480	Provision of infrastructure only at extra high voltage

Unmetered Connections

Guaranteed Standard	Work Category	Price (Excl. VAT)	Description
ECGS9 11(2) New Unmetered Quote 1-100 (25)	1—100 unmetered connections/disconnections/transfers	Not Applicable	A unmetered connection, where the highest voltage of the assets involved is low voltage
Non - ECGS9 11(2) New Unmetered Quote 1-100	1—100 unmetered connections/disconnections/transfers	Not Applicable	A unmetered connection, where the number of connections exceeds 100 or the highest voltage of the assets involved is High voltage

Moving our Equipment in the Highway

Guaranteed Standard	Work Category	Price (Excl. VAT)	Description
NRASWA Diversions		Not Applicable	
Non – NRASWA Diversions		Not Applicable	
Wayleave Terminations		Not Applicable	

Connection Offer Expenses

Your feedback

At Northern Powergrid, customer safety and satisfaction are our main priorities. We are only satisfied when you are.

All of our colleagues and contractors are committed to:

- putting safety first
- respecting you, your time and your property
- doing a really good job
- being there when you need us, and
- caring for our local environment.

If you feel you have received a high standard of service, then we would love to hear about it so we can share it with our colleagues. Equally, if you have suggestions on how we can further improve our services, we'd welcome your feedback. Email COE@northernpowergrid.com with your feedback.

If you do wish to raise a complaint, here are some steps outlining what to do and how your complaint will be responded to.

Step 1 – Let us know

You can share feedback or raise a complaint in a number of different ways – over the phone, by email or by letter. Please let us know which of these methods you would prefer us to use when we respond. When contacting us, please provide your full name, address, postcode, contact phone number, email address and as much detail about your complaint as possible.

By phone - Call us on Freephone **0800 781 8848**

By email - Email us at complaints@northernpowergrid.com

By letter - Write to our Customer Care Operations Manager and send Freepost (no stamp required) to: RSXE-RCZX-XKBL Northern Powergrid, Manor House, Station Road, Penshaw, Houghton-le-Spring DH4 7LA

Step 2 – Working with you to resolve your complaint

We will try at all times to resolve your complaint as quickly and efficiently as possible. If we receive your complaint before 4pm on a normal working day, we will attempt to resolve it by the end of the next working day. In order to resolve the issue, the following remedies considered may include: (i) an apology; (ii) an explanation; (iii) the taking by us of appropriate remedial action; and (iv) the award of compensation in appropriate circumstances. If your complaint cannot be resolved within this timescale, we will aim to provide you with a more detailed response within 10 working days explaining how we propose to resolve the issue.

If you tell us that you are not happy with our response, your complaint will be referred to an appropriate senior manager. The senior manager will review your complaint and respond within 10 working days. If you tell us that you are not satisfied with the senior manager's response, a member of our executive team will examine your com-

Connection Offer Expenses

Step 3 – Independent review by the Energy Ombudsman

If we are unable to resolve your complaint, and you are unhappy with the response of a member of our executive team, you may be able to refer your complaint to the Energy Ombudsman if:

- you are a domestic customer, which means you are supplied or are requiring to be supplied with electricity at domestic premises, and you are making a complaint in that capacity in respect of services we have provided; or
- you are a micro business customer, which means you meet the following criteria, and you are making a complaint in that capacity in respect of services we have provided:
 - you are supplied or are requiring to be supplied, with electricity at a non-domestic premises; and
 - your annual consumption is no more than 100,000kWh; or
 - you have fewer than 10 employees (or their full-time equivalent); and
 - your annual turnover or annual balance sheet total does not exceed two million Euros (around £1.7 million).

The Energy Ombudsman is a free and completely independent dispute resolution service. If the Ombudsman supports your complaint one or more of the following remedies may be appropriate: (i) an apology; (ii) an explanation; (iii) the taking by us of appropriate remedial action; and (iv) the award of compensation in appropriate circumstances.

Any outcome proposed by the Ombudsman is binding upon us (if you accept it) but not upon you. If you accept the Ombudsman's decision, we will carry out the specified remedy within 28 days.

Contact details for the Energy Ombudsman are listed below:

Ombudsman Services: Energy

PO Box 966
Warrington
WA4 9DF

Telephone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Useful information and support

Connections surgeries

We offer free connections surgeries with members of our expert team who can provide upfront advice and support to customers before they make a connections application. Find out about future surgeries: www.northernpowergrid.com/customer-events-and-surgeries

AutoDesign

We have a number of free, online tools, including AutoDesign which enables our customers to quickly generate their own budget estimates free of charge. Visit <https://www.northernpowergrid.com/auto-design>

Customers with hearing or speech impairment

We provide linked up services for people who, due to a disability, find communicating via telephone difficult.

Minicom - Minicom enables customers to communicate via a keyboard attached to their phone. **Minicom/Textphone 0800 028 9507 Lines open: 24/7**

Text Relay - Text Relay is a service which uses an intermediary to relay text conversations. **Text Relay – Prefix 18001 then 0800 169 2996 Lines open: 24/7**

British Sign Language - Contact us using British Sign Language through our InterpretersLive! service on our website. www.northernpowergrid.com/BSL-interpreter
Lines open: 24/7

For our customers unable to communicate in English

If English isn't your first language, call our Priority Services line on **0800 169 2996** and we can arrange an interpreter to support you.

NORTHERN POWERGRID

is the trading name of Northern Powergrid (Northeast) plc. Registered No: 2906593) and Northern Powergrid (Yorkshire) plc. (Registered No: 4112320)

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