

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

April 2015

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
- or due to events beyond our control
- industrial action
- actions of third parties
- not being able to gain access to our equipment
- NRSWA restrictions
- Or 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.

UNMETERED CONNECTION STANDARDS

Fault Repairs

If you notify us of a fault repair affecting your unmetered equipment that needs to be carried out by us, 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.

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 and 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 by your request or agreement or as notified by us (for example due to delays in obtaining TMA permits, NRSWA 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 by your request or 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.

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 compensation paid out, 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
Western Power Distribution East Midlands	East Midlands	0800 6783 105	0845 724 0240 09:00 to 17:00	www.westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	0800 6783 105	0845 724 0240 09:00 to 17:00	www.westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	0800 6783 105	0845 601 3341 09:00 to 17:00	www.westernpower.co.uk
Western Power Distribution South West	South West England	0800 6783 105	0845 601 2989 09:00 to 17:00	www.westernpower.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	0800 3163 105	0127 982 4761 08:30 to 17:00	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	0800 3163 105	0207 055 7512 08:30 to 17:00	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	0800 3163 105	0162 235 2621 08:30 to 17:00	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	0800 66 88 77 or 0330 1230 877	0845 070 2703 08:00 to 20:00 Mon-Fri 09:00 to 17:00 Sat	www.northernpowergrid.com

Company	Area	Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)	Website address
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	0800 37 56 75 or 0330 1230 675	0845 070 2703 08:00 to 20:00 Mon-Fri 09:00 to 17:00 Sat	www.northernpowergrid.com
Scottish and Sothern Energy Power Distribution	North Scotland	0800 300 999 mobile: 0345 072 1901	0800 048 3515 08:00 to 17:00	www.ssepd.co.uk
Scottish and Southern Energy Power Distribution	South England	08000 72 72 82 mobile: 0345 072 1905	0800 048 3516 08.00 to 17.00	www.ssepd.co.uk
SP Energy Networks	Central & Southern Scotland	0800 092 9290 mobile: 0330 110 222	0845 270 0785 08:30 to 18:00	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	0800 001 5400 mobile: 0330 1010 400	0845 270 0783 08:30 to 18:00	www.spenergynetworks.co.uk
Electricity North West	North West England	0800 195 4141	0800 048 1820 08:30 to 16:30	http://www.enwl.co.uk/
Electricity Network Co Ltd	Great Britain	0800 0326990	0135 924 3311 08:30 to 17:00	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	0800 731 6945	0137 222 7560 08.00 - 18.00	www.espelectricity.com
Independent Power Networks	Great Britain	0800 013 0849	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	http://www.central-networks.co.uk / http://www.independentpowernetworks.co.uk/
Energetics Electricity	Great Britain	0800 8048688	0169 840 4640 08:30-16:45	www.energetics-uk.com

