



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

**April 2025**

## **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 from time to time, 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:

- a) Apply only to relevant connection services provided by your electricity distribution company;
- b) Do not apply to connections work to be carried out by an independent connections provider. Separate service standards and failure payment arrangements apply for the aspects we undertake;
- c) Do not apply where we need to reinforce our electricity distribution system due to the installation of approved equipment (such as small-scale generation) at domestic or small businesses premises and we do not need to modify the physical connection.

Where a new or modified connection at a single premises includes the installation of a G98 Type Tested micro-generator previously known as a small-scale generation unit (SSEG), the relevant demand standards will apply. Where a new or modified connection includes the installation of multiple micro-generators or large-scale (G99, previously known as G59) generation, the relevant generation standards will apply. For existing connections, if the G98 or G99 Small Generation Installation procedures apply then the standards only apply if a new service connection is required to the premises.

## **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 budget estimate of connection costs, 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 £80.

### **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  | 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      | £80                          |
| Connections involving HV works   | 35 working days  | 65 working days      | £175                         |
| Connections involving EHV works  | 65 working days  | 65 working days      | £255                         |

### **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)   | £430    |
| 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) | £850    |

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

Once we have received your 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.

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 £45 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 your 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.

| <b>Type of Connection</b>          | <b>Timescale to make contact</b> | <b>Late payment per working day</b> |
|------------------------------------|----------------------------------|-------------------------------------|
| Other LV connections with LV works | 7 working days                   | £80                                 |
| Connections involving HV works     | 10 working days                  | £175                                |
| Connections involving EHV works    | 15 working days                  | £255                                |

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.

| <b>Type of Connection</b>          | <b>Late payment per working day for commencing work</b> | <b>Late payment per working day for completing work</b> | <b>Late payment per working day for energising where required</b> |
|------------------------------------|---|---|---|
| Other LV connections with LV works | £30   | £175  | £175  |
| Connections involving HV works     | £30   | £255  | £255  |
| Connections involving EHV works    | £30   | £340  | £340  |

### **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:

| <b>Guaranteed Standard</b>     | <b>Failure payment due within:</b>   |
|--------------------------------|--|
| 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 £80.

## **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 or you can ring our general enquiries line to request a copy (see details in the table below). If we are unable to resolve the matter with you and you are a domestic, micro- 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 their website: [www.energyombudsman.org](http://www.energyombudsman.org).

## **Disputes**

In the unlikely event that 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 or enter your postcode at [www.energynetworks.org/customers/find-my-network-operator](http://www.energynetworks.org/customers/find-my-network-operator).

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**

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

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

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|--------------------------------|---------------|---|-------------------------------------|--|
| Last Mile Electricity Ltd      | Great Britain | 03300 587 440<br>8.30am to 4.45pm                               | 03300 587 440<br>8.30am to 4.45pm   | <a href="http://www.lastmile-uk.com">www.lastmile-uk.com</a>                                 |
| Leep Electricity Networks Ltd  | North West    | 0345 122 6786   | 0345 122 6786                       | <a href="http://www.leeputilities.co.uk/electricity">www.leeputilities.co.uk/electricity</a> |
| Harlaxton Energy Networks Ltd  | Great Britain | 0800 055 6288   | 0800 055 6288                       | <a href="http://www.harlaxtonenergynetworks.co.uk">www.harlaxtonenergynetworks.co.uk</a>     |
| UK Power Distribution          | Great Britain | 0800 311 8074<br>8.30am to 5pm                                  | 0800 311 8074<br>8.30am to 5pm      | <a href="http://www.ukpowerdistribution.co.uk">www.ukpowerdistribution.co.uk</a>             |
| Eclipse Power Networks Ltd     | Great Britain | 01234 486487  | 01234 486487                        | <a href="http://www.eclipsepower.co.uk">www.eclipsepower.co.uk</a>                           |
| Energy Assets Ltd              | Great Britain | 01254 819600  | 01254 819600                        | <a href="http://www.energyassets.co.uk">www.energyassets.co.uk</a>                           |
| Fulcrum Electricity Assets Ltd | Great Britain | 0808 1644 714   | 0808 1644 714                       | <a href="http://www.fulcrum.co.uk">www.fulcrum.co.uk</a>                                     |
| Indigo Power Limited           | Great Britain | 0345 300 2314   | 0118 436 2510                       | <a href="http://www.indigonetworks.co.uk">www.indigonetworks.co.uk</a>                       |
| MUA Electricity Ltd            | Great Britain | 020 7267 4366   | 020 7267 4366                       | <a href="http://www.murphygroup.co.uk">www.murphygroup.co.uk</a>                             |



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