

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

*October 2010*

## **Introduction**

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company which 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 2010.

Ofgem, the industry regulator, sets the standards. If the distributor fails 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”.

The standards for fault repairs and quotations apply to requests received on or after 1 October 2010. The standards for completion of new works apply to works agreed on or after 1 October 2010.

These standards do not apply to schemes involving more than 100 street lighting units, or street lighting or street furniture schemes requiring HV works.

These standards do not apply where the Local Authority has entered into a separate bi-lateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply, including under exceptional circumstances, events beyond the distributor’s control, industrial action, actions of third parties or not being able to gain access to our equipment. If any of these exemptions are invoked, your distributor will need to demonstrate that it 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 premises 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.

<b>Service</b>	<b>Fault Repairs – street lighting or street furniture</b>	
<b>Type of Connection</b>	<b>Timescale</b>	<b>Failure Payment</b>
Works to remove immediate danger to the public or property	Attend on site within 2 hours	£50
High priority fault repair to traffic lights	Restore supplies within 2 calendar days	£10 per working day late
High priority fault repair not involving traffic lights	Restore supplies within 10 working days	£10 per working day late
Multiple unit fault repair to street lights	Restore supplies within 20 working days	£10 per working day late
Single unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£10 per working day late

### **Provision of Quotations For New Works**

If you ask us for an individual quotation for a connection scheme, we will provide this within 25 working days from when you have given us all the information that we need and paid us any fees.

If we fail we will pay you £10 for each working day we are late.

This standard does not apply if you request a quotation for a scheme that causes the total number of units of street lighting or other street furniture that you have requested quotations for in the current month to exceed 115% of the monthly average for the last calendar year.

### **Completing New Works**

#### **(a) Works On A New Site**

Once 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 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 £10 for each working day we are late completing the scheme.

This standard does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

### **(b) Works On An Existing Highway**

Once you have confirmed that any prerequisite works for which you are responsible have been completed (e.g erecting street lighting columns), we will complete the requested scheme within 35 days. This may be varied by your request or agreement or as notified by us (for example 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 £10 for each working day we are late completing the scheme.

This guarantee does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

### **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 failure.

If we fail to make the payment within the above timescales we will send you an additional £50.

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 the distributor to agree this.

### **Performance Information**

Performance against these guaranteed standards, including the levels of compensation paid out, is published by the consumer champion, Consumer Focus at [www.consumerfocus.org.uk/publications](http://www.consumerfocus.org.uk/publications)

### **Complaints**

If you have a complaint about any aspect of your distributor's service please contact your distributor. You will find their complaints handling procedure on their website or you can ring the general enquiry line to request a copy.

### **Disputes**

If you have a dispute that you cannot resolve with your distributor 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 due to you because of the distributor's failure.

### **Contacting Your Electricity Distributor**

To request a service from your electricity distributor please telephone them on the numbers below. Further contact details will be available on their website.

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

Where your distributor is willing to accept requests by telephone for estimates and quotations, such requests are covered by this Standard.

**Electricity Distribution Company Contact details**

<b>Company</b>	<b>Area</b>	<b>Emergency/ Faults (24 hour)</b>	<b>Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)</b>	<b>Website address</b>
<b>Central Networks (East):</b>	East Midlands	0800 056 8090	0800 096 3080 08:30 to 17:00	<a href="http://www.central-networks.co.uk">www.central-networks.co.uk</a>
<b>Central Networks (West):</b>	West Midlands	0800 3281111	0800 096 3080 08:30 to 17:00	<a href="http://www.central-networks.co.uk">www.central-networks.co.uk</a>
<b>EDF Energy Networks (EPN) plc:</b>	East Anglia	0800 7838838	08456 014516 09:00 to 17:00	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
<b>EDF Energy Networks (LPN) plc</b>	London	0800 0280247	08456 014516 09:00 to 17:00	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
<b>EDF Energy Networks (SPN) plc</b>	South East England	0800 7838866	08456 014516 09:00 to 17:00	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
<b>EDF Energy (IDNO) Ltd</b>	Olympic Park and Stratford City site	0800 7172012	08456 014516 09:00 to 17:00	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
<b>CE Electric</b>	The Northeast & most of North Yorkshire	0800 66 88 77	08450 70 71 72 08:30 to 16:40	<a href="http://www.ce-electricuk.com">www.ce-electricuk.com</a>
<b>CE Electric</b>	West, South & East Yorkshire & northern Lincolnshire	0800 37 56 75	0845 60 24 454 08:30 to 16:40	<a href="http://www.ce-electricuk.com">www.ce-electricuk.com</a>

<b>Company</b>	<b>Area</b>	<b>Emergency/ Supply Loss (24 hour)</b>	<b>General Enquiries (Mon-Fri unless otherwise stated)</b>	<b>Website address</b>
<b>SSE Power Distribution</b>	North Scotland	0800 300 999	08000 483 515 08:00 to 17:00 Sat: 08:00-14:00	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>SSE Power Distribution</b>	South England	08000 72 72 82	08000 483 516 08.00 to 17.00 Sat: 08:00-14:00	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>SP Energy Networks</b>	Central & Southern Scotland	0845 272 7999	0845 273 4444 08:30 to 18:00	<a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>
<b>SP Energy Networks</b>	Merseyside, Cheshire & North Wales	0845 272 2424	0845 273 4444 08:30 to 18:00	<a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>
<b>Electricity North West</b>	North West England	0871 6870501	0871 6870501 08:30 to 16:30	<a href="http://www.enwlttd.co.uk">www.enwlttd.co.uk</a>
<b>WPD South Wales</b>	South & West Wales	0800 0520400	0845 601 3341 08:00 to 18:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>WPD South West</b>	South West England	0800 365900	0845 601 2989 08:00 to 18:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Electricity Network Co Ltd</b>	Great Britain	0800 0326990	01359 243311 08:30 to 17:00	<a href="http://www.gtc-uk.co.uk">www.gtc-uk.co.uk</a>
<b>ESP Electricity Ltd</b>	Great Britain	0800 731 6945	01372 227560 08.00 - 18.00	<a href="http://www.espelectricity.com">www.espelectricity.com</a>

<b>Independent Power Networks</b>	Great Britain	0800 013 0849	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.independentpowernetworks.co.uk/">http://www.independentpowernetworks.co.uk/</a>
<b>Energetics Electricity</b>	Great Britain	0800 8048688	01698 404640 08:30-16:45	<a href="http://www.energetics-uk.com">www.energetics-uk.com</a>

