

SLC 15 Standards of Service

Service	Voltage	Standard
1. Provision of quotations	a) Low 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 works is not more than 1 kilovolt	Within 15 working days of receiving the request
	b) Low Voltage Generation – for a new generation connection to the licensee’s distribution system where the highest voltage of the asset at the point of connection and any associated works is not more than 1 kilovolt	Within 30 working days of receiving the request
	c) 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 works is more than 1 kilovolt but not more than 22 kilovolts	Within 20 working days of receiving the request
	d) 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 1 kilovolt but not more than 22 kilovolts	Within 50 working days of receiving the request
	e) 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	Within 50 working days of receiving the request
	f) Other Connections – for a new connection to the licensee’s distribution system that is not included within the preceding sub-paragraphs	Within 3 months of receiving the request
2. Information and design submissions	a) Point of Connection Information – provide the technical information necessary to enable the Applicant to identify the proposed location and characteristics of the point of connection of the premises to the licensee’s distribution system, where the highest voltage of the assets at that point or any associated works is more than 22 kilovolts but not more than 72 kilovolts	Within 30 working days of receiving the request
	b) Design Submissions for Low Voltage and High Voltage Connections – in response to a design submitted by the Applicant for the licensee’s approval, outlining a new proposal for connecting premises to the licensee’s distribution system, provide a written approval of the proposed design, or a written rejection stating reasons for rejection	Within 10 working days of receiving the proposed design (unless any part of it would require or directly affect the use of extra high voltage assets)

	c) Design Submission for Extra High Voltage and Other Connections – in response to a design submitted by the Applicant for the licensee's approval, outlining a new proposal for connecting premises to the licensee's distribution system, provide a written approval of the proposed design, or a written rejection stating reasons for rejection	Within 20 working days of receiving the proposed design
3. Final Works and Phased Energisation Subject to all conditions precedent being met:	a) Low Voltage Connections – complete the final works for a low voltage connection	Within 10 working days of receiving the request
	b) High Voltage Connections – complete the final works for a high voltage connection	Within 20 working days of receiving the request
	c) Extra High Voltage Connections – inform the Applicant of the date by which it is proposed to complete the final works for an extra high voltage connection	Within 20 working days of receiving the request (and complete the works as soon as reasonable practicable)
	d) Low Voltage Energisation – complete low voltage phased energisation works	Within 5 working days of receiving the request
	e) High Voltage Energisation – complete high voltage phased energisation works	Within 10 working days of receiving the request