

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

May 2018



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;
- 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 of the relevant standard.

UNMETERED CONNECTION STANDARDS

Fault Repairs

If you notify us of a fault affecting your unmetered equipment such that we need to carry out a repair to our equipment, 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	
	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, including any connection offer expenses that we may require.

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 at your request or by 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). 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 at your request or by 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 to meet the relevant standard.

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	105	0845 724 0240 09:00 to 17:00	www.westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	105	0845 724 0240 09:00 to 17:00	www.westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	105	0845 601 3341 09:00 to 17:00	www.westernpower.co.uk
Western Power Distribution South West	South West England	105	0845 601 2989 09:00 to 17:00	www.westernpower.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	105 0800 31 63 105	01279 824761 08:30 to 17:00	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	105 0800 31 63 105	0207 055 4315 08:30 to 17:00	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	105 0800 31 63 105	01622 352621 08:30 to 17:00	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	105	0800 011 3433 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	105	0800 011 3433 08:00 to 20:00 Mon-Fri 09:00 to 17:00 Sat	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	105 (0800 300 999 if 105 is not available on your network)	0800 048 3515 08:00 to 17:00	www.ssen.co.uk
Southern Electric Power Distribution	South England	105 (0800 072 7282 if 105 is not available on your network)	0800 048 3516 08.00 to 17:00	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105 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	105 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	105 0800 195 4141	0800 048 18:20 08:30 to 16:30	http://www.enwl.co.uk/
Electricity Network Co Ltd	Great Britain	105 0800 0326990	0135 924 3311 08:00 to 17:00	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	105 0800 731 6945	0137 2587 500 08.00 - 18.00	www.espug.com
Independent Power Networks Ltd	Great Britain	105 0800 013 0849	0845 055 6199 08:00 to 17:00	http://www.independentpowernetworks.co.uk/
Energetics Electricity Ltd	Great Britain	105 0800 8048688	03300 587 452 08:30-16:45	www.energetics-uk.com

Company	Area	Emergency/ Loss of Supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)	Website address
Leep Electricity Networks Ltd	North West	105 01924 871 558 (24 hour)	08451 226 786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	105 0800 055 6288	0844 800 1813	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	105 0800 311 8074	0844 7400074 (Mon-Fri 08:30 – 17:00)	www.ukpowerdistribution.co.uk
Eclipse Power Networks Limited	Great Britain	105 01234 486487	01234 486487	eclipsepower.co.uk/networks/
Energy Assets Networks Limited	Great Britain	105 01506 405405	01506 405405	www.energyassets.co.uk/
Energy Assets Power Networks Limited	Great Britain	105 01506 405405	01506 405405	www.energyassets.co.uk/
Fulcrum Electricity Assets Limited	Great Britain	105 03330 146466	03330 146466	www.fulcrum.co.uk/
Murphy Power Distribution Limited	Great Britain	105 020 7267 4366	020 7267 4366	www.murphygroup.co.uk/
Utility Assets Limited	Great Britain	105 01234 764652	01234 764652	www.utilityassets.co.uk/
Vattenfall Networks Limited	Great Britain	105 079767 83587	079767 83587	networks.vattenfall.co.uk/