

ELECTRICITY NORTH WEST LTD GENERAL CONDITIONS OF CONTRACT (SERVICES)

1. Definitions

In these Conditions:

"Acceptance Form" means the acceptance form provided by Us to You with the Contract Documentation;

"Act" means the Electricity Act 1989;

"Authority" means the Gas and Electricity Markets Authority established under section 1 of the Utilities Act 2000;

"Breakdown" means the breakdown of charges (if any) contained in the Quotation;

"Contract" means the contract entered into between Us and You for the provision of the Works;

"Contract Documentation" means the Quotation, the Specification and these Conditions;

"Conditions" means these terms and conditions;

"Energy Ombudsman" is part of the Ombudsman Service to help resolve complaints from consumers about energy (gas and electricity) companies.

"Health and Safety Legislation" means all relevant health and safety legislation together with approved codes of practice and guidance issued by the Health and Safety Executive, the Health and Safety Commission and British Standards in place from time to time;

"Licence" means the licence granted or treated as being granted to Us under Article 6(1)(c) of the Act;

"Materials" means any goods, either the subject matter of the Contract or necessary for the Contract's performance;

"Normal Working Hours" means 0800 to 1630 hours Monday to Friday inclusive (but excluding any bank or public holidays in England and Wales);

"Price" means the price payable by You for the Works as detailed in the Quotation (or as otherwise varied by Us pursuant to these Conditions);

"Quotation" means the document headed "Quotation" supplied to You by Us as part of the Contract Documentation;

"Site" means the location where the Works are to be carried out as set out in the Specification;

"Specification" means the specification of the Works provided to You by Us as part of the Contract Documentation;

"We" and **"Us"** means Electricity North West Ltd (company number 2366949) or any other entity who carries out the Works on Our behalf (and references to **"Our"** shall be construed accordingly);

"Works" means the Works detailed in the Specification; and

"You" and **"Your"** means any person, company or other entity (which shall include bodies corporate or other incorporated bodies) with whom Electricity North West Ltd agrees to provide the Works including any person who appears to Us to act with Your authority.

2. Application & Contract Formation

(a) These Conditions have been prepared in accordance with the terms of Our Licence and Our Statement of Methodology for Connection to Our Electricity Distribution Network as approved by the Authority.

(b) These Conditions apply to all arrangements between us and all Contracts for new or augmented connections with Us and override any other terms or conditions stipulated or requested by You.

(c) No Contract shall come into effect until We have acknowledged receipt of the Acceptance Form signed by You and have received payment of the Price in accordance with Clause 6 (a). If You make any amendment to the Acceptance Form (other than completing it in accordance with its instructions) or any other of the Contract Documentation, this shall constitute a counter-offer and no Contract shall be formed until such time as We have accepted such counter-offer in writing.

(d) Each Contract shall incorporate the Contract Documentation. In the event of any conflict or inconsistency between the elements of the Contract Documentation, the order of precedence shall be as follows: (i) Specification (ii) Quotation (iii) Conditions.

(e) Nothing in the Conditions shall require Us to enter into a Contract if to do so would be likely to involve Us being in breach of Our duties under Section 9 of the Act, in breach of any regulations made under Section 29 of the Act or of any other enactment relating to

safety or standards applicable in respect of the distribution business, in breach of any industry code of agreement which We are obliged to comply with under the terms of Our Licence, or in breach of Our Licence.

3. Our Obligations

- (a) We shall (subject to these Conditions) carry out the Works in accordance with the Specification in return for You paying the Price.
- (b) We shall exercise reasonable skill and care in carrying out the Works.
- (c) We shall be free to decide in Our own discretion what Materials to use in carrying out the Works.
- (d) If any defects arise out of defective Materials provided by Us or defective workmanship on Our part within 6 months from the date of completion of the Works We will rectify them on receipt of written notice from You informing Us of the defect provided that You inform Us of such defect as soon as reasonably possible after becoming aware of such defect. This right is in addition to any other legal rights you may have.

4. Your Obligations

- (a) You shall (if stated in the Specification) provide free of charge to Us such facilities and services (including but not limited to staff welfare facilities and power) as We reasonably require in order to carry out the Works in accordance with the requirements of all Health and Safety Legislation.
- (b) You shall provide a safe and secure Site environment for Us to carry out the Works. You shall provide Us with any information specific to your Site that may affect the health and safety of Our workers.
- (c) You shall:
 - (i) allow Us (and ensure that any third party shall allow Us) access to and egress from the Site to enable Us to perform the Works (and any remedial works that We may need to perform);
 - (ii) be responsible for the creation of suitable and accessible access points, openings and housings within any building or structure which are required for Us to carry out the Works;
 - (iii) provide Us with adequate & secure storage facilities for any Materials that We may deliver to the Site;
 - (iv) provide Us with all information set out in the Specification and with any other information which We reasonably require in order to carry out the Works (including any Site specific information that We may require);
 - (v) comply with any reasonable requirements We may make in relation to health and safety; and
 - (vi) comply with any elements of the Specification that are detailed as Your responsibility.
- (d) You must ensure that all information (including but not limited to drawings) You provide to Us (or have provided to Us) in relation to the Works will be (and/or is) accurate in all respects. If such information proves to be inaccurate, We reserve the right to vary the Price.
- (e) It is Your responsibility to ensure that the installation at the Site will comply with the Electricity Safety, Quality and Continuity Regulations 2002 (as amended) and all current Institute of Electrical Engineers wiring regulations.
- (f) All Materials supplied by or on behalf of Us as part of the Works shall remain Our property at all times. Notwithstanding this, if We have delivered Materials to the Site, You agree to take reasonable care of them and the risk of loss of or damage to those Materials will transfer to You from the time when We deliver the Materials to the Site until such time as the energy supply to the Site is activated.
- (g) You shall convey to Us, where required and in consideration for £1.00, suitably located substations site(s) with all necessary rights of way together with easements for all cables to be positioned on or over non-highway parts of the Site. The Price excludes any legal, conveyancing and consultants costs in providing such easements or other conveyancing and these costs must be borne by You in addition to the Price. You agree to provide Us with all assistance required to complete such conveyances and easements.
- (h) Where We are delayed in carrying out the Works due to Your act or omission, You shall reimburse Us on request for the costs of storage of Materials held off-Site.

5. Price

- (a) The Quotation shall remain valid for acceptance for 180 days from the date of the Quotation and shall then lapse.
- (b) The Price is for the execution of the Works described in the Specification and the Breakdown.
- (c) The Price (unless otherwise stated) does not include any value added tax or similar tax which will be payable by You at the appropriate rate.

6. Payment

- (a) Unless otherwise agreed in writing payment of the Price will be required in advance of Us commencing the Works.
- (b) If there is a variation to the Price (pursuant to these Conditions) or any other charges become payable after the Works have commenced, We will be entitled to invoice for such sums immediately. Payment is due on the date of issue of the invoice and the final date for payment of such invoice shall be 30 days from the date of invoice.
- (c) If as a result of any variation to the Works pursuant to these Conditions, the Price is reduced, We shall make a payment of a sum equal to the reduction in Price within 30 days of the date of such variation being agreed.
- (d) If You fail to make payment by the final date for payment then We shall be entitled to suspend provision of the Works until such time as payment is made.
- (e) All payments shall be made in full, without any deductions for retention, set off or any other deductions of whatever nature.

7. Commencement and Completion

- (a) Subject to the remainder of this Clause 7, We shall use our reasonable endeavours to commence and complete the Works within a reasonable time of Our receipt of the Acceptance Form duly completed by You or, where there is a period stated in the Specification or otherwise agreed in writing for the execution of the Works, within the period so agreed. Where We agree a period for the commencement and/or completion of the Works this is given as accurately as possible but is not guaranteed.
- (b) Where the Works involve works to be undertaken in the highway and/or footpaths ("**Relevant Works**") We are required to comply with the notice requirements under the Traffic Management Act 2004 ("**TMA**"). We are required to provide advance notice to the relevant Local Authority prior to the start of any Relevant Works. The notice period we must provide is dependant on the length of time We envisage being on Site to connect the development. You are responsible for providing us with adequate notice of Your development being ready for connection. This is required in order that We can comply with the TMA.
- (c) We shall have no liability to you for any and all direct or indirect losses associated with delays attributed to notification periods as defined under the TMA.
- (d) Should additional costs be incurred under the TMA in relation to permit schemes introduced by the relevant Local Authority pursuant to the TMA We shall notify you of such costs and You are required to make full payment to Us prior to the completion of the Works.
- (e) To ensure We are able to comply with the requirements of the new Roads and Street Works Act 1991 and the TMA and therefore are able to start Works in a timely manner, you must provide adequate notice in line with the requirements of the TMA.
- (f) Commencement and/or completion of the Works is subject to Us first obtaining any required consents, easements and wayleaves and subject to You obtaining any consent, permissions or approvals under Clause 10(e).
- (g) We shall not be liable for delays in the commencement, completion or performance of the Works due to causes beyond Our reasonable control including (without limitation) delay or failure by You to carry out Your obligations under these Conditions or as required under the Specification, Our access to or egress from the site being restricted, delay caused by third parties, failure to obtain any necessary consents, easements or wayleaves (save where this is due to Our acts or omissions), any constraints imposed by the New Roads And Street Works Act 1991 or other legislation, war, terrorism, shortage of Materials or labour, earthquake, flood, fire or adverse weather conditions.

- (h) If We are delayed, disrupted or prevented in the execution of the Works owing to any act or omissions (other than Our own acts or omissions) then We shall be entitled to recover from You any additional costs arising from such delay or disruption.

8. Variations

- (a) With Our consent You may request a variation to the Works. Following such a request We will (at Our option) provide You with a revised Quotation for the Works together with a revised timescale for the completion of the Works. If You accept such revised Quotation and timescale, the Contract shall be deemed varied to take account of such revisions. We shall have no liability for any delay to the commencement and/or completion of the Works as a result of either i) Your request for a variation; or ii) the variation of the Contract.
- (b) If the Works are not commenced within three months of the date of acceptance or have commenced but are subsequently suspended for a period of three months or more (and this is not due to an act or omission by Us) We reserve the right to terminate the Contract immediately without notice and provide a new Quotation for any outstanding Works.
- (c) The Price and routes specified for the Works in the Specification are subject to Us obtaining all necessary consents, easements and wayleaves at a cost of no more than the specified Electrical Legal Consents Charge specified in the Breakdown. If such consents, easements and wayleaves cannot be obtained within the price specified as the Electrical Legal Consents Charge We shall be entitled to vary Our Price to take account of any additional costs.
- (d) The Quotation is based on the Specification and the costs of Materials and labour prevailing at the date of the Quotation and should there be any alteration in the Specification or in the costs of Materials or labour subsequent to the date of the Quotation We reserve the right at Our discretion to increase the Price to take account of such changes.
- (e) Our Price is based on Us being able to carry out the Works in the sequence We would normally follow (at Our discretion) in carrying out works of a similar nature, without obstruction or restriction during Normal Working Hours and on information which You provide to Us which is necessary for Us to carry out the Works. If for any reason beyond Our control We are unable to perform the Works as we have planned, the Normal Working Hours are restricted in any way, if overtime working is required or if information which You provide to Us is inaccurate, incomplete or misleading, additional charges will be made at Our absolute discretion to cover the additional cost and expenses incurred by Us.
- (f) The Price is based on the minimum cost solution that We have identified to carry out the Works having considered Our engineering designs and specifications. We may subsequently agree that an alternative solution is more appropriate and provide You with a revised Quotation.
- (g) We anticipate working in conditions which are within the requirements of the current Health and Safety Legislation. Should in Our responsible opinion the conditions not be within the requirements of such Health and Safety Legislation (including (but not limited to) conditions requiring Us to use or wear special equipment or otherwise, to use special working practices (and You have not notified Us of such conditions prior to Us issuing the Quotation)), then in order to protect the health and safety of Our employees We shall be entitled to withdraw from the Site until such time as such conditions are rectified to Our satisfaction or to vary Our Price to take account of the additional cost of performing the Works.

9. Cancellation & Termination

- (a) The Consumer Protection (Distance Selling) Regulations 2000 gives You a right to cancel this Contract with Us up to 14 days after You have entered into it except where We have commenced the Works with Your agreement. In order to cancel please write to us at; Electricity Connections, Electricity North West Limited, Frederick Road, Salford, M6 6QH. If You do so We will not charge You and will return any money You have paid.
- (b) You agree that We may commence the Works prior to the end of the statutory cancellation period arising under the Consumer Protection (Distance Selling) Regulations 2000. As a result, after We start to provide the services to You, You will no longer be able to cancel the Contract under the Consumer Protection (Distance Selling) Regulations 2000.

- (c) Once the Contract is formed it may not be cancelled by You without Our prior written consent (other than as stated in Clause 9 (a) above). If We agree to a cancellation, You agree all Our costs incurred to the date of cancellation (including an apportionment of Our overhead costs and all costs that We have committed to) which We are unable to recoup are paid by You.
- (d) We shall be entitled to terminate the Contract immediately by written notice if You materially breach the Contract and, where the breach is capable of remedy, You have not remedied such breach within 7 days of receipt of a notice from Us specifying the breach and requiring it to be remedied.
- (e) If You fail to make payment by the final date for payment or if You are the subject of a bankruptcy notice or petition or a bankruptcy order is made against You, or a voluntary arrangement is made with Your creditors We shall be entitled, without prejudice to any other remedies available to Us, to either immediately suspend the Works and to remove all unused Materials from Your premises or (at Our complete discretion) to terminate the Contract immediately.
- (f) Any termination of the Contract shall be without prejudice to the rights which have accrued up to the date of such termination.

10. Statutory Requirements

- (a) We shall be responsible for seeking all statutory consents, permissions and approvals necessary for the execution of the Works and we shall use Our reasonable endeavours to obtain such consents, permissions and approvals within a reasonable time.
- (b) We shall seek permission for connection of earthed concentric wiring systems, where relevant.
- (c) We shall not be responsible (and You shall bear sole responsibility and cost) for reinstating the surface on private land including the surface of streets and pavements not adopted by the highway authority at the time the cables are laid.
- (d) You shall provide Us with reasonable assistance required in obtaining any necessary consents, permissions or approvals.
- (e) Where the Specification states (or We have otherwise agreed) that You have an obligation to seek consents, permissions or approvals, You shall be responsible for obtaining such consents, permissions or approvals as soon as reasonably practical and at Your own cost.

11. Liability

- (a) We shall have no liability for any loss or damage to the extent that such loss or damage is caused by You or any instructions given by You.
- (b) Unless otherwise agreed in writing, Our Price has been calculated on the basis that We will have no responsibility to You for any liquidated and ascertained damages that You may incur to third parties.
- (c) We shall have no liability for any loss or damage sustained by You whether arising in contract, tort (including negligence) or otherwise other than such:
 - (i) as may arise from Our negligence or that of Our employees or agents or Our breach of the express terms of this Contract, or
 - (ii) in respect of personal injury to or the death of any person arising out of or in the course of or caused by the carrying out of the Works and due to any negligence of Us or any person for whom We are responsible.
- (d) Our maximum aggregate liability to You whether arising under contract, tort (including negligence) or otherwise (and including any remedial costs) shall not exceed the level of the Price or £1,000,000 (whichever is higher).
- (e) In no circumstances shall We have any liability to You (whether arising in contract, tort (including negligence) or otherwise) for any loss of profits, loss of revenue, loss of project or opportunity, or for any wasted expenses, any loss of contract or goodwill, any payments to third parties or for any indirect or consequential loss of any kind.
- (f) You shall not be entitled to bring any claim for any loss or damage suffered by You (howsoever arising) to the extent that such loss or damage is covered by an insurance policy held by You and You shall ensure that Your insurers waive any and all rights of subrogation that they may have against Us.

- (g) Nothing in these Conditions shall limit or exclude Our liability to You for death or personal injury by Our negligence, for any fraud or for any other liability which it is not permitted to exclude or limit by operation of law.
- (h) You acknowledge that in entering into this Contract You do not do so on the basis of or rely on any representation warranty or other provision except as expressly provided in the Contract provided that this clause shall not exclude any liability which We would otherwise have to You in respect of any statements made fraudulently by Us to You prior to the date the Contract is formed.
- (i) Nothing in these Conditions shall affect Your statutory rights.

12. Energy Supplier

You are required to appoint an electricity supplier for the connection prior to energisation of the Site. The supply of electricity shall not be commenced until a supplier has been appointed by You.

13. Sub-Contracting & Assignment

We reserve the right to sub-contract any part of the Works or to assign Our interest in the Contract. You shall not be entitled to assign or transfer the benefit or burden of the Contract or any interest in it without Our prior written consent.

14. General Terms

- (a) Any failure or delay by Us in exercising any right or remedy under this Contract shall not constitute a waiver of that right or remedy and any single or partial exercise of any right or remedy by Us shall not preclude any other or further exercise of it or any other right or remedy. No waiver by Us of any breach of these Conditions shall be considered as a waiver of any subsequent breach of the same provision or any other provision.
- (b) If You need to serve a notice on Us (other than under Clause 9(a)) , You shall send it by mail to Our registered office address which is 304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG. If We need to serve a notice on You, we shall send it by mail to the address noted in the Contract (or such other address as You may notify Us of in writing from time to time). Such notice shall be deemed to have been received by the relevant party within 3 days of posting.
- (c) If any provision of these Conditions is held by any court or other competent authority to be unenforceable, in whole or in part, the validity of the other provisions of these Conditions and the remainder of the affected provision shall be unaffected and shall remain in full force and effect.
- (d) These Conditions supersede and replace all prior terms and conditions, communications, representations, warranties, stipulations, undertakings, and agreements whether oral or written between the parties. You agree that You have not relied on any representation, warranty or statement other than those contained in the Contract Documentation.
- (e) All third party rights are excluded and no third parties shall have any rights to enforce the Contract.
- (f) The headings in these Conditions are for convenience of reference only and shall not affect its interpretation.
- (g) Where You are two or more legal persons Your obligations and liabilities under this Contract shall be joint and several.
- (h) If You are unhappy with the terms or charges and agreement cannot be reached with Us within a reasonable time, then You may approach the Energy Ombudsman. If the Energy Ombudsman and We are not able to resolve Your dispute, then You retain the right to ask the courts to consider the complaint.
- (i) These Conditions and any Contract entered into pursuant to them shall be governed by and constructed in accordance with English Law.