



Guidance Note on
DNO and IDNO
Electricity Connections
Guaranteed Standards of
Performance (GSoP)



Formerly ASLEC -The Association of Signals, Lighting and other
highway Electrical Contractors and HEMSA – the Highway Electrical
Manufacturers and Suppliers Association

Electricity Connections Guaranteed Standards of Performance (GSoP)

About the UCCG

The Un-metered Connections Customer Group (UCCG) was formed as a specialist interest group of the Highway Electrical Association (HEA) –formerly ASLEC and HEMSA - in order to ensure proper representation with the regulator, OFGEM; enable open discussion between DNO and IDNO customers – including local authorities, contractors and Independent Connections Providers (ICPs); and provide a forum for identifying and producing guidance. Whilst the UCCG is supported by and administered by the HEA, it is open to non-HEA members including both ICPs and local and central government representatives.

Introduction - GSoP

OFGEM has carried out a review of the metered and un-metered electricity market as part of its Distribution Price Control Review (DPCR5). This proposed a number of significant changes to the market, including allowing regulated and un-regulated margin (profit) on connections activities, subject to certain conditions – including competition tests – being met, and the introduction of Guaranteed Standards of Performance (GSoP) linked to the DNO / IDNO licence conditions (despite the use of the word “Connections” these apply to faults – and have been accepted as applying to disconnections as well).

Such changes have meant amendments to the legislation – and this has been completed with:

- SI 2088 - The Electricity (Connection Standards of Performance) Regulations 2010 (http://www.legislation.gov.uk/ukSI/2010/2088/pdfs/ukSI_20102088_en.pdf) and
- SI 2131 - The Electricity (Standards of Performance) (Amendment) Regulations 2010 (http://www.legislation.gov.uk/ukSI/2010/2131/pdfs/ukSI_20102131_en.pdf),

both of which came into force on 1st October 2010.

In addition to the legislation, OFGEM has produced guidance, in conjunction with the ECSG – the Electricity Connections Steering Group – titled Standard Licence Condition 15A Guidance Document

(http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?file=Connections%20GSOP%20guidance%20Sept_0809.pdf&refer=Networks/ElecDist/QualofServ/GuarStandds)

The Guaranteed Standards of Performance (GSoP) are important because for the first time, DNOs and IDNOs are required to make payments to customers where there is a failure to meet the required performance, report to OFGEM on their performance, and continued failure may result in OFGEM viewing this as a breach of DNO / IDNO licence conditions - with serious sanctions applicable as a result.



Warning! Entering into a Service Level Agreement (SLA) with a DNO / IDNO is deemed a bespoke arrangement – and removes the requirement for the DNO / IDNO to report to OFGEM, and the linking of performance to the DNO / IDNO licence conditions – thereby potentially weakening the customer position. SLA’s should only be

entered into if there is agreement that all the conditions of GSoP will be met in full as part of the SLA and in addition there are guaranteed better service levels with at least equivalent non-performance payments.

GSoP – Un-metered Connections

Item Description	Performance Level	Non-performance Payment to Customer	Reg. No.
Emergency Fault Repair response	Attend site in 2 hours	£50 one off payment	10(2)
High Priority Fault Repair – Traffic Light Controlled	2 calendar days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(3)
High Priority Fault Repair – non Traffic Light Controlled	Within 10 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(4)
Multiple unit fault repair	Within 20 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(5)
Single unit fault repair	Within 25 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the fault rectification works are completed	10(6)
Provision of a quotation – New Works order (1-100 units)	Within 25 working days	£10 for each working day after the end of the prescribed period up to and including the day the quotation is dispatched	11(2)
New works order - completion of works on a new site	Commence and complete in timescales agreed with the customer	£10 for each working day after the end of the prescribed period up to and including the day the works are completed	12(2)
New works order - completion of works on adopted highways	Within 35 working days	£10 for each day after the end of the prescribed period up to and including the day on which the works are completed	12(3)
Quotation accuracy review scheme challenge single LV single phase service connection	n/a	£250 – one off payment	7(3)
Quotation accuracy review scheme challenge for small LV projects	n/a	£500 – one off payment	7(4)
Where a Distributor fails to make a payment under the regulations	Within 10 working days	£50 – one off payment	14(1)

GSoP – Metered Connections (part)

Item Description	Performance Level	Non-performance Payment to Customer	Reg. No.
Provision of a quotation for a single LV single phase service connection	Within 5 working days	£10 for each working day after the end of the prescribed period up to and including the day on which the quotation is dispatched	5(2)
Contact customer (post acceptance) about scheduling <5 LV service connections	Within 7 working days	£10 for each working day after the end of the prescribed period up to and including the day on which contact occurs	8(2)
Commence LV,HV & EHV demand works on customer’s site	In timescale agreed with the customer	£20 for each working day after the agreed date up to and including the day on which the works are commenced	9(5)
Complete service connection works	In timescale agreed with the customer	£25 for each working day after the agreed date up to and including the day on which the works are completed	8(3)
Complete LV works (including phased works)	In timescale agreed with the customer	£100 for each working day after the agreed date up to and including the day on which the works are completed	9(6)
Complete LV energisation works (including phased works)	In timescale agreed with the customer	£100 for each working day after the agreed date up to and including the day on which energisation occurs	9(9)



Warning! DNOs and IDNOs have agreed with OFGEM to apply the spirit of the Guaranteed Standards of Performance – as well as the letter – to embrace best practice (to both un-metered and metered connections). Therefore DNOs and IDNOs should not be seeking to extend the already permitted exemptions (see p5). DNOs and IDNOs who have been found to unfairly apply these exemptions could risk retrospective failures to perform being applied.



Customers (asset owners or those acting on their behalf) should closely monitor DNO's and IDNO's application of the Guaranteed Standards and seek regular data reports from the DNO / IDNO on their activity performance (which the DNOs or IDNOs have to keep anyway to report to OFGEM). Customers should also collect sufficient information of their

own in order to satisfy their own internal audit procedures and to enable them to challenge the DNO or IDNO where they feel a failure to perform has occurred.

GSoP Un-metered Connections – Further Guidance (this information is taken from OFGEM’s Standard Licence Condition 15A Guidance Document)

Unmetered Faults

Emergency Response

Emergency Response is where a Distributor is required to attend *and commence making safe* an unmetered connection location where it is necessary to remove immediate danger to the public or property arising from the electricity distribution network.

Unmetered - Emergency Response Minimum Information required from Customer:

- Location
- Local Authority
- Address (with map if possible)
- Equipment
- Description of hazard
- Contact details of person to provide updates to
- Details of any staff on site and their contact details

ECGS8A (Regulation 10(2)) – Unmetered Emergency Response

This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires an **emergency response**. Where the Distributor fails to attend site within **two hours** of the receipt of the notification (which includes the minimum information) then the Distributor has to make a one off payment to the customer of **£50**. The Distributor should make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to the customer of/for the total sum owed.

High Priority Fault Repair

High Priority Fault Repair is a fault which is considered to be urgent, for example at the site of an accident blackspot, major road junction or an area of public order concerns. This category is to be used sparingly by local authorities. These are differentiated as to whether or not traffic lights are affected by the fault.

Unmetered - Fault Notifications Minimum Information required from Customer:

- Customer identification reference
- Local Authority
- Date issued by customer
- Customer contact name and details
- Fault category
- Accurate location of equipment, including:
 - Address
 - Postcode if possible
 - Grid reference (Eastings and Northings)
 - Position description
 - Asset number
 - Map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted

ECGS8B (Regulation 10(3)) – Unmetered priority fault repair involving traffic lights

This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **high-priority fault repair involving traffic lights**. Where the Distributor fails to complete fault repair in **two calendar days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

ECGS8C (Regulation 10(4)) - Unmetered priority fault repair not involving traffic lights

This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **high-priority fault repair not involving traffic lights**. Where the Distributor fails to complete fault repair in **10 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

Single Unit and Multiple Unit Fault Repairs

Single Unit and Multiple Unit Fault Repairs are related to a report of a fault on service to one or more units respectively. This may be for example no current, low voltage, etc.

Programmes of work by Distributors to replace obsolete cut-outs where the unit is not considered dangerous are excluded from this standard.

Unmetered - Fault Notifications Minimum Information required from Customer:

- Customer identification reference
- Local Authority
- Date issued by customer
- Customer contact name and details
- Fault category
- Accurate location of equipment, including:
 - Address
 - Postcode if possible
 - Grid reference (Eastings and Northings)
 - Position description
 - Asset number
 - Map of area at scale 1:500 or 1:1250 as appropriate, with equipment highlighted

ECGS8D (Regulation 10(5)) - Unmetered multiple unit fault repair

This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **multiple unit fault repair**. Where the Distributor fails to complete fault repair in **20 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

ECGS8E (Regulation 10(6)) - Unmetered single unit fault repair

This regulation applies where the relevant authority has notified the Distributor of a fault repair that requires a **single unit fault repair**. Where the Distributor fails to complete fault repair in **25 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the fault repair is completed.

Exemptions specific to ECGS8A, 8B, 8C, 8D and 8E.

Where a specific bi-lateral agreement is in place between the distributor and the relevant authority then the above regulations do not apply.

See chapter seven of the Standard Licence Condition 15A Guidance Document for the general exemptions that may apply to any of the above regulations.

Unmetered Quotations

Whilst most street lighting work is ordered and carried out to published standard charges, there are occasions where Customers require bespoke quotations to be carried out by the Distributor.

Where there are some unmetered connections on a project with metered connections then the relevant metered connections standard would apply. For example, a new housing site requiring a substation would fall under the GSoP timescale of 35 working days. If the site required some street lighting and these were provided in the same quotation then this metered standard of 35 working days would apply.

If an application is received for a quotation >100 units or where HV works are required, then it will fall outside these standards but the Distributor will still provide a quotation in a reasonable timescale.

Unmetered – Quotations Minimum Information

- Customer name and address (correspondence address), other contact details and preferred method of contact
- Location details
- Plan at an appropriate scale to indicate the proposed location of each item of unmetered equipment
- Letter of authority where the applicant is acting as an agent of the customer
- Date when the customer requires the connection(s) to be made
- Maximum capacity (watts) at each item of unmetered equipment to be connected
- Description of each item of unmetered equipment to be connected (e.g. street light)
- Technical details of any non-standard item of unmetered equipment to be connected
- Any payment that is required to be made in advance for the service to be provided

ECGS9 (Regulation 11(2)) - unmetered quotation for 1-100 new units of work

This regulation applies where the Section 16 request relates to an **unmetered quotation for 1-100 new units of work**. Where the Distributor fails to provide an estimate to the relevant authority within **25 working days** then the Distributor has to make a payment to the relevant authority of **£10 for every working day** thereafter, until at such time as the estimate is provided.

Exemptions specific to ECGS9

Where a specific bi-lateral agreement is in place between the distributor and the relevant authority then the above regulations do not apply.

See chapter seven of the Standard Licence Condition 15A Guidance Document for the general exemptions that may apply to any of the above regulations.

Unmetered New Works Order

New Works Order may include new capital lighting schemes, provision of new connections, disconnections or transfers of existing connections, up to and including 100 units. Schemes of >100 units do not fall within the scope of these standards.

Orders should relate to units of work that are in the same or adjacent streets. Distributors may therefore not consider such orders to be covered by these standards if they are for geographically dispersed units of work on the same order. Distributors may also not consider orders to be covered by these standards if they appear to have been deliberately broken down into smaller orders by the Local Authorities unless for instance this has been done due to the timing of the LA's build programme with a reasonable interval, for instance 1 month, between the phases.

If the customer notifies the Distributor of a material change to any of the „minimum information“ before the Distributor has provided the service then the clock will be reset to zero.

In terms of unmetered connections, works may be ordered by the relevant authority by virtue of accepting a bespoke quotation (issued under ECGS9) or by issuing a works order and thereby accepting standard charges (and associated terms and conditions). In both cases it would be deemed that the regulations apply.

ECGS10A (Regulation 12(2)) - new works order of 1-100 units of work to be completed on a new site

This regulation applies where the relevant authority has accepted a quotation from the Distributor that requires a **new works order of 1-100 units of work to be completed on a new site**. Where the Distributor fails to complete the works in the **timescale agreed with the customer** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the works order is completed.

ECGS10B (Regulation 12(3)) - new works order 1-100 units of work to be completed on an adopted highway

This regulation applies where the relevant authority has accepted a quotation from the Distributor that requires a **new works order 1-100 units of work to be completed on an adopted highway**. Where the Distributor fails to complete the works in **35 working days** then the Distributor has to make a payment to the customer of **£10 for every working day** thereafter, until at such time as the works order is completed.

Exemptions specific to ECGS10A and 10B

Where a specific bi-lateral agreement is in place between the distributor and the relevant authority then the above regulations do not apply.

Extensions of time specific to ECGS6A, 6B, 6C and 6D

See chapter seven of the Standard Licence Condition 15A Guidance Document for the circumstances where the extensions of time provisions may apply to any of the above regulations.

115% Volume Rate (Applicable to Unmetered New Works only)

The volume of units ordered by a customer for new works in any calendar month must not exceed 115% of either of the monthly average of new works units ordered and received by the Distributor from the customer in the preceding calendar year or of the agreed annual forecast number of units associated with new works for 1-100 units divided by 12. The volume is calculated using the total number of units associated with new works for 1-100 units. If the volume of units ordered exceeds the 115% threshold, all subsequent units ordered in excess of that threshold in that calendar month are not subject to the GSOP performance level targets but will count into the next year when considering monthly average of new works.

In the example below, the customer can submit up to 978 units associated with new works jobs for 1-100 units in the month of May 2010. If the customer wished to submit 1,000 units, then the

standard would not apply for the order that took the number of units above 978 and all subsequent orders in that month. e.g. the customer had submitted 48 orders for May, with each order containing 20 units, taking the monthly total ordered for May to 960. The customer then submits an order for 20 units, taking the total to 980. As this order exceeds the threshold of 978 units for May then it and all the 20 units contained within it, are not covered by the standards. If the customer subsequently submits an order for two units (i.e. up to the threshold), then these 2 units would be covered by the standards.

Previous Calendar Year	Total Orders	Total Units
Jan	18	900
Feb	25	1,750
Mar	16	400
Apr	10	200
May	12	480
Jun	32	1,120
Jul	5	325
Aug	35	1,925
Sept	40	1,800
Oct	4	400
Nov	10	600
Dec	10	300
TOTAL		10,200
Monthly average (prev 12 mths)		850
115% volume rate threshold		978

Payment in relation to the commencement, completion and energisation standards

For the commencement, completion and energisation standards to apply then funds would have to have cleared for the standards to apply as payment is a requirement of the regulations. Distributors would normally work on the basis of a cheque received to start a clock but if the funds did not clear the Distributor would not continue with the job, the standards would not apply and a penalty payment would not be made if the agreed date was not met.

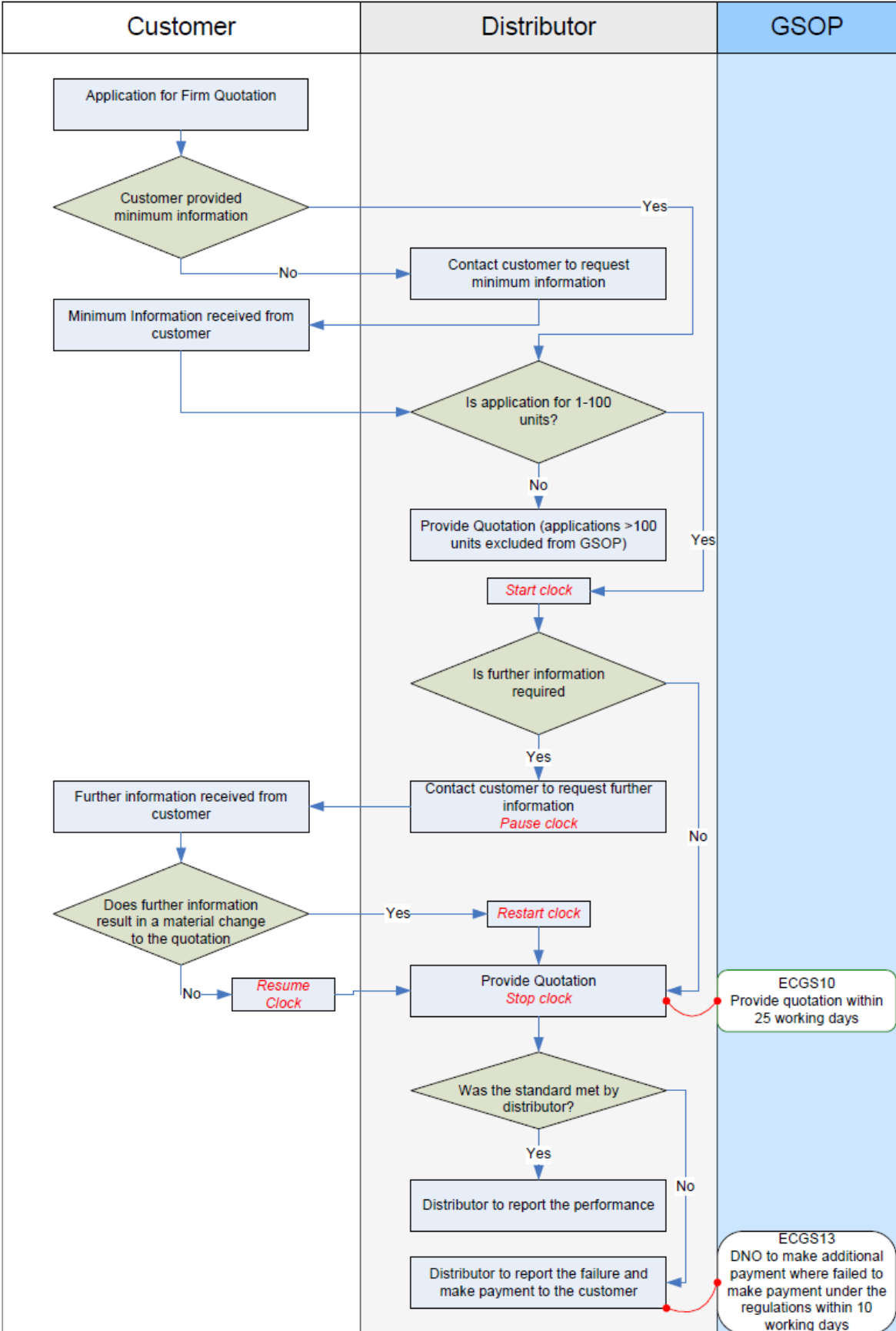
Clock Pausing

It should be noted that the clock in respect of performance times can be paused – e.g. if unexpected conditions are encountered on site. In addition, if notices are required under the Traffic Management Act (TMA), this could result in the clock being paused. For example, if a Distributor receives an order for 80 units of unmetered work but a ten day Streetworks notice is required, then the clock would be extended when the relevant notice is applied for and the Extension of Time applied to take account of the delay until the notice takes effect. In the example below the standard would be met:

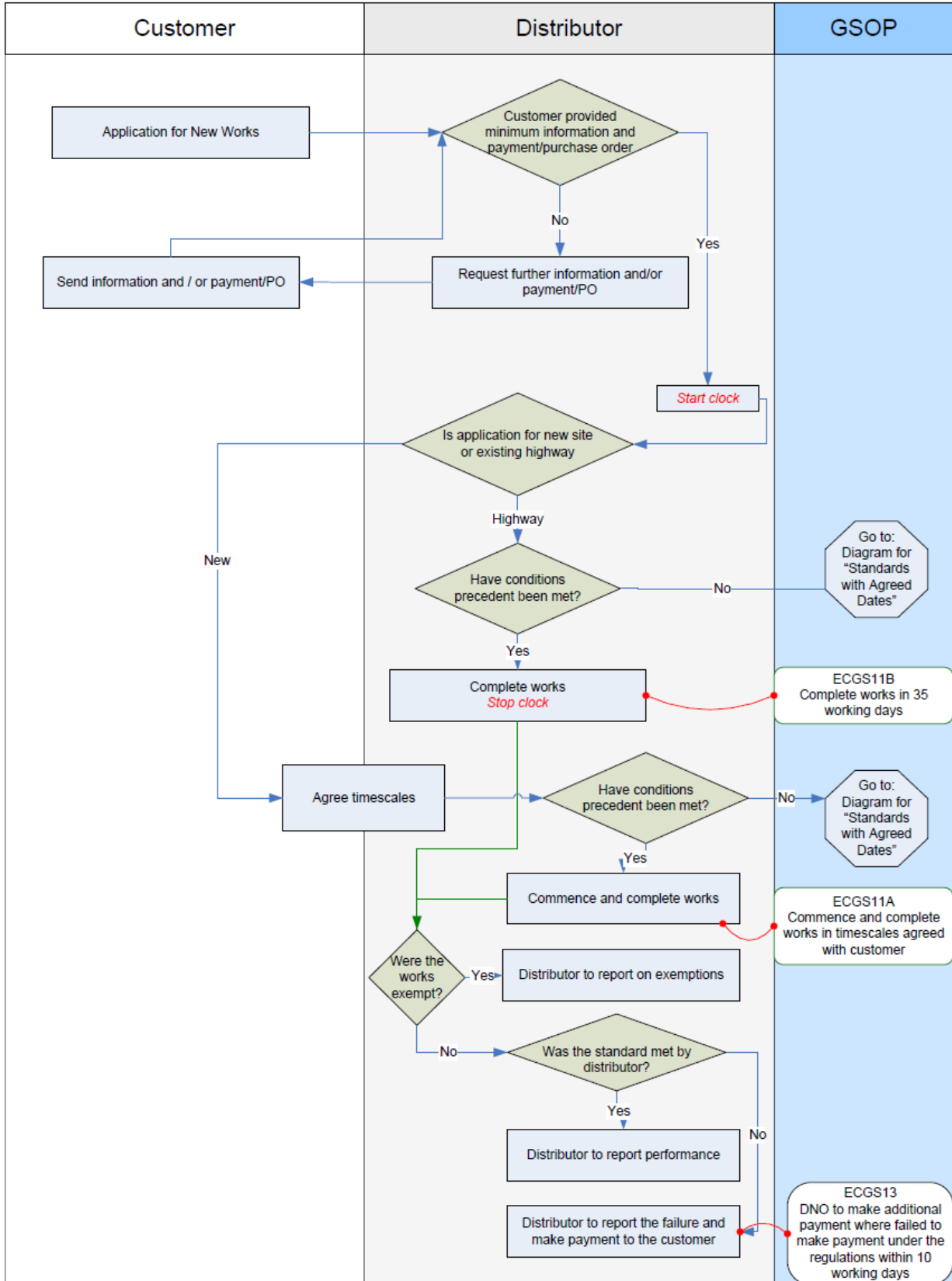
Action	Clock Position	Date	Timescale for Reporting
DNO/IDNO receives order from local authority (LA)	Started	Tuesday	Day 0
DNO/IDNO confirms that a ten day TMA notice is required and informs the LA	Continues	Thursday	Day 2
DNO / IDNO applies for TMA notice	Paused	Friday	Day 3
Start of TMA notice ten days later	Resumes	Tuesday	Day 3
DNO / IDNO completes last unit on order	Stopped	Thursday	Day 30

For full details see chapter seven of the Standard Licence Condition 15A Guidance Document.

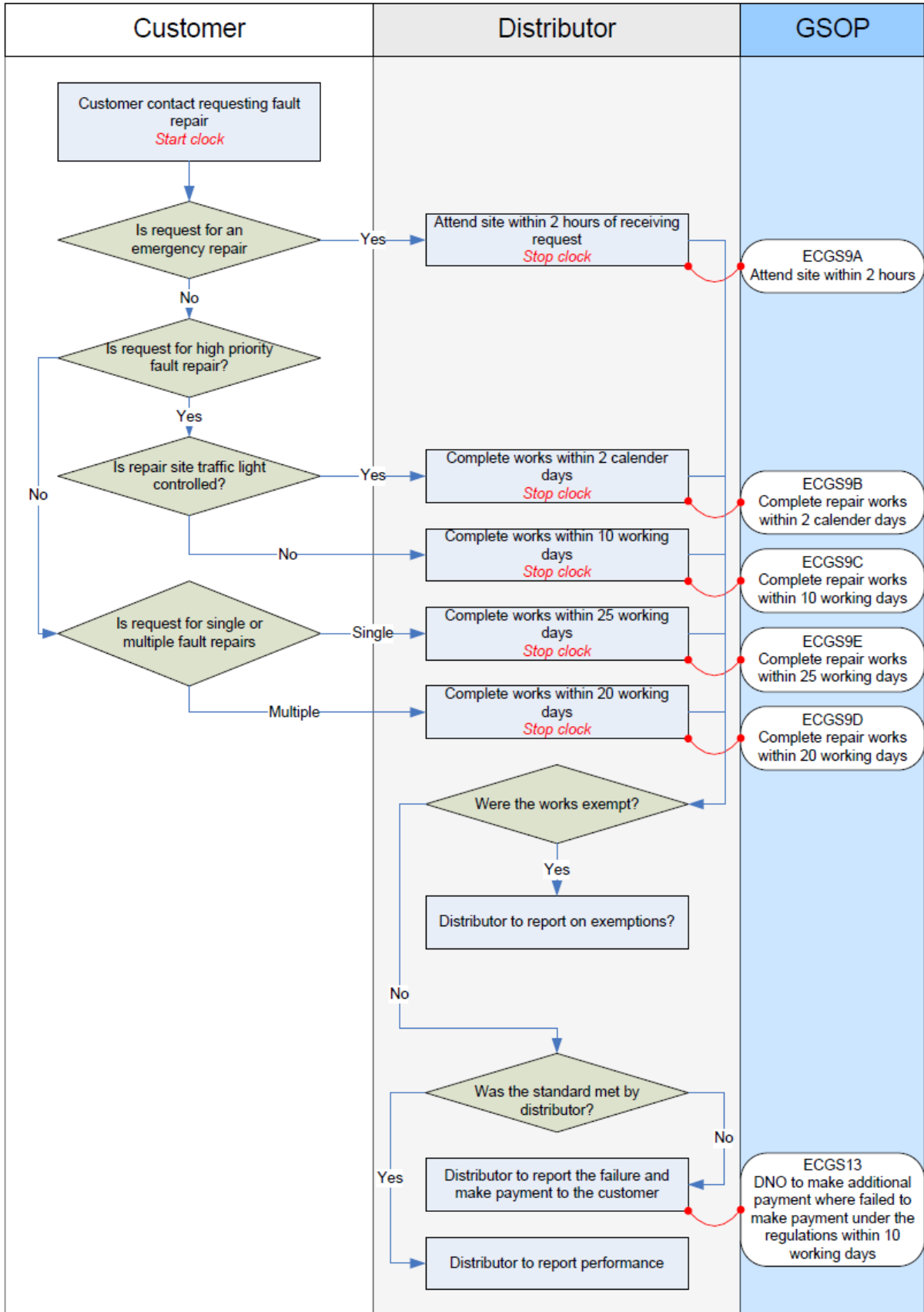
Unmetered Connections Process – Quotations



Unmetered Connections Process – New Works



Unmetered Connections Process – Faults and Emergency Works





DNO Name	Area	Company
London Electricity	London	EDF Energy Networks
Eastern Electricity	East England	
SEEBOARD	South East England	
East Midlands Electricity	East Midlands	Central Networks
Midlands Electricity	West Midlands	
Scottish Power	South Scotland	Scottish Power Energy Networks
Manweb	North Wales	
Yorkshire Electricity	Yorkshire	CE Electric UK
Northern Electric	North East England	
Norweb	North West England	Electricity North West (United Utilities)
Scottish Hydro Electric	North Scotland	Scottish & Southern Energy
Southern Electric	Southern England	
South Wales Electricity	South Wales	Western Power Distribution
South Western Electricity	South West England	

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