

Competition in Connections Code of Practice Report 2017-18

(April 2017 – March 2018)

SP Manweb
and
SP Distribution

September 2018

Introduction

A requirement of the Competition in Connections Code of Practice is that DNOs report annually to demonstrate its compliance with the Code of Practice as required by Standard Licence Condition 52.

It is deemed that completion of this document shows that SPEN has fulfilled the specific requirements identified in the Code of Practice in the following paragraphs:

9.1. Each DNO shall publish an annual report by the end of September each year to demonstrate their compliance with this code of practice. This report shall include reporting on the volume of inspections by the DNO on connections completed by all parties (including the DNO's own business or affiliates and competitors).

9.2. The report will include such detail on processes and procedures and available metrics to demonstrate the DNO is providing the equivalent level of service to independents as to them undertaking connection activities themselves for each of the Input Services.

In order to also meet Ofgem obligations on reporting included in Standard Licence Condition 45, Data Assurance requirements, SPEN have undertaken processes and data assurance activities and completed a risk assessment of the submission, setting out our data assurance activities to manage the risk of inaccurate or incomplete reporting.

The information included in this report is for the regulatory year 2017-18 (1 April 2017 to 31 March 2018).

Our website continues to have a defined section for CIC with a full range of information to support our customers and Independent connection providers (ICPs), including the provision of alternative providers. Please see Appendix 1(iii)). We continue to make our customers aware of their choices.

The following pages cover the responses required within sections 4, 5, 6 and 7 as per the Code of Practice. A separate Appendices document has been created to provide supporting evidence. Due to the overlap within the questions there is some repetition within the responses and we have cross-referenced some responses and referred to the appendices to prevent further duplication.

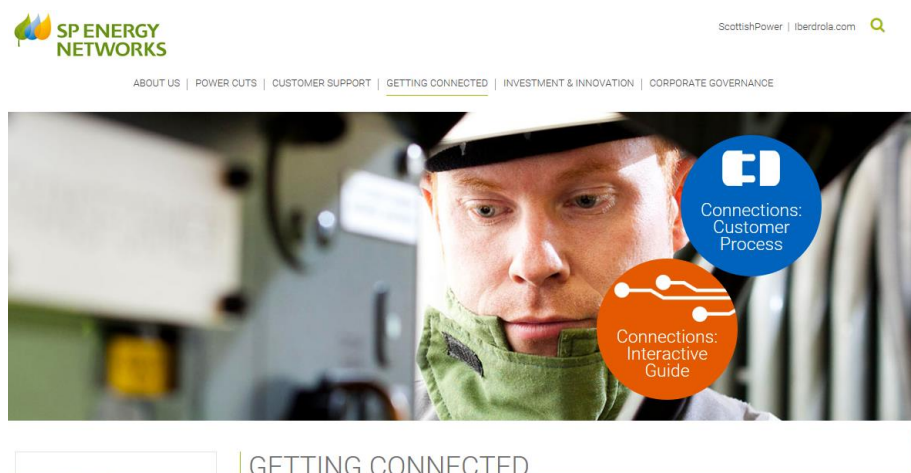
During this reporting period ICP take-up of the Code of Practice has been slow however we continue to run workshops to raise the awareness with the ICPs, and encourage them to take up the options available to them.

4.3. The Connection Application

4.3.2. On receiving a Connection request, the DNO will provide the Customer with a detailed explanation of the competitive Connections market and ICPs that may be available in their Distribution Services Area.

SPEN continue to provide the Customer with a range of information which explains the Competitive market and provides details of the ICPs that are both available and active in their area. These are detailed below followed by the supporting evidence:

There is information readily available on the connections section of the website in relation to the overall connection process (https://www.spenergynetworks.co.uk/pages/getting_connected.aspx, see Appendix 1i). By selecting the “Customer Process” in the “drop-down” this links through to options for New Connection; Moving Your Meter or Disconnection and by selecting “New Connection” will lead you to https://www.spenergynetworks.co.uk/pages/customer_process_new_connection.aspx, please see Appendix 1ii), which will run you through a visual display stages of the process and by selecting a stage within the process you will be able to view the information pertinent to that. Also available is the blue “Connections Customer Process” button option that is available on the “getting connected” page which will also take you to the visual display.



When a connection request is received SPEN provide the customer with an application pack which includes the application form and the website links to the following leaflets:

- Getting Connected to the electricity network; which explains our connection process https://www.spenergynetworks.co.uk/userfiles/file/connections_getting_connected.pdf
- Connecting you with a Choice; which details in simple terms the option of either SPEN and/or an ICP completing the work and what work can be carried out by an ICP, see a) below.

Once a completed application is received SPEN issue a confirmation of receipt and enclose the leaflets detailed above.

When SPEN issue a Convertible Quotation (offer letter), which again references the options available for the customer; we also enclose another leaflet “Your Connection Offer explained”, see b) below. This also provides the customer with further information to help them understand their quote in terms of who can complete the work.

Alternative Providers - SPEN provide the links to two sources of information in relation to ICPs; one being active ICPs in the SPM and SPD areas, the other the Lloyds Register where the customer can see the activities an ICP is accredited to complete, see c) below.

Supporting Evidence

a) Connecting you with a Choice leaflet - this leaflet, screenshot shown below, is also available on our website within the Documents section, within the "Information for ICPs and IDNOs", under "Customer Leaflets" Information for ICPs and IDNOs page:

https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

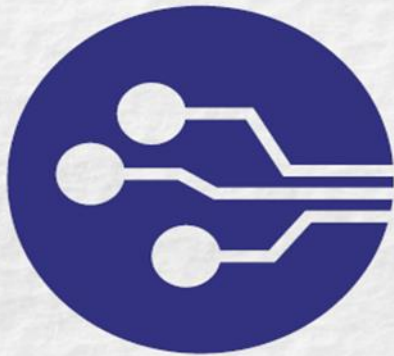
Documents page: https://www.spenergynetworks.co.uk/pages/competition_in_connections_documents.aspx

Customer leaflets: https://www.spenergynetworks.co.uk/pages/useful_documents.aspx

or via the direct link

https://www.spenergynetworks.co.uk/userfiles/file/Connecting_you_with_a_choice_web.pdf

Connecting you with a choice



Introducing Competition in Connections

This SP Energy Networks (SPEN) leaflet aims to guide you towards the right choices when making a new connection to our electricity network. Further information can be found on our website shown at the foot of this page.

Choose SPEN or an ICP

Although SPEN offers you a comprehensive and bespoke end-to-end utility solution for all your connection needs, you may choose to appoint an Independent Connection Provider (ICP), to carry out some or all of the connection work instead. This is often referred to as the 'Contestable' work.

We now offer:

- A "Dual Offer" quote to relevant customers which provides them the quote for both SPEN completing "all works" and the Point of Connection(POC) costs
- ICPs are able, when accredited to self-determine, to
 - identify and design their own POC
 - approve their own design
 - complete their own inspection and monitoring

www.spenergynetworks.co.uk

Contestable Work

This is work that can be undertaken by an ICP as well as SPEN. Examples include:

Design of your new connection/network to our existing network
Construction of new electricity networks
Installation of new electrical equipment and services
Commissioning of the new networks
Acquisition of legal consents for new networks (Verified by our own legal department)
Live jointing of cables and services for new networks
Completion of final connection joint onto our existing network
Trial to identify and design of the Point of Connection (POC) to our existing network to extend the scope of contestable works for ICPs – subject to suitable Lloyds accreditation

SPEN provides competitive quotations to undertake all contestable works. Please contact either:

Scotland:

✉ SPNCNorth@scottishpower.com

England/Wales:

✉ SPNCSouth@scottishpower.com

ICP Accreditations

For your safety, ICPs must possess the appropriate accreditations to carry out contestable works.

Lloyds Register is responsible for assessing and accrediting the ICPs under the National Electricity Registration Scheme. You'll find a list of accredited ICPs and further information at: www.lloydsregister.co.uk/schemes/NERS/

Non-Contestable Work

This is work normally completed by SP Energy Networks, but some can now be completed by accredited ICPs, and includes:

Assessing the impact of your new connection to our existing network
Identifying and designing the Point of Connection (POC) to our existing network
Specifying the equipment and materials that have to be used
Approving the new ICP connection/network design
Inspecting and monitoring the ICPs construction work on the new network
Witnessing the ICP testing of the new electrical equipment installed by ICPs

A complete list of contestable and non-contestable work can be found on our statement of methodology and charging which is available at: www.scottishpower.com/pages/connections_use_of_system_and_metering_services.asp

Our Connection Charges

SPEN charges for all the non-contestable and contestable work you request us to carry out. Please note, payment is required before we provide your connection.

If you choose to appoint an ICP to do the contestable work, you're responsible for paying them.

Adopting the New Network

Once an ICP has met our inspection, testing and connection requirements, we'll adopt the new connection so it becomes part of our electricity

distribution network. From then on, we're responsible for its future operation, maintenance, repair and replacement, subject to the guarantee requirements in the Construction and Adoption Agreement.

New electricity networks may also be adopted by Independent Distribution Network Operators, or IDNOs. If so, it's the IDNO who's responsible for the future operation, maintenance and repair of the new electricity network assets installed by the ICP – up to the point where they connect to our existing network.

Agreement Types

If you choose to appoint an ICP to do the contestable work, we'll ask them to enter into one of two agreements with us, depending on the work they undertake:

1. Construction and Adoption Agreement

This agreement applies when contestable work is done by an ICP and states the terms and conditions under which we'll adopt the new connection. **This is an agreement between you, your appointed ICP and us.**

2. Connection Agreement

This agreement is either between you and us, or with SPEN and the Independent Network Operator (IDNO). It sets out the obligations of both parties and the terms for connecting to our electricity network.

Site-specific connection agreements may apply depending on the type of connection you request:

- Bi-Lateral Connection Agreements (IDNO sites)
- HV-Only Connection Agreements
- LV/HV Generation Connection Agreements.

The Standard Process

If you appoint an ICP to carry out the contestable work, here's how we'd work together:

ICP	SPEN
Submit Point of Connection (POC) quotation application on behalf of the customer, with site/boundary plans to our Register of Adopted Asset Requests (RAAdAR) system in line with our CON-04-005 process document.	
We design and calculate the non-contestable works and charges associated with providing a POC to our network then issue a quotation.	
The accredited ICP signs and returns the offer acceptance, together with payment of the non-contestable charges.	
Accredited ICP submits the design of your new network for us to approve.	
Agreements signed and returned. Legal consents obtained. Weekly whereabouts submitted throughout construction phase.	
Our asset inspectors monitor and audit the construction of the new electricity network (Non-conformances must be rectified prior to connecting to our network).	
Accredited ICP requests connection (or confirms completion of connection) to the existing network once all conditions have been met and satisfy in accordance with the agreements.	
Project closed. Adoption warranty period begins in accordance with the agreements.	

The Self-determined Process Options

If you appoint an ICP to carry out the non-contestable work under the self-determined process, they have the option to:

ICP
When accredited, submit Point of Connection (POC) self-determined application, where they have designed the works associated with providing a POC on behalf of the customer to our Register of Adopted Asset Requests (RAAdAR) system in line with our CON-04-009 process document.
If an ICP requires us to complete any works we will provide an offer, of which they sign and return the acceptance, together with payment of the non-contestable charges.
Accredited ICP submits their self-approved design for the new network.
Agreements signed and returned. Legal consents obtained. Weekly whereabouts submitted throughout construction phase.
Once approved, their asset inspectors monitor and audit the construction of the new electricity network (Non-conformances must be rectified prior to connecting to our network).
Accredited ICP requests connection (or confirms completion of connection) to the existing network once all conditions have been met and satisfy in accordance with the agreements.
Project closed. Adoption warranty period begins in accordance with the agreements.

Your Competition in Connections Teams

Central and Southern Scotland

 cicadminnorth@scottishpower.com

 0845 270 0785

Cheshire, Merseyside, North Wales and North Shropshire

 cicadminsouth@scottishpower.com

 0845 270 0783

Our standards of service, application forms and additional information is:

www.spenergynetworks.co.uk/pages/competition_in_connections.asp

b) Your Connection Offer leaflet - screenshot shown below, is also available on our website within the "Customer Support" section, within "Help & Advice", under "Customer Leaflets" and within the new connections section under "connections Leaflets"

Customer Support page: https://www.spenergynetworks.co.uk/pages/customer_support.aspx

Customer leaflets: https://www.spenergynetworks.co.uk/pages/useful_documents.aspx

or via the direct link

https://www.spenergynetworks.co.uk/userfiles/file/connections_offer.pdf



Contacting us

If you need more help you can call your project designer, you will find their name and number on your quotation. Alternatively, you can contact us via the details below:

Email: gettingconnected@scottishpower.com

Central and Southern Scotland:
 SP Energy Networks
 55 Fullarton Dr, Glasgow G32 8FA
 Tel: 0845 270 0785

Cheshire, Merseyside, North Wales and North Shropshire
 PO Box 290
 Lister Dr, Liverpool
 L13 7HJ
 Tel: 0845 270 0783



You have the choice...

Now that you've received your quote, you can decide whether you want us to complete all elements of your connection from beginning to end or if you would prefer an alternative provider to carry out certain elements of the connection work.

The quotation we have provided gives you 2 options and will give you the details you need to make the right choice for you. We call this our Dual Offer.

Understanding your Dual Quote

Your dual quote has been separated into 2 sections - Full Works, or Point of Connection.



<https://www.spenergynetworks.co.uk/see-of-service>

A complete list of contestable and non-contestable work can be found on our website:

Your Dual Offer provides a summary and detailed breakdown of the costs, for both options. You'll also find a schedule with additional information.

- If you choose SP Energy Networks to deliver your complete connection, we will charge for both the non-contestable and contestable work you ask us to carry out. It's important to note that we are unable to start work on your connection until we've received your payment and your signed acceptance form.
- If you opt for another company to do the contestable work, you will pay any applicable charges directly to them.
- If you have any questions regarding the offer, your designer will be delighted to help. You will find the contact details within your offer letter.

Next steps...

Your quote is valid for 3 months from the date of the offer.

Before you make a decision, you should:

1. Read the full details of both the Full Works and the POC offers.
2. Also read the General Terms and Conditions for Connection www.spenergynetworks.co.uk/terms
3. If you choose to accept the POC option, you will need to appoint your own ICP/IDNO. For your safety, ICPs and IDNOs must possess the appropriate accreditations to carry out contestable works.
 You'll find further information at:
 ICPs - www.lloydsregister.co.uk/schemes/NERS/
 IDNOs - <https://www.ofgem.gov.uk/electricity/distribution-networks/connections-and-competition/independent-distribution-network-operators>
4. If you wish to accept our quote please complete the Letter of Acceptance, making sure you select only one of the options.
5. Consider the timing of your acceptance and the impact it may have on project timescales

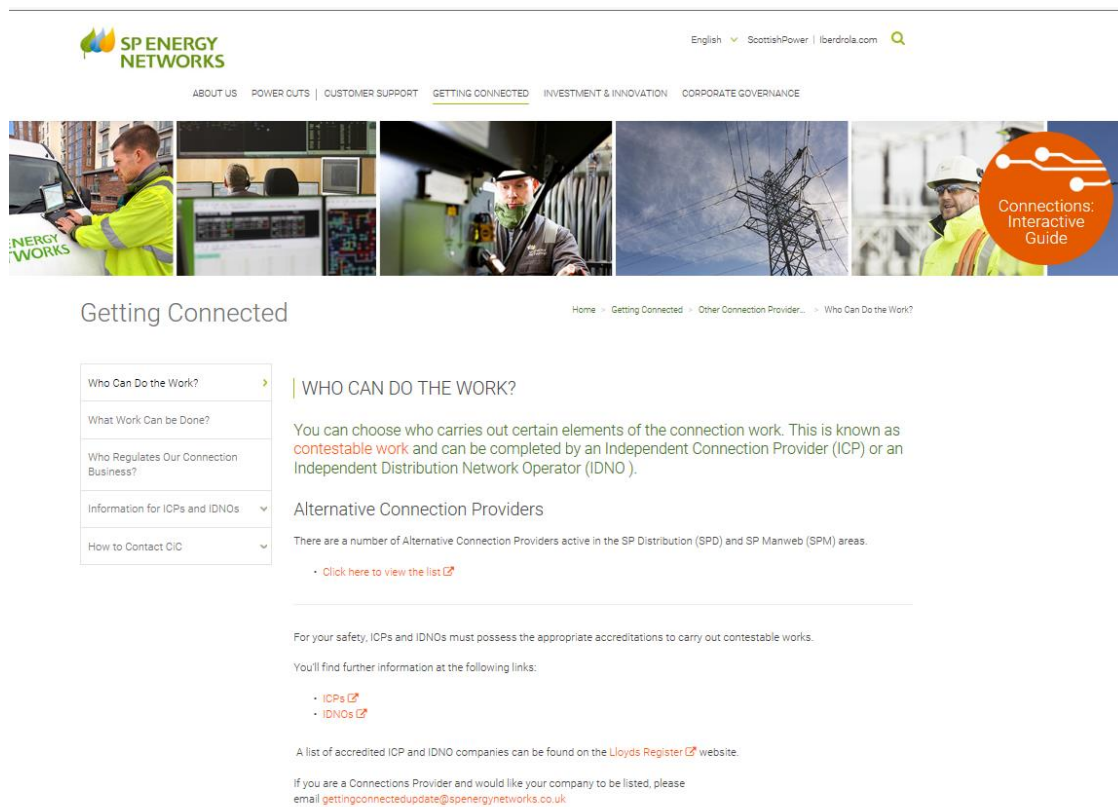
Changed your mind?

If you choose the POC option and then decide to opt instead for the Full Works option, we need to reimburse your payment and raise a new connection offer. It's important to note this as it may impact your project delivery timescales.

Further information can be found at www.spenergynetworks.co.uk



c) Alternative Providers – Please see the screenshot below which shows the detail held on the website page https://www.spenergynetworks.co.uk/pages/who_can_do_the_work.aspx, see Appendix 1 iv)



4.3.3. In addition, each DNO will ensure that its website contains consistent and clear information for Connection Customers that enables them to access the competitive Connections’ market.

We continue to provide significant information on the website and regularly review the format and content. A new version of the website went live on 24th November 2017 with positive feedback from our online community; “Your website looks much better and is easier to navigate”. Changes have been made to improve the navigation of the site and to make it easier to find key information. Screenshots of the revised site are shown in Appendix 1.

Supporting Evidence

Website - https://www.spenergynetworks.co.uk/pages/competition_in_connections.aspx, a screenshot of the website can be seen in Appendix 1 iii).

4.3.4. Where the Customer makes a request to the DNO for a Connection in a Relevant Market Segment, the DNO shall provide the Customer with a Convertible Quotation. The Customer can either accept the Convertible Quotation or provide the Point of Connection to an ICP in order to obtain a competitive quote for the Contestable Works. The Customer can then choose whether it wants the DNO or an ICP to carry out all or some of the Contestable Work.

SPEN continues to provide Convertible Quotations which provides the customer with the option of either SPEN completing full works or an ICP being appointed to carry out contestable works. A copy of which was enclosed in the 2015/16 report, there have been no subsequent changes to the format.

Please see extracts below which show the specific references to the options available, both on the first page of the offer, extract a), and within the letter of acceptance, extract b):

4.3.5. As part of producing a Convertible Quotation the DNO will determine:

- **the Point of Connection to its Distribution System;**
- **whether any reinforcements of the existing Distribution System is required;**
- **whether part of the Distribution System needs to be diverted;**
- **the Convertible Quotation the DNO issues shall contain details of:**
 - **the charges for the Non-Contestable Works;**
 - **the charges for Contestable works;**
- **the work and costs of providing the new Connection; and**
- **the options the Customer has for accepting the quotation or progressing with an ICP.**

SPEN comply with the above by providing a comprehensive breakdown of information to the customer in the Convertible Quotation Letter.

SPEN convertible quotations provide:

- The grid point for the POC to our Distribution systems – covered in summary of proposed works
- Reinforcements - summary of full works and PoC offer within the breakdown of costs
- Diversions – summary of full works and PoC offer within the breakdown of costs
- Charges – within the breakdown of the full works costs and in the POC costs
- Works and costs – work detailed within the full works and PoC offer, plus the key responsibilities
- Customer Options - as per response to 4.3.4 and the leaflet detailed in 4.3.2 b)

See screenshots of “Full Works Offer” and “POC Offer” in the supporting evidence below. A copy of an example of a Convertible Quotation letter was enclosed in 2015/16 report; there have been no subsequent changes to the format.

Supporting evidence

a) Extract – Full Works Offer

YOUR FULL WORKS OFFER

SP Energy Networks will complete the contestable and non-contestable work.

Summary of the proposed works

A supply capacity of 2000kVA will apply as requested, with the load balanced over three phases. The supply will be 11 kV (+ or - 6%) 3 phase, 3 wire, 50 hertz (+ or - 1%) AC. The design fault level is 250 MVA at 11 kV. The point of connection will be the high voltage circuit breaker within the substation and it is your responsibility to install suitable cables from the RMU to your own equipment and materials required for termination in a dry cable box.

This Section 16 Full Works offer includes for SP Energy Networks to complete all excavation, cable lay and installation from the HV point of connection to the HV point of supply for the IDNO network. The on-site substation will be constructed and adopted by the IDNO and will facilitate shared access arrangements.

The connection arrangement for an IDNO adopted supply for 2000kVA is a branch feeder arrangement. The HV and LV point of connection joints, all cables between the point of connection and point of supply, both RMU's, the Solkor Panel and battery charger will be installed and adopted by SP Energy Networks within the IDNO substation. All other elements required within the IDNO substation will be installed and adopted by the customer. Energisation will be subject to confirmation from civil inspection that the substation is fit for purpose and to agreed standards.

The original substation position on the plan provided with your application was unsuitable as this was situated directly on the site of a 132kV tower and beneath the 132kV overhead line. A suggested substation position was agreed with Xxxxxx Xxxxx on 7/12/17. This position was suggested on the assumption that the same access, spacing requirements etc exist as per SUB-0x-0xx.

QASxxxxxx is a separate quotation for xxxx xxxxxx which is adjacent to this site. Please note that should both these schemes be accepted, there shall be no interconnection on the customer network between these two points of supply.

The following tables provide further detail of the charges associated with the Full Works offer.

A summary of the Full Works costs

This table splits out the cost by the type of work being proposed. The connection charge is the cost associated with the work required to provide you with your connection assets. The diversion charge is the cost associated with the work required to divert any existing assets to enable your connection. The reinforcement charge is the cost associated with the work required to reinforce the electrical system to enable your connection.

Charge description	Connection	Diversion	Reinforcement
C ASSES DSGN FOR RELEVANT WRK	£x,xxx.xx	£0.00	£0.00
F5 MAINS CABLES	£0x,xxx.xx	£0.00	£0.00
F7 SUBSTATIONS	£0x,xxx.xx	£0.00	£0.00
G CIC FINAL WRKS AND PHO ENERG	£x,xxx.xx	£0.00	£0.00
Total	xx,xxx.xx	0.00	0.00

A detailed breakdown of the Full Works costs

This table provides a detailed breakdown of the costs associated with the work being proposed. This table reflects the charges that are set out within our Common Connection Charging Methodology. This table also splits out the contestable and non-contestable elements of the work and any contribution made by SP Manweb plc.

Description Of Works	Proposed Quantity	Measure	Customer Contribution	SPM Contribution	Contestable	Non Contestable
C ASSESSMENT DESIGN FOR RELEVANT WORK						
ASSESSMENT AND DESIGN FEE	xx.xx	unit	x,xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		

D CIC ASSESSMENT DESIGN OF THE NON-CONTESTABLE WORK
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Description Of Works	Proposed Quantity	Measure	Customer Contribution	SPM Contribution	Contestable	Non Contestable
Sub Total			£0.00	£0.00		
E CIC DESIGN APPROVAL OF CONTESTABLE WORKS						
Sub Total			£0.00	£0.00		
F5 MAINS CABLES						
Low Voltage 95MM² 4-CORE CABLE	140.00	m	x,xxx.xx	0.00	Y	
100A 1-PHASE CUT-OUT	1.00	Item	xx.xx	0.00	Y	
PICK UP, DELIVER & RETURN CABLE DRUM	4.00	Item	xxx.xx	0.00	Y	
LAY ONLY Low Voltage CABLE (<300MM²) Including SAND	110.00	m	x,xxx.xx	0.00	Y	
3 X High Voltage 185MM² 1-CORE CABLE	20.00	m	xxx.xx	0.00	Y	
High Voltage 185MM² 3-CORE CABLE	350.00	m	x,xxx.xx	0.00	Y	
LAY ONLY Low Voltage CABLE (<95MM²) Including SAND	300.00	m	x,xxx.xx	0.00	Y	
Excavate/Lay 2 High Voltage CABLE (Type 3 or 4 ROAD)	20.00	m	x,xxx.xx	0.00	Y	
Excavate/Lay 2 High Voltage CABLE (TARMAC Footpath)	150.00	m	xx,xxx.xx	0.00	Y	
Excavate High Voltage STANDARD JOINT BAY (TARMAC Footpath)	2.00	No.	x,xxx.xx	0.00	Y	
Excavate MAINS/SERVICE JOINT BAY (TARMAC Footpath)	1.00	No.	xxx.xx	0.00	Y	
SUPPLY DUCTS (<=150MM)	130.00	m	xxx.xx	0.00	Y	
PROTECTION COMMUNICATIONS CABLE	370.00	m	xxx.xx	0.00	Y	
High Voltage TRIFURCATION JOINT	2.00	No.	x,xxx.xx	0.00	Y	
PULL Low Voltage CABLE THROUGH DUCT	140.00	m	xxx.xx	0.00	Y	
TRAFFIC MANAGEMENT WORKS	20.00	Item	x,xxx.xx	0.00	Y	
Sub Total			£xx,xxx.xx	£0.00		
F7 SUBSTATIONS						
SS BATT CELL 30V 65AH VRLA CELL	1.00	Item	xxx.xx	0.00	Y	
ZZ INDR TERMN KIT 11 KV 95/185 MM2	6.00	Item	xxx.xx	0.00	Y	
SS BATT CHARGER TYPE 1 VRLA 30V	1.00	Item	x,xxx.xx	0.00	Y	
RMU TYPE X 630A NON-EXTENSIBLE	2.00	Item	xx,xxx.xx	0.00	Y	
HTRSK CBL ENTRY GLAND 36/70 MM DIA	18.00	Item	xxx.xx	0.00	Y	
LCK STAR 1 1/4" SHACKLE	6.00	Item	xx.xx	0.00	Y	
PROTECTION PANEL SOLKOR "R"	1.00	Item	x,xxx.xx	0.00	Y	
CBL 11KV 1C 065MM2 SOL AL XLPE	24.00	m	xxx.xx	0.00	Y	
CBL MULTICORE 7C 2.5MM2 CU	40.00	m	xx.xx	0.00	Y	
CBL MULTICORE 4C 2.5MM2 CU	30.00	m	xx.xx	0.00	Y	
ENGINEERING & MANAGEMENT (TOTAL LABOUR)	1.00	Item	x,xxx.xx	0.00	Y	
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00	Y	
UNIT B/STN LOCKS 13 RKS 4E/B	1.00	unit	xxx.xx	0.00		Y
ENGINEERING & MANAGEMENT (TOTAL LABOUR)	1.00	Item	x,xxx.xx	0.00		Y
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00		Y
TECHNICAL STAFF (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00		Y
Sub Total			£xx,xxx.xx	£0.00		
G CIC FINAL WORKS AND PHASED ENERGISATION						
Low Voltage BRANCH JOINT	1.00	No.	xxx.xx	0.00	Y	
33KV STRAIGHT JOINT & PILOT	2.00	No.	xxx.xx	0.00	Y	
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00	Y	
TECHNICAL STAFF (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00	Y	
High Voltage STRAIGHT JOINT	2.00	No.	x,xxx.xx	0.00	Y	
Sub Total			£x,xxx.xx	£0.00		
H CIC INSPECTION AND MONITOR OF CONTESTABLE WORKS						
Sub Total			£0.00	£0.00		
TOTAL CONNECTION CHARGE			£xx,xxx.xx			

b) Extract – POC Offer

YOUR POC OFFER

SP Energy Networks will complete the non-contestable work only. It is your responsibility to appoint an accredited independent connection provider (ICP) to work alongside SP Energy Networks to complete the contestable work.

Should you choose to use an ICP to work alongside SP Energy Networks to complete the contestable work your ICP will need to submit the following documents no later than four months from the date of this offer:

- The contestable design.
- Written confirmation from you of their appointment as your contestable work provider.
- Where relevant, confirmation of compliance with the CDM regulations.
- Where necessary, details of any subcontractor to be used in the completion of the Contestable Works.

Summary of the proposed works
POC - POINT OF CONNECTION

Load

This connection will provide supply for a total connected ADMD load of one HV IDNO connection @ 2000kVA at 11,000V, 50-Hertz alternating current.

HV connection of customers network

Make off 2 x high voltage straight joints and 2 x pilot straight joints to connect the customers network.

LV connection of customers network

Make off 1 x low voltage breech joint for a battery charger supply.

POC grid reference

POC area grid ref: xxxxxx, xxxxxx

A summary of the POC costs

This table splits out the cost by the type of work being proposed. The connection charge is the cost associated with the work required to provide you with your connection assets. The diversion charge is the cost associated with the work required to divert any existing assets to enable your connection. The reinforcement charge is the cost associated with the work required to reinforce the electrical system to enable your connection.

Charge description	Connection	Diversion	Reinforcement
D/CIC ASSES DSGN OF THE NC	x,xxx.xx	£0.00	£0.00
E/CIC DESIGN APP OF CONT WRKS	x,xxx.xx	£0.00	£0.00
F7 SUBSTATIONS	x,xxx.xx	£0.00	£0.00
G/CIC FINAL WRKS AND PHD ENERG	x,xxx.xx	£0.00	£0.00
H/CIC INSPT MONTR OF CONT WRKS	xxx.xx	£0.00	£0.00
Total	xx,xx.xx	0.00	0.00

A detailed breakdown of the POC costs

This table provides a detailed breakdown of the costs associated with the work being proposed. This table reflects the charges that are set out within our Common Connection Charging Methodology. This table also splits out the contestable and non-contestable elements of the work and any contribution made by SP Manweb plc.

Description Of Works	Proposed Quantity	Measure	Customer Contribution	SPM Contribution	Contestable	Non Contestable
C ASSESSMENT DESIGN FOR RELEVANT WORK						
Sub Total			£0.00	£0.00		
D/CIC ASSESSMENT DESIGN OF THE NON-CONTESTABLE WORK						
CHARGE FOR POINT OF CONNECTION INFO	1.00	unit	x,xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		
E/CIC DESIGN APPROVAL OF CONTESTABLE WORKS						
CHARGE FOR DESIGN APPROVAL	1.00	unit	x,xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		
F5 MAINS CABLES						
Sub Total			£0.00	£0.00		
F7 SUBSTATIONS						
UNIT STRN LOCKS 13 RKS 4EB	1.00	unit	xxx.xx	0.00		Y
ENGINEERING & MANAGEMENT (TOTAL LABOUR)	1.00	Item	x,xxx.xx	0.00		Y
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00		Y
TECHNICAL STAFF (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		
G/CIC FINAL WORKS AND PHASED ENERGISATION						
Low Voltage BRANCH JOINT	1.00	No.	xxx.xx	0.00	Y	
5KV STRAIGHT JOINT & PILOT	2.00	No.	xxx.xx	0.00	Y	
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00	Y	
TECHNICAL STAFF (TOTAL LABOUR)	1.00	Item	xxx.xx	0.00	Y	
High Voltage STRAIGHT JOINT	2.00	No.	x,xxx.xx	0.00	Y	
WITNESS TESTING OF UNIT SUB	1.00	unit	xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		
H/CIC INSPECTION AND MONITOR OF CONTESTABLE WORKS						
INSPECTION AND MONITORING LEVEL 1	1.00	unit	xxx.xx	0.00		Y
Sub Total			£xxx.xx	£0.00		
TOTAL CONNECTION CHARGE			£xx,xxx.xx			

4.3.6. The charges for the Non-Contestable Works in a Convertible Quotation shall be comparable irrespective of whether an ICP or the DNO undertakes the Contestable Works.

The Convertible Quotation ensures that the costs are the same irrespective of whether the ICP or SPEN undertake the contestable works. The only difference may be the design approval or audit/inspection costs; however this would be dependent on whether the ICP completes those activities themselves. These are shown in supporting evidence in 4.3.5. A copy of an example of a Convertible Quotation letter was enclosed in 2015/16 report; there have been no subsequent changes to the format.

4.5. Determining whether ICP can undertake assessment of POC

4.5.2. DNO will publish circumstances, and the reasons why, where an Accredited ICP cannot undertake the assessment of the Point of Connection. The ICP will be unable to determine the Point of Connection because the DNO:

- has not made sufficient information available; and/or
- has stated that only it can undertake the assessment.

The information is published on the SPEN website to advise of the Relevant Market Segments that are currently available for self-determination to be undertaken, and have detailed both the restrictions and the reasons for exclusion. We have also referenced those categories not currently available where we would be happy to develop a process with an ICP.

Extract from website

Relevant Market Segment	Self-Determination Available (Yes/No)	Comments
LV demand	Yes*	Subject to restrictions
HV demand	Yes*	Subject to restrictions
HV/EHV demand	No	Currently due to technical nature and significant impact on network, however happy to develop process with an ICP
EHV/132kV demand	No	Currently due to technical nature and significant impact on network, however happy to develop process with an ICP
DG LV	Yes*	Subject to restrictions
DG HV/EHV	No	Impacted by a high level of interactivity
UMS LA	Yes	
UMS Other	Yes	
UMS PFI	Yes	

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Supporting evidence

This information is published on our website, within the Code of Practice section https://www.spenergynetworks.co.uk/pages/self_determination_of_point_of_connection.aspx. A screenshot of the web page can be seen in Appendix 1 vi).

4.6. DNO Input Services where the ICP determines the POC

4.6.1. The DNO will make available access to such information as the ICP is reasonably likely to require in order to assess the Point of Connection. This information will be available on an equivalent basis as it is to the DNO, normally on a 24/7 basis. The information will enable ICPs to either:

- i) self-select a Point of Connection in combination with the Standard Design Matrix (see section 4.9 below); or**
- ii) carry out assessment and design of the Point of Connection using the DNO's standards and process utilizing the technical competency of the ICP's design team (see section 4.10 below).**

SPEN provide a range of information, equivalent to that used by SPEN Design Engineers, to the ICPs for use in assessing a Point of Connection. These are detailed below, followed by our supporting evidence:

Process Documents - Document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers details the information and process to support the ICP in completing the self-determination, please see evidence a). The document also provides some insight of factors that should be considered and their impact on the network.

Standard Design Matrix – The matrices were created in line with the standardised format agreed with the ENA and other DNOs and can be found along with guidance in the process document detailed above (section 12.4 and Appendix 1b); it is also readily available on the website within the Code of Practice sub-section, see evidence b). Please also refer to the response 4.9.1 below

Utility Map View (UMV) –Free unlimited access to this web portal is available, providing access to our data asset records, enabling ICPs to view underground and overhead line assets and interrogate the data to establish type, size, location and ratings of the relevant equipment/assets. This portal has recently been updated and there is a User Guide available on the website, see evidence c).

To gain access to this portal an ICP would need to submit an access request form which once processed would result in the ICP being provided access to the site and issued with access details and supporting information; guidance for gaining access is available on the website; see evidence c).

Transformer Loadings – SPEN allows unlimited access to the Transformer Loadings database which provides supporting information to determine the Point of Connection, i.e. the capacity/load details of the substations which enable the ICP to determine whether there is available capacity on the network. Links are provided to the information database plus instructions on how to use. See supporting evidence d). Guidance on the rules to be applied are provided within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers which can be found as detailed in evidence a).

Supporting evidence

a) Process Documents – ESDD-02-021 is available within the “Information for ICPs and IDNOs section of the Other Connection Providers section of the website. It can be found by selecting Documents; policies, procedures and specification documents; “Connection Process”,

https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

or via the direct link <https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>

b) Standard Design Matrix - available within the process document ESDD-02-021 on the website, see evidence a). This document details the process and also includes our Standard Design Matrix. The Standard Design Matrix is also available on the website, by selecting “Information for ICPs and IDNOs”; Code of Practice; Standard Design Matrix, see screenshot in Appendix 1 vii), or direct via

www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx, see 4.9.1 below.

c) UMV –

Access is available through the external links provided once access is completed; the current link is still active whilst all users are being migrated to the current platform <https://gismap.scottishpower.com/ContestableUMV>. However, once migrated the user would use the new link that will be provided.

Screenshots of the system are shown in Appendix 2 i) to iv)

To gain access to UMV the ICP would need to refer to, the guidance and information subsection, within “Information for ICPs and IDNOs”, of the Other Connection Providers page

https://www.spenergynetworks.co.uk/pages/guidance_information.aspx, or directly via

https://www.spenergynetworks.co.uk/pages/utility_map_viewer.aspx

d) Transformer Loadings – For access to transformer loadings the ICP would access via the website within the Code of Practice sub-section, within “Information for ICPs and IDNOs”

https://www.spenergynetworks.co.uk/pages/competitions_in_connections_code_of_practice.aspx,

or directly via

https://www.spenergynetworks.co.uk/pages/transformer_loadings.aspx. A screenshot is available within Appendix 1 viii). Screenshots of the database are available within Appendix 2 v) to vi).

4.6.2. Such information will include:

- **geographical network records showing the location, size and type of assets;**
- **load information for the Distribution System, including guidance on the rules to be applied when allocating demand diversity of new and existing Customers to circuits;**
- **relevant design standards and documents (e.g. the Energy Network Association's engineering recommendation G81);**
- **asset sizes and ratings;**
- **network operational diagrams.**

SPEN provide a variety of information to support the ICP in establishing the Point of Connection:

- UMV access (utility map viewer) is provided free via the web portal and enables ICPs to view underground and overhead line assets and interrogate the data to establish type, size, location and ratings of the relevant equipment/assets. An updated and improved version of UMV has been implemented and access is being provided to all current users of the previous system, using a phased approach. An example of the information that is provided is shown below See supporting evidence a)
- Standard Design Matrices have been created in line with the standardised format agreed with the ENA and other DNOs which can be found along with guidance in the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, detailed below, section 12.4 and Appendix 1b, and is also readily available on the website, see evidence b). Please also refer to the response 4.9.1 below
- Transformer Loadings – SPEN allows unlimited access to the Transformer Loadings database which provides supporting information to determine the Point of Connection, i.e. the capacity/load details of the substations which enable the ICP to determine whether there is available capacity on the network. Links are provided to the information database plus instructions on how to use. Please see evidence c). Guidance on the rules to be applied are provided within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers which can be found as detailed in d).
- Design standards are available on the website, as per the screenshot below; please see evidence d). If there is a requirement for information additional to the design standard documents then the ICPs are able to approach our design team with their enquiry, or we are more than happy to arrange face to face discussion over any issues or concerns. If there is a document you require that is not listed then we also provide an option to submit an online request form, and on receipt we will review and will contact the requestor. <https://www.spenergynetworks.co.uk/pages/documents.aspx>, a screenshot is available under Appendix ix)

Framework for Design & Planning of LV Housing Developments, including U/G Networks and Associated HV/LV S/S ↗	This document details the SP Distribution Limited and SP Manweb plc requirements for the design of low voltage underground cable electricity networks including their new associated HV / LV distribution substations. The document specifically relates to housing estates constructed under Ofgem's Competition in Connections regime. This document does not detail arrangements for multi-occupied premises or industrial / commercial supplies.	ESDD-02-012	6	2016-11-11
Installation and record framework for Greenfield low voltage housing estate underground networks ↗	This document details the Company's installation requirements for Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to housing developments constructed under Ofgem's Competition in Connections regime.	EPS-02-005	2	2014-09-12
Installation and Record Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV ↗	This document details The Company's installation requirements for underground connected loads up to and including 11kV. The document specifically relates to new industrial and commercial projects constructed under Ofgem's competition in connections regime and is not to be applied retrospectively.	EPS-02-006	2	2014-09-12
Materials specification framework for Greenfield Low Voltage Housing estate ↗	This document details the PowerSystems materials requirements for Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to greenfield housing estates constructed under Ofgem's Competition in Connections regime.	EPS-03-027	1	2005-08-02
Materials Specification Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV ↗	This document details the Company's materials requirements for underground connected loads up to and including 11kV. The document specifically relates to industrial and commercial projects constructed under Ofgem's competition in connections regime. The document forms the appendix to, and must be read in conjunction with, G81 – Part 5 the Energy Networks Association document titled: Framework for material specifications for industrial and commercial underground connected loads up to and including 11kV.	EPS-03-031	2	2014-09-12

Also provided is the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers which details the information and process to support the ICP in completing the self-determination. Please see evidence d) in relation to these documents.

Supporting evidence

a) UMV – Access is available through the external links provided once access is completed; the current link is still active whilst all users are being migrated to the current platform

<https://gismap.scottishpower.com/ContestableUMV>. However, once migrated the user would use the new link
Screenshots of the system are shown in Appendix 2 i) to iv)

To gain access to UMV the ICP would need to refer to

https://www.spenergynetworks.co.uk/pages/utility_map_viewer.aspx

b) Standard Design Matrix - available within the process document ESDD-02-021 on the website, see evidence

d). This document details the process and also includes our Standard Design Matrix. The Standard Design Matrix is also available on the website, see screenshot in Appendix 1 vii)

https://www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx, see 4.9.1 below.

c) Transformer Loadings – For access to transformer loadings the ICP would access via the website either via

https://www.spenergynetworks.co.uk/pages/competition_in_connections.aspx by selecting Other Connection Providers; Information for ICPs and IDNOs; Code of Practice; Transformer loadings, or direct via

https://www.spenergynetworks.co.uk/pages/transformer_loadings.aspx. A screenshot is available within Appendix 1 viii). Screenshots of the database are available within Appendix 2 v) to vi).

d) Process Documents – Standard Design Documents and ESDD-02-021 are available within the “Information for ICPs and IDNOs” within the Other Connection Providers section of the website. It can be found by selecting

Documents; policies, procedures and specification documents; “Connection Process”,

https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

or via the direct link <https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>

or via the direct links to the documents

ESDD-02-021 <https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>

ESDD-02-012 <https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-012.pdf>

EPS-02-005 <https://www.spenergynetworks.co.uk/userfiles/file/EPS-02-005.pdf>

EPS-02-006 <https://www.spenergynetworks.co.uk/userfiles/file/EPS-02-006.pdf>

EPS-03-027 <https://www.spenergynetworks.co.uk/userfiles/file/EPS-03-027.pdf>

EPS-03-031 <https://www.spenergynetworks.co.uk/userfiles/file/EPS-03-031.pdf>

4.8. Point Of Connection Accreditation

4.8.2. Each DNO will, at least annually, assess the areas where accreditation is not available and ensure that the NERS service provider is aware of these omissions from the overall NERS scheme. Once these have been identified the DNOs will work with NERS to put in place the appropriate scope changes or additions to increase areas of accreditation where practicable.

The National Electricity Registration Scheme Advisory Panel (NERSAP) forum, chaired by a SPEN representative, is actively involved in the reviewing of any activities, which are identified, to establish the appropriate changes or additions to the available scopes. The NERSAP hold these forums at least three times a year to review the NERS requirements documents and address any issues identified as a result of discussion between an ICP and DNO. During this year three forums were held.

SPEN are always open to consultation with an ICP who wishes to carry out any works that are not currently covered under the present Lloyds Accreditation regime.

4.9. POC assessment using Standard Design Matrix

4.9.1. Some Point of Connection designs can be determined using a Standard Design Matrix. To facilitate this, the DNO shall publish an up-to-date Standard Design Matrix for use by the ICP. Figure 3 below sets out the key process steps in using the Standard Design Matrix.

The Standard Design Matrix, screenshot shown below, was created in line with the standardised format agreed with the ENA and other DNOs. The matrices were made available for various types of small load. They continue to be readily available on the website, see supporting evidence and can be found along with some guidance either on the website or within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, as detailed in 4.6.1, section 12.4 and Appendix 1b. Please refer to the supporting evidence.

Standard Design Matrices – screenshot from website page

Criteria	Measurement	Comment
connection capacity	<=500W (unmetered supplies)	
distance to substation	<=500m	
service cable length	<=5m (4mm) or <=25m (25mm)	
transformer capacity	N/A	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live:</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

Criteria	Measurement	Comment
connection capacity	<=6kW (non domestic only)	
distance to substation	<=250m	
service cable length	<=25m	
transformer capacity	N/A	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live:</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

Criteria	Measurement	Comment
connection capacity	Up to 4 Domestic (<=2kW ADMD each)	
distance to substation	<=250m	
service cable length	<=25m	
transformer capacity	N/A for ground mounted substation. System checks required for PTE (Pole Mounted Transformers).	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live:</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

Criteria	Measurement	Comment
connection capacity	Single Connection <=69kW	Existing 5kVA pole mounted transformers will not provide sufficient capacity to cater for additional connections
distance to substation	<=200m	
service cable length	<=10mtrs (No Study required), >10 <=25m (Study required)	A Full Network modelling analysis is required if.
transformer capacity	system checks required for PTE (Pole Mounted Transformers) and ground mounted substations	The maximum length of any Service Cable Exceeds 10mtrs. Note no services to exceed 25mtr
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>Concentric cables look for cables marked as 2 core with imperial sizes, TLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live:</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	<p>- there are 50 or more customers already on the LV feeder</p> <p>- the assessed loading is 50% or greater than the existing capacity of the circuit</p> <p>- the proposed new load includes starting currents in excess of 15 Amps</p> <p>- Embedded generation enquiries above 16 Amps per phase (Generation subject to the requirements of ENA G83/multiple connections or ENA G59)</p>

Supporting evidence

The Standard Design Matrix, shown below, is available:

- on the website https://www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx, see screenshot in Appendix 1vii)
- within the process document ESDD-02-021 <https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>

4.9.2. To allow the ICP to use the Standard Design Matrix the DNO will provide the following;

- **the process to be applied when using the Standard Design Matrix;**
- **a Standard Design Matrix that will assist in assessing the capacity that can be connected to an existing network;**
- **capacity data to be used within the Standard Design Matrix; and**
- **geographical network data to allow the ICP to check where the Point of Connection is to be located on the DNO's Distribution System.**

In order to support the ICP in their use of the Standard Design Matrix SPEN provide a variety of information in various formats:

- Process document ESDD-02-021 Guidance for Self-Determination of Point of Connection and Self-Design Approval for Independent Connection Providers details the matrices within section 12.4 and provides guidance on the application, displaying them in Appendix 1b of that document. Link provided in supporting evidence a)
- SPEN have published Standard Design matrices for various types of small loads, these are shown in our response to 4.9.1, are readily available on the website and within the process document ESDD-02-21, detailed above, evidence b)
- The capacity data is detailed within the ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers document, Section 12.6.1 and listed within the design matrix, refer to evidence c)
- UMV provides the full geographical data which is consistent with the access that SPEN designers have, please see 4.6, refer to evidence d).

Supporting evidence

- Process Document - ESDD-02-021 is available "Information for ICPs and IDNOs" within the Other Connection Providers section of the website. It can be found by selecting Documents; policies, procedures and specification documents; "Connection Process" https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx or via the direct link <https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>
- Standard Design Matrix - the process document ESDD-02-21, see a), or on the website https://www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx. See screenshot in Appendix 1vii)
- Capacity Data – see a) and b)
- Geographical network - please see 4.6 and screenshots in Appendix 2 i) to iv)

4.11. Information Exchanges

4.11.1. The ICP and DNO shall each use their reasonable endeavours to exchange information required to determine the Point of Connection. The information from the ICP will be provided at the following stages:

- **Point of Connection Notice – when the ICP commences investigating a Point of Connection;**
- **Point of Connection Issue – when the ICP issues a quotation to a Customer; and**
- **Point of Connection Acceptance – when the Customer accepts the quotation issued by the ICP.**

4.11.4. The DNO will ensure that all relevant information is made available to the ICP either on-line or on request.

SPEN continue to use RAdAR as the interface for the exchanges with ICPs, ensuring that there is a consistent approach being applied. Within RAdAR there is the functionality for the ICP to provide SPEN with both the Point of Connection notice of intention and notification of issue of ICP quote to the customer, via the “information only” element of the submission.

The ICP would complete the form notifying of their intent to self-determine the POC and would select the type of notification as “information only”. Once the ICP has completed their quote and issued to their customer they would create a further “information only” log to notify SPEN that the quote had been issued. When the customer accepts their quotation the ICP would again upload this information but this time would mark as a “final submission”.

Via the same process, if an ICP requires information during the process they can submit an “information only” request to which SPEN will respond.

There is guidance provided within training materials which are available on the website within the section “Information for ICPs and IDNOs”. This is accessed by selecting RAdAR Training Materials, link and screenshot detailed in evidence a). There is revised POC User Guide for Applicants, link and screenshot detailed in evidence b) which details the completion of the application form on page 4.

Supporting evidence

a) RAdAR Training Materials

This can be found within the Guidance & Information sub-section of the “Information for ICPs and IDNOs” section of the Other Connection Providers page

https://www.spenergynetworks.co.uk/pages/guidance_information.aspx, within the tab “RAdAR Training Materials” or directly via the link

https://www.spenergynetworks.co.uk/pages/radar_training_materials.aspx

- Who Can Do the Work?
- What Work Can be Done?
- Who Regulates Our Connection Business?
- Information for ICPs and IDNOs** ▼
 - Extending the Scope of ICP Work
 - Guidance & Information** ▼
 - RADAR Training Materials** ▶
 - Tracking Your Project
 - Metered and Unmetered Connections Guides
 - Adopted Distributed Generation
 - Gaining Authorisation to our Network
 - Utility Map Viewer
 - Requesting a Meter Point Administration Number
- Code of Practice ▼
- Documents ▼
- How to Contact CIC

RADAR TRAINING MATERIALS

The RADAR system manages the Competition in Connection activities and is the interface with ICPs.

The original guides and Captivate Video Demonstrations, which are training simulations of the modules of the system, are available below in the section titled "Original User Guides" however there are now revised documents which are available below in the "Revised User Guides" section.

In the future, if there are any updates to these User Guides, you will be notified through the Competition in Connections newsletters to check the version on the internet.

If you require any further information or have any questions, please email encompetition@scottishpower.com. For additional support, please contact the CIC admin team, who will arrange for someone to contact you to discuss your requirements.

Revised User Guides Original User Guides

Revised User Guides

Tracking Your Project: Applicants	Tracking Your Project: DNO
Design	Design
POC	POC

b) Extract – Training document

The direct link to the training document

https://www.spenergynetworks.co.uk/userfiles/file/POC_Applicant.v2.3.pdf

Self Determined Application For POC

Demo ICP

Original - New : This is for an Original Application
Application Type : Original Re-Submit
Application Status : New Saved
Applicant's Ref * : (One word, not more than 50 characters)
Current ICP* :
Acting As * :

Applicant Details

Company Name : Company Post Code :
Address :

 Return Email Address :
Admin Contact Name * : Admin Phone No. * :
Designer Contact Name * : Designer Phone No. * :

Site Information

Job Title/Site Name * :
Development Address * :
Development Post Code * :
OS Grid Ref (X,Y) * : (Please enter 6 digit numeric value for each X and Y)
Proposed Asset Owner * :
Name of Developer * : Name of Consultant :
Name of Architect : Name of Solicitor :
Future Phase Details : Associated Project No. :
if applicable :

Type of Enquiry (Please indicate intention to complete contestable closing joint works)

Please specify type : Final Submission Information Only
Type of Enquiry * :
Do you wish SP to complete the contestable final closing joints? * : Yes No
"Tick" if you wish the non contestable diversion works to be included in your POC offer (if applicable)?
Please note: where this is not selected, it is your responsibility to contact SP Network Connections to arrange for a formal 'Full Works Offer' to be issued for the diversions

Please complete Self Determination options

Design * : Closing Joints * :
Diversions * : Enabling Works * :
Inspections * : Operational Support * :
AddInfo Supplied : No Yes

Type of Enquiry (Please indicate intention to complete contestable closing joint works)

Please specify type : Final Submission Information Only
Type of Enquiry * :
Do you wish SP to complete the contestable final closing joints? * : Yes No
"Tick" if you wish the non contestable diversion works to be included in your POC offer (if applicable)?
Please note: where this is not selected, it is your responsibility to contact SP Network Connections to arrange for a formal 'Full Works Offer' to be issued for the diversions

Type of Enquiry
Select "information" when notifying:

- of intention to self-determine
- when ICP requires information
- that Quotation Offer has been issued to customer

Select "Final Submission" when notifying:

- That Quotation Offer has been accepted

4.12. Self-Determination Information

4.12.1. Each DNO will publish when an ICP can self determine their own POC utilising the common template below.

Market Segment	Self Determination Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		

SPEN has the above table published on the website with the information detailed below. It is also contained within the process document ESDD-02-021 Guidance for Self-Determination of Point of Connection and Self-Design Approval for Independent Connection Providers.

Relevant Market Segment	Self-Determination Available (Yes/No)	Comments
LV demand	Yes*	Subject to restrictions
HV demand	Yes*	Subject to restrictions
HV/EHV demand	No	Currently due to technical nature and significant impact on network, however happy to develop process with an ICP
EHV/132kV demand	No	Currently due to technical nature and significant impact on network, however happy to develop process with an ICP
DG LV	Yes*	Subject to restrictions
DG HV/EHV	No	Impacted by a high level of interactivity
UMS LA	Yes	
UMS Other	Yes	
UMS PFI	Yes	

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

For an ICP to complete self-determination of POC they must be compliant with the qualifying criteria, detailed in the template below, which is also available on the website and within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers

Level	Criteria
1	Complete a briefing with SPEN and enter into a probationary period - complete 5 projects in parallel (normal costs apply) and if no issues move to level 2
2	ICP fully able to self-determine POC

Supporting evidence

Self-determination Table – website link below, plus screenshot in Appendix 1 vi)

https://www.spenergynetworks.co.uk/pages/self_determination_of_point_of_connection.aspx,

plus within process document ESDD-02-021

<https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>

Self-determination qualifying criteria – website link below

https://www.spenergynetworks.co.uk/pages/self_determination_of_point_of_connection.aspx

and within process document ESDD-02-021

<https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf>

4.12.2. Each DNO will publish the criteria by which an ICP can determine their own POC utilising a Standard Design Matrix utilising the common template below.

Criteria	Measurement	Comment
Connection capacity		
Distance to substation		
Service cable length		
Transformer capacity		
Asset types excluded		

SPEN publishes the criteria of when an ICP can determine their own POC utilising the Standard Design Matrix both on the website and within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, the details and supporting evidence have been provided within 4.9.1.

Table 1: Information on Self Determination of Points of Connection - SPM

This information relates to the period 1 April 2017 to 31 March 2018 to cover the 2017/2018 reporting period of the Code of Practice.

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes *	Subject to restrictions	941	763	1	0
HV demand	Yes *	Subject to restrictions	1144	763	0	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on network	15	71	0	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on network	0	2	0	0
DG LV	Yes *	Subject to restrictions	24	1	0	0
DG HVEHV	No	Impacted by a high level of interactivity	199	7	0	0
UMS LA	Yes		11	0	99	0
UMS Other	Yes		582	0	8	0
UMS PFI	Yes		0	0	22	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Table 1: Information on Self Determination of Points of Connection - SPD

This information relates to the period 1 April 2017 to 31 March 2018 to cover the 2017/2018 reporting period of the Code of Practice.

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes *	Subject to restrictions	982	424	0	0
HV demand	Yes *	Subject to restrictions	738	501	0	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on network	2	12	0	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on network	0	0	0	0
DG LV	Yes *	Subject to restrictions	91	532	0	0
DG HVEHV	No	Impacted by a high level of interactivity	365	540	0	0
UMS LA	Yes		50	0	18	0
UMS Other	Yes		173	0	163	0
UMS PFI	Yes		0	0	0	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

4.13. Connection Design

4.13.2. In designing the Connection the ICP shall take account of any reasonable requirements of the DNO, and all of the DNO's design standards in place at the time. All relevant design standards and specifications, such as G81, will be made available.

SPEN have a suite of documents available on the SPEN website, within the “Documents” sub-section of the “Information for ICPs and IDNOs” section, that provides the essential documents detailing the standards and processes in place, see Appendix 1ix). The ICPs are aware of this information as they are advised of their availability during training and authorisation, plus they are notified at workshops and during their interactions with SPEN designers. These documents are reviewed and updated when there are any changes or alternatively the review periods defined on the documents, for example 5 years. If there is a document you require that is not listed then we also provide an option to submit an online request form, and on receipt we will review and will contact the requester. <https://www.spenergynetworks.co.uk/pages/documents.aspx>, a screenshot is available under Appendix ix)

Supporting evidence




All design standards are readily available on the website



https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

which directs to <https://www.spenergynetworks.co.uk/pages/documents.aspx>

by selecting “Documents” and then “Policies, procedures and Specifications Documentation”

Extract – section of Document Library showing the G81 documents

<p>Framework for Design & Planning of LV Housing Developments, including U/G Networks and Associated HV/LV S/S </p>	<p>This document details the SP Distribution Limited and SP Manweb plc requirements for the design of low voltage underground cable electricity networks including their new associated HV / LV distribution substations. The document specifically relates to housing estates constructed under Ofgem’s Competition in Connections regime. This document does not detail arrangements for multi-occupied premises or industrial / commercial supplies.</p>	<p>ESDD-02-012</p>	<p>6</p>	<p>2016-11-11</p>
<p>Installation and record framework for Greenfield low voltage housing estate underground networks </p>	<p>This document details the Company’s installation requirements for Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to housing developments constructed under Ofgem’s Competition in Connections regime.</p>	<p>EPS-02-005</p>	<p>2</p>	<p>2014-09-12</p>
<p>Installation and Record Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV </p>	<p>This document details The Company’s installation requirements for underground connected loads up to and including 11kV. The document specifically relates to new industrial and commercial projects constructed under Ofgem’s competition in connections regime and is not to be applied retrospectively.</p>	<p>EPS-02-006</p>	<p>2</p>	<p>2014-09-12</p>

Materials specification framework for Greenfield Low Voltage Housing estate 	This document details the PowerSystems materials requirements for Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to greenfield housing estates constructed under Ofgem's Competition in Connections regime.	EPS-03-027	1	2005-08-02
Materials Specification Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV 	This document details the Company's materials requirements for underground connected loads up to and including 11kV. The document specifically relates to industrial and commercial projects constructed under Ofgem's competition in connections regime. The document forms the appendix to, and must be read in conjunction with, G81 – Part 5 the Energy Networks Association document titled: Framework for material specifications for industrial and commercial underground connected loads up to and including 11kV.	EPS-03-031	2	2014-09-12

4.13.3. Where the Connection Works are to be adopted by an IDNO, the DNO shall not require unduly onerous boundary requirements between the IDNO's network and the DNO's Distribution System. Where the DNO requires additional assets to be provided at the boundary (other than those it would require if it was connecting the Connection Works to its own Distribution System) the DNO shall set out the reasons

The universal requirement for link boxes has been removed. In certain circumstances SPEN may wish to have a link box installed where operationally they consider it necessary. Where this occurs SPEN will pay the cost of the installation of the link box. The link box will be installed by the IDNO's chosen ICP, to SPEN specification (CAB-06-001 Approved Equipment Register – Cables & Cable Accessories, Section 11), which is available within the "Underground Cables" subsection of the Documents page at

<https://www.spenergynetworks.co.uk/pages/documents.aspx>, or via the direct link <https://www.spenergynetworks.co.uk/userfiles/file/CAB-06-001.pdf>, and owned by SPEN.

In contrast to the above, there will be circumstances where an IDNO may require a link box to be installed. This will be at the IDNO's expense and to ENA specification TS-09-23, which is available on the ENA website www.energynetworks.org. SPEN will take ownership of the network 5mtrs from the link box towards the POC.

4.16. Design Approval

4.16.3. DNOs shall complete and publish the following standard tables on their website. The proposed tables would be set out as follows:

Table One – The market segments where the ICP is able to self-approve its designs

Market Segment	Self Approval Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		

Table Two - Qualifying criteria that will apply to allow an ICP to move between the different levels of design approval

Level	Criteria
1	
2	
3	
etc.	<i>ICP fully able to self-approve contestable designs*</i>

*If applicable

ICPs are able to complete self–design approval in most circumstances and Table One details the applicable market segments, plus any restrictions or exemptions. In order for an ICP to move between different levels of design they would need to meet the qualifying criteria which are detailed in Table Two. SPEN provides this information on the website.

Table One – extract from website

Relevant Market Segment	Self-approval of designs available (Yes/No)	Comments
LV demand	Yes*	Subject to restrictions
HV demand	Yes*	Subject to restrictions
HV/EHV demand	No	Currently due to technical nature and significant impact on network, however happy to develop process with an ICP
EHV/132kV demand	No	Currently due to technical nature and significant impact on network, however happy to develop process with an ICP
DG LV	Yes*	Subject to restrictions
DG HV/EHV	No	Impacted by a high level of interactivity
UMS LA	Yes	
UMS Other	Yes	
UMS PFI	Yes	

* Subject to the following restrictions:

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Table Two – extract from website

Level	Criteria
1	Complete a briefing with SPEN and enter into a probationary period - complete 5 projects in parallel (normal costs apply) and if no issues move to level 2
2	ICP fully able to self-approve contestable designs

In terms of the volumes completed during this regulatory year please see “Table 2: Information on Self-Approval of Designs” – SPM/SPD on pages 34/35

Supporting evidence

Website - https://www.spenergynetworks.co.uk/pages/self_design_approval.aspx , screen shot of the page can be seen in Appendix 1 x).

4.16.4. Where an ICP, having met the criteria set out by the DNO, undertakes design approval of the Connection Works the ICP shall not require design approval from the DNO. However, the ICP may still ask the DNO to approve or validate the design.

When an ICP has the appropriate National Electrical Registration Scheme (NERS) accreditation they would notify SPEN of their interest in completing self-design approval and would then need to complete a review of the “workshop presentation” as detailed in 11.2 of ESDD-02-021 Guidance for Self Determination of Point of Connection and Self Design Approval for Independent Connection Providers. The ICP would then enter a probationary period where SPEN will continue to progress Design Approvals in parallel with the ICP. Once the ICP has completed their probationary period they will not require DNO approval of their design, however ICPs can elect to enter into another probationary period during which time SPEN will assist the ICP.

The ICP can still ask SPEN for approval under SLC15 even though they are competent to complete their own design approval. This information is detailed within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, Section 11.3.

Supporting evidence

Process document - ESDD-02-021 https://www.spenergynetworks.co.uk/pages/self_design_approval.aspx
Section 11.2 - 11.3

4.16.6. Where the design approval for Contestable Works is to be undertaken by an Accredited ICP, the ICP shall nevertheless submit the approved design to the DNO for inspection. As construction shall not need to wait to commence, such inspection shall not unduly delay the ICP in carrying out its works. Such inspection shall not exceed the level of inspection the DNO employs in its own connection services. To assist the inspection, the DNO may request the ICP to provide additional information. Where the inspection identifies non-conformance with the DNO’s design standards or there was an issue with the POC, the DNO shall notify the ICP of such non-compliances and any required corrective actions. The DNO shall be entitled to re-inspect the design following completion of the corrective actions by the ICP.

SPEN have detailed within Section 11.4 of the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, available on the website, that if the ICP complies with the qualifying criteria then we would not audit those designs as a matter of course, however SPEN have stated that after the probationary period we may sample audit some self-determined PoC and Design Approvals.

Any and all issues identified will be raised with the ICPs in the first instance; SPEN reserve the right to return ICPs to the probationary level if common failures persist or issues are not addressed adequately. Sample audits are completed in the same manner as those within our normal Inspection and Monitoring Regime.

SPEN operate two Inspection and Monitoring schemes:

Scheme 1 – SPEN inspection

- Levels 1 -3 – planned inspections, costs applicable

Scheme 2 – self-inspect

- Level 4 – minimal inspections, minimal costs
- Level 5 – no inspections, no costs

These are explained in more detail within the process document ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers, section 10.3, which is available on the website, within the document library

Supporting evidence

Website – Within the “Information for ICPs and IDNOs” section of the website by selecting “Documents”; “Policies, Procedures and Specification Documentation” and then “Connections Process” for ESDD-02-021 or “Policy & System Design” for ASSET-04-020.

https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

or direct via <https://www.spenergynetworks.co.uk/pages/documents.aspx>

Process documents:

ESDD-02-021 https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx section 11.4

ASSET-04-020 <https://www.spenergynetworks.co.uk/userfiles/file/ASSET-04-020.pdf> section 10.3

4.16.8. If the DNO has any concerns as to the competency of the Accredited ICP this must be highlighted to the NERS service provider and the ICP.

SPEN as a general rule will resolve any issues locally, however if any issues cannot be resolved or become persistent, then SPEN will refer the matter to Lloyds.

Table 2: Information on Self Approval of Designs – SPM

This information relates to the period 1 April 2017 to 31 March 2018 to cover the 2017/2018 reporting period of the Code of Practice.

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes*	Subject to restrictions	103	3
HV demand	Yes*	Subject to restrictions	61	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	0	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	0	0
DG LV	Yes*	Subject to restrictions	0	0
DG HVEHV	No		17	0
UMS LA	Yes		138	469
UMS Other	Yes		0	0
UMS PFI	Yes		0	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Table 2: Information on Self Approval of Designs - SPD

This information relates to the period 1 April 2017 to 31 March 2018 to cover the 2017/2018 reporting period of the Code of Practice.

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes*	Subject to restrictions	106	1
HV demand	Yes*	Subject to restrictions	66	2
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	2	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	0	0
DG LV	Yes*	Subject to restrictions	82	3
DG HVEHV	No		55	1
UMS LA	Yes		0	53
UMS Other	Yes		0	656
UMS PFI	Yes		0	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

4.18. Final Connection

4.18.1. The DNO shall set out the processes for facilitating the provision and registering of MPANs for premises that will connect to Connection Works that the DNO will adopt.

4.18.2. The DNO will provide this service in the same manner that it would provide to either a customer directly or its own business.

4.18.3. The ICP will be provided with any data or contact details of the DNO's MPAN creation team.

SPEN have a process for the provision and registering of MPANs which is available on the website. A simple flowchart illustrates the steps that an ICP would follow to request an MPAN, see extract below. Alongside this are guidance documents which the ICP should read prior to completing the MPAN request form, plus an example of a completed form.

The process is the same for SPEN engineers when they manually request an MPAN. As stated on the website: notification of all MPANs generated will be issued to the requestor once completed. SPEN utilises a corporate system to record connection works and for specific smaller projects, based on certain built in parameters such as heating type, the MPANs are auto – populated via a system interface.

The MPAN creation team information is provided via a link on the webpage, see extract below.

Supporting evidence

Website: is available on to website by selecting “Information for ICPs and IDNOs”, “Guidance & Information” and “Requesting a Meter Point Administration Number” or direct via the link

https://www.spenergynetworks.co.uk/pages/mpan_request.aspx, also see Appendix 1 xi)

Extract - Requesting a Meter Point Administration Number web page

Getting Connected

Home > Getting Connected > Other Connection Provider... > Information for ICPs and ID... > Guidance & Information > Requesting a Meter Point A...

Who Can Do the Work?
What Work Can be Done?
Who Regulates Our Connection Business?
Information for ICPs and IDNOs ▾
Extending the Scope of ICP Work
Guidance & Information ▾
RADAR Training Materials
Tracking Your Project
Metered and Unmetered Connections Guides
Adopted Distributed Generation
Gaining Authorisation to our Network
Utility Map Viewer

REQUESTING A METER POINT ADMINISTRATION NUMBER

The process for the provision and registering of MPANs for premises that will connect to Connection Works that the DNO will adopt is detailed in the process map below:

Before proceeding to the MPAN request form please ensure that you read the guidance document on the link below.

Please click here to open the MPAN request form guidance [🔗](#)

Click here to open the email information [🔗](#)

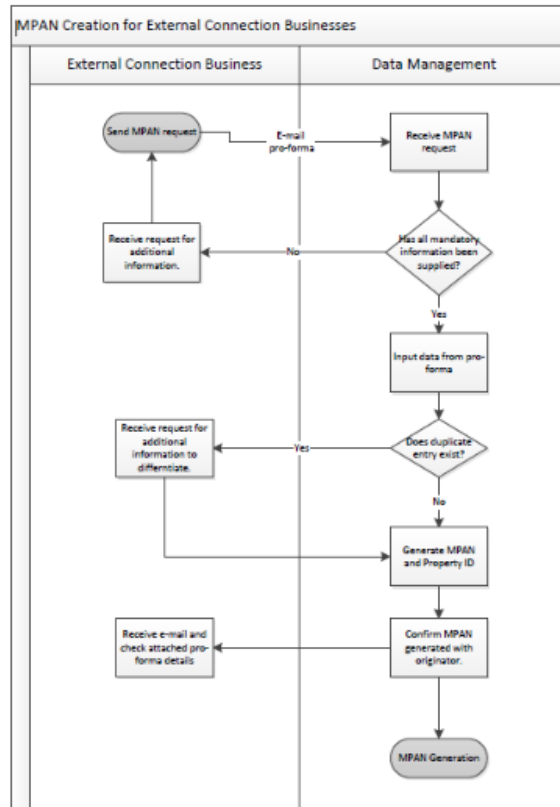
The MPAN request document below provides you with the request form, guidance information, plus examples of completed application forms.

Please click here to open the MPAN request form [🔗](#)

Notification of all MPANs generated will be issued to the requestor once completed.

Please be advised that there is a phased approach for issue, e.g. if a builder requests one hundred MPANs for a new housing site these would be provided in phases, i.e. 20 MPANs to begin and once those houses are built a further 20, etc.

- Requesting a Meter Point Administration Number >
- Code of Practice >
- Documents >
- How to Contact CIC



Extract – email information web page

The completed MPAN Request pro-forma should be issued to the e-mail address:

SPD	DMMMPANReq-1@scottishpower.com
SPM	EXTERNALMPANSOUTH@sppowersystems.com

There is a 2-day turnaround on receipt of these requests

- Emails received will be in the form of a message with a completed MPAN Request pro-forma attachment. Turn around times are based on normal office hours of 08:30 to 16:45. For requests received after 14:45 the turnaround time will carry over to the morning of the following working day.
- All requests must be supplied with a capacity. If the capacity is not supplied the requestor will be contacted via telephone or email for this information. The capacity value serves as a double check on the submitted supply type.

****All MPANs with a capacity greater than 100kVA require the completed pro-forma plus the additional 3rd HH form, signed by the site engineer, to be issued to the email address's above.**

5.1 Accreditations

5.1.3. In all cases where NERS accreditation is not available DNOs will work with the scheme administrator to implement a scope change to cover the relevant activity consistent with the Relevant Objectives in section 2.3.

Items not available are documented in NERS minutes and SPEN work with scheme administrator to implement. The NERSAP forum, chaired by a SPEN representative, is actively involved in the reviewing of any activities, which are identified, to establish the appropriate changes or additions to the available scopes.

SPEN has committed to working with the scheme administrator to implement any scope change and this commitment is detailed on the Other Connection Providers website.

SPEN are always open to consultation with an ICP who wishes to carry out any works that are not currently covered under the present Lloyds accreditation regime.

Supporting evidence

Website - is available on to website by selecting "Information for ICPs and IDNOs", "Code of Practice" and "Authorisation and Accreditation" or direct via the link

https://www.spenergynetworks.co.uk/pages/authorisation_and_accreditation.aspx screenshot available in Appendix 1 xii)

5.2. Authorisations

5.2.2. Training and / or authorisations relating to G39 authorisations accepted by a given DNO shall be accepted by other DNOs

SPEN will continue to accept training and/or authorisations relating to G39 which have already been accepted by other DNOs subject to the requirements of EREC G39 being met by all concerned parties. EREC G39 recognises requirements for competent persons and associated training may vary across DNO's (section 11). Where an individual is unable to demonstrate appropriate training and/or authorisation issued/accepted by another DNO with regards to working with cut-outs, SPEN will continue with its standard authorisation process for this specific activity.

However, it has become clear that there is not a consistent approach across the DNOs on how G39 is interpreted. SPEN have raised this issue at the ENA SHE committee and at the meeting on 20 September 2017, the committee decided to amend G39 to reflect the wording in the Code of Practice. In recognition of the need to drive consistency of approach, SPEN have taken the action to revise the wording which has been submitted to the ENA. The document is due for review during 2018.

5.2.3. The following options for authorisation of ICP employees will be available, subject to agreement between the ICP and the DNO in consideration of the type of work being undertaken and in accordance with the specific DNO requirements for each option and published on its website:

- **Option 1 - ICP authorisation of ICP Employees and Contractors**
- **Option 2 - DNO authorisation of ICP Employees**
- **Option 3 - Transfer of Control**

SPEN accept that ICP control their own Safety Management System (SMS) and to enable more flexibility and control within the ICP SPEN allows all ICPs to work under their own safety rules. The details of which can be found within document CON-04-002 Process for LV and HV connections activities under SPEN and ICP's Distribution Safety Rules (DSRs) which is available on the website

SPEN has committed to the 3 options that are available, a summary of which is detailed below, the full information being available on the website:

- Option 1 – ICP authorisation of ICP Employees and Contractors – ICPs operate under their own SMS, including ICP Safety Rules which shall be equivalent standard to SPENs; ICP determines relevant

competence requirements for work to be undertaken and issue of appropriate authorisations.

- Option 2 – DNO authorisation of ICP Employees – ICPs operate under SPEN’s SMS; SPEN determine competence requirements and issue authorisations; take account of authorisation by other DNOs.
- Option 3 – Transfer of Control – SPEN to transfer control of a specified part of its Distribution System for ICP activity; ICP has full control of specific party of SPEN’s system and carry out work in accordance with own SMS.

The availability of the options varies according to the Relevant Market Segment for the connection works and the guidelines for application are detailed in “Table 3: Information on Authorisations”, see below.

SPEN has also illustrated the process, for those with or without previous experience, with simple flow charts within the ICP presentation pack “Inspection and Monitoring and Operational Work”, available on the website.

SPEN also provide full access to our Safety Documents via the website, which includes a variety of information under the headings:

- Safety Rules and PSSIs
- Live Working Manual
- Managements Safety Procedures
- Contractor Safety Booklets

Supporting evidence

Website - is available on the website by selecting “Information for ICPs and IDNOs”, “Code of Practice” and “Authorisation and Accreditation” or direct via the link

https://www.spenergynetworks.co.uk/pages/authorisation_and_accreditation.aspx, a screenshot of the web page can be seen in Appendix 1 xii).

Process Document CON-04-002 - <https://www.spenergynetworks.co.uk/userfiles/file/CON-04-002.pdf>

Presentation pack – Inspection and Monitoring and Operational Work - Available within the Code of Practice section of the website within Workshop Presentations

https://www.spenergynetworks.co.uk/pages/workshop_presentations.aspx

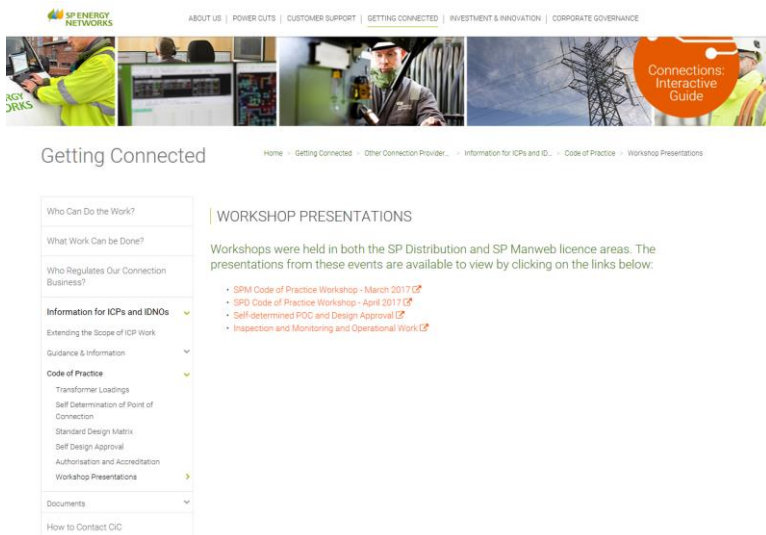
or directly via

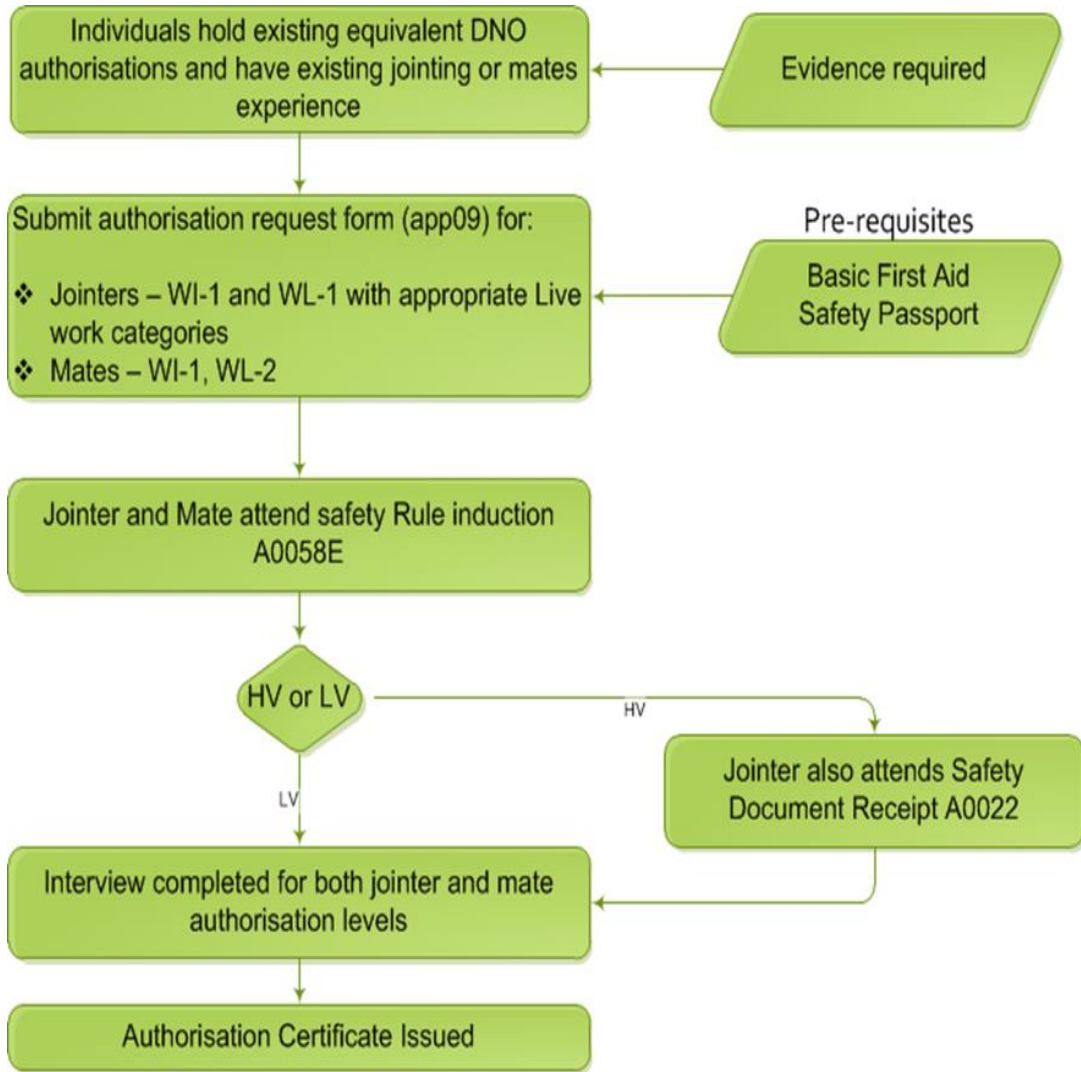
https://www.spenergynetworks.co.uk/userfiles/file/Operational_Inspection_and_Monitoring_Jan_16.pdf

Safety Documents - https://www.spenergynetworks.co.uk/pages/safety_documents.aspx

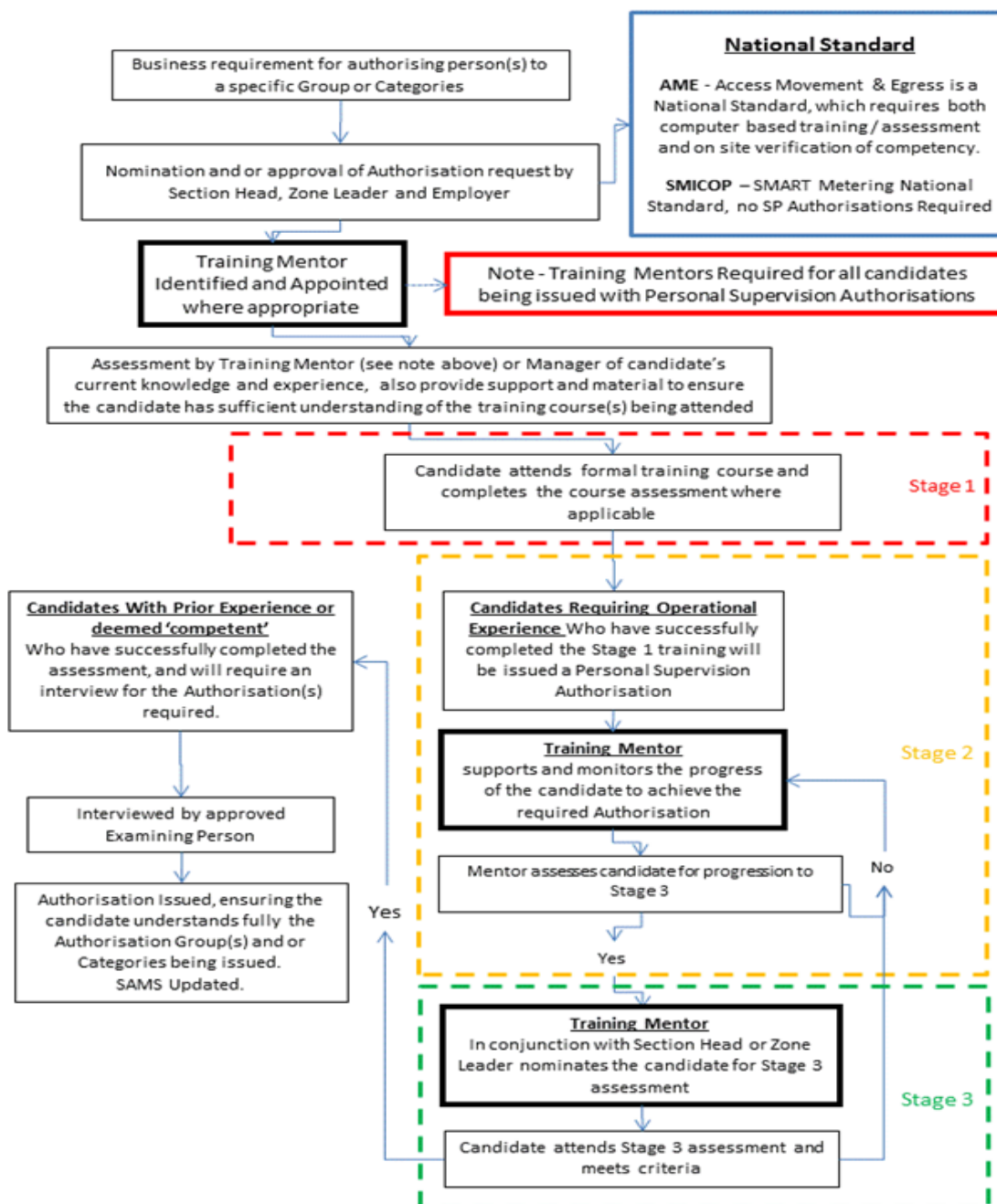
These are also found on the via “About us” – “Document Library”

Screenshot of Workshop Presentation web page





Extract from Inspection and Monitoring and Operation Work Pack - SPEN authorisation with no previous experience.



Screenshot of Safety Documents web page



About Us

[Home](#) > [About Us](#) > [Document Library](#) > [Safety Documents](#)

Safety Rules and PSSIs
Live Working Manual
Management Safety Procedures
Contractor Safety Booklets

SAFETY DOCUMENTS

In this area of the website, you can view our safety documents.

Please use the sub-menu to navigate to the documents or use the links below.

- [Safety Rules and PSSIs](#)
- [Live Working Manual](#)
- [Management Safety Procedures](#)
- [Contractor Safety Booklets](#)

Table 3: Information on Authorisations

Activities	Option 1- ICP (Yes/No)	Option 2 – DNO (Yes/No)	Option 3 – Transfer of control (Yes/No)	Comments
LV Works	YES	YES	N/A	
LV Operations	YES	YES	N/A	
HV Works	YES	YES	YES*	*Underground works only
HV Operations	YES	YES	YES*	*Underground works only
EHV Works	NO	NO	NO	
EHV Operations	NO	NO	NO	
Unmetered Works	YES	YES	N/A	
Unmetered Operations	YES	YES	N/A	

6.1 Auditing

6.1.2. Auditing is undertaken to assess and validate the ability of ICPs to undertake specified NERS activities. ICPs Accredited under NERS will be subject to the audit provisions of NERS. DNOs are not required to, and will not, without reasonable cause, undertake additional audits of NERS accredited ICPs.

SPEN are familiar with and rely on the standard NERS Auditing process to assess the competency and abilities of ICPs.

6.1.3. Where a DNO elects to provide its own ICP Accreditation (either where there is no accreditation available under NERS for particular activities or as an alternative to NERS in agreement with the ICP) the DNO shall undertake its own surveillance and assessment. In these cases the arrangements should be consistent with the arrangements used by the DNO for its own Connection Works and for its sub-contracted works and shall be not more onerous than that used by NERS.

SPEN are always open to consultation with an ICP who wishes to carry out any works that are not currently covered under the present Lloyds accreditation regime. SPEN would undertake an Extension of Contestable works trial and liaise with Lloyds and other DNOs to develop a NERS scope for future works. The works will be audited within the scope of Level 1 of our Inspection and Monitoring regime, detailed within 10.3.1 of ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers. This is consistent with our own safety management policy where new staff and contractors are supervised when they initially undertake these activities.

Supporting evidence

Process document ASSET-04-020 – section 10.3.1

Found within the Documents section

<https://www.spenergynetworks.co.uk/pages/documents.aspx> within the “Policy & System Design” sub-section or directly via the link <https://www.spenergynetworks.co.uk/userfiles/file/ASSET-04-020.pdf>

6.2. Inspection

6.2.1. DNOs shall be entitled to inspect ICP works. However, DNOs should be mindful of their obligations in respect of competition in Connections, and should therefore consider appointing independent inspectors to undertake this activity. In any case, such inspection should not unduly restrict or delay the Accredited ICP from undertaking work and must be no more onerous than the quality assurance regime used for the DNO's own Connections' activities.

6.2.3. If the DNO identifies a non-conformance, the DNO shall specify what the non-conformance is and set out the corrective actions that need to be undertaken. On completion of the corrective actions, the ICP shall advise the DNO and the DNO shall be entitled to revisit the site and carry out a further inspection.

SPENs policy for inspecting networks constructed by ICPs is set out in the document ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers, which is available on the SP Energy Networks website. “Table 4: Information on Inspections”, below, details the statistics of the number of inspections made.

The ICP is able to self-inspect his own construction work and provide photographic evidence of the work. If the ICP elects to self-inspect, there are no associated inspection and monitoring charges. The different inspection

levels are set out in the policy document ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers, section 10.3, and detailed in the extract in the evidence below.

SPEN staff and contractors complete a rigorous training and assessment plan as part of their initial placement. Their work is reviewed on a regular basis as part of the standard protocols when Team Leaders and Project Engineers attend site.

Supporting evidence

Process document ASSET-04-020 – section 10.3

<https://www.spenergynetworks.co.uk/userfiles/file/ASSET-04-020.pdf>

Extract from ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers:

10.3 Inspection Schemes, Levels and Performance

SPEN operate two schemes:

Scheme 1 - SPEN inspection

- Levels 1-3 – planned inspections, costs applicable

Scheme 2 - Self-Inspect

- Level 4 – minimal inspections, minimal cost
- Level 5 – no inspections, no cost

The inspection scheme and level determine the associated Non Contestable charges.

10.3.1 Scheme 1 - SPEN Inspection

A random sampling approach based on activity risk is adopted within SPEN. All work selected from the daily whereabouts will be inspected in the following order:

1. Level 1 / New Entrants / any future EOCW activities
2. Level 2
3. Level 3

Level 1 -

An ICP can be moved to Level 2, when they have completed 40 working days' work meeting satisfactory performance as detailed below.

Timescales start after the first daily whereabouts and site visit undertaken.

Level 2 -

An ICP can be moved to Level 3, when they have completed a further 40 working days' work meeting satisfactory performance as detailed below.

Level 3 -

This level could be attained after 80 working days of satisfactory performance as detailed below.

When the ICP has completed a further 40 working days' work meeting satisfactory performance as detailed below an ICP has the option to move onto the self-assessment scheme.

As a guide, the categories below should be viewed as a scoring mechanism as a measure to move between levels:

Scheme 1 - Satisfactory performance:

- Less than 5 Items of Concern
- Less than 20% of all audits with an IOC identified
- Zero safety critical failures

Scheme 1 - Unsatisfactory performance:

- If an ICP fails to meet the criteria set above.

10.3.2 Scheme 2 - Self Inspect

After a satisfactory performance in Scheme 1, an ICP has the option to move onto the ‘Self Inspect’ scheme where an ICP can construct a network with minimum or no inspection and monitoring from SPEN.

Level 4 – An ICP can be moved to Level 3, when they have completed a further 40 working days’ work meeting satisfactory performance as detailed below

All ICPs at level 3 at 30/10/2015 will have the option to move onto Scheme 2 Level 4

Level 5 – This is the stage with no planned inspection and monitoring and no associated charges. This stage could be attained after 120 days of satisfactory performance at Scheme 2 Level 4.

Scheme 2 - Satisfactory performance:

- Completion of a 6 month period with all works recorded and accounted for as per scheme guidelines, Section 10.7.(section of ASSET-04-020)

Scheme 2 - Unsatisfactory performance:

- If an ICP fails to meet the criteria set above.

Where an ICP fails to meet the criteria at Scheme 2, Level 4, they will move over to Scheme 1 Level 3 and charged accordingly.

SPEN reserve the right to inspect all works on all sites, irrespective of scheme or inspection level. This will not affect the associated Inspection and Monitoring charges identified within the Connection Charging Statement.

A decision to move inspection levels to either more or less frequent inspections is ultimately at the discretion of SPEN, after discussion at local level with the ICP. However, as a guide:

- The inspection level for all ICPs will be reviewed periodically
- Any change in the level will be confirmed to the ICP in writing
- Persistent failures or Safety Critical failures will result in an immediate review of the ICP inspection level.

Any ICP that is inactive for over a one year period shall automatically have their inspection level lowered to the next level.

ICP’s who work across both SPEN licenced areas have separate reviews to their levels, e.g. they can be level 2 in SPD and level 1 in SPM.

Table 4: Information on Inspections - SPM

	Number of Inspections Made	% of inspections made	Number of Connections made (exit points)	Comments
DNO	1,579	22%	5571	
ICPs	2,482	39%	119	

SPEN inspections of our direct labour are more focused on operational safety. We completed a total of 1579 inspections over the reporting period of which 237 were connections and asset replacement. The recording of these inspections currently does not identify which are connections or asset replacement and an assumption has been made that 50% of the inspections are connections, giving a total of 119. The total number of Contractor Inspections completed was 1342, of which 227 were on connection activities. Total number of DNO inspections was 346 (119+227) out of a total of 1579 (237+1342) resulting in a 22% volume.

The % of inspections for ICPs is based upon the volume of inspections completed compared to the volume of

whereabouts received. For SPM we received 2482 whereabouts notices through RAdAR and inspected 978, resulting in a 39% volume.

Number of connections made is taken from the RRP and represents the number of exit points adopted from ICPs.

Table 4: Information on Inspections - SPD

	Number of Inspections Made	% of inspections made	Number of Connections made (exit points)	Comments
DNO	3,437	39%	4630	
ICPs	4,679	19%	245	

SPEN inspections of our direct labour are more focused on operational safety. We completed a total of 3437 inspections over the reporting period of which 600 were connections and asset replacement.

The recording of these inspections currently does not identify which are connections or asset replacement and an assumption has been made that 50% of the inspections are connections, giving a total of 300.

The total number of Contractor Inspections completed was 2837, of which 1041 were on connection activities. Total number of DNO inspections was 1341 (300+1041) out of a total of 3437 (600+2837) resulting in a 39% volume.

The % of inspections for ICPs is based upon the volume of inspections completed compared to the volume of whereabouts received. For SPD we received 4679 whereabouts notices through RAdAR and inspected 889, resulting in a 19% volume.

Number of connections made is taken from the RRP and represents the number of exit points adopted from ICPs.

7.2 Land Rights

7.2.1. DNO will publish criteria which trigger the need for Land Rights relating to assets they will adopt or require access to, which shall be no more onerous than those it would seek for its own Connections activities.

SP Energy Networks - SP Distribution plc (“SPD”) and SP Manweb plc (“SPM”) has recently reviewed and updated its published information on the need for land rights. This information; ‘Land Rights for Connection Customers’ can be found on the website at

https://www.spenergynetworks.co.uk/pages/land_rights_for_connections_customers.aspx

7.2.2. Subject to and in accordance with the terms of the agreed and applicable incorporated process, the IDNO will be able to negotiate on behalf of the DNO where IDNO and DNO dual use land right agreements are required so that they can secure the rights required for the connection and extension of the network.

SPM have agreed an incorporated process each with GTC and Energetics and both companies have used the process for a number of years. SPM is currently in discussion with a third organisation around the utilisation of the incorporated rights process.

SPM has recently reviewed its internal approach to the incorporated process and will be communicating the outcome of the review shortly. It is proposed to use this review to further communicate to the developer community that the incorporated process is available. SPM has developed this as an action in its Incentive on

Connections Engagement (ICE) Plan.

SPD cannot use the incorporated process due to differences in Scots Law and English Law. All IDNOs currently use SPD's Streamlined Process in Scotland.

7.2.3. DNOs shall provide model standard Land Rights documentation for use by ICPs. The ICP may prepare the legal documentation for the Land Rights for the signature or authorisation of the DNO.

Copies of the standard SPEN land rights documents are published on SP Energy Networks' website, see supporting evidence below. The documents published cover a full range of connection scenarios, including installation of cables and/or overhead lines only, installation of a standalone substation building, installation of substation apparatus within a larger building and apparatus installed to connect a windfarm. It is proposed that Land Rights documentation will form an agenda item at SPENs Land Rights Stakeholder Panel where SPEN will seek feedback on the documentation from connections customers with aim of considering any improvement that can be made or any further requirements.

Supporting evidence

Website –

Main web page - https://www.spenergynetworks.co.uk/pages/land_rights_for_connections_customers.aspx



Customer Support

Home > Customer Support > Land Rights & Consents > Land Rights for Connection...

Land Rights
Land Rights for Connections Customers >
Land Enquiry Form

LAND RIGHTS FOR CONNECTIONS CUSTOMERS

To get you **connected to our network**, we often need to secure appropriate land rights in order to locate our equipment or cables on your land or a third parties land.

The term land rights is used as a collective term to cover the acquisition of property rights, such as freehold and leasehold interests, a lease or purchase or servitudes, easements or wayleaves, that SP Energy Networks will require to be in place before we can make a connection for you to our network. In order to ensure the works are undertaken in a lawful manner we may also require 'statutory planning' consents such as a section 37 consent to install an overhead line or a planning consent to construct a substation. Other environmental consents, licences or permits may also be required for work in or around certain sensitive ecological habitats or species, water bodies or cultural heritage sites, some of which may have significant statutory protection.

We would ask you to take the following key factors into consideration when planning your project:

- We require the consent of the land owner prior to beginning any works
- The timescales associated with obtaining third party agreement may affect your project's delivery
- We do not seek such consents until you have accepted our quotation
- The price on our quotation is given subject to all consents being agreed
- Where consents are refused a new design and quotation will be required
- We cannot undertake any works on third party land until all consents have been agreed

To further assist, we have provided the associated lease and servitude templates which may be required as part of your connection. See the links to these below:

- [Land Rights for Connection Customers](#)
- [Windfarm Lease](#)
- [Substation Lease \(Whole Substation Building\)](#)
- [Substation Lease \(Internal Parts Only\)](#)
- [Standard Servitude \(Overhead and Underground\)](#)
- [Windfarm Servitude](#)

How long will it take to obtain the Land Rights and Other Consents?

The time to achieve Land Rights and other necessary Consents will be depending upon the individual circumstances and the ability to reach agreements with the various parties involved. Timescales for the successful negotiations vary greatly but we will try to complete these as efficiently as possible to meet overall project timescales.

Any Statutory or Environmental Consent needed will be, where possible, progressed in parallel to the Land Rights. The timescales for these are in the main out with our control and will also depend on the specifics of the works and the third parties we will have to engage with.

Based on our past experience and the functional processes of both obtaining Land Rights and Statutory Consents we have developed a range of indicative lead times. These lead times factor in such elements set out above and are primarily dependent on the type of Land Right being sought. For example Wayleaves or Servitudes/ Easements and if any, what Statutory or other Consents are required.

Other factors may include where a third party Land Right is required from an organisation. These organisations could be a local Authority or a Rail Operator who may have set processes and timescales to deal with specific matters.

- A simple underground connection on your land may take approximately **5 weeks** from the point of the Land Team having all the necessary information. We may seek a Way leave for this. Should you not own the land you are wanting the underground connection for may take as long as **10 weeks**. If the land is owned by an Infrastructure Operator or Local Authority the timescale can be extended to 10 weeks.
- Where permission is required from third party Landowners the timescale can be any time between **18 and 22 weeks**. Third party Landowners can be including an Infrastructure Owner or Local Authority. This timescale also applies in a case where Licence and Permits are required in relation to an environmental site.
- An overhead line that is less than 33kV required involving third party Landowners and is requiring a section 37 Consent with an environmental Licence or Permit, it can take up to **20 weeks**.
- A more complex connection requiring an overhead line of a significant length, involves a variety of third party Landowners and requires section 37 Consents with sensitive environmental aspects, it may take up to **50 weeks** for the consents to be granted.

The Project Manager appointed to your connection will keep you fully informed about progressing towards gaining any consents.

FIND OUT MORE ABOUT GETTING CONNECTED

Additional Information - Screenshots of other web pages are available in Appendix iii)

7.4 Adoption

7.4.2. The ICP will provide the DNO all as-laid drawings and test certificates as specified by the DNO. This information should be no more onerous than the information provided by the DNO's own Connections' activities.

If an ICP undertakes some or all the contestable works, for a connection SPEN will be adopting, they are required to work in accordance with the terms and conditions of our Construction and Adoption Agreement.

Guidance on Construction and Adoption Agreements is contained on the website.

The web page includes bilateral and tri-partite agreements and the applicable terms and conditions. The information is the same as we would require for our own works.

Supporting evidence

Website – found within the “Documents” sub-section of the Other Connection Providers page

https://www.spenergynetworks.co.uk/pages/competition_in_connections_documents.aspx

or directly via https://www.spenergynetworks.co.uk/pages/construction_adoption_agreements.aspx, please see screenshot of web page in Appendix 1 xv)

10.0 Dispute Resolution

10.1. The DNO's complaints process will be used where any party considers that a DNO is not meeting their obligations under this code of practice. The complaints process will include appropriate levels of escalation within the DNO organisation. Each DNO shall publish their complaints resolution process on their website.

SPEN has processes in place which are well defined, operational and easy to follow. The initial escalation process, which is available on the website, see Appendix xvi) is a 2 step process whether project specific or process related. If not resolved satisfactorily then a complaint can be raised following the Complaints Procedure, detailed on the website, which is monitored and escalated using an internal 4 step process, moving to step 5 only if we have been unable to resolve.

Supporting evidence

Escalation Process -

Website link - https://www.spenergynetworks.co.uk/pages/escalation_process.aspx

Screenshot of web page

The screenshot shows the SP Energy Networks website. The main navigation bar includes: ABOUT US | POWER CUTS | CUSTOMER SUPPORT | GETTING CONNECTED | INVESTMENT & INNOVATION | CORPORATE GOVERNANCE. The page title is 'Getting Connected'. A breadcrumb trail reads: Home > Getting Connected > Other Connection Providers... > How to Contact CIC > Escalation Process.

The 'ESCALATION PROCESS' section contains the following text: 'We are committed to providing you with excellent customer service, first time every time. However, if you have any concerns or issues then please follow the process outlined below.'

The flowchart details the escalation process:

- PROJECT RELATED ISSUES**
 - DESIGN / DELIVERY ENGINEER
 - ** HEAD OF DESIGN / DELIVERY
- GENERIC / POLICY ISSUES**
 - STAKEHOLDER TEAM (SPD - ELAINE FORSYTHE, SRM - LOUISE TAYLOR)
 - STAKEHOLDER MANAGER (SPD - JOHAN GILLESPIE, SRM - RACHEL SHORREY)

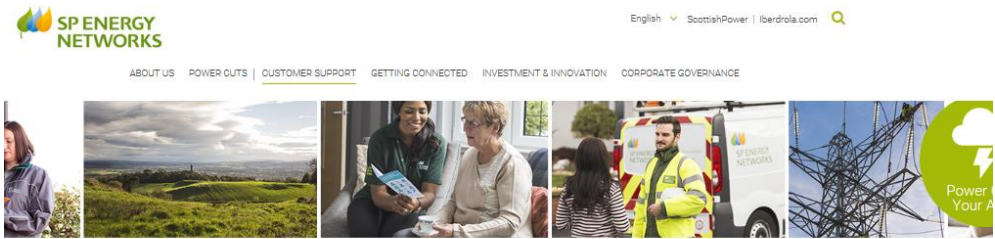
A footnote states: ** Please use our [contacts page](#) to find the specific details of the manager for each district.

A final note at the bottom reads: Please note if you have followed the process above and are not happy with the resolution and want to make a complaint, then you should follow our [complaints procedure](#).

Complaints Procedure -

Website link - <https://www.spenergynetworks.co.uk/pages/complaints.aspx>

Screenshot of web page



Customer Support

Home > Customer Support > Help & Advice > Complaints

Codes of Practice

COMPLAINTS

We are committed to providing you with excellent customer service, first time every time, here at SP Energy Networks. Our **codes of practice** outline this assurance.

However, we do understand that sometimes things do go wrong. We want to know when this happens, so that we can sort out any problems as quickly as we can.

Here is all the information you need to use our complaints procedure. You can also download our complaints leaflet by [clicking here](#).

How to Contact Us:

CENTRAL & SOUTHERN SCOTLAND	CHESHIRE, MERSEYSIDE, N. WALES & N. SHROPSHIRE
Telephone: 0330 1010 444	Telephone: 0330 1010 444
CONTACT US VIA EMAIL:	
Customer Care North	Customer Care South
WRITE TO US:	
Customer Contact Team SP Energy Networks Strathkelvin House Campsie Road Kirkintilloch G66 1RN	Customer Contact Team SP Energy Networks 3 Prenton Way Prenton CH43 3ET

When writing to us, we request you provide us with an address and postcode, as well as a contact telephone number. All letters and emails will be acknowledged within one working day.

How our Complaints Procedure Works

Step 1 - Review by Customer Contact Team

However you contact us, we will aim to resolve your query within ten working days.

Step 2 - Review by your Local Manager

If you are not happy with the response to your initial query and contact us again, we will acknowledge receipt of your complaint and arrange for a manager responsible for the electricity network in your area to review your complaint. We will contact you within ten working days, or sooner if possible, and will do our best to resolve the problem at that stage.

Step 3 - Referral to a Senior Manager

If you are not happy with the way that the local manager has dealt with your complaint, you can ask for it to be looked at by a senior manager responsible for your region. We will contact you within 5 working days, investigate your complaint and work with you to resolve the problem.

Step 4 - Final Review by Customer Service Director

If you are still not fully satisfied by the actions taken after discussing your complaint with a senior manager responsible for your region, you can request for your complaint to be formally reviewed by our Customer Service Director. We will send you a letter setting out our final position within ten working days.

Step 5 - Energy Ombudsman

Rest assured that we will do all we can to solve your problem by working with you. Where appropriate, we will provide an apology and an explanation of what went wrong, as well as take remedial action where this is needed. Compensation could also be paid, if deemed necessary.

However if you are still unhappy with our actions and have already followed steps one through to four, or we have been unable to resolve your complaint within eight weeks, you have the right to contact the Energy Ombudsman. This is a free and independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective.

The Ombudsman will make a final decision once they have obtained all of this information and inform you of the outcome.

Contact details for the Energy Ombudsman are as follows:

Ombudsman Services: Energy
PO Box 966
Warrington WA4 9DF

Telephone: 0330 440 1624 or 01925 530263
Fax: 0330 440 1625 or 01925 530264
Email: enquiries@os-energy.org