

# Connection Offer Expenses – FAQs

**Q** What quotation offers are covered in these segments?

**A** This includes all quotation works for both new connections and upgrades to existing connections for quotations which contain either a demand element above 250kVA or a generation element above 50kVA.

**Q** How long is the cooling off period?

**A** Once our designers have assessed your application, you will be notified of the relevant Connection Offer Expense charge. From this notification in writing via email you will receive 5 working days to decide to proceed with the application.

**Q** When will the Connection Offer Expense fee be paid?

**A** Once an application is made and has progressed beyond the cooling off period, our designers will prepare your quotation offer and when this is sent we will also send you an invoice for the cost of producing the quotation. This invoice will have 14 working days to pay from the issue of the offer. You will need to pay the connection offer expense charge in all cases, even if you do not choose to progress the quotation to construction.

Equally if you do want to progress your project to construction then you must pay both the Connection Offer Expenses invoice as well as the full quotation charge. The cost of producing the quotation is only billed once through the invoice, so payment of both elements is needed for a valid project acceptance.

**Q** Who will be invoiced for the Connection Offer Expense?

**A** We will contact the applicant with the details of the charge and cooling off letter for the Connection Offer Expense. The party receiving the quote service will be the party who is liable for payment.

**Q** If multiple applications for the same site are made for different capacity options, do the charges apply for all?

**A** Under the offer expenses we will charge for the costs incurred by us for producing the quotation offer. If multiple applications are made for a single site, which are all confirmed as needed by the applicant then the associated costs for producing these offers and any necessary network assessments will be undertaken as appropriate.

**Q** What is the quote validity period?

**A** The quote validity will remain at a 3 month validity, with the opportunity to request an extension to 6 months.

**Q** Where is the Charging Statement?

**A** Our Regulatory Information for Connections including the Statement of Methodology and Charges for Connection to SP Distribution and SP Manweb plc Electricity Distribution Systems – January 2021 is contained within the Connections, Use of [System and Metering Services](#) ScottishPower area of the website.

**Q** If my project contains both demand import and generation export, how will I be charged?

**A** The application of our Statement of Methodology and Charges for Connection will be applied consistently as it is today. The largest capacity on your site will determine the application of the Charges in sections C and D of Section 7 of the statement.

**Q** How will connection offer expenses improve service or speed of quotation?

**A** This implementation is part of a suite of customer facing enhancements we will be communicating as we evolve our connections service offering. One of the main drivers for this has been our plans to offer timely and efficient projects to our customers and we have set ourselves ambitious service targets. To enable us to offer this service, we are making efforts to streamline our customer journeys so customers going through this process receive a quality product from us throughout the process from design to delivery.

**Q** Will there be subsequent charges for refreshing quotations?

**A** Under the Connection Offer Expense regulations, we will charge for costs reasonably incurred during the quotation process. Depending on the considerations of your site location then if your capacity requirements have stayed the same and no network conditions have changed since your first quotation then it may mean that less study work is required and therefore you will receive a 50% charge of the full Connection Offer Expense. This will be confirmed by your designer as you reapply for the offer.

**Q** How can I apply?

**A** All of our quotation application channels will remain as they are today, will the application information available on our [GettingConnected](#) website.