



WALES & WEST UTILITIES CONNECTIONS BUSINESS RULES

1st April 2014

Forward

This version of the Business Rules supersedes the documents 'Connections Business Rules' Version 3.0 August 2012.

Amendments issued since last publication:

Change Request	Date	Comments
Rewritten and issued	July 2009	
Amendment to Acceptance process and change of term from ICP to UIP	August 2012	
Updates to domestic budget indications, online quotes and infill connections	April 2014	

Key Dependencies

Document		
Gas Act 1986 (as amended 2005)		
SI No.1135 – The Gas (Standards of Performance) Regulations 2005 (amended 2008)		
GT Licence Condition D10		

Authorisation

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1. INTRODUCTION

The Wales & West Utilities Connections Business Rules (“the Business Rules”) have been developed to clarify the approach to be taken by managers and staff in the provision of Connections Quotations, Acceptances, Scheduling and Work Completion activities. The document details the Minimum Information required to provide a Quotation, the Standard of Service offered and the compensation payments made where a particular standard is not met. The scope of activities includes connections that are provided by Wales & West Utilities and also those connections carried out by competitors to Wales & West Utilities Connections Business known as third party connection providers i.e. Independent Gas Transporters (IGT) and Utility Infrastructure Providers (UIP).

The document is also available to all customers as a reference document on how Wales & West Utilities manages its Connections business.

The Business Rules are written to ensure that Wales & West Utilities’ obligations under the Gas Act, The Gas (Standards of Performance) Regulations 2005 (amended 2008), and Standard Special Licence Condition D10 are met.

2. SCOPE

The Business Rules apply to all domestic and non-domestic connections requests with:

- A Quotation value of up to £250,000 (excluding VAT)
- Connections to the below 7barg Wales & West Utilities network

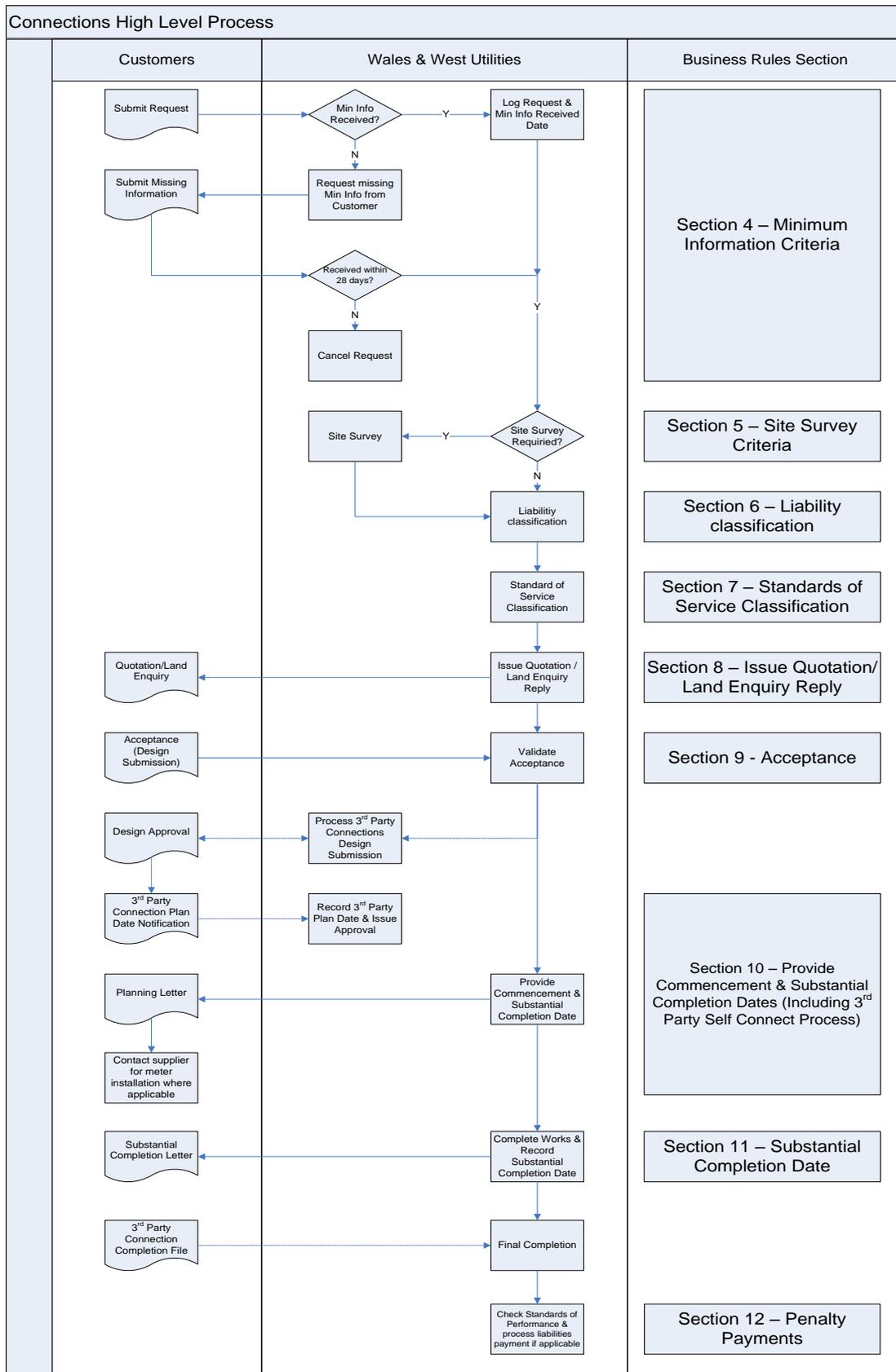
The elements of work included within the scope of this document are:

- Provision of information about the availability of gas and indicative costs of the connection
- Provision of Quotation for a new connection or alteration of an existing service
- Responding to Land Enquiries
- Appraisal of Third Party Design Submissions
- Provision of a Date of Commencement and Substantial Completion following Quotation Acceptance
- Substantial Completion of the Works within the timescales agreed with the customer
- Payment for failure to meet a particular standard in the period as defined in The Gas (Standards Of Performance) Regulations 2005 (amended 2008)

Wales & West Utilities operates an Accuracy Challenge Scheme for customers who believe their Quotation to be inaccurate and this is defined within this document along the payments to be made if a Quotation is found to be inaccurate.

3. CONNECTIONS HIGH LEVEL PROCESS

The flowchart below shows the key steps in the Connections process. The flowchart includes references to the subsequent Sections of this document.



4. MINIMUM INFORMATION REQUIREMENTS

4.1 Minimum Information Requirements

Wales & West Utilities requires specific information from the customer in order that the request can be progressed as soon as possible and within the timescales of the applicable Standard of Service. If the customer has provided all of the necessary Minimum Information as part of the connection request, Wales & West Utilities will process the request in the normal way.

Without Minimum Information, Wales & West Utilities is unable to progress the request. If any of the mandatory Minimum Information is missing, Wales & West Utilities will contact the customer advising them what further information is required. This will be done as soon as is reasonably practical and within the relevant Quotation Standard of Service timescales with an internal SLA of D+3 for 90% of requests (See Section 7). The request cannot be progressed until the required information is provided as part of the Minimum Information process.

Provided the missing information arrives within 28 calendar days of the original request date, it will be added to the original request information and progressed in the normal manner. For the determination of performance of the applicable Standard of Service, the performance will be measured from the date the full Minimum Information is received.

If, after 28 calendar days after receiving the original request the missing information is still not available, the request will be cancelled and the customer notified. Should the customer still require a quotation; all information (including Minimum Information) will need to be re-submitted and raised as a new request.

Minimum Information can be submitted by telephone (unless a location plan is required), post, fax or email or via the WWU online services via its website and must be received at the registered office. Documentation that has been scanned by the customer and submitted electronically must be legible for Wales & West Utilities to accept it as part of the Minimum Information submission. Requests may also be made for single service via the WWU Online Services via the WWU website.

Any non-mandatory items left blank on the request forms will be assumed as being not applicable and the request will be progressed accordingly. If this information has been omitted from the original request, then a new connection request will be required. Mandatory items cannot be left blank and must be completed or indicated as **none** or **not applicable** on the request.

If, any of the mandatory items are changed by the customer during the progression of the request the Standard of Service performance will be measured from the date that the item changed.

Where it is agreed with a customer that a site survey will be undertaken to gather minimum information, then the job will be treated as though Minimum Information has been provided. This will ensure that all site surveys are given equal priority and monitored in the same way. However, if there is change of requirements on site from the initial request then the Minimum Information date shall be taken as the site visit date.

Minimum Information as described in this section is required for Connection requests submitted direct to Wales & West Utilities and for those requests that are processed by third party connection providers.

4.2 Description of Minimum Information Requirements

The following paragraphs list the Minimum Information requirements for valid application requests.

4.2.1 Customer Details

This section details who the request has come from (the customer) and in what capacity he is acting. The customer's details will be used for all future correspondence unless requested otherwise.

(i) **Customer details** - The following details **must** be provided:

- Company Name, (if applicable)
- Name
- Address – must include a full postcode
- Telephone Number – Daytime and mobile, if applicable

Additional Useful Information (Non-Mandatory):

- Fax Number
- Email address

(ii) **Capacity in which the customer is acting:**

The information supplied here helps Wales & West Utilities in a number of ways. It helps with the internal routing of the request, the assignment of the correct Standard of Service and assists in preparing the Quotation e.g. identifying whether consents are required from a third party for the route or in assigning the correct rate of VAT.

The Customer **must** select **one** from the following options:

- Owner / Occupier / Private Landlord
- Shipper / Supplier
- Agent of Shipper / Supplier
- IGT
- UIP
- Developer
- Agent
- Local Authority, etc.
- Charitable Organisation
- Other – please provide detail e.g. Consultant

4.2.2 Site Details – Site Name, Address and Contact Information

The site details provide Wales & West Utilities with all the necessary information regarding the location of the site where the work is to take place and the site contact, if different from the **customer** details in 4.2.1 above. If the site details are the same as the customer details then this must be clearly indicated to avoid confusion.

The name of the site must be provided where applicable. If there is no site name this must be indicated i.e. not applicable. The list of full requirements for the site details and site contact is as follows:

- Site Name
- Company Name – if applicable
- Contact Name
- Address – must include full postcode
- Telephone Number – Daytime and mobile if applicable

- Meter Point Reference Number (MRPN) when service alter or capacity increase requested

Additional Useful Information (Non-Mandatory):

- Fax Number
- Email address

4.2.3 Customer Requirements

The customer **must** identify the type of works he requires from Wales & West Utilities. Examples of the services available are:

- New Single Supply
- Multiple Supplies
- Alteration to single supply
- Multiple Alterations
- Increase in capacity on an existing live supply
- Disconnections of an existing live supply
- Other – Please specify e.g. pressure elevation

If “Alteration to single supply or multiple alterations” is selected the customer **must** advise whether he requires Wales & West Utilities to carry out any meter work associated with altering the service pipe, restricted to domestic meters with a capacity of 6 cu ft per hour (U6 meter) where there is no meter exchange required (alteration of the termination position from a surface mounted box / built in meter box / internal position to a semi concealed meter box). The options being:

- Disconnect and re-connect the meter and cap meter outlet
- Disconnect and re-connect the meter and reconnect to the internal pipework

4.2.4 Property Type/Gas Load Information

To enable a suitably designed and correct quotation to be produced the customer must provide accurate information on the type of property the service pipe is required for and the gas load requirements for each property type.

(i) Property Type

Domestic – property is used for “wholly or mainly domestic purposes” i.e. 50% or more of annual consumption used for domestic purposes.

Non-Domestic – less than 50% of annual consumption used for domestic purposes.

(ii) Number of Properties

The customer must indicate the number of each property type and if non-domestic, specify the business usage.

Examples are provided below of the types of property under each category:

Domestic Properties

Detached/Semi detached
Terraced
Flat – specify floor level
Bungalow
Barn conversion/Refurbishment
Other – specify

Non Domestic Properties

Shop/Office
Restaurant/Commercial catering
Small industrial unit
School/College/Leisure Centre
Large industrial unit/factory
Other - specify

(iii) Gas Load Information

The Annual Quantity (AQ) must be provided per property or property type. For domestic properties where the AQ is not known and is not provided with the request Wales & West Utilities will assume a default of 20,600kWh. The AQ must be provided with all other property types.

The Supply Offtake Quantity (SOQ) is only applicable for connection requests where:

- For connection requests where the connection is indicated by customer as Daily Metered
- For IGT and UIP connections where an individual property has an annual load above 58,600,000 kWh (2 million therms)
- For IGT and UIP connections where premises likely to be aggregated have an annual load above 58,600,000 kWh (2 million therms)

The Standard Hourly Quantity (SHQ) is required in the following circumstances

(a) Single Domestic Load

Wales & West Utilities has set a default Standard Hourly Quantity (SHQ) of 60kW for requests for new service pipe to domestic properties (30kW for flatted properties) and 30kW for the alteration of a domestic service pipe, where there is no increase in the existing load.

Where the load is variable within the stated SHQ the Peak Instantaneous Demand (PID) needs to be identified.

For domestic properties where the Peak Instantaneous Demand (PID) is not provided, a load will be assumed by Wales & West Utilities. This will depend on the property type and the equipment being used at the property. For example, at a domestic property with no known added equipment e.g. swimming pool, a figure of 60kW can be assumed for the PID. For domestic flats and domestic alterations, where there is no increase in load, a figure of 30kW can be assumed.

(b) Multiples/Non Domestic Load

For multiple domestic properties the load for each property must be provided as detailed above.

For non-domestic properties the PID must be provided for each property, in all circumstances. Consideration should also be given to whether any of the enhanced facilities are applicable as detailed in 4.2.7.

This information can be obtained by the customer from their heating installer/Gas Safe Registered installer.

Wales & West Utilities does not provide a load evaluation consultancy service for multiples/non-domestic loads.

4.2.5 Service Pipe Termination/Meter Housing

Meters can be fitted inside a property through the use of a suitable service pipe entry tee or outside a property in a meter box or meter housing, subject to the provisions of The Gas Safety (Installation & Use) Regulations 1998 and paragraph 5 of Schedule 2B of the Gas Act. Where possible, meters should be sited on the front elevation or up to 2m along the side elevation of the property.

For loads less than or equal to 65kW the customer **must** specify the termination type he requires. The service termination options available are:

- internal entry
- semi-concealed / bolt on / built in meter box
- free standing kiosk
- customer to provide own meter box to required standard

For loads greater than 65kW the customer must advise whether he requires Wales & West Utilities to provide a kiosk and/or base or whether the customer or his agent wishes to provide the kiosk and/or base. If the customer wishes to provide their own meter housing and base then he must contact his supplier to obtain the full specification of requirements for the installation e.g. dimensions of the base and kiosk.

The customer must maintain the meter box/kiosk once installed. Wales & West Utilities will not install external meter boxes/kiosks on walls fronting the public highway and/or privately owned street/land unless the customer receives permission from the local authority or land owner/street manager and the location does not present a hazard.

4.2.6 On Site Excavation

Customer to indicate whether he requires Wales & West Utilities to excavate & reinstate within site boundary/on customer's property or if he will provide a suitable trench and reinstatement.

4.2.7 Development Type, Constraints and Enhanced Facilities

(i) Development Type

Confirmation is required from the customer on whether the gas supplies will be going to Existing Properties, New Builds or a Redevelopment.

The customer must notify Wales & West Utilities where the required route of the supply crosses land not owned by him, if he knows.

Any other possible site constraints must be indicated to Wales & West Utilities at this stage. Additional examples are:

(a) Site Anomalies

Rail crossings
Dual carriageways / Motorways
Waterways
Buildings of a timber frame construction
Restricted Access
Significant change in ground levels
Contaminated Land

(b) Special Features

Sites of Special Scientific Interest (SSSI)
Ecclesiastical property
Listed buildings
Property conversions
Conservation Area

(c) Construction Period Constraints

Restricted working hours
Permit to work
Construction, Design & Management Regulations (CDM) Requirements
Highway Authority implications
Restricted site access – MOD sites
Bus Lanes
Traffic Lights / Traffic Calming / Pedestrian Crossing

(ii) Enhanced Facilities

In order to ensure the gas supply meets the demand load and type, the customer must indicate whether any of the enhanced facilities below are applicable to the site:

(a) Elevated Pressures – The customer must specify whether he requires elevated operating pressures i.e. greater than 21mbar meter inlet pressure.

(b) Non Typical Demands – A non-typical demand is a demand with a non-typical seasonal and/or daily profile. Examples of a non-typical demands are process loads which will be on 24 hours a day, 7 days a week or a demand being used at off peak times of the day e.g. after 20:00hrs and before 06:00hrs the following morning.

For all Non-Domestic loads over 1,000scmh will require a load profile proforma to be completed along with any other loads identified as being non-typical.

All connections to the High pressure network will require load profile information.

(c) Compressors/Boosters – A customer that is installing a compressor or booster must advise Wales & West Utilities that he is doing so as part of the Minimum Information. The information required includes the full specification of the equipment being installed by the manufacturer, the PID to be compressed, the operating pressure required, the compressor type being installed, and the time taken to achieve full load from startup etc. A proforma is available upon request.

Where (b) or (c) apply, we can provide a proforma for the information we require.

If there are none this must be indicated e.g. not applicable, none, etc.

4.2.8 Proposed Development

The customer must inform Wales & West Utilities the date that he requires gas to the first properties. A date must be provided – ASAP is not acceptable.

For IGT requests where the First Gas Date is unknown this must be indicated e.g. not available, not known etc.

If the development of the site is known to be phased the customer can notify Wales & West Utilities at this stage together with any known future demand. The description of any phasing or development should be supported by a plan.

4.2.9 Site Plans

- (i) **Existing Domestic** – A description or sketch of the requested termination position is adequate for existing individual properties, however, scaled plans showing the buildings and locations of any existing gas supplies would help, particularly in the case of multi occupancy buildings.
- (ii) **Existing Non Domestic** – A location plan indicating the meter termination point is required for a new connection request. However, scaled plans showing the buildings and locations of existing supplies would help for larger sites e.g. schools and industrial complexes.

- (iii) **New Build Domestic / Non Domestic** - A scaled plan and location plan are required for all new domestic / non-domestic builds e.g. architects drawing. The plan must clearly indicate the service termination position(s).
- (iv) **UIP & IGT** - IGT and UIP requests must include a location plan clearly indicating the required connection point together with a plan indicating the site boundary.
- (v) **Location Plan Standards** - A location plan must indicate the orientation of the overall development within the site boundary – existing surrounding OS geography will be needed on the plan to help orientate the site.

For any service alterations and capacity increases the minimum plan standard is a dimensioned sketch to indicate the building, site layout, existing and requested termination positions.

(vi) **Minimum Scaled Plan Standards:**

- Architect/design drawings are preferred
- Indicated Scale, e.g. 1:1250, 1:500, 1:100, etc.
- North Direction
- Legible – poor quality copies or plans that are not to scale are unacceptable
- Wales & West Utilities can also accept suitably formatted electronic plans

4.3 Summary Guide to Minimum Information requirements

Table 1 summarises which of the items of information is required as Minimum Information for each category of request.

Description	ITEM	Domestic new and alterations	Non-Domestic	Multiple Development Enquires	Land enquiry
Customer Details	1	YES	YES	YES	YES
Site Details	2	YES	YES	YES	YES
Customer Requirements	3	YES	YES	YES	YES
Property Type/Gas Load Information	4	NO	YES	YES	YES
Service Termination/ Meter Housing	5	YES	YES	YES	YES
On Site Excavation	6	YES	YES	YES	YES
Development Type & Constraints	7	YES	YES	YES	YES
Proposed Development	8	NO	YES	YES	YES
Site Plans	9	NO	YES	YES	YES

5. SITE SURVEY CRITERIA

Upon receipt of a Connections Request, an assessment will be made of the customer request, our systems and maps, street view information etc. Where necessary a site visit should be undertaken order that Wales & West Utilities can provide an accurate quotation within the timescales prescribed in the Gas (Standards of Performance) Regulations 2005 (amended 2008) and to meet customers' expectations and requirements.

Typical Reasons for a site survey include but are not limited to:

- Connections to mains operating at above 2barg
- Connections requiring the installation of pressure control equipment
- Connections to properties above 1st floor
- Where engineering difficulties exist such as railways, major roads, bridges and water courses
- Where the route of pipe needs to be established
- Where the customer requires the reconnection of outlet pipework above 2m in length
- Where our records are incomplete
- Where the customer requests a survey

Site Survey Deferrals

The Quotation may be deferred in the following circumstances:

- Where we are unable to contact customer following three attempts made on three separate dates with the third attempt being made before the Quotation due date. At least one attempt to contact must be made out of normal business hours.
- The customer is contacted before the Quotation due date but requests a visit after the Quotation due date

6. LIABILITY CLASSIFICATION

Each request must be categorised as to the liability classification. This is a function of the capacity in which the person requesting the work is acting and the type of work.

The Statutory Instrument (SI)

The Gas (Standards of Performance) Regulations 2005 (amended 2008) provides that compensation payments for failure to achieve the relevant standards shall be made to customers unless the request is Exempt or as a result of an Exception.

Voluntary Scheme

A Voluntary scheme runs alongside the Statutory Instrument to provide the same service and compensation payments to parties who are not the owner of the premise and therefore outside of the Statutory Instrument.

6.1 Definitions

Statutory Instrument (SI) - Any request that comes directly from the End User i.e. the owner or occupier that is not exempt

Voluntary (VOL) - Any request that is made on behalf of the end user (shipper, contractor, architect, builder, IGT, UIP etc.) that is not exempt

Exempt – The following requests are deemed to be Exempt from liability payments:

- A request to 5 or more properties
- A request for a budget quotation
- A Sufficiently Complex Job (SCJ)
- Mains work / reinforcement work only
- Infill scheme quotations (budget and firm costs)

- work on pipework downstream of the ECV (after the end of our network)

Table 2 – Customer Acting Capacity Examples

Customer Acting Capacity	Classification
Owner	SI
Occupier	SI
Landlord	SI
Local Authority	SI
Housing Association	SI
Shipper	VOL
Supplier	VOL
Agent	VOL
IGT/UIP	VOL
Developer	VOL
Consultant	VOL

The above table is not exhaustive. **NOTE:** if more than one of the above items is specified by the customer on the request:

- The job will be **SI** if any of the options are: owner/occupier/landlord or local authority/housing association
- The job will be **VOL** otherwise

The selection made above will impact sections 6 & 12 of this document on how the liability classification is chosen and whether a compensation payment is applicable when a standard is not met.

6.2 Standards of Service Compensation Payments

(i) Statutory (SI) Standards of Service compensation payments scheme

Wales & West Utilities applies the statutory Standards of Service compensation payments (**Appendix C**) and accuracy refund payments (**Section 13 and Appendix D**) of these Business Rules for failure to meet the Standards of Service for valid requests defined in section 6 from:

- the owner or occupier of a property
- the landlord, local authority or housing association

where the request is for

- new or existing properties of four or less =<4 properties

(ii) Voluntary (VOL) standards of service compensation payments scheme

Wales & West Utilities will apply the statutory Standards of Service compensation payments due under **Appendix C** and accuracy refund payments (**Section 13 and Appendix D**) of these Business Rules on a Voluntary basis, to valid requests, defined in section 6 that would otherwise be excluded from compensation payments under the Statutory Instrument.

These voluntary standards apply to parties **other than:**

- the owner or occupier of a property
- the landlord, local authority or housing association

where the request is for

- new or existing properties of four or less =<4 properties
- UIP and IGT connection requests for new build properties of four or less =<4 properties
- Land enquiries, including point and pressure requests, for UIP and IGT for new build properties of four or less <=4 premises

The Standards of Service compensation payments and the Accuracy refund payments detailed within this section apply on a voluntary basis and may be withdrawn at Wales & West Utilities discretion at any time.

(iii) Exempt Connections Activities not covered by the Statutory Instrument

The following work types are not included in the Guaranteed Standards of Service covered under section 6. Wales & West Utilities will aim to respond to the following requests in a reasonable timescale as indicated against each work type (shown in bold). There are no compensation payments associated with the following work types for failure to meet the following indicative timescales. They will be included within the scope of the Accuracy Scheme detailed in section 13:

- Any requests requiring an element of non-contiguous reinforcement where the reinforcement total expenditure is greater than £20,000 - **D+21**
- Multiple new property requests for 5 properties or more, e.g. developer direct infrastructure – **D+21**
- Infill project requests – **D+21**
- Land enquiries for multiple new property requests for 5 premises or greater, e.g. developer direct infrastructure - **D+5**
- UIP or IGT connection requests for new build ≥ 5 properties - **D+21**
- Land enquiries for UIP or IGT connection requests for new build ≥ 5 properties
- Design submissions for UIP or IGT connection requests for new build ≥ 5 properties - **D+5**
- Sufficiently Complex jobs as defined in the Connections and Other Distribution Standard Charges publication - **D+21**
- A request for information on the availability of gas and or costs of connection where the WWU Standard Charges apply will be processed and reported as a budget cost under GS4 only where a period of more than 5 working days has elapsed between the initial enquiry and the issuing of a firm quotation.
- A request for information on the availability of gas and or costs of connection where design work and bespoke costs are required will be processed and reported under GS5 or GS6 dependent on the criteria laid out below.

7. QUOTATION REQUESTS STANDARD OF SERVICE CLASSIFICATION

The Gas (Standards of Performance) Regulations 2005 (amended 2008) identify nine Connections related standards of service. Four of these standards relate to Customer Requests and are limited to Connections defined within the regulations. The following additional guidance must be followed for the classification of all Connection requests.

7.1 Guaranteed Standard (GS) 4

Standard Quote =<275kWh per hour – D+6 for new or alteration of service quotation production.

- (i) A valid Quotation request within this category will:
- Have a one-off connection capacity of less than or equal to 275kw
Be for an individual domestic premise anticipated to consume 73,200kWh per annum or less
 - Meet the Standard Charge criteria defined within the current Licence Condition 4B statement, e.g. be a desk top quotation.
 - Not require a site visit
 - Be an individual one-off request
 - Not require a bespoke design

7.2 Guaranteed Standard (GS) 5

Non-Std Quote =<275 kWh per hour – D+11 for new or alteration of service bespoke quotation production.

A valid Quotation request within this category will:

- Be a one-off request to have a connection capacity of less than or equal to 275kw
- May require a site visit
- A new connection to property from an existing infill scheme
- UIP / IGT final connection where the supply point will be less than or equal to <275kwh

7.3 Guaranteed Standard (GS) 6

Non-Standard Quote >275kWh per hour – D+21 for new or alteration of service pipe quotation.

A valid Quotation request within this category will:

- Have a one-off connection capacity of greater than 275kw.
- Mains infrastructure only to feed a development with an aggregate load of >275kW
- Where a request is required for multiple new properties or multiple existing properties the aggregate load of the properties for the supply point must be >275kw.
- Requests from communities where an infill is required
- A new connection to property from an existing infill scheme
- UIP / IGT final connection where the supply point will be >275kwh

7.4 Guaranteed Standard (GS) 8

Land Enquiries – D+5

A valid enquiry within this category will be either a land enquiry or an UIP design approval:

Requests recorded as land enquiries will include:

- Estimate of pressure
- Availability of gas

A valid UIP/IGT design submission will:

- Be an acceptance for an UIP connection quotation within the categories defined
- Is a design approval for an UIP connection in line with industry standard and Wales & West Utilities' design submission requirements checklist as published.
- Include the required load and pressure

Where the customers' requirements change during the Quotation lifecycle, the Standards of Service Category will be reviewed to ensure it matches the quoted works.

Quotation Deferrals

The quotation timescales can be deferred where WWU are unable to progress the quotation within the GSoP timescales due to third party dependencies. The examples below are not exhaustive:

- Site Surveys (See Section 5)
- Costs required for services and materials from a third party
- Information required from a third party such as:
 - Bridges and structures
 - Railways
 - Waterways
 - Protected sites (SSSI, Heritage Sites, Conservation Areas, Listed Buildings)

8. ISSUE QUOTATION

The issuing of a Quotation is the first Standard of Performance applicable to Connections activities as defined in the Gas (Standards of Performance) Regulations 2005 (amended 2008). Appendix C details the Target Periods for each Standard of Service Classification and the compensation to be paid per day for failure to achieve the relevant standard.

The timescale is measured from the date that all Minimum Information is received (as defined in Section 4) to the date the Quotation letter is issued to the customer (i.e. sent in the post, emailed or faxed).

Standard of Service payments will be processed as defined in section 6 Liability Compensation and payments table in Appendix C.

9. ACCEPTANCE

Once the customer accepts the quotation, a number of checks will be carried out by Wales & West Utilities. These checks apply to both Wales & West Utilities Connection Acceptances and third party connections Acceptances received from IGT/UIP.

A Valid Acceptance is described as;

- Being for a valid Quotation i.e. the Quotation has not expired
- The customer has signed and dated the Acceptance form and accepted the relevant Wales & West Utilities Terms and Conditions. No amendments to the terms and conditions will be accepted.
- An acceptance form signed on behalf of the customer by the Acceptance Team Manager (Payment will also be required before the acceptance is progressed which can be taken over the telephone with call recorded for audit purposes)
- Acceptance and payment via Wales & West Utilities Online Payment Portal (No signed acceptance form will be required in this instance as terms and conditions can be accepted online during payment process)
- Payment in full (or equivalent Fuel Poor scheme voucher and cash balance) is received with the Acceptance where the customer does not have credit terms with Wales & West Utilities
- Where the customer has previously been approved for Credit terms by Wales & West Utilities Finance Department a valid Purchase Order number is provided
- The customer has provided all necessary written Consents where specified in the Quotation
- No Acceptance of an offer made by Wales & West Utilities has been received in respect of works of substantially the same nature from a third party prior to its receipt
- A valid Acceptance from an IGT/UIP, including the Design Submission

Only when the above applicable criteria have been met will the job be classed as a 'Valid Acceptance'.

A variation to the above applies in the case of third party IGT/UIP 'Fast Track' Acceptances. In order to streamline the IGT/UIP self-connection process, changes have been made to enable customers to bypass the Quotation Request stage and submit their request at the Acceptance stage. This change is limited to self-connection works within the scope of the standard pressure matrix, or self-connection works following a Land Enquiry response without the need for reinforcement.

10. PROVISION OF DATES FOR COMMENCEMENT AND SUBSTANTIAL COMPLETION

Guaranteed Standard (GS) 9 / 10

The Provision of Dates for Commencement and Substantial Completion is defined in the Gas (Standards of Performance) Regulations 2005 (amended 2008).

Wales & West Utilities measures these standards by comparing the date of 'Valid Acceptance' (as defined in Section 9) against the date that a Planning letter is issued to the customer (i.e. sent in the post, emailed or faxed). This Planning letter will detail the following key dates:

- Date for Physical Commencement (the date the Works will start on site)
- Date for Substantial Completion (the date that gas will be available)
- Date for Final Completion (the date by which the works will be completed with all excavations made good and all plant and materials cleared from site)

Where possible, the dates will be agreed with the Customer. Where the Customer cannot be contacted within the timescales prescribed, the customer shall be issued with a letter offering the next available date.

The dates offered are influenced by a number of factors including availability of resources, timescales for Notices required under the New Roads and Street Works Act (NSRWA) and the Traffic Management Act (TMA), notices to other third parties and supply of materials from suppliers.

The above rules also apply to third party IGT/UIP connections that fall within the applicable scheme and are not classified as Exempt from the scheme. Those connections carried out by an IGT/UIP under the Final Connection Agreement are not included within this scheme.

Appendix C details the Target Periods for each Standard of Service Classification and the compensation to be paid per day where the Standard of Performance is not achieved.

Deferrals

An Accepted job may be deferred only in the following circumstances prior to providing a Planned Date for Commencement and Substantial Completion:

- Where a legal agreement (Easement or Land Transfer) is required as identified in the Quotation. In these circumstances, a planned date should only be given where the legal agreement has been finalised
- Where the customer has requested a variation to the Quotation scope of works
- Where the customer has identified that the site is not ready
- Where the customer has requested a site visit prior to agreeing the dates for the works
- Wales & West Utilities has not obtained all necessary permissions to carry out the works from 3rd parties e.g. SSSI, Listed Buildings authorities, Oil Pipeline Operators, M.O.D., Network Rail, British Waterways etc.
- Where a supplier to WWU is unable to confirm delivery of Non-Stock Material Item

The maximum time that the job can be deferred before a planned date is provided is defined in the relevant Terms and Conditions for the works but is typically 180 days from the date of Quote Issue.

11. SUBSTANTIAL COMPLETION

Guaranteed Standard (GS) 11

Another key measure of performance as defined by The Gas (Standards of Performance) Regulations 2005 (amended 2008) is the Substantial Completion of Works by the agreed date. Appendix C details the Target Periods for each Standard of Service Classification and the compensation to be paid per day where the Standard of Performance is not achieved.

Wales & West Utilities measures Substantial Completion by comparing the date (or valid re-planned date) for Substantial Completion provided to the customer in the Planning letter (or re-plan letter) with the date that the service pipe was commissioned.

In the case of a multiple development, the measure is completion of the last work order on the development.

Deferrals

The following are valid reasons for a job being deferred prior to Substantial Completion:

- Access Obstructed
- Meter housing not constructed by customer or not constructed to industry standard
- Excavation not completed by customer where customer has elected to do so
- Variation to the works requested by customer
- Phased works
- Scaffolding on site preventing safe execution of the works
- Site visit requested by customer
- Unable to contact customer
- Customer not ready
- Site not ready
- Easement Required

12. STANDARDS OF SERVICE PAYMENTS

Guaranteed Standard (GS) 12

Failure to achieve any of the Standards of Service detailed above requires any liabilities associated with that failure to be paid to the customer within a prescribed period

Appendix C – STANDARDS OF SERVICE TABLE OF PAYMENTS for Connections activities details these payments and shows:

- Penalty Domestic and Non-Domestic – this is the daily payment to be made where the job is not defined as being Exempt or an Exception
- Cap – This is the maximum payment that shall be made
- Late payment – Where a Penalty is due and the payment is not made within 20 working days, then a further one off payment of £20 shall be added to the penalty (applies to SI only)

The Target Period (Working Days) is measured from the initialising date (known as D). Compensation may be made against each Standards of Performance category for each Connections Request.

Exemptions - a request within the scope of sections 6 & 7 may be exempt from the relevant performance standard for a number of reasons.

The 'SI, regulation 13 Exemptions' are:

- The customer informs the relevant operator before the contravention time that the customer does not wish the relevant operator to take any action in relation to the matter.
- The customer agrees with the relevant operator that the action taken by the relevant operator before the contravention time shall be treated as the taking by the relevant operator of the action required by the regulation and, where the action taken by the relevant operator includes a promise to perform any action (whether before or after the contravention time), the relevant operator duly performs that promise.
- Where information is or is required to be provided by the customer to the relevant operator, the customer has failed to provide that information or the information is provided to an address or by use of a telephone number other than the address or telephone number which the relevant operator has advised the customer is appropriate for receipt of information of that type or, in the case of information given by telephone for the purpose of regulation 6(1) or 10(1)(d) was given outside such reasonable hours as the relevant operator has advised the customer are the hours during which the telephone number will be available for the receipt of information of that type.
- It was not reasonably practicable for the relevant operator to take the action required by the regulation before the contravention time as a result of:
 - (a) severe weather conditions;
 - (b) industrial action by the employees or contractors of the relevant operator;
 - (c) the act or default of a person other than an officer, employee or agent of the relevant operator, or a person acting on behalf of an agent of the relevant operator;
 - (d) the inability of the relevant operator to obtain any necessary access to any premises;
 - (e) the existence of circumstances by reason of which the relevant operator could reasonably expect that if he took the action he would or would be likely to be in breach of an enactment;
 - (f) the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2005;
 - (g) delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004; or
 - (h) other circumstances of an exceptional nature beyond the control of the relevant operator, and the relevant operator had taken all such steps as it was reasonable to take both to prevent the circumstances from occurring and to prevent them from having that effect.
- The relevant operator reasonably considers that the information given by the customer was frivolous or vexatious.
- The customer has:
 - (a) committed an offence under paragraph 10 or 11 of schedule 2B to the Gas Act 1986 (as amended) (the Act), or
 - (b) failed to pay any charges due to the relevant operator after receiving a notice under paragraph 7 of Schedule 2B to the Act,

and the action taken or not taken by the relevant operator was in exercise of his powers under those paragraphs.

- The relevant gas transporter has disconnected or refused to connect the customer's premises in exercise of a power under Schedule 2B to the Act.
- In this regulation "contravention time" means-
 - (a) in relation to regulations 7 and 8, the expiry of the relevant period referred to in paragraph 2(a) of each regulation and (where applicable) of each period referred to in paragraph 2(b) of each regulation; and

- (b) in relation to any other regulation, the time at which, if this regulation and any other exemption contained in that regulation did not apply, the relevant operator would become liable to pay the prescribed sum to the customer.

And the 'Statutory Instrument, regulation 10 (6) of the SI Exceptions' are:

- Each of the circumstances described in regulation 13 provided that in relation to paragraph (6) of that regulation, the relevant gas transporter gave the customer not less than one working day's prior warning (whether or not in writing) that he would be unable to keep the timed appointment or the circumstances referred to in that paragraph occurred at a time when it was not reasonably practicable to give such a warning;
- That the prescribed additional sum payable in respect of the continuation of any one breach under regulation 10(3)(a), (b), (d), (e) and (f) of the SI shall not be payable where the making of that additional payment would cause the aggregate of the prescribed payments to the customer in respect of that breach under regulation exceed the Cap identified in Appendix C of these business rules;
- That the relevant gas transporter is unable to provide an accurate quotation within the relevant time scales, since the quote will include costs that can only be negotiated with and paid to a third party;
- That consents are required from third parties and such consents cannot by reasonable endeavors be obtained;
- In respect of a standard or non-standard quotation made without a site visit, that an assumption made by the relevant gas transporter in providing the quotation is incorrect because information provided by the customer was either incomplete or incorrect;
- That any visit is made wholly or mainly in connection with disconnecting the premises in exercise of the power contained in paragraph 7 of Schedule 2B to the Act;
- Where the service relates to the provision of metering services as defined in the licence of the gas transporter issued under section 7 of Schedule 2B of the Act; or
- in respect of regulation 10(1)(a), (b) and (c) the gas transporter considers that a request or requests received from the customer or a person acting with apparent authority for one or more customers were frivolous or vexatious.

13. QUOTATION ACCURACY SCHEME

Guaranteed Standard (GS) 7

Wales & West Utilities operates an Accuracy Challenge scheme where the customer can challenge the accuracy of the Quotation that has been issued. Wales & West Utilities is required to operate a quotation accuracy scheme under its licence; however, the scheme does not apply to all Quotations.

The scheme is operated as follows:

A refund, where applicable, will be paid to customers where Quotation amounts are agreed by Wales & West Utilities, or judged by an independent expert, to be inaccurate. Wales & West Utilities will only be liable to make an accuracy scheme payment where the original quotation is found to be inaccurate.

"Accurate" is defined for Quotations issued under section 6 and section 7 as:

- **Standard Quote =<275kWh per hour** – the correct amount as specified in Wales & West Utilities connection charging statement issued in accordance with standard condition 4B of its Licence
- **Non-Standard Quote =<275kWh per hour** – within 5% or £150 (whichever is greater) of the correct amount as calculated in accordance with Wales & West Utilities' connection charging statement issued in accordance with standard condition 4B of its Licence
- **Non-Standard Quote >275kWh per hour** – within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with Wales & West Utilities' connection charging statement issued in accordance with standard condition 4B of its Licence

- **Connections activity not covered by the statutory instrument or standard special condition D10** - within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with Wales & West Utilities' connection charging statement issued in accordance with standard condition 4B of its Licence

Note: The measure will be on the contract sum excluding VAT.

Successful claims will result in a reissued Quotation to all parties who requested a Quotation for the same site where that Quotation is identified as also being inaccurate. The date of the original application will be used for the Request Received date for the revised Quotation and any compensation payments as a result of this date revision shall be calculated from this date.

A re-quotation issued as a result of a successful accuracy challenge will be defined as having been request received at the same time as the original request that resulted in the inaccurate Quotation.

In addition to the refund due under the accuracy scheme (Appendix D), a standard of service compensation payment may also be due in line with Appendix C – this will be based on the reissued new Quotation contract sum not on the original inaccurate Quotation. The compensation cap for the issue of a Quotation, will apply to the sum of any compensation payments made, against the original Quotation and the re-quotation.

Rules for Submission of Accuracy Claims.

The procedure for the submission of a claim is as follows:

These rules do not preclude the customer from accepting a Quotation that is subject to an accuracy challenge.

- A claim must be received in writing by Wales & West Utilities within 90 days for standard price quotations and 90 days for bespoke quotations of the date of issue of the Quotation or, if it is accepted, within 10 days of the date of acceptance, with a statement of the reasons why the Quotation is thought to be excessive and an estimate of the excess, see 'Claim Form'

Claim Form

- For the purposes of 'Rules for Submission of Accuracy Claims' Wales & West Utilities will produce the necessary forms for the submission of accuracy claims. The forms are designed to secure a quick and efficient settlement of the issue and to assist in the Final Determination of quotation errors and the resolution of disputes. A copy can be obtained from our website or by contacting Wales & West Utilities. (Contact details shown at the end of this document)
- Wales & West Utilities will ascertain whether a claim form is valid in respect of timescale and customer / job details

A claim form is not valid if:

- more than 90 days for standard quotations or 90 days for bespoke quotations has elapsed from the Quotation date or more than 10 days from Acceptance whichever is earlier
- it refers to the makeup of a standard charge
- it is not fully completed
- it refers to an indicative cost or budget indication
- Non-valid claim form - Wales & West Utilities will respond by email, where available, or by post recording the date of receipt and Wales & West Utilities claim reference

- Valid claim form - Wales & West Utilities will acknowledge receipt of claim form, recording the date of receipt, date of proposed response and Wales & West Utilities claim reference
- If within 28 days after being submitted to Wales & West Utilities the claim has not been resolved it may be referred by either party to an independent person acting as an expert and not as an arbitrator, who may be nominated, in default of agreement between parties, by the Authority on application of either party, and whose costs shall be paid, in default of agreement between the parties, as the Authority may direct

Accuracy Payments

See **Appendix D – Quotation Accuracy Table of Payments** for applicable payments for failure to meet standards of quotation accuracy.

Appendix C will also apply to subsequent failure of standards under section 7, including where a re-quotation is issued against an inaccurate Quotation that is covered by the Standards of Service Compensation Criteria in sections 6 or section 7. Appendix C will NOT apply to Quotations issued under section 6.2(iii)

Exclusions

Quotation errors arising from a failure by the customer to provide the Minimum Information requirements or any inaccuracies by the customer are excluded from claims under the Accuracy Challenge Scheme.

Wales & West Utilities will not accept a claim for accuracy, where this is a challenge to the construction of a standard price, as specified in the Charging Statement. However, where Wales & West Utilities has applied the wrong standard charge to a Quotation, this will be accepted as a valid claim under the scheme.

Statement of Engineering Assumptions

An accurate Quotation is based upon sound engineering judgment with well documented assumptions. A Quotation will therefore be deemed inaccurate if the appropriate assumptions have not been documented or the judgment used unsound. A statement will be provided with the Quotation indicating key assumptions made and any variable cost elements that cannot be accurately determined at the Quotation stage.

The customer should inform Wales & West Utilities where he becomes aware that one or more assumptions may be incorrect.

Errors identified outside the Accuracy Challenge scheme

Where an error is identified outside of the Accuracy Challenge scheme (e.g. as a result of a complaint, enquiry or internal or external audit), the Accuracy criteria outlined above will be used. If the quotation is found to be inaccurate, a quotation will be issued based upon the original request received date.

Where the job is within the relevant tolerance, a new Quotation will be issued using the date the error was identified as the request received date.

APPENDIX A - REFERENCES

The Gas Act 1986 (as amended 2005)

The Gas (Standards of Performance) Regulations 2005 (amended 2008).

Standard Special Conditions Applicable To All Distribution Network Licencees: Standard Special Condition D10, Provision of connections information

Standard Condition 4B of the Gas Transporters Licence for Wales & West Utilities Limited

Data Protection Act Statement – Current version available from our website www.wwutilities.co.uk or on request

APPENDIX B - DEFINITIONS

The definitions applying to this document are given below.

DEFINITION	MEANING
Annual Quantity (AQ)	The Annual Quantity is the anticipated yearly/annual consumption of gas load to be taken.
Authority	The Gas and Electricity Markets Authority.
Budget Indication	An approximate estimate cost of works anticipated, not intended to be a quotation.
Cap	The maximum financial amount payable.
Charging Statement	Wales & West Utilities Licence Standard Condition 4B statement.
CSEP	Connected System Exit Point. As defined in Wales & West Utilities' Network Code, a CSEP is "a System Point comprising one or more Individual System Exit Points which are not Supply Meter Points".
Customer	The requestor to Wales & West Utilities, who will be invoiced for connections activities, may be the End User his agent.
day	A calendar day which starts at 00:00 hours and ending at 23:59 hours.
Day	Any working day (other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971). Requests are received on D up to and including 17.00 hours. Requests received after 17.00 in a Day will be logged as received on the next Day for Standards of Service purposes. (From UNC definitions)
D+(x) Days	The number of Days following receipt of a Request, on Day 'D', within which Wales & West Utilities must issue a Response to be within Standard. So that, for a D+6 Standard, Wales & West Utilities has until 17:00 hours on the 6 th Day following the Day of receipt to issue a Response. Day D is not included in the calculation of the period.
Deferral	A valid deferral as listed in Section 11
End User	An owner or occupier of property who is supplied or required to be supplied with gas through a connection.
Existing Property	A property that has been constructed.
First Gas Date	Date identified by the customer as the date gas supply required from
GDN	"GDN" means a regional gas distribution network now or formerly owned by National Grid Gas plc other than Wales & West Utilities.
IGT	The holder of a licence under section 7 of the Gas Act 1986 other than a GDN or Wales & West Utilities.

Indicative Cost	An approximate estimate cost of works anticipated in relation to an Infill or a single domestic property based upon standard charges, not intended to be a quotation.
Infill	An Infill is the extension of new relevant mains to an area having a number of existing premises, there may also be new premises being constructed in the area, where not all of the owners or occupiers of those premises have expressed a desire to be connected to a gas supply at the time the mains are laid.
Mains Only	Mains only work applies to statutory connections. Where Wales & West Utilities are asked to construct mains only for a Non-Statutory Connection this request will need to be reviewed on an individual basis.
Minimum Information Requirements	The minimum information that a customer must provide to Wales & West Utilities in order that Wales & West Utilities can progress a Request.
Month	A calendar month.
MPRN	Meter point reference number. Unique identification number for the supply point prior to the customers Emergency Control Valve
New Property	A property that has not yet been constructed or is under construction.
Ofgem	The Office of Gas and Electricity Markets.
Peak Instantaneous Demand (PID)	The peak rate at which gas is consumed at any specific time of day.
Quotation Amount(s)	For the purposes of assessment under Accuracy Performance, Quotation Amounts will be the total sum stated on the quotation, exclusive of Value Added Tax.
Redevelopment	An existing property where refurbishment/redevelopment work is being carried out.
Request	A customer request to Wales & West Utilities as set out in the table of Service Standards e.g. Quotations, Land Enquiries, Initial Enquiries and Acceptances.
Response	Wales & West Utilities' response to a Valid Request.
Standard(s)	The Wales & West Utilities Standards of Service as defined within Standard Special Condition Licence D10 and the Gas (Standards of Performance) Regulations 2005 (amended 2008).
Standard Hourly Quantity (SHQ)	Maximum hourly consumption (in kWh)
Supply Offtake Quantity (SOQ)	Maximum daily consumption (in kWh) at which a customer/user is permitted to offtake gas from Wales & West Utilities' network.
Turnaround Time Compensation	That part of the Scheme relating to Wales & West Utilities response time to customer Requests.
UNC	Uniform Network Code

UIP	Utility Infrastructure Provider; an organisation that provides consultancy and/or engineering services in relation to connections on behalf of customers, gas shippers, gas suppliers and gas transporters. Also includes utility infrastructure providers (UIPs).
Valid Request	Customer request that contains at least the Minimum Information Requirements.
Xoserve	The company which manages the commercial interfaces between Wales & West Utilities, the GDNs, IGTs and gas shippers.

APPENDIX C – STANDARDS OF SERVICE TABLE OF PAYMENTS

Process Category	SI Ref. (Business Rules ref.)	Target Period (working days)	Penalty Domestic and Non-Domestic (£)	Cap
Standard Quote =<275 kWh per hour	10.3.a (7.1)	6	£10 per working day	Lesser of £250 or quote value
Non-Std Quote =<275 kWh per hour	10.3.b.i (7.2)	11	£10 per working day	Lesser of £250 or quote value
Non-Std Quote >275 kWh per hour	10.3.b.ii (7.3)	21	£20 per working day	Lesser of £500 or quote value
Land Enquiry	10.3.d. (7.4)	5	£40 per working day	=<275 kWh per hour £250 >275 kWh per hour £500
Offer date for Commencement & Substantial Completion. =<275 kWh per hour	10.3.e.i (10)	20	£20 per working day	Lesser of £250 or contract sum
Offer date for Commencement & Substantial Completion. >275 kWh per hour	10.3.e.ii (10)	20	£40 per working day	Lesser of £500 or contract sum
Substantial Completion on agreed date. Quote up to £1,000	10.3.f.i (11)	N/A	£20 per working day	Lesser of £200 or contract sum
Substantial Completion by agreed date. Quote £1,001-£4,000	10.3.f.ii (11)	N/A	Lesser of £100 or 2.5% of contract sum per working day	25% of contract sum
Substantial Completion by agreed date. Quote £4,001-£20,000	10.3.f.iii (11)	N/A	£100 per working day	25% of contract sum
Substantial Completion by agreed date. Quote £20,001-£50,000	10.3.f.iv (11)	N/A	£100 per working day	£5,000
Substantial Completion by agreed date. Quote £50,001-£100,000	10.3.f.v (11)	N/A	£150 per working day	£9,000
Advise that payment is due and make payment in respect of regulation: 10. Connections	12.4 (12)	20	£20 one off payment	£20 (one payment only)

APPENDIX D – QUOTATION ACCURACY TABLE OF PAYMENTS

Process Category	SI Ref. (Business Rules ref.)	Accuracy Target	Penalty Domestic and Non-Domestic (£)	Cap
Accuracy challenge Standard charge =<275 kWh per hour	10.3.c 10.3.ii 10.4 (7.1)	Correct Charge as published by GT excluding VAT	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until re-quote provided	Rules for 10.3.a & 10.3.b Apply + refund of any overcharge
Accuracy challenge Non Standard charge =<275 kWh per hour	10.3.c 10.3.ii 10.4 (7.2)	Greater of 5% or £150 excluding VAT	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until re-quote provided	Rules for 10.3.a & 10.3.b Apply + refund of any overcharge
Accuracy challenge Non Standard charge >275 kWh per hour	10.3.c 10.3.ii 10.4 (7.3)	Greater of 5% or £300 excluding VAT	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until re-quote provided	Rules for 10.3.a & 10.3.b Apply + refund of any overcharge
Business Rules section 6.2				
Connections activity not covered by the statutory instrument or standard special condition D10	(6.2(iii))	Greater of 5% or £300 excluding VAT	Refund of any overcharge	Refund of any overcharge

APPENDIX E – MATRIX TO SUPPORT WALES & WEST UTILITIES CONNECTIONS BUSINESS RULES

<i>Matrix to support Wales & West Utility's Connections Business Rules</i>				
	The Gas (Standards of Performance) Regulations 2005 (amended 2008)	Licence Condition, Standard Special Licence Condition D10-Connections	Voluntary Wales & West Utilities Standards of Service Compensation Scheme	Connections Activity not covered by standards of service or accuracy scheme
Definition	Provides standards of service for customer requests with compensation payments for individual failures.	Apart from Land Enquiry, replicates Standards of Service detailed in the Statutory Instrument- excluding any compensation payments for failure to meet individual GSoP.	Applied by Wales & West Utilities to connection requests excluded from the SI due to customer group.	An indicative target for an expected response to a request – not attracting a GSoP compensation payment.
Standards of Service criteria	As detailed in SI regulation 'Connections 10' part 3a, bi, bii, d, e, f. and 'Payments 12'	Replicates that detailed in SI	Replicates that detailed in the SI	Indicative target for response only as detailed in Business Rules.
Compensation for GSoP failure	YES	NO	YES	NONE
Customer included in requirements of document	Applies to owner or occupier of property. Wales & West Utilities include; or their nominated agent, i.e. Shipper acting on their behalf- where end user details known and provided. Excludes UIP and IGT connections	Covers all customer groups including UIPs, IGTs, Shippers etc.	Requests from other parties where end user details not known or provided. Includes UIP and IGT connections	All customer groups
Property type covered by document	Domestic and non-domestic	Domestic and non-domestic	Domestic and non-domestic	Domestic and non-domestic
Connection point pressure	< 7bar gauge	< 7bar gauge	< 7bar gauge	< 7bar gauge

Number of premises for multiple requests	<= 4 premises	<= 4 premises	<= 4 premises	=>5 premises
Quotation value	<= £250,000	<= £250,000	<= £250,000	<= £250,000
Complex Connections	Excluded	Excluded	Excluded	Included
Excluded Connections	Excluded	Excluded	Excluded	Excluded
Exemptions- in scope but discounted on an individual basis due to specific reasons.	Detailed in SI regulation 'Exemptions 13' e.g. customer agreement, severe weather, industrial action, etc.	Apart from Land Enquiry (no limit on premises numbers), same as SI	Same as SI	N/A
Accuracy Scheme refund applicable.	YES	YES	YES	YES
Late Payment Standard to apply to Accuracy challenge.	YES	NO	YES	NO
Non-Contiguous Reinforcement	Excluded >£20,000	Excluded >£20,000	Excluded >£20,000	Included >£20,000

APPENDIX F – WALES & WEST UTILITIES CONNECTIONS CONTACT DETAILS

Registered Office:

Wales & West Utilities Ltd
Wales & West House / Tŷ Wales & West
Spooner Close / Spooner Close
Celtic Springs / Celtic Springs
Coedkernew / Coedcernyw
Newport / Casnewydd
NP10 8FZ / NP10 8FZ

Registered in England & Wales: 5046791

Tel: 02920 278500

Fax: 0870 1450076

Web: www.wwutilities.co.uk

Complaints:

Complaints
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Celtic Springs
Coedkernew
Newport
NP10 8FZ

Tel: 0800 2946645

Email: Complaints@wwutilities.co.uk

Connections:

Connections Front Desk
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Newport
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