

Accuracy Review Scheme

The Wales & West licence was issued by the energy regulator, Ofgem, to Wales & West Utilities (WWU) and governs the way in which we are licensed to operate our Gas Transportation network. This licence includes Standard Special Condition D10 (SSCD10): Provision of connections information which includes targets for performance standards which WWU are required to meet and the need for WWU to have an accuracy scheme under which customers can ask for the accuracy of their connection quotation to be reviewed. This licence condition, however, does not apply to Excluded or Complex connections which are defined at the end of this document.

Paragraph 3 of the SSCD10 provides that the licensee shall from time to time submit to the Authority, for its agreement an Accuracy Review Scheme. 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 for an accuracy claim where the original quotation is inaccurate.

“Accurate” is defined for quotations as:

- Standard Quote ≤ 275 kWh 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 ≤ 275 kWh 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 > 275 kWh 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.

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. A re-quotation issued as a result of a successful accuracy challenge will be defined as having a 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 in accordance with Table 1 below, a standards of service compensation payment may also be due in line with Table 2 below – these 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.

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Table 1 – 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 (4.2)	Correct Charge as published by GT	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until requote 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 (4.3)	Greater of 5% or £150	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until requote 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 (4.4)	Greater of 5% or £300	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until requote provided	Rules for 10.3.a & 10.3.b Apply + refund of any overcharge
Business Rules section 7.1				
Connections activity not covered by the statutory instrument or standard special condition D10	(7.1)	Greater of 5% or £300	Refund of any overcharge	Refund of any overcharge

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Table 2 – 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 (4.2)	6	£10 per working day	Lesser of £250 or quote value
Non-Std Quote =<275 kWh per hour	10.3.b.i (4.3)	11	£10 per working day	Lesser of £250 or quote value
Non-Std Quote >275 kWh per hour	10.3.b.ii (4.4)	21	£20 per working day	Lesser of £500 or quote value
Land Enquiry	10.3.d. (4.5)	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 (4.6)	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 (4.6)	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 (4.7)	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 (4.7)	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 (4.7)	N/A	£100 per working day	25% of contract sum
Substantial Completion by agreed date. Quote £20,001-£50,000	10.3.f.iv (4.7)	N/A	£100 per working day	£5,000
Substantial Completion by agreed date. Quote £50,001-£100,000	10.3.f.v (4.7)	N/A	£150 per working day	£9,000
Advise that payment is due and make payment in respect of regulation: 10. Connections	12.4 (4.8)	20	£20 one off payment	£20 (one payment only)

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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 the relevant Wales & West Utilities within 60 days 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, in accordance with the section below titled "Claim Form".
- A claim submitted to Wales & West Utilities is requested to be completed on the specified Wales & West Utilities claim form, copies of which have been circulated to customers. A copy can also be obtained from Wales & West Utilities web site - photocopies are acceptable.
- 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 60 days has elapsed from the quotation date or more than 10 days from acceptance whichever is earlier.
- it refers to the make up 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 fax, 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 claims 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 arbiter, 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.
- A refund is not payable where the original quotation is deemed to be accurate.

Accuracy Payments

See Table 1 – Quotation Accuracy Table of Payments for applicable payments due to failure to meet standards of quotation accuracy.

Table 2 will also apply for subsequent failure of standards regarding standard quotations =<275kWh per hour and non standard quotations (under sections 4.2- 4.4 inclusive of the Business Rules) where a re-quotation is issued against an inaccurate quotation that is captured within the standards of service compensation criteria under the voluntary scheme (described in the Business Rules) and the arrangements under the Statutory Instrument (as contained within section 5 or section 6 of the Business

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Rules). Table 2 will NOT apply for quotations issued to connections that are not covered by the Statutory Instrument, as detailed in Section 7 of the Business Rules.

Exclusions from the Accuracy Review Scheme

Quotation errors arising from a failure by the customer to provide the Minimum Information Requirements or any inaccuracies by the customer shall be excluded from claims under the 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

A statement will be provided with each response (except alterations and standard price new services) indicating any key assumptions that Wales & West Utilities has made in the construction of the response, including; route, surface condition, method of pipelaying, pipe diameters, pipe material specification, variable cost elements that cannot be accurately determined at the quotation stage.

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

Claim Form

For the purposes of the 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.

Description of the types of connections which are excluded from the accuracy scheme:-

Excluded Connections

Paragraph 7(e) of SSCD10 provides that the Licence Condition shall not apply to requests for connections classed as excluded connections in a statement issued from time to time by the licensee and agreed with the Authority. Excluded connections are detailed as follows:

- Complex connections
- Infills
- Any requests requiring an element of non-contiguous reinforcement where the non- contiguous reinforcement total expenditure is greater than £20,000
- Requests deferred by the customer
- Self Quotes are excluded only from the Quotations standard
- Budget Indication requests
- Sites of special scientific interest (SSSI) and other national or internationally designated sites such as, but not limited to, National Parks, World heritage sites and nature reserves.

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Complex Connections (Sufficiently Complex Jobs)

Paragraph 7(d) of SSCD10 provides that the Licence Condition shall not apply to requests for connections classed as complex connections in a statement issued from time to time by the licensee and agreed with the Authority, after such consultation that the Authority directs. The statement is detailed as follows:

A connection or load increase or interruptible to firm load transfer request is designated to be of Sufficient Complexity when it requires significant design effort prior to Wales & West Utilities being able to produce a quotation to construct apparatus.

When a project is determined to be of Sufficient Complexity Wales & West Utilities will quote for, charge and carry out the design of apparatus prior to estimating the cost of constructing any equipment. (Wales & West Utilities may decide that it is appropriate to split the design works into stages e.g. feasibility study, conceptual design study etc. with each stage being quoted, charged and completed before commencing a subsequent phase.)

Wales & West Utilities charges for Sufficient Complexity Jobs on the basis of anticipated cost plus applicable overheads.

In the interest of consistency Wales & West Utilities uses published criteria (detailed below) to determine whether a request is of Sufficient Complexity.

Connection and reinforcement related apparatus might be of Sufficient Complexity. If a project includes both reinforcement and connection works then each part will be considered separately when determining whether the project is of Sufficient Complexity.

Sufficiently Complex connections occur when the connection is to be made to an above 7 barg system, or where there are known obstacles on the proposed route of the new apparatus and the anticipated total cost of the construction works including applicable overheads is expected to exceed £10,000, or where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £100,000.

Sufficiently Complex reinforcements occur when the reinforcement includes any apparatus that is designed to operate at above 7 barg or where there are known obstacles on the proposed route of the reinforcement apparatus and the anticipated total cost of the construction works including applicable overheads is expected to exceed £10,000, or where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £250,000. (A list of obstacles is detailed below).

All Entry and Storage connections are treated as being of Sufficient Complexity. Once completed Wales & West Utilities will supply the customer with a design report in respect of Sufficiently Complex Connections. The customer may use the information in this report, under licence, in respect of the hire of an Independent Connection Provider to construct the connection apparatus with the exception of any

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Minimum Connection element Wales & West Utilities will not provide a design report in respect of other types of Sufficiently Complex Jobs.

List of Obstacles

The list below details those obstacles, which have the potential to cause a project to be determined to be of Sufficient Complexity. Projects which have at least one obstacle and which are exclusively <7 barg will only be determined to be Sufficient Complexity if they are likely to cost in excess of £10,000 including overheads.

List of obstacles:

1. Works which involve the crossing of, or which are affected by, the presence of motorways, dual carriageways or highways, which have been designated by the Highway Authority to have Special Engineering Difficulties.
2. Works which involve the crossing of, or which are affected by, the presence of a railway line or tramway.
3. Works which involve the crossing of, or which are affected by, the presence of a river, stream, estuary or canal (navigable or otherwise), body of water, aqueduct, or a drainage channel.
4. Where works are in, or likely to affect, a Site of Special Scientific Interest, nature reserve, scheduled monument or archaeological site.
5. Where works are situated within, or likely to affect, a woodland, marsh, peat bog or coastal wetland.
6. A connection to a listed building.
7. Connections to existing blocks of flats where any service pipe will terminate more than two stories above the adjacent ground level or where internal risers are requested.
8. Connections to new blocks of flats where any service pipe will terminate more than five stories above the adjacent ground level.
9. Works which involve any requirement for a public enquiry or planning permission, including planning permission associated with any buildings including meter houses
10. Where the route of any apparatus involves a significant (greater than 2m) change in elevation within a short horizontal distance e.g. a cliff or retaining wall.
11. Where any apparatus will be laid in contaminated ground, disused slag heaps or rubbish dumps.
12. Where any apparatus will be laid in land likely to suffer from severe subsidence or other significant ground movement including the laying of apparatus near to disused mine shafts / workings.
13. Where works are likely to be affected by special security provisions, e.g. military bases, prisons etc.
14. Where works will take place within top tier COMAH sites.
15. Where an easement or other legal permit has to be obtained from any person other than the person requesting the works.
16. Any other works where special difficulties or unusually high costs might occur.

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