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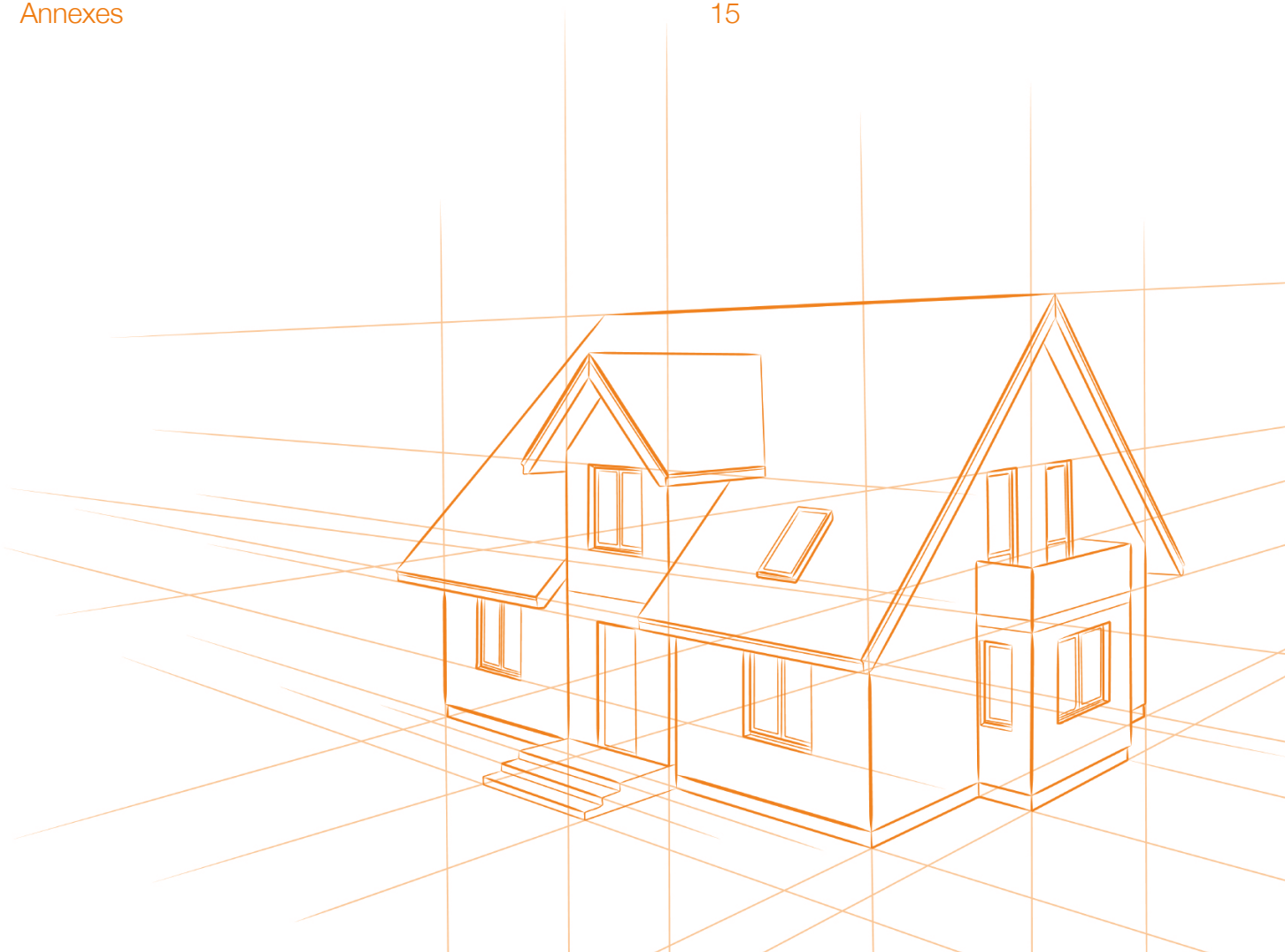


# Better Connected

A practical guide to utilities for home builders

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# Foreword



To build the homes we need and deliver the local growth and jobs to go with them, we must have a smooth and collaborative process to make sure the right utility infrastructure is in place to enable developments to connect in a timely and cost effective manner.

We want to help create a shared understanding between utility companies and developers about utilities connections. We want to enable growth by ensuring utilities are in the right location, at the right time and at the right cost.

To make this a reality, developers, utilities companies and regulators must all work together to continuously reduce the complexities, uncertainties and the length of time faced when connecting to utilities. This document is a starting point. It has been produced jointly between departments and the regulators responsible for electricity, gas, the water sector (water and sewerage companies) and telecoms. This guide sets out shared expectations for developers and utility companies in England, summarising some of the changes which have been brought about so far and setting out our future vision.

A handwritten signature in black ink, appearing to read 'Brandon Lewis', with a long horizontal flourish extending to the right.

**Brandon Lewis**  
Minister for Housing and Planning



# Approach



This document sets out what developers and utilities companies should expect from each other when providing appropriate utilities to bring forward future development. Whilst targeted at housing developers it is relevant to all kinds of development. The key objectives are to:

- ensure that the connection and disconnection of utilities is not a limiting factor in bringing forward development sites and the economic growth they generate.
- better enable utility providers to understand the location, timing and impact of future development sites, so they can extend their networks in a timely and cost effective way without putting their existing customers at risk.
- provide developers and utility companies with a shared understanding of what needs to be provided, by whom and by when to enable connections to be made.
- set out the minimum standards of service developers can expect from regulated utility companies when seeking a connection.

To make connections work better, there needs to be a collaborative approach from the earliest stage by all relevant parties, recognising their own and each other's responsibilities.

### What we've done so far

We want to improve the system for connecting to utilities. We want to increase competition amongst utility companies to drive improvements in service, prices and delivery time scales. We want to be internationally competitive. We want to encourage investment in strategic infrastructure to support development. We want all stakeholders to understand the important role they play in ensuring appropriate utility infrastructure is in place and that, where

appropriate, they are held accountable for making sure connections take place in a timely and cost effective manner. Ultimately we want to reduce the connection times, create more transparent, higher quality processes and make sure that we can deliver houses and economic growth at the pace this country needs and deserves.

### So what's new?

Since June 2014 Government has been working with regulators, developers and utility companies to realise this vision. We have collectively achieved:

- **New voluntary standards for water and sewerage companies:** In October 2014 all water companies in England and Wales signed up to a consistent set of service standards covering the key steps in the connections process, detailed in Annex C. The companies will be testing the detail and suitability of these standards with their developer customers during the remainder of 2014. Once finalised in early 2015, quarterly monitoring reports will enable the sector and developers to transparently see the relative performance of each company online, driving certainty and continuous improvement across the sector.<sup>1</sup>
- **Clarity on the regulator's expectations for new water and waste connections:** In September 2014 Ofwat published an information notice and related webpages setting out its general expectations for how the regulated water sector should provide and charge for new connections.<sup>2</sup> The information notice is intended to provide greater clarity around how companies should work with their developer customers to enable connections.

<sup>1</sup> <http://www.water.org.uk/policy/developer-services>

<sup>2</sup> [http://www.ofwat.gov.uk/regulating/prs\\_in1416newconnections.pdf](http://www.ofwat.gov.uk/regulating/prs_in1416newconnections.pdf)

- **Improved competition in electricity markets:** Ofgem are currently reviewing the market for new connections to the electricity distribution system as they have concerns that competition is not working as effectively as it could in this market – to the detriment of customers. They will publish their findings at the end of 2014 and the steps that they will take to address any issues affecting competition.<sup>3</sup>
- **Reducing the cost of expanding or reinforcing infrastructure through collaboration amongst developers:** If two or more developers require infrastructure work in the same area it can be beneficial for them to collaborate and share the costs, for instance on a new substation or reinforcing a treatment works. The Department for Energy and Climate Change (DECC) and Ofgem have committed to work with, and incentivise, Distribution Network Operators to promote, consider and, where appropriate, offer joint connections to electricity. The Department for Environment, Food and Rural Affairs (Defra) and Ofwat have committed to encourage developer customers and companies to better identify and promote appropriate opportunities for companies to work with multiple developers to deliver schemes that may reduce costs through a more joined up approach to water and sewerage.
- **Improved access to superfast broadband:** The Department for Culture, Media and Sport (DCMS) has worked with house builders and communications infrastructure providers to produce voluntary performance standards covering the key steps in the connection process, outlined in Annex D. These will be developed further over the coming months and once finalised will be reported against on a quarterly basis.

## Future plans

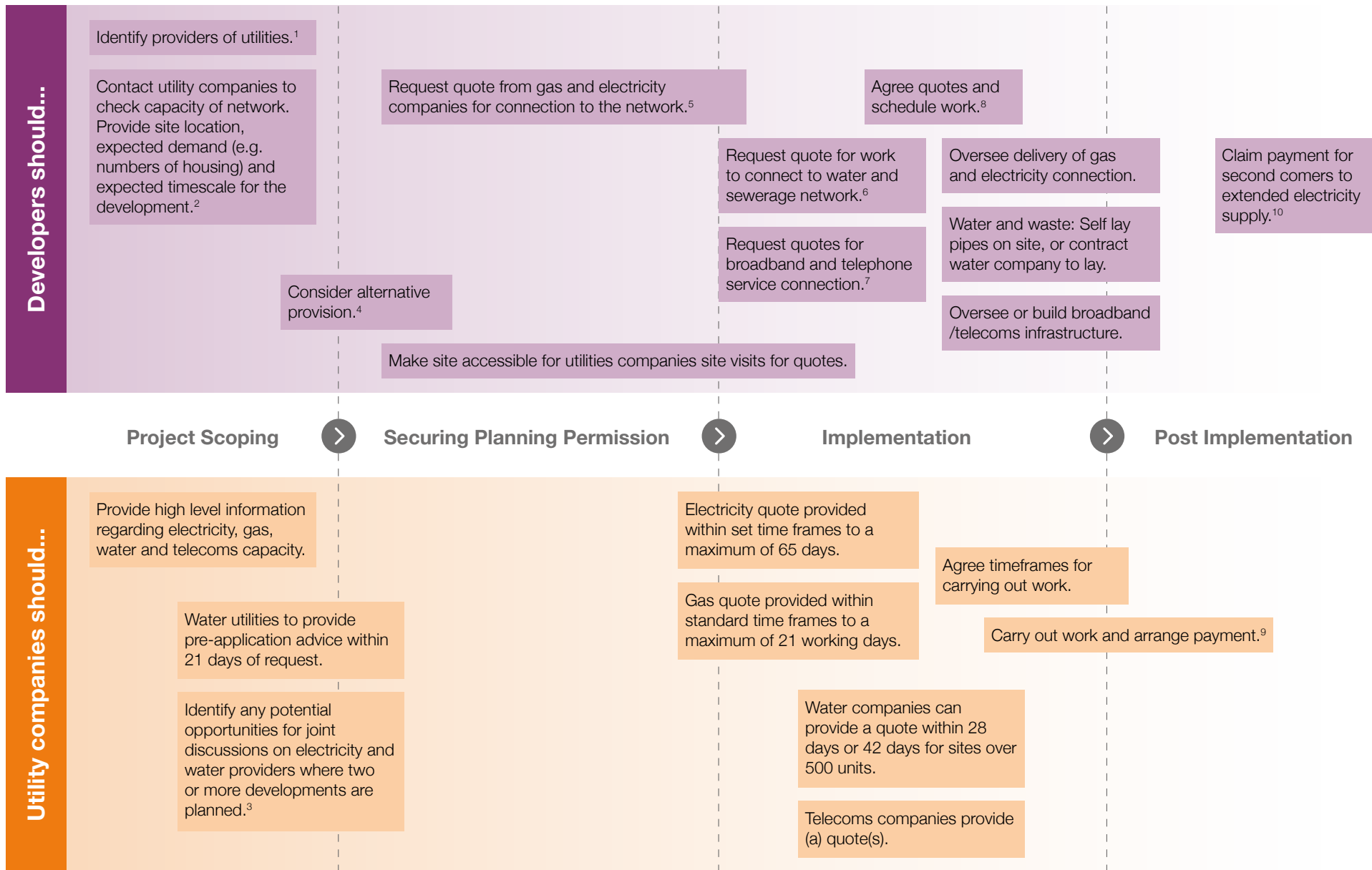
There is more to do and there are a number of changes underway in each of the utility sectors.

- Water companies will review the effectiveness of the new voluntary standards regime with their developer customers in summer 2015, to ensure performance levels meet expectations and, if not, to explore what incentives might encourage better performance.
- Ofwat will be developing new charging rules for new water and sewerage connections. Department for Environment, Food and Rural Affairs (Defra) plan to publish final guidance for these rules in summer 2015.
- In April 2015 Ofgem's new RIIO-ED1 price control will implement a package of incentives to encourage quicker connections to electricity and a better service to developers. Ofgem will continue to engage with stakeholders to identify changes to the existing regime that could improve the connections process.
- A voluntary broadband connectivity rating will be explored for new and existing buildings outlining the speeds consumers can expect. This will assist with property marketing and help consumers make better informed decisions when buying or renting a new home.

We will continue to evaluate progress on what has been achieved so far and drive forward improvements. The aim is to revise this document in future to reflect further developments in connections standards.

<sup>3</sup> <https://www.ofgem.gov.uk/electricity/distribution-networks/connections-and-competition/competition-connections>

# Process



For details on each element of the process refer to p6.



# Explanatory notes





## 1. Identify providers of utilities.

Utility companies broadly fall into two categories:

- **Network companies/statutory undertakers/licensees/dominant providers.**<sup>4</sup> Sometimes only one provider is able to offer specific services within a particular geographical area. These providers and their services are regulated.
- **Independent providers** compete with the above for some types of work. Independent electricity, gas and self-lay providers must be accredited<sup>5</sup> to demonstrate they have the relevant technical, quality and safety standards.

Some services can only be provided by a dominant provider<sup>6</sup> (e.g. identification of point of connection for water infrastructure). The first step should be to identify the work you want done, the relevant dominant provider, and potential competitors.

## 2. Contact utility companies to check capacity of network.

Developers should contact their potential providers as soon as possible to discuss their requirements, even before they have planning consent. This enables all stakeholders to understand as early as possible if, and where, there may be a need for additional capacity in the network. Developers should make sure they provide all the information required, including the location, size of development and expected timescales for development. At this stage utility companies will provide budget estimates and, if requested to do so, feasibility studies. They are unlikely to provide any new infrastructure at this stage in case development does not proceed. Utility companies should be using both this dialogue with

developers as well as information from the planning system to inform their development of their networks to support emerging developments.

If network reinforcement is required for the sole use of a developer<sup>7</sup> this will be included in the electricity and gas quotes after the land and planning has been acquired. If this work creates spare network capacity that is subsequently used by other developments, the developer is reimbursed for a share of the costs by the subsequent connecting developer customer(s). In the case of electricity and gas this currently applies if subsequent connections are made within five years of the first. In the water sector, if the statutory undertaker provides infrastructure with spare capacity, developers making use of the spare capacity within twelve years of its installation can be asked to contribute towards the costs.

## 3. Identify any potential opportunities for joint discussions with electricity and water providers where two or more developments are planned.

Utility providers should each try to identify opportunities for connections to their separate networks, which could serve more than one location, where there are development schemes close in location and timing, to spread the costs of any required network reinforcement. Developers are also at liberty to initiate discussions themselves on the provision of services to neighbouring sites without the intervention of the utility providers. This can help spread cost across a wider group of developers for mutual benefit.

<sup>4</sup> A list of providers can be found here: Electricity <https://www.ofgem.gov.uk/publications-and-updates/list-all-electricity-licensees-registered-or-service-addresses> Gas <https://www.ofgem.gov.uk/publications-and-updates/list-all-gas-licensees-registered-or-service-addresses> Water and Sewerage <http://www.ofwat.gov.uk/industryoverview/today/watercompanies/>

<sup>5</sup> A list of accredited independent providers can be found at <http://www.lloydsregister.co.uk/schemes/> Accreditation is by the National Electricity Registration Scheme (NERS), the Gas Industry Registration Scheme (GIRS), the Water Industry Registration Scheme (WIRS) or the Multi Utility Registration Scheme (MURS) which accredits companies to work in more than one utility sector and is recognised by all distribution network operators.

<sup>6</sup> This applies to gas, electricity and water. The telecoms market is fully competitive and there are no single dominant providers in a given area as there are for other utilities.

<sup>7</sup> Calculated by the connection customer paying an apportionment towards reinforcement up to one voltage level above the voltage at which they connect to the existing network.

#### 4. Identify options for alternative provision.

Developers should consider alternative choices for the provision of infrastructure that the development requires. For water and sewerage connections, the developer can choose between requisitioning infrastructure from the dominant provider, choosing a new appointee (NAV<sup>8</sup>) to become the dominant provider, using an accredited self-lay organisation (SLO) to provide certain water infrastructure services<sup>9</sup> or choosing to provide sewerage infrastructure themselves or via their contractor, using their right to connect to the existing public sewerage system to drain the site where sewerage services are for domestic purposes. Many developers choose to enter into an adoption agreement for the dominant provider to take on self-laid sewers subject to them meeting required standards.

For electricity a customer can choose to use an alternative provider for some connections work such as the design, procurement and construction of the sole use connection assets. This is known as ‘contestable’ work. Contestable work can be carried out by a Distribution Network Operator (DNO), an Independent Network Operator (IDNO) or an Independent Connection Provider (ICP).<sup>10</sup> Gas connection services can be provided by Gas Distribution Networks (GDNs), Independent Gas Transporters (IGTs)<sup>11</sup>, and Utility Infrastructure Providers (UIPs).<sup>12</sup>

#### 5. Request quote from Gas and Electricity companies for connection to the network.

When developers can demonstrate rights of ownership to the property or land in question, they should contact gas and electricity network providers to request a quote. Developers should fully complete the information requested by providers to avoid delays.

Electricity and gas network providers will provide a quote within a maximum of 65 and 21 working days respectively, usually valid for 90 days, though this may be shorter depending on the size of the connection. Details of standards for quotes can be found at Annex A for electricity and B for gas.<sup>13</sup>

#### 6. Request quote for work to connect to water and sewerage network.

Once a developer has planning consent for a site they can request a quote for water infrastructure. Developers should check with the company whether they need outline or detailed consent.

When requesting a quote, a developer must provide full and accurate information about the development site so that the utility provider can clearly understand its requirements and impact.

The dominant provider should provide clear and transparent information on their charging arrangements and their levels of service commitments so that a developer can easily understand the makeup of and rationale for the charges they are being asked to pay. A quote from the dominant provider should clearly show what packages of work are ‘contestable’ and ‘non-contestable’, i.e. which bits can be carried out by independent providers in competition with the dominant provider.

Where a developer chooses to self-lay the water mains the dominant provider will inspect them before making the final connection to the live network. They will also issue a “vesting certificate” formally taking ownership of the new assets at which point any asset payment due to the developer will be made.

Where it is for domestic purposes, a developer is entitled to connect with the existing public sewerage system in order to drain their site. The developer can self lay their on-site infrastructure. Statutory

<sup>8</sup> New appointments or variations

<sup>9</sup> <http://www.lloydsregister.co.uk/schemes/WIRS/providers-list.aspx>

<sup>10</sup> More detail at <https://www.ofgem.gov.uk/electricity/distribution-networks/connections-and-competition>

<sup>11</sup> <https://www.ofgem.gov.uk/gas/distribution-networks/connections-and-competition/independent-gas-transporters>

<sup>12</sup> More detail at <https://www.ofgem.gov.uk/gas/distribution-networks/connections-and-competition>

<sup>13</sup> Standards apply to dominant providers

undertakers encourage developers to enter into an adoption agreement for the undertaker to take on self-laid sewers subject to them meeting required standards.

## 7. Request quotes for broadband and telephone service connection.

Developers benefit from a choice of commercial providers in the telecoms market and may choose multiple suppliers to add value to their developments. There are a number of choices:

- for the communications infrastructure provider to install a network, which the developers then pay the provider for;
- to tender for specific requirements;
- install infrastructure to the communications infrastructure provider's specification, for the provider to then adopt and manage at an agreed price;
- enter into negotiations with the communications infrastructure provider to establish an agreement to share the costs of installation; and
- multiple provision (e.g. both cable and copper/fibre) networks.

When requesting a quote, the developer is normally required to provide details of road layout and floor plans, as well as appropriate contact details.

Commercial infrastructure providers in the telecoms market will provide quotes to timescales agreed with the developer. In instances where building new infrastructure is not commercially viable, consumers are protected by a requirement on certain communications providers to provide basic services. The Universal Service Obligation (USO) obliges BT and KCOM (in the Hull area) to supply a telephone and basic internet connection to a predetermined standard, upon reasonable request.<sup>14</sup>

## 8. Agree quotes and schedule work.

Developers and utilities companies will discuss and agree quotes for commissioned work. If there are any disagreements that cannot be resolved at this point, it may be necessary to follow agreed complaints and dispute handling as detailed on page 8.

A developer choosing to use an alternative provider may also need to commission some services from the dominant provider due to them being non-contestable. It is important that the dominant provider gives as much certainty as possible regarding when these will be provided so as to avoid knock-on scheduling implications for the alternative provider(s) and development.

For connections to gas or electricity networks, operators will generally require payment for works on acceptance of offer, or agree a staged payment regime to spread costs prior to commencement of works. Water or sewerage companies will typically require a security deposit payment on acceptance of the quotation, with final payment due once the works have been completed. For mains and sewer requisitions customers have the option of paying via annual payments over 12 years, or in a single lump sum.

Following acceptance of quotes, dominant utility providers will schedule work within set maximum timeframes. These timeframes vary depending on the size and complexity of the work and can be found at Annex A (for Electricity), B (for Gas) and C for Water and Sewerage.

Gas or electricity network operators may require inspection of works before the connection can be energized. Whether installed by an alternative provider or themselves water and sewerage companies are likely to require inspection of new infrastructure before it is connected to their live network to ensure it does not pose risks to existing customers.

<sup>14</sup> See Ofcom's website for more details:  
<http://stakeholders.ofcom.org.uk/telecoms/ga-scheme/specific-conditions-entitlement/universal-service-obligation/>



## 9. Carry out work and arrange payment.

Work will then be carried out by the relevant parties within the agreed timeframes. Where a site can not be made available as agreed, or a party is unable to keep to the agreed schedule, the other party should be informed as soon as possible in order to minimise wasted costs.

Once the work is completed and any legal formalities to transfer ownership of assets have been carried out, final payments for the work need to be made after carrying out any necessary reconciliations.

## 10. Claim payment for second comers to extended electricity or gas supply.

'Second comer' regulations are designed to ensure the costs of connecting, to the electricity and gas distribution networks are shared fairly between those who pay for the original connection and later connectees, who benefit from the same infrastructure. The electricity<sup>15</sup> and gas<sup>16</sup> 'second comer' regulations work in different ways.

For electricity, where a party (the 'second comer') connects to and benefits from infrastructure that was paid for by an earlier party, the second comer must reimburse the earlier party for a proportionate share of the costs. The second comer provisions last for five years following the original connection and only apply where the dominant provider or an Independent Distribution Network Operator provides the connection.

Under gas, the initial main will not be laid until the transporter has received a sufficient number of completed acceptances for a gas connection such that the expected uptake of gas connections in the first twenty years would make the project economic.

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<sup>15</sup> <http://www.legislation.gov.uk/uksi/2002/93/made>

<sup>16</sup> <http://www.legislation.gov.uk/uksi/2001/3267/made/data.pdf> & <http://www.legislation.gov.uk/uksi/2002/1488/made>

# Performance and standards



Gas and electricity dominant providers are subject to mandatory standards. Water companies are currently subject to some mandatory standards, but have recently developed a comprehensive set of voluntary standards to supplement the statutory requirements. These are intended to give a clear and consistent understanding of the level of service that can be expected for a wide range of activities. Telecoms companies providing services under the universal service obligation are subject to specific service standards. In addition, the Department for Culture, Media and Sport (DCMS) have worked with house builders and communications infrastructure providers to produce voluntary performance standards covering the key steps in the connection process, outlined in Annex D.

A summary of the standards regime is outlined in the table below and further information can be found in annexes A-D.

	Electricity	Gas	Water and Sewerage	Telecoms
Standard timeframes for connections to new developments.	✓ Mandatory minimum standards with fixed payments for not meeting.  Annex A	✓ Mandatory minimum standards with fixed payments for not meeting.  Annex B	✓ <b>NEW:</b> Voluntary standards for the key steps in the connections process.  Annex C	✓ <b>NEW:</b> Voluntary standards for superfast Broadband connections.  Annex D
KPIs for standards	✓ KPIs reported against quarterly and recorded at <a href="http://www.ofgem.gov.uk">www.ofgem.gov.uk</a>	✓ KPIs reported against annually and recorded at <a href="http://www.ofgem.gov.uk">www.ofgem.gov.uk</a> .	✓ <b>NEW:</b> Once finalised in early 2015, companies will report quarterly against the voluntary standards.	✓ <b>NEW:</b> Once finalised in early 2015, companies will report quarterly against the voluntary standards.



# Complaints and disputes



If a developer has a complaint about the service they have received from a utilities provider, they should in the first instance contact the provider. All dominant providers should have a complaints handling process that is approved by the regulator and dominant providers are incentivised to resolve complaints efficiently and speedily.

If a complaint remains unresolved, developers may escalate complaints to Ofgem for electricity and gas complaints or to the Consumer Council for Water (CCWater) for water and sewerage complaints.

Ofcom does not have a role in dealing with complaints about telecoms companies in relation to supplying services to new developments as the sectors are competitive and unregulated.

Ofwat has limited and specific roles in considering and making determinations on new connections disputes, largely relating to the amount a dominant provider can charge a developer for its services or the terms and conditions of self-lay or adoption agreements.

Further details of Ofgem's dispute handling process can be found at: <https://www.ofgem.gov.uk/ofgem-publications/38164/determinationsguidanceaug2012.pdf>

Further information about the Consumer Council for Water (CCWater), including contact details for their regional offices, can be found at: [www.ccwater.org.uk](http://www.ccwater.org.uk)

Further information about the types of complaints handled by Ofwat can be found at: <http://www.ofwat.gov.uk/consumerissues/complaints/compswehandle/>







# Annex A

## Electricity standards

The Electricity (Connection Standards of Performance) Regulations 2010<sup>17</sup> covers connection standards provided by Distribution Network Operators. This table covers metered connections<sup>18</sup> only.

Service	Performance level	Compensation payable
Provision of a budget estimate <1MVA. <sup>19</sup>	Within 10 working days	£65 – one off payment
Provision of a budget estimate >1MVA.	Within 20 working days	£65 – one off payment
Provision of a quotation for a single low voltage service connection.	Within 5 working days	£15 for each additional working day
Provision of a quotation for 2 to 4 services or for 1-4 premises extension to the existing low voltage network.	Within 15 working days	£15 for each additional working day
Provision of an low voltage demand <sup>20</sup> quotation.	Within 25 working days	£65 for each additional working day
Provision of a high voltage demand quotation.	Within 35 working days	£135 for each additional working day
Provision of a extra high voltage demand quotation.	Within 65 working days	£200 for each additional working day
Price accuracy review <sup>21</sup> scheme challenge – single service connection <70 kVA. <sup>22</sup>	Not applicable	£335 – one off payment
Price accuracy review scheme challenge – 1 to <5 service connections <70 kVA.	Not applicable	£670 – one off payment
Post acceptance scheduling < 5 service connections.	Within 7 working days	£15 for each additional working day

<sup>17</sup> The Electricity (Connection Standards of Performance) Regulations 2010.

<sup>18</sup> Metered standards focus on the interactions that take place between developer customers and Distribution Network Operators at each stage of the connection process. Unmetered standards cover a range of unmetered services which tend to be for local authorities rather than developers.

<sup>19</sup> MVA = Mega Volt Ampere (1000,000 volts x amps).

<sup>20</sup> Demand = a connection that takes electricity from the network (e.g. a house, business).

<sup>21</sup> Each Distribution Network Operator has in place a scheme setting out the steps a developer customer must follow to raise a price accuracy challenge. Only developer customers seeking up to 4 small service connections will be eligible to challenge the accuracy of their quotation through this scheme and receive compensation. However, for larger connections developers will be able to cross reference their quotation against a Distribution Network Operator's charging template.

<sup>22</sup> kVA = Kilo Volt Ampere (1000 volts x amps).

Service	Performance level	Compensation payable
Complete low voltage service connections works.	In timescales agreed with the developer	£35 for each additional working day
Post acceptance scheduling low voltage demand and low voltage generation connections. <sup>23</sup>	Within 7 working days	£65 for each additional working day
Post acceptance scheduling – high voltage demand and high voltage generation connections.	Within 10 working days	£135 for each additional working day
Post acceptance scheduling – extra high voltage demand and extra high voltage generation connections.	Within 15 working days	£200 for each additional working day
Commence low, high and extra high voltage connections works on customer's site.	In timescales agreed with the developer	£25 for each additional working day
Complete low voltage works and low voltage energisation <sup>24</sup> works (including phased works).	In timescales agreed with the developer	£135 for each additional working day
Complete high voltage works (including phased works).	In timescales agreed with the developer	£200 for each additional working day
Complete extra high voltage works (including phased works).	In timescales agreed with the developer	£270 for each additional working day
Complete low voltage energisation works (including phased works).	In timescales agreed with the developer	£135 for each additional working day
Complete high voltage energisation works (including phased works).	In timescales agreed with the developer	£200 for each additional working day
Complete extra high voltage energisation works (including phased works).	In timescales agreed with the developer	£270 for each additional working day

<sup>23</sup> "Generation" means an installation that supplies electricity on to the network (e.g. wind turbine, solar farm).

<sup>24</sup> "Energisation" means the insertion of a fuse or operation of a switch that will allow an electrical current to flow from an electricity distributor's distribution system to the customer's installation.



# Annex B

## Gas standards

The Gas Standards of Performance Regulations 2005 (as amended<sup>25</sup>) covers connection standards provided by Gas Distribution Networks. Gas Standards of Performance 1 to 3 and 13 apply to the restoration of gas supply following interruptions to the network. These are unlikely to apply to developers seeking connections or disconnections and therefore are not covered here. Standards 4-6 do not apply where the information provided by the customer was incorrect or incomplete; or where consents are required from a third party.

Service	Performance level	Compensation payable
4: Standard quotation <sup>26</sup> for a new connection or an alteration to an existing connection up to and including 275kWh per hour.	Within 6 Working days	£10 plus an additional £10 for each subsequent working day during which the failure continues, up to a cap of £250 per customer or the quotation sum, whichever is lower.
5: Non-standard quotation <sup>27</sup> for a new connection or an alteration to an existing connection up to and including 275kWh per hour.	Within 11 working days	£10 plus an additional £10 for each subsequent working day during which the failure continues, up to a cap of £250 per customer or the quotation sum, whichever is lower.
6: Non-standard quotation for a new connection or an alteration to an existing connection exceeding 275kWh per hour.	Within 21 working days	Entitled to a payment of £20 and an additional £20 for each subsequent working day during which the failure continues will be due, up to a cap of £500 per customer or the quotation sum, whichever is the lower.
7: Refund any overcharge that has been paid by customers who challenge inaccurate quotations for a new connection or the alteration of an existing connection.	Refunded under the relevant Gas Transporters accuracy review scheme.	Refund any overcharge. (Entitled to payment(s) under 4 – 6, until an accurate quote is issued).
8: Response to a land enquiry in respect of a new connection or the alteration of an existing connection.	Within 5 working days	£40 plus £40 per day up to a cap of: <ul style="list-style-type: none"> <li>£250 per customer, for connections ≤275kWh per hour</li> <li>£500 per customer, for connections &gt;275kWh per hour.</li> </ul>

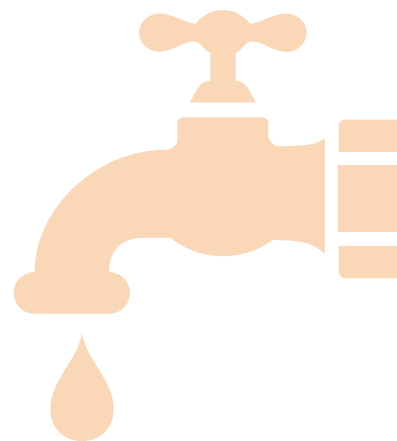
<sup>25</sup> <http://www.legislation.gov.uk/ukxi/2005/1135/contents/made>

<sup>26</sup> Standard Quotation = Desktop quotation that results in the application of a standard pricing methodology.

<sup>27</sup> A non-standard quotation is a bespoke quotation that may necessitate a site visit.



Service	Performance level	Compensation payable
9: Provision of dates for the start and substantial completion of work ( $\leq 275\text{kWh}$ ).	Within 20 working days of receipt of acceptance of a quotation.	£20 and an additional £20 for each working day on which the failure continues up to a maximum of £250 or the contract sum, whichever is lower.
10: Provision of dates for the start and substantial completion of work ( $> 275\text{kWh}$ ).	Within 20 working days of receipt of acceptance of a quotation.	£40 and an additional £40 for each working day on which the failure continues up to a maximum of £500 or the contract sum, whichever is lower.
11: Substantial completion of work (when the connection to the premises has been installed, commissioned and left safe).	On the date agreed with the developer.	<p>For contracts up to £1000: £20 up to a maximum of £200 or the contract sum, whichever is lower.</p> <p>For contracts £1000 to £4000: lesser of £100 or 2.5% of the contract sum to a maximum of 25% of the contract sum.</p> <p>For contracts £4000 to £20,000: £100 up to a maximum of 25% of the contract sum.</p> <p>For contracts £20,000 to £50,000: £100 up to a maximum of £200 or the contract sum, whichever is lower.</p> <p>Payments are due in respect of the initial failure and each additional working day on which the failure continues.</p>
12: Payments to customers under these standards.	<p>Within 20 working days.</p> <p>Within 10 working days to the Gas Transporter whose pipe-line system is connected to the customer's premises for onward transmission where the premises are not connected to its own pipe-line system.</p> <p>Within 5 working days where Gas Transporters have received payments from other Gas Transporters for onward transmission.</p>	£20
14: Responding to verbal and written complaints.	<p>Within 10 working days.</p> <p>Where this is not possible because a site visit is required or enquiries must be made of a person who is not one of its officers, employees or agents, contact details within 10 days and a substantive response within 20 days.</p>	£20 and an additional £20 for each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £100.



# Annex C

## Water and sewerage standards

The Guaranteed Standards Scheme, provides guaranteed minimum standards of service all customers of water and sewerage companies are entitled to. Where a company fails to meet any of these standards then the water or sewerage company must make a specified payment to the affected customer. A summary of the scheme and the legal obligations it puts on water and sewerage companies can be found at:

[www.ofwat.gov.uk/consumerissues/rightsresponsibilities/standards](http://www.ofwat.gov.uk/consumerissues/rightsresponsibilities/standards)

Details of the scheme's penalty payments are set out below:

Standard	Compensation payable	Late payment penalty
Appointments not made properly	£20	£10
Appointments not kept	£20	£10
Written complaints not actioned on time	£20	£10

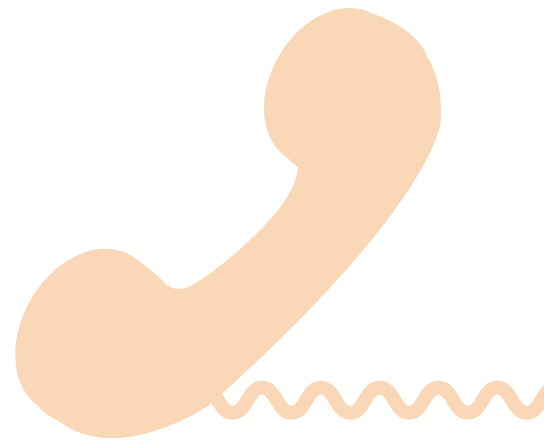
### Voluntary Service Measures

On a voluntary basis, the industry has undertaken work to standardise service levels for key new connections services such that:

- developers can have a clear and consistent understanding of the level of service they can reasonably expect from all dominant providers.
- performance against a common set of standards can be monitored and published.

The voluntary standards agreed by the dominant providers in October 2014 are summarised below and covered in more detail at <http://www.water.org.uk/policy/developer-services>. Water and waste companies will be engaging with customers to further test the suitability of these during the remainder of 2014, with a view to starting quarterly monitoring and publishing of individual company performance against these standards in 2015. These performance levels are subject to all the required information and payments being received.

Service	Performance level
<b>Water</b>	
Pre development enquiry	Pre-development report sent within 21 days.
New connection quote	Written acknowledgement of the application sent within 5 days. A quotation will be sent within a period of 28 days.
New connection completion	Service pipe connection completed within a period of 21 days.
Mains design up to 500 plots	Written acknowledgement of the application sent within 5 days. Quotation sent within 28 days.
Mains design over 500 plots or off site reinforcements/ engineering or land difficulties.	Quotation will be sent either (i) within a period of 42 days commencing on the day after receipt of a full application, or (ii) no later than on the date agreed with the developer.
Main construction	The construction and commissioning of the water main will be completed either (i) within a period of 90 days commencing on the relevant day, or (ii) no later than on the date agreed with the developer.
Self lay acknowledgment	Written acknowledgement of the application will be sent within a period of 5 days.
Self lay new connection	Quotation will be sent within 28 days.
Self lay <500 plots	Quotation will be sent within 28 days.
Self lay design over 500 plots or off site reinforcements/ engineering or land difficulties.	Quotation will be sent within a period of 42 days.
<b>Sewerage</b>	
Sewer requisition design	Written acknowledgement of the application will be sent within 5 days. A requisition offer will be sent no later than the date agreed with the developer following receipt of a full application.
Sewer requisition construction	Construction and commissioning of the sewer will be completed either (i) within a period of 180 days commencing on the relevant day, or (ii) no later than on the date agreed with the developer.
Adoption and developer delivered diversion technical vetting.	Written acknowledgement of the application will be sent within 14 days A technical approval or rejection will be sent within 28 days.
Legal agreement	A draft adoption agreement will be sent to the developer within 14 days.
– Sewer connection approval/rejection	A technical approval or rejection will be sent within 21 days.



# Annex D

## Telecoms standards

The developer and the communications infrastructure provider have to work in tandem to ensure a smooth and seamless delivery of communications to new sites.

Voluntary performance standards have been agreed with the leading communications infrastructure providers so that:

- developers can have a clear and consistent understanding of the level of service they can reasonably expect.
- performance against the standards can be monitored and emerging issues quickly addressed.

The voluntary standards will be further developed in consultation with developers over the next few months, including the development of a pre-development performance measure and, once finalised, will be reported on a quarterly basis.

Service	Performance level
Provide access network infrastructure plan	<p>Developer provides communications infrastructure provider with a detailed phase plan, including all the relevant development information<sup>29</sup> (90 days before site start date for copper and 190 days for fibre/cable), or as otherwise agreed with the developer.</p> <p>Communications infrastructure provider provides a proposal plan within 28 days prior to site start date, which the developer and the communications infrastructure provider agree or amend within 10 days.</p>
Communications infrastructure provider initiates works to connect infrastructure.	<p>Developer to provide a detailed plot call-off plan, and communications infrastructure provider to sign off onsite infrastructure against quality standards.</p> <p>When developer has confirmed premises are ready, communications infrastructure provider, within 15 working days, will initiate works to connect infrastructure.</p>
Homeowner places order with communications provider and receives service.	<p>After infrastructure has been completed, communications infrastructure aims to fulfil communications service provider orders within 12 working days of being placed (or normal appointment booked timeslots).</p>

<sup>29</sup> Relevant information is likely to at least include: size of development, number of units and phasing, types of development, map showing outline of site to be supplied, planning reference, anticipated date of site start.





# Annex E

## Key contacts and links

### Electricity

How to get an electricity connection can be found at:

<https://www.ofgem.gov.uk/publications-and-updates/how-get-electricity-connection>

A guide to electricity distribution connections policy can be found at:

<https://www.ofgem.gov.uk/publications-and-updates/guide-electricity-distribution-connections-policy>

A list of all providers covered by licences from Ofgem can be found on their website:

<https://www.ofgem.gov.uk/publications-and-updates/list-all-electricity-licensees-registered-or-service-addresses>

### Gas

A list of all providers covered by licences from Ofgem can be found on their website:

<https://www.ofgem.gov.uk/publications-and-updates/list-all-gas-licensees-registered-or-service-addresses>

### Water and waste

Details of the geographic area covered by each company and the contact details for all water and sewerage companies can be found at: <http://www.ofwat.gov.uk/industryoverview/today/watercompanies/>

Details of the options available to developers when requiring new connections can be found at:

<http://www.ofwat.gov.uk/developers/>

### Telecommunications

OFCOM - useful information to developers on new build superfast broadband networks:

<http://stakeholders.ofcom.org.uk/telecoms/policy/next-generation-access/newbuild-investment/>



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Department for Communities and Local Government  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF  
Telephone: 030 3444 0000

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This document was produced by DESIGN102.  
Contact us at: [design102@justice.gsi.gov.uk](mailto:design102@justice.gsi.gov.uk)