

Distribution Generation Standards

Eclipse Power Networks Standards of Service regarding distribution generation enquiries and works

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1 Introduction

The following statement relates to Eclipse Power's licenced Independent Distribution Network Operator business Eclipse Power Networks Ltd.

This Publication explains what the standards of service you can expect from Eclipse Power Networks Ltd are. It is written in accordance with the requirements SLC 15A of our Distribution Licence.

Eclipse Power Networks Ltd is a licensed distribution network operator responsible for the safe delivery of electricity through its networks to properties across Great Britain.

Eclipse Power Networks Ltd does not sell electricity directly to consumers but ensures that it is delivered to you. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your electricity supplier. Contact details can be found on your latest electricity bill.

Our Contact Details

Address:

Eclipse Power Networks Ltd
25 Osier Way
Olney Office Park
Olney
Buckinghamshire
MK46 5FP

Our Office Hours:

Monday – Friday 8.00am to 5.00pm

General Enquiries Line: 01234 486 487

General Enquiries Email: enquiries@eclipsepower.co.uk

Emergencies

To report a loss of supply or a concern about the safety of our equipment, call us free on:

Telephone: 105

If you are calling from a device on a Mobile Network and wanting to report an emergency call (charges may apply):

Telephone: 01234 486 487

This number can be used to report emergencies 365 days a year, 24 hours a day. For more information on the emergency reporting procedure, please see our Emergency Services and Enquiry Service Statement.

2 Condition 2 - Provision of Estimates for Generation Connections

Where you request a budget estimate for a Generation Connection to Eclipse Power Networks Ltd's network and you have provided all the information that is reasonably expected and required by Eclipse Power Networks Ltd and payment for any reasonable charge has been received by Eclipse Power Networks Ltd to enable the provision of the budget estimate:

- For a connection where the capacity is less than 1MVA, the budget estimate is to be provided within 10 working days.
- For a connection where the capacity is more than 1MVA, the budget estimate is to be provided within 20 working days.

3 Condition 3 - Provision of Quotation for Generation Connections

Where you request terms for making a generation connection and you have provided all the information that is to be reasonably expected and required by Eclipse Power Networks Ltd and any required connection charges under Section 16A (4A) of the Electricity Act have been paid for:

- For an LV generation connection, the quotation will be dispatched within 45 working days (subject to exemptions under condition 5).
- For an HV generation connection, the quotation will be dispatched within 65 working days (subject to exemptions under condition 5).
- For an EHV generation connection, the quotation will be dispatched 65 working days (subject to exemptions under condition 5).
- For purposes of this condition the relevant prescribed period is to be determined on the basis (as applicable) of:
 - the works set out in the quotation dispatched by Eclipse Power Networks Ltd
 - Eclipse Power Networks Ltd's initial reasonable initial assessment of the works required prior to the dispatch of the quotation.

4 Condition 4 - Post-Acceptance Scheduling and Completion of Works, and Energisation of Generation Connections

If you accept a quotation relating to the provision of an LV generation connection and payment has been received, Eclipse Power Networks Ltd will, within 7 working days, contact you to commence the process of agreeing a schedule of dates for commencement of works at or in relation to the premises, completion of the works and (if applicable) energisation of

the connection (as specified in the accepted quotation), except in any of the circumstances outlined in condition 5.

If you accept a quotation relating to the provision of an HV generation connection and payment has been received, Eclipse Power Networks Ltd will, within 10 working days, contact you to commence the process of agreeing a schedule of dates for commencement of works at or in relation to the premises, completion of the works and (if applicable) energisation of the connection (as specified in the accepted quotation), except in any of the circumstances outlined in condition 5.

If you accept a quotation relating to the provision of an EHV generation connection and payment has been received, Eclipse Power Networks Ltd will, within 15 working days, contact you to commence process of agreeing a schedule of dates for commencement of works at or in relation to the premises, completion of the works and (if applicable) energisation of the connection (as specified in the accepted quotation), except in of the circumstances outlined in condition 5.

Where a relevant date has been agreed for the commencement of work, Eclipse Power Networks Ltd will commence works at or in relation to the premise (or a phase of works at or in relation to the premise) provided for in the accepted quotation by the agreed dates except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an LV generation connection, Eclipse Power Networks Ltd will complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an HV generation connection, Eclipse Power Networks Ltd will complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an EHV generation connection, Eclipse Power Networks Ltd will complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an LV generation connection, Eclipse Power Networks Ltd will energise the connection (or connections) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an HV generation connection, Eclipse Power Networks Ltd will energise the connection (or connections) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an EHV generation connection, Eclipse Power Networks Ltd will energise the connection (or connections) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(8) and 6.

Please note that Condition 4 requirements are also subject to:

- i) Any reasonable security being received by Eclipse Power Networks Ltd under section 20(1) of the Electricity Act.
- ii) Written acceptance of any additional terms of connection proposed by Eclipse Power Networks Ltd under section 21 of the Electricity Act.
- iii) Details of any reasonable means by which Eclipse Power Networks Ltd can contact yourself during the period 9am to 5pm of a working day in respect of the quotation.

5 Condition 5 - Exemptions

The Eclipse Power Networks Ltd Licence sets out a number of circumstances where the above conditions may not apply. These are as follows:

- (1) The circumstances described in this condition are those set out in paragraphs (2) to (4) and (6) to (8): provided that the circumstances set out in paragraphs (6) to (8) will only apply where the electricity distributor makes reasonable efforts to notify the customer of the occurrence of such circumstances as soon as reasonably practicable after their occurrence.
- (2) The customer informs the electricity distributor before the contravention time that he does not wish the electricity distributor to take any action, or any further action, in relation to the matter.
- (3) The customer agrees with the electricity distributor that the action taken by the electricity distributor before the contravention time is treated as the taking by the electricity distributor of the action required by the condition (and, where the action taken by the electricity distributor includes a promise to perform any action (whether before or after the contravention time), the electricity distributor duly keeps that promise).
- (4) Where information or a request is (or is required to be) provided by the customer and the information is provided to an address or email account or by use of a telephone number other than any address, email account or telephone number that the electricity distributor has advised the customer is appropriate for the receipt of information of that type.
- (5) For the purposes of paragraph (4), the electricity distributor may advise the customer by publishing the address, the email account, the telephone number or the hours in such a manner as may be appropriate for the purpose of bringing the advice to the attention of customers likely to be affected by it.
- (6) It was not reasonably practicable for the electricity distributor to take the action required by the condition before the contravention time as a result of:

- a) industrial action by employees of the electricity distributor or its agent;
 - b) the act or default of a person other than an officer, employee or agent of the electricity distributor, or of a person acting on behalf of an agent of the electricity distributor;
 - c) the inability of the electricity distributor to obtain any necessary access to any premises (which may include its own premises);
 - d) the existence of circumstances by reason of which the electricity distributor could reasonably expect that, if it took the action, it would be likely to be in breach of an enactment (including any directions given by the Secretary of State under section 96 of the Act;
 - e) the effects of an event for which emergency regulations have been made under part 2 of the Civil Contingencies Act 2004;
 - f) any other circumstances of an exceptional nature beyond the control of the electricity distributor.
- (7) The electricity distributor reasonably considers that the information given by the customer is frivolous or vexatious.
- (8) The electricity distributor reasonably considers that the customer has committed an offence under paragraph 6 of schedule 6 to the Act, or under paragraph 11 of schedule 7 to the Act.
- (9) In this condition, “contravention time” means the time at which, if this condition did not apply, the electricity distributor should have fulfilled its obligations under conditions 2, 3 and 4.

6 Condition 6 - Extensions of Time

In some circumstances, extensions of time may be applied to conditions 2-4. These circumstances are outlined as follows;

- (1) Where one or more of the circumstances referred to in paragraph (6(a) to 6(e)) of condition 5 or described in paragraph (4) below arises, an agreed date under condition 4 will be extended by such reasonable period (or to such reasonable date) as the electricity distributor may specify.
- (2) Provided the electricity distributor specifies such period or date within a reasonable period of time after the circumstance in question arises, the electricity distributor may specify such a period or date before or after the date that would otherwise have been the agreed date.
- (3) The period or date so specified will only be effective if the electricity distributor contacts the customer or relevant authority (as appropriate) to communicate the period or date so specified.
- (4) The circumstances described in this paragraph are as follows:
 - a) severe weather conditions that either of themselves prevent the electricity distributor from carrying out the requisite work or, being of any of the categories

- 1, 2 or 3 severity as defined in the Electricity (Standards of Performance) Regulations 2010, cause the electricity distributor, acting reasonably, to postpone pre-planned works in order to restore supplies to customers as quickly as possible;
- b) a network system emergency that causes the electricity distributor, acting reasonably, to redirect its resources and thereby prevents it from completing any action required by the condition;
 - c) an inability to undertake live working on the distribution system because of compliance with safety procedures in circumstances where the electricity distributor would normally expect to undertake such working and where this restriction has a material impact on the timescale for completion of the works;
 - d) delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004;
 - e) delays in obtaining any necessary consents or rights, and/or in acquiring any necessary interest in land, in relation to the location of electric lines and electrical plant needed to provide the connection;
 - f) that works that are stated in the accepted quotation to be prerequisite to the commencement, completion or energisation (as appropriate) of the works, and that are not responsibility of the electricity distributor, have not been completed in the agreed manner or within the time agreed; and
 - g) that any other matters stated in the accepted quotation to be prerequisite to the commencement, completion or energisation (as appropriate) of the works, and that are not responsibility of the electricity distributor, have not been satisfied in the manner or within the time envisaged by the accepted quotation.