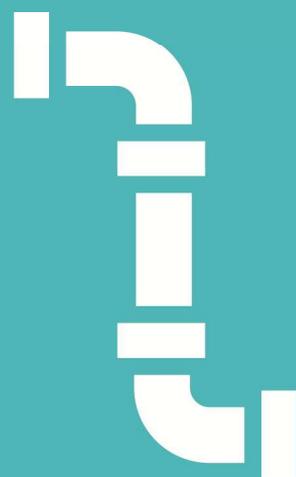




# WALES & WEST UTILITIES CONNECTIONS BUSINESS RULES



Version 5.0  
27th November 2017

## Forward

This version of the Business Rules supersedes the documents 'Connections Business Rules' Version 4 April 2014.

### 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	
Amended to reflect online and social media services and general layout revisions to simplify	November 2017	

### Key Dependencies

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

### Authorisation

Name	Position	Date
Nigel Winnan	Connections Manager	20th November 2017
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<b>Contents</b>	<b>Page</b>
1. Introduction.....	4
2. Scope .....	4
3. Connections High Level Process .....	5
4. Requests .....	6
6. Liability Classification .....	17
7. Standard of Service Classification .....	18
8. Site Survey Criteria .....	20
9. Issue Quotation .....	21
10. Receipt of Acceptance .....	22
11. Provision of Dates for Commencement and Substantial Completion .....	23
12. Substantial Completion .....	25
13. Standards of Service Payments.....	25
14. Quotation Accuracy Scheme.....	26
<u>Appendix A – Reference.....</u>	<u>30</u>
<u>Appendix B – Definitions.....</u>	<u>31</u>
<u>Appendix C – Standards of Service Table of Payments.....</u>	<u>35</u>
<u>Appendix D – Quotation Accuracy Table of Payments.....</u>	<u>36</u>
<u>Appendix E – Wales &amp; West Utilities Connections Contact Details.....</u>	<u>37</u>



## 1. Introduction

The Wales & West Utilities (WWU) 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 in order 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 covered includes connections that are provided by WWU requests for information and connections from third party connection providers i.e. Independent Gas Transporters (IGT) and Utility Infrastructure Providers (UIP).

The document is also available to all customers via the WWU website as a reference document on how WWU manages its Connections business.

The Business Rules are written to ensure that WWU’s 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 WWU network

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

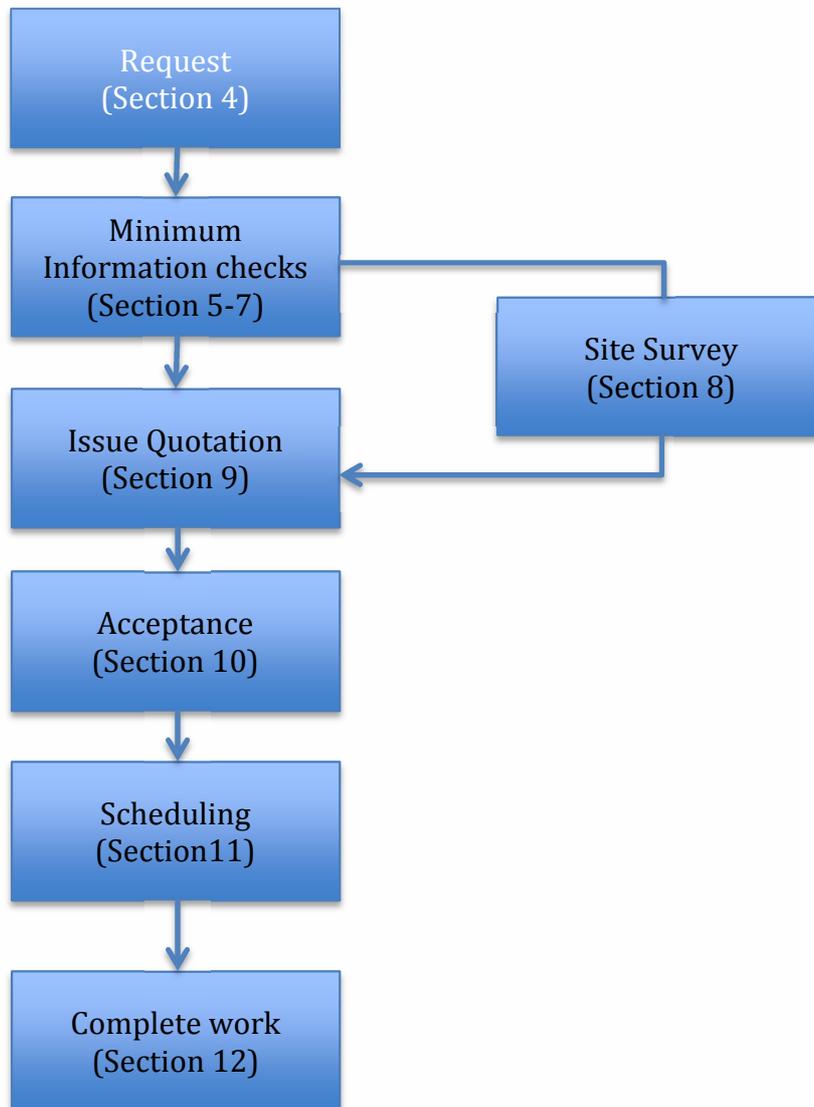
- Provision of information about the availability of gas and indicative costs of the connection
- Provision of Quotation for a new connection , alteration or disconnection of an existing service
- Responding to Land Enquiries
- Appraisal of Third Party Design Submissions
- Provision of a Date of Commencement 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)

WWU operate an Accuracy Challenge Scheme for customers who believe their Quotation to be inaccurate. This scheme is defined within this document along the



payments to be made if a Quotation is found to be inaccurate along with a link to the forms on our website

### 3. Connections High Level Process



## 4. Requests

Requests for quotations and the acceptance of works must be received at the WWU office in Newport, via the published customer call centre number or WWU website. These contacts are detailed in Appendix E or available via our website under 'Contact Us'.

Where requests are sent direct to staff outside of the connections team or to other email boxes, addresses or phone lines, we will redirect to the connections teams as quickly as possible, but the date of receipt will be taken as the date the request is received at one of the approved contacts as detailed in Appendix E.

## 5. Minimum Information Requirements

WWU require specific information from the customer in order that the request can be progressed 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, WWU will process the request in the normal way.

Without Minimum Information, WWU is unable to progress the request. If any of the mandatory Minimum Information is missing, WWU 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.

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) may need to be re-submitted and raised as a new request.

Minimum Information can be submitted by telephone (unless a location/site plan is required), post, fax, 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 WWU to accept it as part of the Minimum Information submission. If any non-mandatory items are left blank on the request forms it 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 may 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 WWU and for those requests that are processed by third party connection providers.

## 5.1 Description of Minimum Information Requirements

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

### 5.1.1 Customer Details

This section details who the request has come from (the customer) and in what capacity they are 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):

- Email address
- Preferred method of contact

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

The information supplied here helps WWU 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.



Property owners	Third Parties
Owner or occupier	Shipper / Supplier
Private landlord	Agent
Housing association	Developer
Local authority (as a Social landlord)	Charitable organisation
Person acting with Power of Attorney for a property owner or occupier	IGT
	UIP
	Other (provide details)

See also Section 6 – liability classification

**5.1.2 Site Details – Site Name, Address and Contact Information**

The site details provide WWU 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 5.1.1 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. Where possible this should be the postal address that the property(s) will be known as. These details can be modified upon acceptance of a quotation. 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):

- Email address
- Unique Property Reference Number (UPRN)
- Meter Serial Number when service alter or capacity increase requested



### **5.1.3 Customer Requirements**

The customer **must** identify the type of works they require from WWU. 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
- IGT connection
- UIP connection
- Land enquiry
- Other – Please specify e.g. pressure elevation

If “Alteration to single supply or multiple alterations” is selected the customer **must** advise whether they require Wales & West Utilities to carry out any meter work associated with altering the service pipe, restricted to domestic meters with a capacity of 6 cubic metres 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
- WWU can alter the SMART meter location but it is the customer’s responsibility to ensure the their SMART meter continues to communicate with the utility for monitoring and billing

### **5.1.4 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 supplies required for each property type and if non-domestic, specify the business usage.

**Where the property is a flat we require the floor level of the flat to be provided.**

**(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 WWU will assume a default of 16,500kWh. The AQ must be provided with all other property types.

The Supply Offtake Quantity or Daily 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**

WWU has set a default Standard Hourly Quantity (SHQ) of 60kW for requests for new service pipe to domestic properties (30kW for flatted properties) and 60kW 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.

**(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 maximum demand 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 5.2.7.

WWU does not provide a load evaluation consultancy service for multiples/non-domestic loads. This information can be obtained by the customer from their heating installer/Gas Safe Registered installer.

### **5.1.5 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 they require. The service termination options available are:

- internal entry
- WWU provided meter box as detailed on the application forms / website
- free standing kiosk
- customer to provide own meter box to required standard

We will not quote for meter kiosks for loads above 160scmh unless we have the specification provided by the Meter Asset manager via the Gas Supplier for the site.

The customer must maintain the meter box/kiosk once installed. WWU may request you to obtain consent for the meter box to be installed. For example:

- external meter boxes/kiosks on walls overhanging the public highway and/or privately owned street/land
- listed buildings/conservation areas

### **5.1.6 On Site Excavation**



Customer to indicate whether they require WWU to excavate & reinstate within site boundary/on customer's property or if they will provide a suitable trench and reinstatement.

If 3<sup>rd</sup> party/shared ownership land is involved, the customer must specifically confirm excavation requirements for each section of land.

Note: We may provide a quotation detailing both options to allow the customer to compare costs.

### **5.1.7 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 WWU where the required route of the supply crosses land not owned by them, or the building being supplied is in another person's ownership.

Any other possible site constraints must be indicated to WWU at this stage. Additional examples include:

##### **(a) Site Anomalies**

- Steep steps, high walls or tiered gardens
- Contaminated land
- Timber framed buildings
- Caravans, boats
- Waterways
- Rail crossings
- Dual carriageways / Motorways

##### **(b) Special Features**

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

##### **(c) Construction Period Constraints**

- Parking restrictions
- Highway authority constraints
- Restricted working hours
- Permit to work requirements
- Construction, Design & Management Regulations (CDM) requirements
- Restricted site access – MOD sites, gated properties



**(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 they require elevated operating pressures i.e. greater than 19mbar meter inlet pressure.

**(b) Non Typical Demands** – We require a Non Typical Load Form to be completed in the following circumstance:

- 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
- All connections to the High pressure network (above 7 barg) will require load profile information.
- Peak electrical generation sites
- Combined Heat and Power plants
- Gas used for vehicle fuelling
- Compressors/Boosters – A customer that is installing a compressor or booster must advise WWU that they are doing so as part of the Minimum Information. The information required includes the full specification of the equipment being installed by the manufacturer, the maximum load to be compressed, the operating pressure required, the compressor type being installed and the time taken to achieve full load from startup etc. A pro-forma is available upon request.



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

#### **5.1.8 Proposed Development**

The customer must inform WWU of the date that they require gas to the property(s). A date may be provided if known otherwise ASAP will be acceptable.

For IGT requests where the 'First Gas-on' 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 WWU at this stage together with any known future demand. The description of any phasing or development should be supported by a plan.

#### **5.1.9 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 are required 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
- WWU can also accept suitably formatted electronic plans e.g PDF, TIFF or JPEG if electronic



## 5.2 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	Single Domestic (new services 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
Future development	8	NO	YES	YES	YES
Site Plans	9	YES (for new build properties)	YES	YES	YES



## 6. Liability Classification

Each request must be correctly categorised into a customer group e.g.' SI, VOL or Exempt'. Below are the definitions of these groups.

### 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.

Definition of SI - Any request that comes directly from the End User i.e. the owner or occupier that is not exempt.

### 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.

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

Table 2 – SI / VOL classification

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



### Definition of 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. WWU 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:

- Budget requests (**D+11** or **D+21** dependent on load)
- Mains work only (**D+11** or **D+21** dependent on load)
- Multiple new property requests for 5 properties or more, e.g. developer direct infrastructure – (**D+11** or **D+21** dependent on total load)
- 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  $\geq 5$  properties - **D+21**
- Land enquiries for UIP or IGT connection requests for new build  $\geq 5$  properties - **D+5**
- Design submissions for UIP or IGT connection requests for new build  $\geq 5$  properties - **D+5**
- Any request classified as 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. 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
  - Domestic sized meter box or internal entry
  - 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 or cost

### **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 quotation production.

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
- 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 WWUs 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.

#### **8. 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 in order that WWU 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 level or where existing pipes in flats are impacted by the works
- Where engineering difficulties exist such as railways, major roads, bridges or water courses



- Where the route of pipe needs to be established
- Where the customer requires the reconnection of outlet pipework above 2m in length following a service alteration
- Where the customer requests a survey
- Where the customer is unable to provide the minimum information

### 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

## 9. 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 5) to the date the Quotation letter is issued to the customer (i.e. sent in the post or emailed to the address provided with the application).

In the case of a customer self-serving via our online Quotations portal, the date and time of the generation of the quote will be the Quote Issued Date recorded.

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

### Quotation Deferrals

The quotation timescales can be deferred where WWU are unable to progress the quotation within the Guaranteed Standard timescales due to certain dependencies.



The examples below are not exhaustive:

- 1) Agreement on the design solution has not been reached with the customer or a third party
- 2) Site Surveys (See Section 8)
- 3) Prices for services or materials from a third party are required but have not been received

Information required from a third party such as:

- Bridges and structures
- Railways
- Waterways
- Protected sites (SSSI, Heritage Sites, Conservation Areas, Listed Buildings)

Once a quotation has been issued the customer will be allowed 10 working days to review the quotation. If the customer finds an error then we will issue a new quotation using the original Minimum Information Received date and pay Guaranteed Standard liabilities where applicable.

Where the customer does not highlight an error until after the 10 working days have expired, we will raise a new request from that date.

## 10. Receipt of Acceptance

Once the customer accepts the quotation, a number of checks will be carried out by WWU. These checks apply to both WWU 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 WWU Terms and Conditions. For Works with a value of less than £3,000 (excluding VAT), receipt of payment will be taken as acceptance of proposed works and the Terms and Conditions associated with the Works. No amendments to the terms and conditions will be accepted.
- Acceptance and payment via WWUs 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 WWU
- Where the customer has previously been approved for Credit terms by WWU Finance Department a valid Purchase Order number is provided and signed acceptance form received
- No Acceptance of an offer made by WWU 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, with typical gas usage or self-connection works following a Land Enquiry response without the need for reinforcement.

## 11. 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).

WWU measure these standards by comparing the date of the 'Valid Acceptance' (as defined in Section 10) against the date that the planned dates were agreed with the customer. A Planning letter is either sent by post or emailed and contains 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 private 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 (as defined in Appendix C), 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. 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 for failure to achieve the relevant standard.

### **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. In these circumstances, a planned date should only be given where the legal agreement has been finalised
- The Customer has not provided the necessary written consents as specified in the Quotation or as identified upon acceptance
- Where the customer has obtained a quotation via the online portal but the information or design needs to be validated through conversation or via a site visit
- 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
- WWU have not obtained all necessary permissions to carry out the works from 3<sup>rd</sup> parties e.g. Highway Authority, SSSI, Listed Buildings authorities, Oil Pipeline Operators, M.O.D., Network Rail, British Waterways etc.
- Where a tender exercise needs to be undertaken to comply with Procurement rules for a service or material item
- Where a supplier to WWU is unable to confirm delivery of Non-Stock Material Item or a service
- Where a modification is required to the >2barg network and GL/5 appraisal is required from WWU's Asset Management Department

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.



## 12. 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 for failure to achieve the relevant standard.

WWU measures Substantial Completion by comparing the date (or valid re-planned date) 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 when the commissioning of the last service pipe is complete.

### **Deferrals**

The following are reasons why a job could be deferred prior to Substantial Completion: (this list is not exhaustive)

- 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 including two stage alterations of a service
- 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

## 13. Standards of Service Payments

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. These are detailed in Appendix C.



### **Guaranteed Standard (GS) 12**

Where a liability penalty is due and the payment is not made within 20 working days to customer classed as falling under the Statutory Instrument (SI), then a further one off payment of £20 shall be added to the penalty.

Where a customer has been classed as falling under the Voluntary Scheme (VOL) then no GS12 payment shall be made.

## **14. Quotation Accuracy Scheme**

### **Guaranteed Standard (GS) 7**

WWU have a published complaints procedure. The details of our Complaints team contacts are given in Appendix E.

WWU operate an Accuracy Challenge scheme where the customer can specifically challenge the accuracy of the Quotation that has been issued. 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 WWU, or judged by an independent expert, to be inaccurate. WWU 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 7 and section 9 as:

- **Standard Quote =<275kWh per hour** – the correct amount as specified in WWU Connections and Distribution Standard Charges 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 WWU within 10 working days of the date of issue of the Quotation or, if it is accepted, within 10 working 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. Forms are available on our website or by contacting the Connections team- see Appendix E for contact details.

#### **Claim Form**

- For the purposes of 'Rules for Submission of Accuracy Claims' WWU 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.
- WWU will ascertain whether a claim form is valid in respect of timescale and customer / job details
- A claim form is not valid if:
  - submitted after 10 workings days of the quotation being issued



- 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 – WWU will respond by email, where available, or by post recording the date of receipt and WWU claim reference
  - Valid claim form – WWU will acknowledge receipt of claim form, recording the date of receipt, date of proposed response and WWU claim reference
  - If within 28 days after being submitted to WWU 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.

### 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.

WWU 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 WWU 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 WWU where they become 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 within the 10 working days, a new 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.wvutilities.co.uk](http://www.wvutilities.co.uk) or on request



## APPENDIX B - DEFINITIONS

The definitions applying to this document are given below.

DEFINITION	MEANING
<b>Annual Quantity (AQ)</b>	The Annual Quantity is the anticipated yearly/annual consumption of gas load to be taken.
<b>Authority</b>	The Gas and Electricity Markets Authority.
<b>Budget Indication</b>	An approximate estimate cost of works anticipated, not intended to be a quotation.
<b>Cap</b>	The maximum financial amount payable.
<b>Charging Statement</b>	Wales & West Utilities Licence Standard Condition 4B statement.
<b>Consents</b>	Permission and agreement from a land owner or property owner to undertake works.
<b>CSEP</b>	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".
<b>Customer</b>	The requestor to Wales & West Utilities, who will be invoiced or pay for connections activities, may be the End User or their agent.
<b>Customer Group</b>	Statutory instrument (SI), Voluntary Scheme (VOL), Exempt.
<b>day</b>	A calendar day which starts at 00:00 hours and ending at 23:59 hours.
<b>Day</b>	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).
<b>D+(x) Days</b>	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 <sup>th</sup> Day following the Day of receipt to issue a Response. Day D is not included in the calculation of the period.



<b>Deferral</b>	A valid deferral is a reason why we may not achieve the prescribed target date.
<b>End User</b>	An owner or occupier of property who is supplied or required to be supplied with gas through a connection.
<b>Existing Property</b>	A property that has been constructed.
<b>4B Charging Methodology statement</b>	Our published document detailing our Charging Methodology approved by Ofgem.
<b>First Gas-On Date</b>	Date identified by the customer as the date gas supply required from.
<b>GDN</b>	“GDN” means a regional gas distribution network now or formerly owned by National Grid Gas plc other than Wales & West Utilities.
<b>IGT</b>	The holder of a licence under section 7 of the Gas Act 1986 other than a GDN or Wales & West Utilities.
<b>Indicative Cost</b>	An approximate estimate cost of works anticipated in relation to an Infill or a single domestic property based upon standard charges.
<b>Infill</b>	An <b>Infill</b> 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.
<b>Mains Only</b>	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.
<b>Minimum Information Requirements</b>	The minimum information that a customer must provide to Wales & West Utilities in order that Wales & West Utilities can progress a Request.
<b>Month</b>	A calendar month.
<b>MPRN</b>	Meter point reference number. Unique identification number for the supply point prior to the customers Emergency Control Valve.



<b>New Property</b>	A property that has not yet been constructed or is under construction.
<b>Ofgem</b>	The Office of Gas and Electricity Markets.
<b>Peak Instantaneous Demand (PID)</b>	The peak rate at which gas is consumed at any specific time of day.
<b>Quotation Amount(s)</b>	For the purposes of assessment under Accuracy Performance, Quotation Amounts will be the total sum stated on the quotation, exclusive of Value Added Tax.
<b>Redevelopment</b>	An existing property where refurbishment/redevelopment work is being carried out.
<b>Request</b>	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.
<b>Response</b>	Wales & West Utilities' response to a Valid Request.
<b>Standard(s)</b>	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).
<b>Standard Hourly Quantity (SHQ)</b>	Maximum hourly consumption (in kWh).
<b>Supply Offtake Quantity (SOQ)</b>	Maximum daily consumption (in kWh) at which a customer/user is permitted to offtake gas from Wales & West Utilities' network.
<b>Turnaround Time Compensation</b>	That part of the Scheme relating to Wales & West Utilities response time to customer Requests.
<b>UNC</b>	Uniform Network Code.
<b>UIP</b>	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).
<b>URPN</b>	Unique property Reference Number



<b>Valid Request</b>	Customer request that contains at least the Minimum Information Requirements.
<b>WWU</b>	Wales & West Utilities.
<b>Xoserve</b>	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

Note: Many of the liability payments are based upon the quote value. In the case of a fuel poor job this should be the cost of quote before any funded contribution from WWU.

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
<b>Business Rules section 6.2</b>				
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 – WALES & WEST UTILITIES CONNECTIONS CONTACT DETAILS

### **Registered Office:**

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

Registered in England & Wales: 5046791

Tel: 0800 912 29 99

Web: [www.wwutilities.co.uk](http://www.wwutilities.co.uk)

### **Approved Contacts:**

#### **Complaints:**

Complaints  
Wales & West Utilities Ltd  
Wales & West House  
Spoooner Close  
Celtic Springs  
Coedkernew  
Newport  
NP10 8FZ

Tel: 0800 2946 645

Email: [Complaints@wwutilities.co.uk](mailto:Complaints@wwutilities.co.uk)

#### **Connections:**

Connections Front Desk  
Wales & West Utilities Ltd  
Wales & West House  
Spoooner Close  
Celtic Springs  
Coedkernew  
Newport  
NP10 8FZ

Tel: 0800 0726 814

Email: [front deskrequests@wwutilities.co.uk](mailto:front deskrequests@wwutilities.co.uk)



**Our regulator:**

**OFGEM:**

Ofgem  
9 Millbank  
London  
SW1P 3GE

Tel: 020 7901 7000  
Fax: 020 7901 7066

