

Wales & West Utilities Ltd Connections Business Rules

Forward

This version of the Business Rules supersedes the documents Connections Business Rules' Version 10.0 April 2023

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	October 2017	
Updates to reflect new guaranteed standards of performance	April 2021	
Updates to mandatory minimum information requirements and GD2 liability payments	April 2022	
GD2 CPIH payment values Default AQ for new domestic premises will be 12,000 kW per annum	April 2023	
GD2 CPIH payment values and an overall review to include recent technology and 3 rd Party Min Info Table	April 2024	
GD2 CPIH payment values and 2 nd reviewer updated	April 2025	Nigel Winnan removed, and Gareth Robinson added

Key Dependencies

Document
Gas Act 1986 (as amended 2005)
The Gas (Standards of Performance) Regulations 2005 (amended 2008)
GT License Condition D10
Gas (Standards of Performance) (Amendments) Regulations 2021

Authorisation

Name	Position	Date
Dewi Ramage	Connections Manager	1 st April 2025
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1. Introduction

The Wales & West Utilities (WWU) Connections Business Rules have been developed to clarify the approach taken in the provision of Connections Quotations, Acceptances, Scheduling and Work Completion activities.

The document details the Minimum Information needed 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, disconnections and diversions that are provided by WWU. In addition, requests for information and connections from third party connection providers i.e., Independent Gas Transporters (IGT) and Utility Infrastructure Providers (UIP).

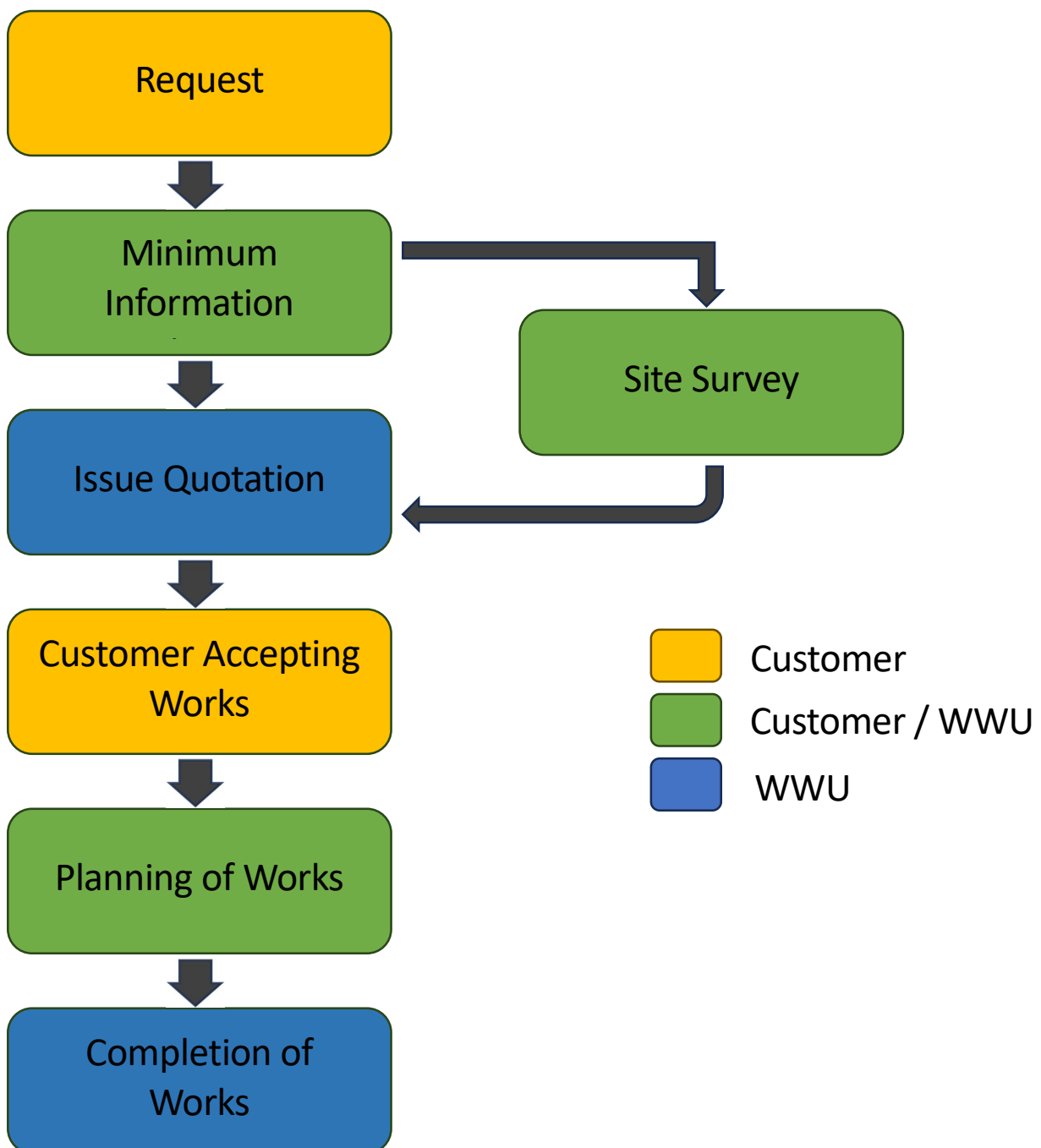
The Business Rules are written to ensure that WWU's obligations under the Gas Act, The Gas (Standards of Performance) Regulations 2005 (amended 2008), the Gas (Standards of Performance) (Amendments) Regulations 2021 and Standard Special Condition D10 are met. For this document these will be referred to as the Statutory Instrument (SI).

2. Scope

The Business Rules apply to all requests with:

- A Quotation value of up to £250,000 (excluding VAT)
- Connections and disconnections to the below 7barg WWU network
- Diversions to the below 7barg WWU Network

3. Connections, Disconnections and Diversions High Level Process



4. Requests

Requests for quotations and the acceptance of works must be received at WWU via the published contacts detailed in Appendix E or available via our website under 'Contact Us.'

Customers can speak with our Connections Advisory Team and provide their request information over the phone.

Requests can be received via Video Your Notes (VYN) application or through our online portal via our website under "Get Connected."

5. Methods of Communication

There are many methods of communication that can be used to receive and supply information throughout the request, quotation, planning and completion of works:

- Telephone
- Email
- Video Your Notes (VYN) Survey
- Text Message
- By Post
- Online
- Live Chat

6. Minimum Information Requirements (MI)

WWU requires specific information from the customer so that the request can be progressed and within the timescales of the applicable Standard of Service.

If any of the minimum information is missing, WWU will contact the customer advising them what further information is required. This will be completed within the relevant Quotation Standard of Service timescales.

Providing the information arrives within 28 calendar days of original request, 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 of receipt of the full minimum information.

If, after 28 calendar days of original request, the information is still not available the request will be cancelled, and the customer should be notified.

Should the customer still require a quotation all information will need to be resubmitted and raised as a completely new request.

Minimum Information Requirements Table

Description	Single Domestic (new & alteration)	Non-Domestic	Multiple Development Enquires	Diversion	Isolation	Default Value
Customer Details	YES	YES	YES	YES	YES	If site address and correspondence address match we assume occupier (SI)
Site Details	YES	YES	YES	YES	YES	NA
Customer Requirements	YES	YES	YES	YES	YES	NA
Property Type/Gas Load Information	NO	YES & For non-typical gas loads an Industrial load form is needed	YES	NO	NO	60kWh (Domestic – 30kWh flats) For AQ we will use Ofgem typical domestic consumption values
Service Termination/ Meter Housing	YES	YES	YES	NO	NO	Service termination at front or 2 metres down the side of property. If private land = surface mounted, no private = internal
On Site / Off Site Excavation	YES	YES	YES	YES	NO	WWU
Development Type & Constraints	YES	YES	YES	YES	YES	NO
Future development	NO	YES	YES	NO	NO	NA
Site Plans	YES (for new build property)	YES	YES	YES	YES	NO

Minimum Information Requirements for 3rd Party Requests Table

Description	UIP / IGT Enquiry	UIP Quotation	IGT Quotation	IGT Fast track	UIP Fast track
Customer details	YES	YES	YES	YES	YES
Agent details	YES	YES	YES	YES	YES
Site address	YES	YES	YES	YES	YES
Site boundary	YES	YES	YES	YES	YES
Connection Point plan & grid ref	YES	YES	YES	YES	YES
Hourly and annual load	YES	YES	YES	YES	YES
Load type	YES	YES	YES	YES	YES
Diversity Calculation	NO	NO	NO	NO	YES
Number of properties / Phasing	NO	YES	YES	YES	YES
Non-domestic profiles	NO	YES	YES	YES	YES
CHP / Compressor details	NO	YES	NO	NO	YES
Detailed site plan	NO	NO	NO	NO	YES
Mains and service design	NO	NO	NO	NO	YES
Pipe sizes and lengths	NO	NO	NO	NO	YES
Nodes marked and numbered on plan	NO	NO	NO	NO	YES
Correct source pressure	NO	YES	YES	YES	YES
Pressure drop calculator	NO	NO	NO	NO	YES
Service routes	NO	NO	NO	NO	YES
Termination position	NO	NO	NO	NO	YES
Emergency control valve details	NO	NO	NO	NO	YES
Meter housing ventilation details	NO	NO	NO	NO	YES

Future Homes Standard (England) - Please note Government has launched a new consultation regarding Connections for Heating New Build Domestic Properties. This may affect your request for any Future Connections, and we may require further information to process your request.

7. Assumptions and Constraints

If we do not receive any of the information listed in the tables above, where applicable, we will apply the assumptions in the default column.

Any other site constraints must be indicated to WWU at this stage. Examples include but not exhaustive to:

- Steep steps, high walls, or tiered gardens
- Contaminated land
- Timber framed buildings
- Caravans, boats
- Waterways, Rail crossings, Bridges – Viaducts
- Multiple Occupancy (MOB)
- Dual carriageways / Motorways
- Sites of Special Scientific Interest (SSSI)
- Listed buildings
- Conservation Area
- Religious Properties
- Parking restrictions
- Highway authority constraints, Permit to work requirements
- Restricted working hours
- Construction, Design & Management Regulations (CDM) requirements
- Restricted site access – MOD sites, gated properties

8. Liability Classification

Each request must be correctly categorised into a customer group.
Below are the definitions of these groups:

The Statutory Instrument (SI)

The Gas (Standards of Performance) Regulations 2005 (amended 2008 and 2021) provides that compensation payments for failure to achieve the relevant standards shall be made to customers unless the request is Exempt or because 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 requested on behalf of the end user (shipper, contractor, architect, builder, IGT, UIP etc.) that is not exempt.

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
Highway Authority	VOL
Demolition Company	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 (SI)

The following are not included in the Guaranteed Standards of Service covered under section 8. 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 these work types for failure to meet the timescales. They will be included within the scope of the Accuracy Scheme detailed in section 17:

- Budget indication requests
- Diversion requests with allowance applied under the New Roads and Street Works Act 1991; Advice Note 2010/1 (C3 budget)
- Mains work only
- Infill project requests
- Requests classified as Sufficiently Complex jobs as defined in the Connections and Other Distribution Standard Charges publication
- Multiple new property requests for 5 properties or more, e.g. developer direct infrastructure
- Land enquiries for multiple new property requests for 5 premises or greater, e.g. developer direct infrastructure
- UIP or IGT connection requests for new build ≥ 5 properties
- Land enquiries for UIP or IGT connection requests for new build ≥ 5 properties
- Design submissions for UIP or IGT connection requests for new build ≥ 5 properties

- A valid UIP/IGT design submission under GS8 when reinforcement is required
- 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 indication 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 Legacy jobs e.g., diversion, disconnection / isolation requests received before April 2021
- WWU projects e.g., build overs found by WWU operations
- Non chargeable diversions where the quotation value is zero / Faulty Wayleave Diversions

9. Standard of Service Category

The SI identifies nine Connections related standards of service. Some of these standards are explained below:

GS4 Provision of standard quotations up to 275kWh

If you request a standard quotation for a new connection or an alteration to an existing connection up to an including a flow rate of 275kwh per hour, or a disconnection up to 2 bar gauge, with no site visit, we will issue the quotation within 4 working days.

GS5 Provision of nonstandard quotations up to 275kWh

If you request a non-standard quotation for a new connection or an alteration to an existing connection up to an including a flow rate of 275kwh per hour and other disconnections up to 2 bar gauge, we will issue the quotation within 11 working days.

GS6 Provision of nonstandard quotations over 275kWh

If you request a non-standard quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of over 275kWh per hour or a diversion involving a single main not exceeding 75mbar of pressure and pipes less than 180mm in diameter, or other disconnections up to 2 bar gauge, we will issue the quotation within 21 working days.

GS7 Accuracy of quotations

If we fail to provide an accurate quotation.

GS8 Responses to Land Enquiries

We will respond to land enquiries for a new connection, the alteration of an existing connection, a disconnection, or a diversion within 5 working days. We will respond to UIP/IGT design submissions within 5 working days.

GS9 Provision of commencement and substantial completion dates up to 275kWh

Within 17 days of you accepting our quotation, we'll specify the dates for starting and completing the work for connections and service alterations up to and including 275kWh.

GS10 Provision of commencement and substantial completion dates over 275kWh

Within 20 days of you accepting our quotation, we'll specify the dates for starting and completing the installation and commission of your supply, for connections over 275kWh.

GS11 Substantial completion by agreed date

Where we have provided a date for installation and commission of a new connection or an alteration to an existing connection.

10. Site Survey Criteria

Upon receipt of a Connections Request, an assessment will be made of the request, our systems and maps, street view information etc.

We will then decide if we can request that the customer completes a short video (VYN) or if a site visit should be undertaken so that WWU can provide an accurate quotation within the timescales prescribed in the relevant standards of service category.

If it is necessary for WWU to complete a site survey, this will mean that if the quotation has a standard of service category of GS4 Provision of standard quotations up to 275kWh, it will change to GS5 Provision of nonstandard quotations up to 275kWh.

11. Issue Quotation

WWU will issue you your quotation once WWU has received all minimum information. WWU will adhere to the timescales described in Appendix C. If WWU fails to meet the target, then compensation will be paid.

The timescale is measured from the date that all MI is received (as defined in section 6) to the date the Quotation 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.

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.

12. Receipt of Acceptance

Once the customer accepts the quotation, several checks will be carried out by WWU.

A Valid Acceptance is described as:

- A Quotation that has not expired (there may be circumstances where we are able to honour the expired quotation)
- The customer has signed and dated the Acceptance form to accept 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 the proposed works and the Terms and Conditions associated with the Works. No amendments to the terms and conditions will be accepted.
 - For works with zero value we can accept verbal confirmation of proposed works and terms and conditions associated with the works.
- Acceptance and payment via WWUs Online Payment Portal (No signed acceptance form will be required in this instance as terms and conditions are accepted online during payment process)
- Payment in full (or equivalent Fuel Poor scheme voucher and additional remaining balance where the maximum voucher value is exceeded) is received with the Acceptance where the customer does not have approved credit terms with WWU
- Where the customer has approved credit terms with WWU Finance Department, provided a valid Purchase Order number and signed acceptance form.
- No Acceptance has been received for the same works from a third party
- A valid Acceptance from an IGT/UIP.

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

An exception to the above applies in the case of third party IGT/UIP 'Fast Track' Acceptances. 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.

13. Provision of Dates for Commencement and Substantial Completion

The SI identifies nine Connections related standards of service as mentioned previously. Three of these standards relate to the planning and completion of works:

**GS9 Provision of commencement and substantial completion dates up to 275kWh (17 days) and
GS10 Provision of commencement and substantial completion dates over 275kWh (20 days)**

WWU measure these standards by comparing the date of the 'Valid Acceptance' (as defined in section 12) against the date that the planned dates were agreed with the customer. WWU will inform the customer of 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)

The dates offered are influenced by several 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.

14. Substantial Completion

GS11 Substantial completion by agreed date

Substantial Completion is the date the gas is available for use. WWU measures Substantial Completion by comparing the date provided to the customer with the date the gas is made available at the Emergency Control Valve (ECV).

In the case of a multiple development, the measure is when the gas is made available to the last request gas service.

15. Standards of Service Payments

GS12 Notification and Payments

Where a compensation payment is required, this needs to be made within 10 working days of WWU failing the standard. This is only relevant to those customers that have been classified as SI. Refer to Appendix C.

16. Why your quotation or job might be placed on hold?

Your quotation / job can be placed on hold for several reasons throughout the process.

Your quotation can be deferred where WWU are unable to progress within the Guaranteed Standard timescales due to certain circumstances:

The examples below are not exhaustive:

- Where we are unable to contact you within three attempts to arrange your site survey appointment
- Where a site visit is required
- Where we have no access to complete your site survey
- Agreement on a design solution has not been reached

- Prices for services or materials from a third party are required
- Information required from a third party such as:
 - Bridges and structures
 - Railways
 - Waterways
 - Protected sites (SSSI, Heritage Sites, Conservation Areas, Listed Buildings)

Your accepted job can be deferred prior to providing you with a planned date where WWU are unable to progress within the Guaranteed Standard timescales due to certain circumstances:

- Where a legal agreement (Easement or Land Transfer) is required. In these circumstances, a planned date should only be offered where the legal agreement has been finalised
- Where you have been unable to provide the necessary written consents as specified in the Quotation or as identified upon acceptance
- Where you have obtained a quotation via the online portal, but further information or the design needs to be agreed through a conversation or via a site survey
- Where you have requested a variation to the Quotation scope of works
- Where you have identified that the site is not ready
- Where you have requested a site visit prior to agreeing the dates for the works
- WWU have not obtained all necessary permissions to conduct the works from 3rd parties e.g., Highway Authority, SSSI, Listed Buildings authorities, Oil Pipeline Operators, M.O.D., Network Rail, British Waterways etc.
- Where a tender exercise is required 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

There could be several reasons why a job needs to be deferred prior to Substantial Completion.

The examples below are 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

17. Quotation Accuracy Scheme

GS7 Accuracy of quotations

WWU operate an Accuracy Challenge scheme where customers can specifically challenge the accuracy of the Quotation that has been issued. However, the scheme does not apply to all Quotations e.g., isolations and diversions.

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.

“Accurate” is defined for Quotations issued under section 9 and section 11 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 License

Non-Standard Quote =<275kWh per hour – within 5% or £150 (whichever is greater) of the correct amount as calculated in accordance with WWU's connection charging statement issued in accordance with standard condition 4B of its License

Non-Standard Quote >275kWh per hour – within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with WWU's connection charging statement issued in accordance with standard condition 4B of its License

Connections activity not covered by the SI or standard special condition D10 - within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with WWU's connection charging statement issued in accordance with standard condition 4B of its License

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.

A re-quotation issued because 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.

The procedure for the submission writing to our Registered Office or by email to frontdeskrequests@wwutilities.co.uk 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.

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 aid 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.

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.

- The claim form is not fully completed
- it refers to an indicative cost or budget indication

If within 20 working 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.

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., because 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 and 2021).

Standard Special Conditions Applicable to All Distribution Network Licensees: Standard Special Condition D10, Provision of connections information

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

New Roads and Street Works Act (NRSWA) 1991

Highways Authority Utilities Committee (HAUC) Advice Note 2010/1

Privacy notice - [Privacy Policy \(www.utilities.co.uk\)](http://www.utilities.co.uk)

Appendix B – Definitions

The definitions applying to this document are explained below:

DEFINITION	MEANING
4B Charging Methodology statement	Our published document detailing our Charging Methodology approved by Ofgem
Alteration	Changes to your gas connection
Annual Quantity (AQ) / Annual Load	The Annual Quantity is the anticipated yearly/annual consumption of gas load
Budget Indication	An approximate estimate cost of works anticipated, not intended to be a quotation
Calendar Day	A calendar day which starts at 00:00 hours and ending at 23:59 hours
Cap	The maximum financial amount payable
Capacity Increase / Decrease	If a change in gas loads is needed
Charging Statement	Wales & West Utilities License Standard Condition 4B statement
Connection	Provision of pipework from WWUs gas network to the customers emergency control valve (ECV)
Consents	Permission and agreement from a landowner or property owner to undertake works
CSEP	Connected System Exit Point. As defined in WWU's Network Code, a CSEP is "a System Point comprising one or more Individual System Exit Points which are not Supply Meter Points"
Customer	The requestor to WWU, who will be invoiced or pay for connections activities, may be the End User or their agent
Customer Group	Statutory instrument (SI), Voluntary Scheme (VOL), Exempt
Default Value	If specified minimum information is not provided, we will use a default value in order to progress the request

Deferral	A valid deferral is a reason we may not achieve the target date
Disconnection / Isolation	Where WWU stop the flow of gas from the network to the property
Diversion	Where WWU is requested to move or lower the existing mains, these requests will be reviewed on an individual basis
Domestic	A dwelling which is used as a home
End User	An owner or occupier of property who is supplied or required to be supplied with gas through a connection
Excavation	Where WWU or the customer need to dig to access gas pipes that are on private or public land
Existing Property	A property that has been constructed
GDN	“GDN” means a regional gas distribution network now or formerly owned by National Grid Gas plc other than WWU
IGT	The holder of a license under section 7 of the Gas Act 1986 other than a GDN or WWU
Indicative Cost	An approximate estimate cost of works anticipated in relation to an Infill, or a single domestic property based upon standard charges
Infill	An Infill is the extension of new relevant mains to an area having several existing premises, there may also be new premises being constructed in the area, where not all 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
Job	Once the quotation has been accepted WWU will refer to this as a job
KwH	Kilowatt-hour (gas consumption per hour)
Mains Work Only	Mains only work applies to statutory connections. Where WWU are requested to construct mains only for a Non-Statutory Connection, this request will be reviewed on an individual basis
Minimum Information Requirements	The minimum information that a customer must provide to WWU in order that WWU can progress a Request

Month	A calendar month
MPRN	Meter point reference number. Unique identification number for the supply point prior to the customers Emergency Control Valve
MSN	Meter serial number
New Property	A property that has yet to been built or is under construction
Non-Domestic	Commercial or Industrial property / business
Ofgem	The Office of Gas and Electricity Markets
Online Portal	Self-service that customers can use to confirm that gas is availability in their area, obtain an indication of how much the works would cost and to obtain a quotation
Peak Instantaneous Demand (PID)	The peak rate at which gas is consumed at any specific time of day
Quotation	A formal document setting out the costs following the customer's request for works
Quotation Amount	For the purposes of assessment under Accuracy Performance, Quotation Amounts will be the total sum stated on the quotation, exclusive of Value Added Tax
Redevelopment	An existing property where refurbishment/redevelopment work is being carried out
Request	A customer request to WWU as set out in the table of Service Standards e.g., Quotations, Land Enquiries, Initial Enquiries and Acceptances
Response	WWU's response to a Valid Request
Service Termination	Where the customer would like their gas meter to be located
Standard Hourly Quantity (SHQ)	Maximum hourly consumption (in kWh)
Supply Offtake Quantity (SOQ)	Maximum daily consumption (in kWh) at which a customer/user is permitted to offtake gas from WWU's network

UIP	Utility Infrastructure Provider: an Organisation that provides consultancy and/or engineering services in relation to connections on behalf of customers, gas shippers, gas suppliers and gas transporters. Also includes utility infrastructure providers (UIPs)
UNC	Uniform Network Code
URPN	Unique property Reference Number
Valid Request	Customer request that contains at least the Minimum Information Requirements
Voucher	Where the customer is entitled to funding towards the payment of the quotation
VYN	Video Your Notes. Software that allows WWU and or the customer to capture a video of the site conditions and explain any requirements
Working Day	Any working day (other than a Saturday, a Sunday, Christmas Day, Good Friday, or a day which is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971). Requests are received on D up to and including 17.00 hours. Requests received after 17.00 in a Day will be logged as received on the next Day for Standards of Service purposes. (From UNC definitions)
WWU	Wales & West Utilities
Xoserve	Company which manages the commercial interfaces between WWU, the GDNs, IGTs and gas shippers

Appendix C – Standards of Service Table of Payments

Any quotations issued post 1st April 2025 will be entitled to the higher payment value regardless of when we received the request as per the following table:

Process Category	Target Period (working days)	Penalty Domestic and Non-Domestic (£) from 1 st April 2025	Cap from 1 st April 2025
Standard Quote (≤ 275 kWh per hour, standard disconnections < 2 bar gauge) (GS4)	4	£25 per working day	Lesser of £620 or quote value
Non-Std Quote (≤ 275 kWh per hour, disconnections < 2 bar gauge) (GS5)	11	£25 per working day	Lesser of £620 or quote value
Non-Std Quote >275 kWh per hour, Diversions and Disconnections > 2 bar (GS6)	21	£50 per working day	Lesser of £1,235 or quote value
Land Enquiry (GS8)	5	£100 per working day	=<275 kWh per hour £620 >275 kWh per hour £1,235
Offer date for Commencement & Substantial Completion. =<275 kWh per hour (GS9)	17	£50 per working day	Lesser of £620 or contract sum

Offer date for Commencement & Substantial Completion. >275 kWh per hour (GS10)	20	£100 per working day	Lesser of £1,235 or contract sum
Substantial Completion on agreed date. Quote up to £1,000 (GS11)	N/A	£50 per working day	Lesser of £495 or contract sum
Substantial Completion by agreed date. Quote £1,001-£4,000 (GS11)	N/A	Lesser of £245 or 5% of contract sum per working day	50% of contract sum
Substantial Completion by agreed date. Quote £4,001-£20,000 (GS11)	N/A	£245	50% of contract sum
Substantial Completion by agreed date. Quote £20,001-£50,000 (GS11)	N/A	£245	£12,360
Substantial Completion by agreed date. Quote £50,001-£100,000 (GS11)	N/A	£370	£22,250
Advise that payment is due and make payment in respect of regulation: 10. Connections (GS12)	10 days	£50 one off payment	£50 one off payment

Many of the compensation payments are based upon the quotation value. In cases where a voucher is used for the payment of the quotation, we will use the customer's contribution only, to calculate any payments.

Appendix D – Quotation Accuracy Table of Payments

Process Category	Accuracy Target	Penalty Domestic and Non-Domestic (£)	Cap
Accuracy challenge Standard charge =<275 kWh per hour	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	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	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
Connections activity not covered by the statutory instrument or standard special condition D10	Greater of 5% or £300 excluding VAT	Refund of any overcharge	Refund of any overcharge

Appendix E – WWU APPROVED Contact Details

Registered Office:

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

Registered in England & Wales: 5046791

Tel: 0800 912 29 99

Web: www.wwutilities.co.uk

Connections:

Connections Advisory Team
Tel: 0800 0726 814
Email: frontdeskrequests@wwutilities.co.uk

3rd Party Connections:

3rd Party Connections Team
Email: GTUIP@wwutilities.co.uk

Diversions:

Diversions Team
Email: DiversionRequests@wwutilities.co.uk

Disconnections:

Isolations Team
Email: isolations@wwutilities.co.uk

Acceptance Team:

Payment line number: 02920278991
Email: ShipperAcceptance@wwutilities.co.uk

Complaints:

Customer Management Team

Tel: 0800 2946 645

Email: Complaints@wwutilities.co.uk

Our regulator

OFGEM:

Ofgem

10 South Colonnade

Canary Wharf

London

E14 4PU

Tel: 020 7901 7295

Email: consumeraffairs@ofgem.gov.uk