

Wales & West Utilities Ltd Connections Business Rules

Customer Guide

Foreword

This version of the Connections Business Rules supersedes Version 12.1 Sept 2025

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
Internal guidance updated for staff	September 2025	
GD3 CPIH payment values	April 2026	

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

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1. Introduction

The Wales & West Utilities (we) Connections Business Rules have been developed to clarify the approach taken in the provision of Connection and Diversion 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 us. In addition, requests for information and connections from third party connection providers i.e., Independent Gas Transporters (IGT) and Utility Infrastructure Providers (UIP).

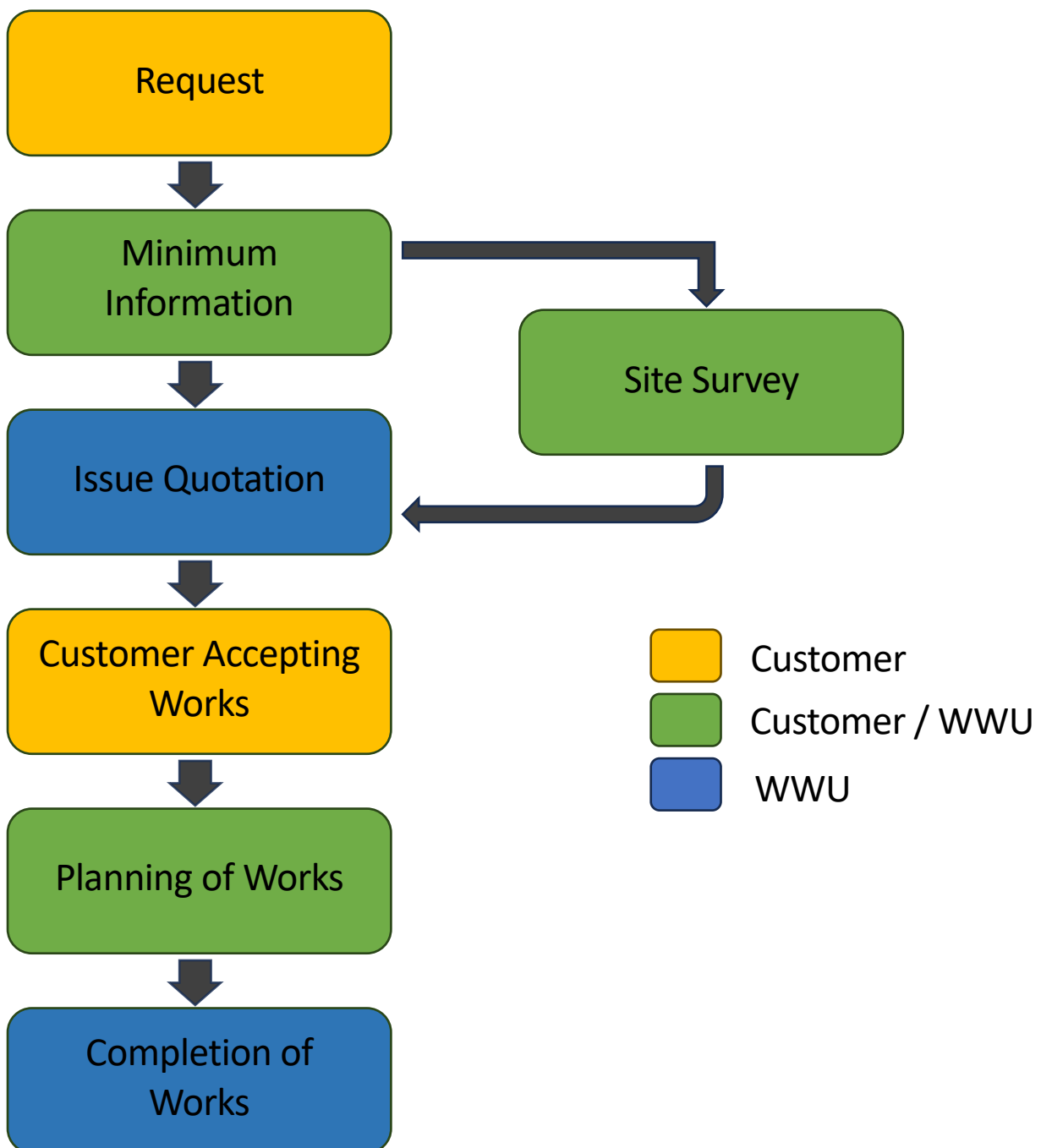
The Business Rules are written to ensure that our obligations under the Gas Act, The Gas (Standards of Performance) Regulations 2005 (amended 2008), the Gas (Standards of Performance) (Amendments) Regulations 2021 and Standard Special Condition D10 are met. In this document these will be referred to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

2. Scope

These Business Rules apply to requests for:

- 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 acceptances must be submitted to us using the published contact details in Appendix E or via our website (Contact Us’).

You can speak with our Connections Advisory Team and provide your request information over the phone.

You can also submit requests via the Video Your Notes (VYN) application or through our online portal on our website under “Get Connected”.

Requests received up to 5pm are treated as being received that day. Our working days are Monday to Friday (excluding bank holidays).

For all qualifying requests, we must issue an admin fee and receive payment before we proceed to the quotation stage (see Connections and Other Distribution Service Charges - Standard Charges).

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
- Online Video Your Notes (VYN) Survey
- By Post
- Text Message

*All outgoing calls on recorded phone lines

6. Minimum Information Requirements (MI)

We require specific information from you so we can progress your request within the timescales of the applicable Standard of Service.

If any of the minimum information is missing, we will contact you to explain what additional information we need. We will do this 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 purposes of determining performance against the applicable Standard of Service, performance will be measured from the date on which the full minimum information is received.

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

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

We will review your request against the table below. If we do not receive the required information, we will issue a minimum information letter to you.

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

Warm Homes Plan - Please note Government has launched a new consultation regarding Connections for Heating New Build Domestic Properties. This may affect the request for any Future Connections, and we may require further information to process the 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 us at this stage. These may affect design, cost and lead times.

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
- Easements and consents 3rd party land

8. Liability Classification

Each request will be categorised into a 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 you unless the request has been classified as exempt or because of an Exemption.

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 SI to provide the same service and compensation payments to parties who are not the owners of the premises 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

Definition of Exempt Connections Activities not covered by the Statutory Instrument (SI)

The following are not included in the Guaranteed Standards of Performance. WWU will aim to respond to the following requests on a reasonable timescale. There is no compensation payments associated with these work types for failure to meet the timescales.

- 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
- 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
- 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
- Build overs mains and services 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

A standard quotation applies when you request:

- A new connection or an alteration to an existing connection with a flow rate up to and including 275 kWh per hour, or
- A disconnection operating at up to 2 bar gauge
- And no site visit is required

In these cases, we will issue the quotation within 4 working days.

GS5 Provision of nonstandard quotations up to 275kWh

A non-standard quotation applies when you request:

- A new connection or an alteration to an existing connection with a flow rate up to and including 275 kWh per hour, or
- A disconnection operating at up to 2 bar gauge, or
- Any request where a site survey is required, or the supply is classed as a long service

In these cases, we will issue the quotation within 11 working days.

GS6 Provision of nonstandard quotations over 275kWh

A non-standard quotation applies when you request:

- A new connection or an alteration to an existing connection with a rate of flow over 275 kWh per hour, or
- A diversion involving a single main operating at no more than 75 mbar and with pipes less than 180mm in diameter, or
- A disconnection operating at up to 2 bar gauge

In these cases, we will issue the quotation within 21 working days.

GS7 Accuracy of quotations

If we fail to provide an accurate quotation, you may be entitled to a Guaranteed Standards payment in accordance with the GS7 compensation arrangements.

GS8 Responses to Land Enquiries

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

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

Within 17 working days of you accepting our quotation, we will specify the start date and the completion date for work relating to connections and service alterations up to and including 275 kWh.

GS10 Provision of commencement and substantial completion dates over 275kWh

Within 20 working days of you accepting our quotation, we will specify the start date and completion date for the installation and commissioning of the supply for connections over 275 kWh.

GS11 Substantial completion by agreed date

Where we have provided a date for the installation and commissioning of a new connection or an alteration to an existing connection, we will carry out the work on the agreed date, subject to any applicable terms and conditions.

10. Site Survey Criteria

Upon receiving a Connections Request, we will assess the request using:

- internal systems
- network maps
- street-view information
- any other relevant resources

Following this assessment, we will decide whether:

- a VYN (video) can be requested from you, or
- a site visit is required to obtain sufficient detail for an accurate quotation

If a site survey is required and WWU visits the site, then a quotation initially categorised as:

- GS4 – Provision of standard quotations up to 275 kWh must be reclassified as
- GS5 – Provision of non-standard quotations up to 275 kWh

If a VYN is sufficient and no site visit is required:

- the quotation remains under GS4

If you request a second option during the site survey:

- the received date for the second option should be recorded as the site survey completion date
- the Standards of Service category should be updated to Non-Standard <275 (D+11)

Where possible, both quotation options should be issued to the customer on the same date.

11. Issue Quotation

We will issue the quotation once we have received all minimum information. We will adhere to the timescales described in Appendix C. If we fail 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 you (i.e., sent in the post or emailed to the address you provided with the application).

If you generate a quotation yourself via our online quotation portal, the date and time the quote is generated will be recorded as the Quote Issued Date.

If emailing the quotation, it must be sent from the shared mailbox via the quotations system. When emailing the quotation, please check that the quotation issued date matches the date it is emailed to you.

Once we have issued a quotation, you will have 10 working days to review it. If you find an error, we will issue a new quotation using the original Minimum Information Received date and pay Guaranteed Standard liabilities where applicable.

If you do 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 you accept the quotation, we will carry out several checks.

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)
- You have signed and dated the Acceptance form to accept the relevant 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 an equivalent Fuel Poor scheme voucher plus any remaining balance where the maximum voucher value is exceeded) is received with the Acceptance where you do not have approved credit terms with us
- Where you have approved credit terms with our Finance Department, and you have 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.

Reminder to save all documents from the customer to verify acceptance dates including signed acceptance form if applicable, customer emails, easements / consents and purchase order.

Ensure 180-day letter is issued from date of acceptance if planned dates have not been agreed with the customer.

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)

We 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 you. We will tell you 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.

Ensure all necessary work orders are created correctly and completed, for phased works make sure the job in the quotations system is deferred and replanned and the relevant work order is available.

14. Substantial Completion

GS11 Substantial completion by agreed date

Substantial Completion is the date when the gas is available for use. We measure Substantial Completion by comparing the date provided to you 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 us failing the standard. This is only relevant where you have been classified as SI. Refer to Appendix C.

16. Why a quotation or job might be placed on hold

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

The quotation can be deferred where we 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 the site survey appointment
- Where we have no access to complete the 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)

The 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
- We have not obtained all necessary permissions to conduct the works from third 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

Our Accuracy Scheme lets you challenge the cost of your quotation if you believe it is incorrect. If the quotation is found to be inaccurate within the tolerances set out in our charging statement, we will issue a corrected quotation and refund any overcharge.

However, the scheme does not apply to all quotations e.g., isolations and diversions.

- Standard quotations (≤ 275 kWh/hr): must match the published standard charges.
- Non-standard quotations (≤ 275 kWh/hr): must be within the greater of 5% or £150.
- Non-standard quotations (> 275 kWh/hr): must be within the greater of 5% or £300.
- Where an error is confirmed, the revised quotation uses your original request date.
- Customer-provided inaccurate information is excluded from the 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 submission is in 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' we will produce the necessary forms for the submission of accuracy claims.

We will ascertain whether a claim form is valid in respect of timescale and your details.

We 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 a challenge cannot be resolved within 20 working days, it may be referred to an independent expert

Statement of Engineering Assumptions

We aim to make sure every quotation is accurate. To do this, we use engineering judgement and a set of assumptions based on the information available at the time.

A quotation may be classed as inaccurate if key assumptions are missing, unclear, or not reasonable. With your quotation, we will include a short statement that:

- sets out the main assumptions we have used; and
- highlights any costs that could change because they cannot be confirmed at the quotation stage

If you think any of the assumptions are wrong, please tell us as soon as possible so we can review the quotation.

Errors identified outside the Accuracy Challenge scheme

Sometimes we may find an error outside the Accuracy Challenge scheme (for example, through a complaint, an enquiry, or an internal/external audit). If this happens, we will apply the same accuracy rules as set out above.

If the quotation is confirmed to be inaccurate within 10 working days, we will issue a corrected quotation and keep your original request received date. If the quotation is within the allowed tolerance, we will issue a new quotation using the date the error was found 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 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
Exemption	Authorised exceptions which are determined by the regulations (GSoPs) and are outside of WWUs control
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 2026 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 (\leq 275 kWh per hour, standard disconnections < 2 bar gauge) (GS4)	4	£25 per working day	Lesser of £640 or quote value
Non-Std Quote (\leq 275 kWh per hour, disconnections < 2 bar gauge) (GS5)	11	£25 per working day	Lesser of £640 or quote value
Non-Std Quote >275 kWh per hour, Diversions and Disconnections > 2 bar (GS6)	21	£50 per working day	Lesser of £1,275 or quote value
Land Enquiry (GS8)	5	£100 per working day	=<275 kWh per hour £640 >275 kWh per hour £1,275
Offer date for Commencement & Substantial Completion. \leq 275 kWh per hour (GS9)	17	£50 per working day	Lesser of £640 or contract sum
Offer date for Commencement & Substantial Completion.	20	£100 per working day	Lesser of £1,275 or contract sum

>275 kWh per hour (GS10)			
Substantial Completion on agreed date. Quote up to £1,000 (GS11)	N/A	£50 per working day	Lesser of £510 or contract sum
Substantial Completion by agreed date. Quote £1,001-£4,000 (GS11)	N/A	Lesser of £255 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	£255	50% of contract sum
Substantial Completion by agreed date. Quote £20,001-£50,000 (GS11)	N/A	£255	£12,755
Substantial Completion by agreed date. Quote £50,001-£100,000 (GS11)	N/A	£370	£22,955
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