Cadent
Your Gas Network

CADENT
CONNECTION SERVICES
CHARGES

Covering Cadent's Four Gas Distribution Networks:

EAST ANGLIA **EAST MIDLANDS** **LONDON**

WEST MIDLANDS **NORTH WEST**

STANDARD CHARGES EFFECTIVE FROM
9TH NOVEMBER 2026

CONTENTS

		Page No.
1	INTRODUCTION	1
2	DOMESTIC CONNECTION CHARGES	2
3	DISCONNECTION CHARGES	5
4	DOMESTIC SERVICE ALTERATION CHARGES	6
5	QUOTATION CHARGES	9
6	CONNECTION DESIGN CHARGES FOR JOBS DEEMED AS SUFFICIENTLY COMPLEX	10
7	CHARGES FOR ADOPTION OF ASSETS & CONNECTIONS ADMINISTRATION CHARGES	11
8	REINFORCEMENTS FOR DN-EMBEDDED SYSTEM ENTRY & STORAGE CONNECTIONS	15
9	ABORTIVE VISIT CHARGES	18
10	UIP / IGT FINAL CONNECTION CHARGES	19
11	UNIFORM NETWORK CODE (UNC) TRANSFORMATION PRINCIPLE DOCUMENT SECTION G CHARGES	23
APPENDIX A:	CHARGING EXAMPLES	24
APPENDIX B:	GLOSSARY OF TERMS	27
APPENDIX C:	RECHARGING OF STREETWORKS SCHEME CHARGES	29
APPENDIX D:	CONTACT DETAILS	31

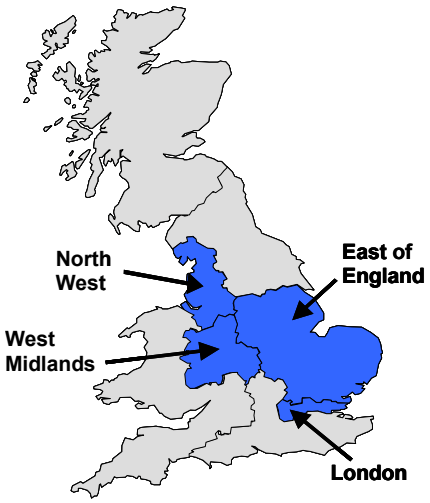
1. INTRODUCTION

This document outlines Cadent's standard charges for gas distribution connections. Cadent is the GT Licence holder for Gas Distribution in the four Distribution Networks shown below. All references to "we", "us" and "our" in this document are to Cadent, trading as Cadent Gas Ltd. The application of each type of standard charge set out in this document is governed by a set of Application Criteria that are provided in each respective section.

Fig. 1 – Our Distribution Networks

The geographical layout of our four networks is illustrated here.

Where charges vary by network, the relevant Distribution Network is generally identifiable by means of the customer's site address Post Code.



The standard charges set out in this document include overheads, but exclude Streetworks Scheme Charges and VAT. Certain charges also include a specified profit margin, where this is indicated. VAT will be applied to charges[1] at the appropriate rate, which will depend upon the type of work, type of property and the status of the customer to whom the charge is being made.

In order to gain access to the public highway to conduct customer-ordered works, Cadent may incur Streetworks Scheme Charges. We reserve the right to pass on these costs directly to the customer, as appropriate. Please refer to Appendix C for more information.

The standard charges set out in this document are calculated in accordance with our connections charging methodology. Our Gas Distribution Connections Charging Methodology Statement, together with other information on our gas distribution services, is available on the Cadent web site:

www.cadentgas.com, under the heading "Get Connected".

Competition in connections services:
Please note that the provision of connection services listed in this document is open to competition. To obtain an alternative quotation for connections works, please see the web page:

http://cadentgas.com/Get-connected/Alternative-providers
Details of independent connection providers who hold Gas Industry Registration Scheme (GIRS) membership can also be obtained from the following web sites:
http://www.eua.org.uk/membership/utility-networks/utility-infrastructure-providers

[1] including Streetworks Scheme Charges, where these apply

2. DOMESTIC CONNECTION CHARGES

The charges included in the table below reflect a standard domestic gas connection, which includes Cadent carrying out all trench excavation and reinstatement required for the job.

Table 1 – Standard Domestic Connection Charges (excl. VAT)

Standing Charge

East Anglia	East Midlands	London	North West	West Midlands
£2,759	£2,380	£3,050	£1,927	£2,208

Cadent will charge additional cost per metre of length in private (up to a combined length of 63m as long as the public length remains within 23m)

The charges for the rate per metre are shown in the table below

Charge per metre

East Anglia	East Midlands	London	North West	West Midlands
£146	£139	£165	£125	£115

Cadent will further reduce the charge to customers where the following characteristics are identified for the job, as outlined in the table below. With the nature of some savings, it will not be until the site survey or later that these savings can be identified; the customer's charge will be adjusted accordingly.

Table 2 – Savings against the Standard Domestic Connection charges

Characteristic / option for	**Charge per metre reduced by**
Customer elects to dig and reinstate their own trench on private land	70%
Characteristic / option for	**Standing charge reduced by**
Where an additional Connection can be made off the same existing meter manifold and where the work can be carried out under the same excavation[2]	85%

Utilising our statutory rights, Cadent will always carry out the related excavation on public land.

There is the option for the customer to provide their own meter box, however, if they require Cadent to provide this then a fixed cost of £58 (excl. VAT) will apply.

If there is a requirement for a kiosk this will be an additional cost of £353 (excl. VAT)

[2] this saving cannot be used in conjunction with other savings

For customers that are applying for a new gas connection, where the land owned or occupied by the person requiring the connection is above 40m are eligible to receive a standard charge, with an additional charge per metre for up to a combined length of 63m (as long as the public length remains within 23m).

If the combined total is above 63m then this would need to go for bespoke costing, with a quotation charge applicable.

Application Criteria

The above standard charges are applicable for up to 40 metres of service pipe to be laid on land owned or occupied by the person requiring the connection, where the service termination is not above the exterior ground surface level. To be eligible for a standard charge, all the following criteria must be met:

- the new connection must be for individual premises situated within 23 metres of one of our relevant mains, operating at a pressure equal to or less than 2 barg, with no engineering difficulties or other obstacles[3] present that would result in more than 23 metres of pipe being laid to the premises boundary;
- the premises is being used or proposed to be used mainly or wholly for domestic purposes;
- no more than 10 gas connections
- there is no existing gas supply to the premises;
- the premises is not situated within a “live” Infill Scheme (see Other Information below)
- is not a House of Multiple Occupancy (HMO)

Any individual premises meeting the above criteria is eligible, regardless of whether the enquiry is part of a single or multiple connection request. Where the above criteria are not met, a bespoke quotation will be provided for the required new connection works.

Further description and clarification of the charges

Additional Work – On occasion, we may carry out additional work to that required by the customer in order to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Such additional work will not be charged to the person requesting the connection.

Customer elects to dig and reinstate their own trench on private land - The customer will need to complete the excavation of the required trench to prescribed standards prior to Cadent attending site, to avoid having to pay for a works variation (to pay for us to carry out excavation) or an abortive visit charge.

[3] including, but not limited to works which involve the crossing of or affected by the presence of a motorway, railway, waterway, site of special scientific interest, or where an easement or other legal permit has to be obtained from any person other than the person requesting the works

Infill Schemes - Premises which fall within a ‘live’ Infill Scheme will receive a non-standard quotation for the full cost of installing the service pipe. They will also be required to pay a mains contribution, in line with other domestic connectees within that scheme.

Meter Boxes – The customer has an option for Cadent to fit a ‘semi-concealed’ ‘surface mounted’ or a kiosk [Applicable charges detailed above will apply]. Where a ‘built in’ meter housing is required, the customer must purchase this and ensure that it is installed prior to us beginning the engineering works.

On completion of works a meter box becomes the property of the customer, who is then responsible for ongoing care and maintenance.

Specialist Surfaces - Customers are advised that we are unable to ensure full reinstatement of specialist surfaces, e.g. mosaic tiles or coloured flagstones. In such cases, customers are advised to engage their own specialist contractor to replace the final surface to their requirements. We are also unable to replace any plants damaged as a result of the work being carried out.

Streetworks Scheme Charges – Additional highway authority charges may apply to the above charges and the VAT will be applicable in the same way as the standard charge. Refer to Appendix C for an explanation of the applicability of Streetworks Scheme Charges.

Zero Horizontal Length (0 metres on Private Land) – This category refers to jobs where no excavation will occur on private land, i.e., the customer occupies a house or flat that fronts directly onto the street. They may have a connection to a meter box, or a ground floor house entry, or an entry into a basement or to a first floor flat where no more than 3m of above ground pipework will be installed. This category does not include the installation or reinstallation of a connection to a pre-existing riser.

3. DISCONNECTION CHARGES

Table 3 – Standard Service Disconnection Charges (excl. VAT)

Pipe Size	East Anglia	East Midlands	London	North West	West Midlands
<=63mm PE / 2" met	£1,908	£1,504	£2,157	£1,548	£1,393
90mm PE / 3" met	£2,880	£2,391	£3,235	£2,429	£2,153
125mm PE / 4" met	£2,995	£2,494	£3,360	£2,532	£2,244
180mm / 6" met	£3,837	£3,321	£4,322	£3,473	£3,021

"PE" = yellow plastic service pipe; "met" = metallic service pipe

Cadent will reduce the charge to customers where the following characteristics are identified, as outlined in the table below. With the nature of some savings, it will not be until the site survey or later that these savings can be identified; the customer's charge will be adjusted accordingly.

Table 4 – Savings against the Standard Disconnection charges:

Characteristic / option for	Saving against standard charge
Each additional Disconnection at the same location, where a separate excavation is required	4%
Each additional Disconnection, where no further excavations are required	92%

Application Criteria

These charges are applicable for disconnection of gas service pipes connected to the low and medium distribution networks (below 2 barg operating pressure). The charge is based upon the diameter of the service pipe to be disconnected.

Further description and clarification of the charges

Additional Work – On occasion, we may carry out additional work to that required by the customer in order to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Such additional work will not be charged to the person requesting the connection.

Gas Meter Clamping/Removal – Charges associated with the clamping and/or removal of gas meters that are owned by us are set out in Cadent's statement of Gas Metering Charges.

Streetworks Scheme Charges – Additional highway authority charges may apply to the above charges and the VAT will be applicable in the same way as the standard charge. Refer to Appendix C for an explanation of the applicability of Streetworks Scheme Charges.

4. DOMESTIC SERVICE ALTERATION CHARGES

Our standard pricing applies to domestic properties. This includes a fixed standard charge, in addition to a charge per metre for the distance from your existing meter location to the new location.

The charges included in the tables below reflect a standard service alteration, which includes Cadent carrying out all trench excavation and reinstatement required for the job.

The charges are applied on the basis of the length of the required service pipe alteration (i.e. from the point at which the existing service pipe needs to be cut back, via the desired new route to the required meter location point).

Table 5 Standard Domestic Alteration Charges (excl. VAT)

Standing Charge

East Anglia	East Midlands	London	North West	West Midlands
£679	£679	£774	£732	£660

Cadent will charge an additional rate based on the service length. The rates for these can be found in the table below.

Charge Per Metre

East Anglia	East Midlands	London	North West	West Midlands
£146	£139	£165	£125	£115

The standing charge includes for, Cadent to relocate and reconnect the meter, carry out related internal pipework (up to 3m) and purge and relight the customer's gas appliances. Any internal pipework that is laid over 3m will be charged at £40 per metre.

Cadent will reduce the charge to customers where the following characteristics are identified, as outlined in the table below. With the nature of some savings, it will not be until the site survey or later that these savings can be identified; the customer's charge will be adjusted accordingly.

Table 6 – Savings against the Standard Alteration charges:

Characteristic / option for	**Charge per metre reduced by**
Customer elects to dig and reinstate their own trench on private land[4]	70%
Characteristic / option for	**Standing charge reduced by**
Customer arranges for their own gas safe engineer to relocate the meter	5%
Customer arranges their own internal pipework and reconnection (incl. purge and relight of appliances)	5%

[4] for safety reasons, before customer's are eligible for the saving, customer's will be tested against set competency criteria for digging in the vicinity of live gas services (note – the saving will only be passed on once the eligibility criteria has been confirmed)

There is the option for the customer to provide their own meter box, however, if they require Cadent to provide this then a fixed cost of £58 (excl. VAT) will apply.

If there is a requirement for a kiosk this will be an additional cost of £353 (excl. VAT).

Application Criteria

To be eligible for any of the above standard charges, the premises must be used mainly or wholly for domestic purposes and the service pipe alteration works must meet all the following criteria:

- Service pipe diameter 1" metallic / 32mm PE, or less and operating at a pressure equal to or less than 2 barg;
- Both the existing and proposed service entry points (the location where the service pipe enters the property) are not more than 3 metres above ground level;
- The total length of the alteration is not more than 20 metres;
- The pipe to be altered is a pipe that is designed to supply only one or two supply meter points;
- No unusual security or similar access restrictions apply, e.g. where a property is within a secure military base a standard charge will not be applicable;
- At the time of the request the customer does not anticipate that the completion of the works will be affected by any unusual health, safety or environmental risks, e.g., working under scaffolding erected by others, presence of asbestos dust or other hazards compromising access/egress to the working area

Where the Application Criteria for these standard charges are not met, we will provide a bespoke quotation for the required alteration works.

Further description and clarification of the charges

Customer elects to dig and reinstate their own trench on private land - The customer will need to complete the excavation of the required trench to prescribed standards prior to Cadent attending site, to avoid having to pay for a works variation (to pay for us to carry out excavation) or an abortive visit charge. For safety reasons, before customers are eligible for the saving associated with self-excavation, the customer will be tested against set competency criteria for digging in the vicinity of live gas services (note – the saving will only be passed on once the eligibility criteria have been confirmed in advance)

Customer elects to dig and reinstate their own trench on private land - The customer will need to complete the excavation of the required trench to prescribed standards as outlined in our **"**New Connections - Excavation Guide June 2020" (link below) document prior to Cadent attending site, to avoid having to pay for a works variation (to pay for us to carry out excavation) or an abortive visit charge. For safety reasons, before customers are eligible for the saving associated with self-excavation, the customer will be tested against set competency criteria for digging in the vicinity of live gas services (note – the saving will only be passed on once the eligibility criteria have been confirmed in advance)

https://cadentgas.com/services/household-customer/services-document-library

Disconnection prior to Service Alteration – Where customers require the service pipe to be disconnected in a separate visit, prior to the service alteration, a standard disconnection charge will apply (see Section 3).

Load Increases – If we are required to alter existing pipework to meet a request for an increase in load, the standard charges will not be applicable.

Qualifying Persons – We will not charge for the minimum alteration[5] of a meter position and / or service pipe to meet the physical needs[6] of people who are disabled, chronically sick or of pensionable age.

Service Pipe Alteration by Third Parties – The provision of service alterations is open to competition, and where a Utility Infrastructure Provider (UIP) relays a $\leq$ 2" steel service pipe as part of a service alteration we will pay a fixed allowance of **£662** per service to the UIP on satisfactory completion of the work.

Specialist Surfaces – Customers are advised that we are unable to ensure full reinstatement of specialist surfaces, e.g., mosaic tiles or coloured flagstones. In such cases, customers are advised to engage their own specialist contractor to replace the final surface to their requirements. We are also unable to replace any plants damaged as a result of the work being carried out.

Streetworks Scheme Charges – Additional highway authority charges may apply to the above charges and the VAT will be applicable in the same way as the standard charge. Refer to Appendix C for an explanation of the applicability of Streetworks Scheme Charges.

Outlet pipework – Any outlet pipework installed will be to the surface of internal/external walls only and via the shortest feasible route to the new meter position. We will not chase out floor surfaces/walls to conceal pipework, nor lift or disrupt floorboards or any form of laminate flooring or carpet.

Removal of Redundant pipework – Service gas pipe made redundant after the service alteration has been completed will be left in situ and is the responsibility of the customer to remove.

[5] In this case "minimum alteration" means that the work carried out by Cadent will be the least cost Fit-for-Purpose solution to meet the physical needs of the customer. Any additional works beyond this will be chargeable to the customer.

[6] In this instance, 'physical needs' means that as a result of a person's physical condition, the alteration is required to allow that person to operate the emergency control valve, and / or read the meter.

5. QUOTATION CHARGES

For customers requesting connections work which requires a **Non-Standard Quotation** (see glossary in Appendix B), we make a separate charge for providing the quotation for the work execution element of the job. For requests where there is more than one service, an additional charge per service will be applied. VAT will be applicable on these charges.

Statement of charges

Non- Standard Quotation Description **(any of the below)**	**Charge**
New Supply	
Load is >275kwh (peak) (73,200Kwh annual)	**£570 (excl. VAT)**
Pipework is >40m on private land (up to a maximum of 63m with the public length not exceeding 23m in the combined total of public/private)	
Pipework is >23m on public land	
>10 Connections	
Meter is above ground floor level	
Connection to an IP/HP Main	
Mains work	
Alterations	
Alteration is >20m pipe length on private land	

Application Criteria

- The above charges apply to all Non-Standard Quotation requests within the categories described above. For jobs deemed as 'Sufficiently Complex' the quotation charge will still apply. There will then be an additional charge for the completion of the design study as set out in Section 7.
- Please note that the above charges will be payable by the customer at the point of requesting the quotation for works.

Profit Element - As the above charges apply to connections services which are contestable, the quotation charges include a 0% profit margin. (Note that the quoted charges for works will include a 12% profit element[7].)

Streetworks Scheme Charges – Note that additional highway authority charges may apply in addition to the charges quoted for work execution. Note also that where VAT applies to the quoted connection charge, VAT at the same rate will be applied to any Streetworks Scheme Charges charged in respect of that job. Please refer to Appendix C for an explanation of the applicability of Streetworks Scheme Charges.

[7] 12% Gross profit margin is calculated as (1 / (1 – 12%))-1 = 13.64% uplift on costs.

6. CONNECTION DESIGN CHARGES FOR JOBS DEEMED AS SUFFICIENTLY COMPLEX

Where jobs are deemed as Sufficiently Complex, a design study must be carried out prior to providing a quotation for physical works. Charges for the design of Sufficient Complexity projects will be levied in advance and no refund is applicable except where the project is a reinforcement project that proceeds to the construction phase and that passes our Economic Test[8].

Statement of Rates

- Where the nature of a new connection project is of Sufficient Complexity we may either resource this internally or use an external design organisation.

- Where the design of Sufficient Complexity projects is resourced internally, we will predict the number of hours that our staff will take to complete the design and charge on the basis of the number of hours multiplied by the applicable standard hourly rate, which is £69 per hour (excl. VAT).

- Where an external design organisation is used, the design charge will be levied according to the cost to us, and overheads will be applied at the appropriate rate.

- It is also possible for us to use a combination of external and internal resources to complete a design. In this situation, we will charge for each type of resource using the appropriate methodology as outlined above.

Application Criteria

New connections, disconnections, service alteration and reinforcement works may all be designated to be Sufficient Complexity, provided that they conform to that definition (See Glossary in Appendix B).

Profit Element: As the above charges apply to connections services which are contestable, the design charges payable will include a 12% profit margin[9], in order to avoid distorting competition. (Note that where the customer requires Cadent to carry out the physical connection works the quoted charges for works will also include a 12% profit element.)

Streetworks Scheme Charges – Note that additional highway authority charges may apply in addition to the charges quoted for work execution. Note also that where VAT applies to the quoted connection charge, VAT at the same rate will be applied to any Streetworks Scheme Charges charged in respect of that job. Please refer to Appendix C for an explanation of the applicability of Streetworks Scheme Charges.

[8] Please refer to the glossary of terms in Appendix B.
[9] 12% Gross profit margin is calculated as (1 / (1 – 12%))-1 = 13.64% uplift on costs.

7. CHARGES FOR ADOPTION OF ASSETS & CONNECTIONS ADMINISTRATION CHARGES

7.1 Charges for Non-GIRS Registered Organisations

We apply a charge where we are asked to adopt or take ownership of connections apparatus and infrastructure laid by a customer. Where the customer is not part of the Gas Industry Registration Scheme (GIRS), the applicable standard administration charges are as set out in Table 1, and are categorised by small and large jobs. Bespoke charges will be calculated for complex jobs.

Table 1: Standard charges for Non-GIRS Registered UIP Connections (Charges excl. VAT)

GIRS Registration Status	Small job	Large job
Non GIRS Design registered	£157	£227
Non GIRS Construction/Commissioning Registered	£960	£1,637
Non GIRS registered for both Design and Construction/Commissioning	£1,117	£1,864

NB: Where the customer applying for adoption or taking ownership of pipes does not hold either the Design and/or Construction/Commissioning registration the above charges are payable, unless they are GIRS registered for Project Management and subcontract to an organisation that is GIRS registered for Design and/or Construction / Commissioning.

Bespoke Complex Job Charge

We will charge £69 per hour (excl. VAT) in respect of bespoke below 7 barg adoption or taking ownership charges, subject to a minimum charge equivalent to the standard charges above and dependent on the GIRS registration status.

Application Criteria

Charges for adoption or taking ownership of assets, where they are laid by a customer, form part of the customer quotation and are payable on acceptance of the quotation. If we do not receive the required payment a rejection letter will be issued.

The standard charge categories are applied subject to the following:

Small Job

- Low pressure (below 75 mbarg) with pipe sizes less than or equal to 180mm PE and less than 100m of pipe to be laid.
- The apparatus has been designed to connect less than 20 domestic properties.
- Excludes jobs defined as “Complex”.

Large Job

- Medium pressure (75 mbarg to 2 barg) with a pipe size less than or equal to 355mm PE and less than 1000m pipe to be laid.
- Low pressure (below 75 mbarg) with pipe sizes less than or equal to 355mm PE and less than 1000m of pipe to be laid, excluding those defined under “Small job”.
- The apparatus has been designed to connect less than 200 domestic properties and less than 20 Non Daily Metered I&C loads.
- Excludes jobs defined as “Complex”.

Complex Job

- Any job not meeting the small or large job category.
- Any job falling within the “Sufficient Complexity” category.

To qualify for a reduction in charges the customer must confirm their GIRS registration status and/or subcontractor GIRS registration status (if applicable), subject to the above rules. The GIRS registration status must be the “Full” registration status and appear on the GIRS Operator’s public listing. Customers should indicate their registration status in the appropriate boxes on the customer quotation request form.

7.2 Standard Charges for GIRS Registered & iGT Organisations

Where organisations, which are part of the Gas Industry Registration Scheme, wish to perform the following activities on our Distribution Network System, a standard administration charge will apply;

- Self-connections
- Alterations
- Disconnections

The standard administration charge is cost reflective and is dependent upon the activity to be performed, the standard administration charges that apply are set out in Table 2, below.

Table 2a: Standard Administration Charges (excl. VAT)

Pricing Tier SLA % +/-	Gold => 95% in D14 & RFT*	Silver 90 – 94% in D14 & RFT*	Bronze <90% in D14 & RFT*
Connection Type	**Customer Charge**	**Customer Charge**	**Customer Charge**
iGT Fast Track	£236	£337	£438
UIP Fast Track (<63mm)	£284	£406	£528
UIP Fast Track (=>63mm)	£322	£460	£598

Table 2b: Standard Administration Charges – Increase in Load (excl. VAT)

Job Type	Customer Charge
IGT Connection	£296
UIP (pipe diameter <63mm)	N/A
UIP (pipe diameter =>63mm)	N/A

Table 3a: Standard Administration Charges for Quotations (excl. VAT)

Pricing Tier SLA % +/-	Gold => 95% in D14 & RFT*	Silver 90 – 94% in D14 & RFT*	Bronze <90% in D14 & RFT*
Connection Type	**Customer Charge**	**Customer Charge**	**Customer Charge**
iGT Quote	£470	£672	£874
UIP Quote (<63mm)	£523	£747	£971
UIP Quote (=>63mm)	£559	£799	£1,039

Table 3b: Standard Administration Charges for Quotations – Increase in Load (excl. VAT)

Job Type	Customer Charge
IGT Connection	£630
UIP (pipe diameter <63mm)	N/A
UIP (pipe diameter =>63mm)	N/A

7.3 Complex Assurance Charges for GIRS Registered & iGT Organisations

Cadent will apply a standard assurance charge for all below 7barg Complex projects, where connections apparatus and infrastructure are laid, altered, or removed by a customer.
A complex project is defined as any below 7 barg job that involves the implementation of the IGEM/GL/5 or GD/PM/G/17 approval process.

Statement of Charges
The assurance charges are cost reflective and are set out in table 1 and table 2 below.

Table 1: Standard Assurance Charge

Job Type (IGEM/GL/5)	Cost
Complex	£6,260 (Excl. VAT)

Table 2: Standard Rates per hour

Project Co-ordinator	£43.83
Technical/Approval	£53.90
Operational Field force	£82.17

Application Criteria

- The standard assurance charge is applicable to all complex projects and will be applied at the post design approval stage prior to initiation of GL5/G17.
- Where the actual assurance charge incurred exceeds the standard assurance charge, we will invoice the customer for additional costs incurred. Where this occurs, we will make all reasonable efforts to ensure the customer is aware of costs to be occurred. The invoice will clearly state that the charge relates to Assurance charge.
- Addition charges required, will be charged at the applicable standard hourly rate and is dependent upon the activity to be performed.
- Where the actual Assurance Charges incurred are less than the standard Assurance Charge, we will refund the difference to the customer.
- Charges are applicable in respect of any works carried out on a project.

8: REINFORCEMENTS FOR DN-EMBEDDED SYSTEM ENTRY AND STORAGE CONNECTIONS

Following the initial enquiry about a biomethane connection, a Detailed Analysis Study (DAS) will be carried out. The DAS will provide you with:

- Network entry connection options
- Network capacity flows and constraints (including whether reinforcement is required to provide your requested peak hourly flow rate)
- Site location and pipeline routes
- Seasonal and daily flow rate tables
- Local industry aggregated gas usage

A non-refundable charge of £750 (plus VAT) is applicable.

If following the DAS, it is identified that reinforcement is required, then further application and capacity study fees will be payable, should a biomethane customer wish to enter into an Application Window and request a reinforcement offer.

Biomethane Entry Reinforcement Application Window

Each customer wishing to enter into the Biomethane Entry Reinforcement Application Window will be required to pay an initial fee of £1,667[10] (plus VAT) for the provision of an Initial Optioneering Study (IOS). The IOS provides a biomethane customer with specific insights into reinforcement options for creating capacity, along with a projected, high-level estimate of their project costs.

A second payment of £12,750 (plus VAT) is payable if a customer accepts the IOS, with the fees used by Cadent to produce a more detailed Reinforcement Assessment Study (RAS).

Processing Window



Financial Security

Where reinforcement works are required to facilitate distributed entry connection or storage connections, the customer will be required to provide financial securities if they do not meet the required credit ratings detailed further below. Further information on the principles we use when determining whether customers are required to provide financial securities can be found within the Connections Charging Methodology.

[10] 6% Gross profit margin is included on the application fee

Required Credit Rating

We will use the below approved credit rating table to determine when a customer is required to provide financial security against their reinforcement project:

Approved Credit Rating			Parent Company Guarantee	Letter of Credit	Deposit Deed
S&P	Moody's	Fitch			
AAA	Aaa	AAA	Y	Y	Y
AA+	Aa1	AA+	Y	Y	Y
AA	Aa2	AA	Y	Y	Y
AA-	Aa3	AA-	Y	Y	Y
A+	A1	A+	N	Y	Y
A	A2	A	N	Y	Y
A-	A3	A-	N	Y	Y
BBB+	Baa1	BBB+	N	N	Y
BBB	Baa2	BBB	N	N	Y
BBB-	Baa3	BBB-	N	N	Y
BB+	Ba1	BB+	N	N	Y
BB	Ba2	BB	N	N	Y
BB-	Ba3	BB-	N	N	Y

Use of RIIO-3 Biomethane Distributed Entry Reinforcement Use It Or Lose It (UIOLI) Allowances

We will use the principles within our Connections Charging Methodology to apportion available UIOLI to biomethane customers who've applied within an Application Window, and who require reinforcement to the Distribution Network System to achieve their requested peak hourly flow rates.

We will apportion available UIOLI to the charges payable by individual customers identified as requiring reinforcement at a ratio of £2,000,000 UIOLI contribution for each 1,000 scm/h of requested peak hourly flow rate, up to a cap of £2,000,000 UIOLI per connection.

Where there is an opportunity to share reinforcements across customers located in a cluster, we will apportion UIOLI and allocate charges to individual customers using their requested peak hourly flow rates as a proportion of the total peak hourly flow rate requested by all customers in the cluster – see below charging examples.

In the event that an applicant, whose requested peak hourly flow rate is set to be facilitated by a shared reinforcement, exits the Application Window early, we will pause all associated reinforcement and connection offers. We will use this pause to assess the impacts of the exiting customer's departure from the Application Window to the design of the reinforcement solution. In the event of the reinforcement solution remaining substantially unaltered, we will continue with all previously issued offers to the remaining customers sharing the reinforcement. Alternatively, we may revoke previously issued offers to the remaining customers of a shared reinforcement if a party's exit from the Application Window causes a solution to substantially alter.

An indication of how available UIOLI has been apportioned and the net charges payable by the customer will be provided as part of the reinforcement offer. The customer requesting entry capacity that has triggered the reinforcement will be required to make payment based on this indicative calculation before we commence connection and reinforcement works. A final reconciliation based on actual outturn costs and inflation indices will be undertaken once all works are completed and final costs confirmed. This may result in a refund to the customer or an additional payment to Cadent. Customers will be kept informed of any significant variation to costs during the construction of reinforcements.

Example 1 = shared reinforcement with connection costs of £10,000,000				
Customer	Requested Peak Hourly Flow Rate (scm/h)	Share of Connection Costs	UIOLI Apportionment	Connection Charges
Customer A	1,000	£4,444,444	£2,000,000	£2,444,444
Customer B	750	£3,333,333	£1,500,000	£1,833,333
Customer C	500	£2,222,222	£1,000,000	£1,222,222
Example 2 = shared reinforcement with connection costs of £15,000,000				
Customer	Requested Peak Hourly Flow Rate (scm/h)	Share of Connection Costs	UIOLI Apportionment	Connection Charges
Customer A	2,000	£6,666,666	£2,000,000	£4,666,666
Customer B	1,500	£5,000,000	£2,000,000	£3,000,000
Customer C	1,000	£3,333,333	£2,000,000	£1,333,333

9. ABORTIVE VISIT CHARGES

Statement of Charges

Cadent will charge the Customer for its own reasonably incurred costs related to eligible abortive visits.

Application Criteria

The charge is applicable in respect of any works where a planned date has been agreed between Cadent and the customer and will apply where:

- the customer refuses an on-site variation to a quote, making a job cancellation or deferral necessary; or
- the customer has not informed us of on-site conditions which prevent the work from being carried out, or would make it unsafe to do so; or
- the customer requests a change to the agreed planned date, but costs have been incurred e.g. due to additional highway authority charges

Example

Where the site is not ready when the Cadent team arrive, reasonably incurred costs may include: the associated costs of the team on site for the duration of the planned job, the costs of planning and delivering any traffic management needs and any costs associated with acquiring permits or lane rentals in order that the teams can work at the location.

Other Information

The invoice will clearly state that the charge relates to a cancelled job, and the reason for the cancellation.

Where we have visited the premises for the purpose of laying a new connection pipe and found a live supply to an Emergency Control Valve, an Abortive Visit Charge will not apply.

10. UIP / IGT FINAL CONNECTION CHARGES

Statement of Standard Charges

This section sets out the standard charges we apply when we are requested to carry out the final connection of pipes laid by Utility Infrastructure Providers (UIPs) and Independent Gas Transporters (iGTs) to our gas distribution network.

The standard charges shown below exclude the cost of providing protection, abandonment or diversionary works which may be required to our apparatus to enable the connection requested.

Profit Element: The charges below include a 12% gross profit margin[10].

Standard Charges (excl. VAT)

Offtake Dia. (mm)	NORTH WEST					
	Parent Main Diameter (PE Mains)					
	63mm	90mm	125mm	180mm	250mm	315mm
63	£1,083	£1,083	£1,083	£1,083	£1,083	£1,083
63+LV	£1,160	£1,160	£1,160	£1,250	£1,250	£1,250
90		£1,159	£1,302	£1,380	£1,380	£1,470
90+LV		£1,379	£1,470	£1,534	£1,534	£1,624
125			£1,520	£1,921	£2,694	£3,235
125+LV			£1,727	£2,063	£2,836	£3,390
180				£2,862	£3,944	£4,846
180+LV				£3,312	£4,073	£4,975
In Line	£1,083	£1,083	£1,366	£2,707	£2,874	£3,944

Offtake Dia. (mm)	NORTH WEST					
	Parent Main Diameter (Metallic Mains)					
	2inch	3inch	4inch	6inch	8inch	10inch
63	£1,083	£1,070	£1,070	£1,083	£1,083	£1,083
63+LV	£1,160	£1,147	£1,147	£1,160	£1,160	£1,160
90		£1,380	£1,380	£1,392	£1,380	£1,470
90+LV		£1,598	£1,611	£1,624	£1,611	£1,624
125			£1,740	£1,933	£1,921	£2,462
125+LV			£2,037	£2,063	£2,063	£2,604
180				£3,184	£3,158	£4,073
180+LV				£3,441	£3,467	£4,382
In Line	£1,083	£1,302	£1,598	£2,862	£3,016	£4,073

[10] 12% Gross profit margin is calculated as (1 / (1 – 12%))-1 = 13.64% uplift on costs.

Offtake Dia. (mm)	WEST MIDLANDS					
	Parent Main Diameter (PE Mains)					
	63mm	90mm	125mm	180mm	250mm	315mm
63	£1,173	£1,173	£1,173	£1,624	£1,624	£2,346
63+LV	£1,250	£1,250	£1,250	£1,702	£1,702	£2,501
90		£2,333	£2,668	£4,086	£4,086	£5,169
90+LV		£2,642	£2,810	£4,254	£4,254	£5,336
125			£2,681	£4,266	£4,859	£5,942
125+LV			£2,810	£4,408	£5,181	£6,096
180				£4,292	£5,221	£6,471
180+LV				£4,576	£5,504	£6,779
In Line	£1,263	£2,346	£2,539	£4,163	£4,305	£6,096

Offtake Dia. (mm)	WEST MIDLANDS					
	Parent Main Diameter (Metallic Mains)					
	2inch	3inch	4inch	6inch	8inch	10inch
63	£1,173	£1,160	£1,250	£1,624	£1,624	£2,346
63+LV	£1,250	£1,224	£1,404	£1,702	£1,702	£2,501
90		£2,642	£2,822	£4,099	£4,086	£5,169
90+LV		£2,771	£2,978	£4,254	£4,254	£5,323
125			£2,822	£4,099	£4,266	£5,169
125+LV			£3,119	£4,228	£4,408	£5,323
180				£4,434	£4,420	£5,684
180+LV				£4,872	£4,730	£5,994
In Line	£1,083	£2,475	£2,668	£4,305	£4,446	£6,226

Offtake Dia. (mm)	EAST OF ENGLAND					
	Parent Main Diameter (PE Mains)					
	63mm	90mm	125mm	180mm	250mm	315mm
63	£1,070	£1,083	£1,083	£1,430	£1,430	£2,346
63+LV	£1,147	£1,160	£1,160	£1,508	£1,508	£2,501
90		£2,333	£2,655	£3,725	£3,725	£4,808
90+LV		£2,449	£2,810	£3,879	£3,879	£4,949
125			£2,681	£3,725	£4,498	£5,581
125+LV			£2,797	£3,867	£4,640	£5,723
180				£3,751	£4,833	£5,568
180+LV				£4,202	£5,143	£5,878
In Line	£1,083	£2,165	£2,346	£3,609	£3,751	£5,362

Offtake Dia. (mm)	EAST OF ENGLAND					
	Parent Main Diameter (Metallic Mains)					
	2inch	3inch	4inch	6inch	8inch	10inch
63	£1,070	£1,070	£1,070	£1,520	£1,520	£2,346
63+LV	£1,147	£1,147	£1,147	£1,598	£1,598	£2,501
90		£2,642	£2,642	£3,725	£3,725	£4,808
90+LV		£2,771	£2,784	£3,879	£3,879	£4,949
125			£2,810	£3,893	£3,893	£4,808
125+LV			£2,926	£4,047	£4,047	£4,937
180				£4,060	£4,060	£4,949
180+LV				£4,330	£4,370	£5,079
In Line	£1,082	£2,475	£2,487	£3,751	£3,893	£5,491

Offtake Dia. (mm)	LONDON					
	Parent Main Diameter (PE Mains)					
	63mm	90mm	125mm	180mm	250mm	315mm
63	£1,546	£1,534	£1,546	£1,869	£1,869	£2,862
63+LV	£1,624	£1,611	£1,650	£1,959	£1,959	£2,888
90		£2,139	£2,269	£2,771	£2,874	£5,039
90+LV		£2,436	£2,397	£2,900	£3,016	£5,181
125			£2,359	£2,771	£3,545	£5,813
125+LV			£2,539	£2,912	£3,687	£5,968
180				£3,635	£3,893	£5,762
180+LV				£4,073	£4,060	£5,904
In Line	£1,534	£2,011	£2,101	£3,196	£3,416	£8,958

Offtake Dia. (mm)	LONDON					
	Parent Main Diameter (Metallic Mains)					
	2inch	3inch	4inch	6inch	8inch	10inch
63	£1,546	£1,611	£1,650	£1,869	£1,869	£2,874
63+LV	£1,624	£1,740	£1,779	£1,972	£1,972	£2,978
90		£2,436	£2,513	£2,874	£2,874	£5,169
90+LV		£2,591	£2,655	£3,016	£3,016	£5,323
125			£2,642	£2,888	£2,888	£5,181
125+LV			£2,810	£3,029	£3,029	£5,336
180				£3,635	£3,635	£5,195
180+LV				£4,060	£4,060	£5,491
In Line	£1,534	£2,281	£2,255	£3,635	£3,635	£9,267

Note: LV = Line valve

Application Criteria

The above standard charges are applicable where the UIP / iGT:

- carries out all excavation and reinstatement associated with the required connection
- lays its infrastructure back to our parent main at the agreed point of connection
- makes payment of any applicable asset adoption charge (non GIRS only) as set out in Section 8 of this document
- makes payment of any applicable reinforcement or enhancement costs

Where standard charges cannot be applied, the connection charge will be determined using a Non-Standard Quotation.

Streetworks Scheme Charges – Note that additional highway authority charges may apply in addition to the above charges. Note also that where VAT applies to the quoted standard charge, VAT at the same rate will be applied to any Streetworks Scheme Charges charged in respect of that job. Please refer to Appendix C for an explanation of the applicability of Streetworks Scheme Charges.

11. UNIFORM NETWORK CODE (UNC) TRANSPORTATION PRINCIPAL DOCUMENT SECTION G CHARGES

The following standard charges are being implemented pursuant to UNC TPD Section G 2.11, 3.7 and 3.8, with effect from 1st May 2015.

Charges for Meter Validation / Removal

Description of Work	Rate (excl. VAT)
Validation of meter details on site/identification of found meter on site	£67
Isolation of supply and removal of meter where required (domestic)	£142
Isolation of supply and removal of meter where required (I&C)	Charges as per I&C meter removal charges published in Cadent's Metering Charges document plus administration

a

Application criteria

The above charge rates will be applied to visits carried out by Cadent in line with our obligations under UNC Section G in relation to activities undertaken on supply points pursuant to UNC TPD Section G 2.15, 3.7 and 3.8.

Other information

Should a full supply point disconnection be required these will be charged in line with our published disconnection rates.

These charges will be published in an updated version of our statement of standard connection charges document in advance of implementation.

If you have any query about the above charges, please contact Andy Clasper in our Regulation and External Affairs team Andy.Clasper@cadent.com

APPENDIX A: CHARGING EXAMPLES

The following examples are shown for illustrative purposes only and show the application of our standard charges in a range of scenarios for some typical jobs. Note that charges include a profit element only where this is indicated. For the purpose of these examples Streetworks Scheme Charges are excluded.

1 New connection standard charges example

Example Project Details

A request is received for a new gas connection to a domestic premise (not part of a multiple development) in West Midlands Network, for which the request details are:

- Annual gas consumption – 16,500 kWh per annum (using standard U6 domestic meter).
- Proximity of the premises to a relevant main – 5 metres.
- Length of pipe required on consumer's premises – 11 metres.
- Excavation type – including excavation and reinstatement.
- Termination – to a bolt on meter box on the front profile of the building.

Charges Applied

The request is eligible for a standard charge; a charge of **£3,473** plus VAT is quoted to the customer.

Std Base Charge - £2,208
11m in private with excavation and reinstatement - £1,265

Total Price = £3,473 plus VAT

2 Disconnection standard charges example

Example Project Details

A request is received for the disconnection of a gas service pipe in West Midlands Network, for which the request details are:

- Diameter of service pipe to be disconnected – 90mm.
- Pressure tier of network connected to – Low Pressure.
- Surface category of the disconnection – Public Footpath.

Charges Applied

The request is eligible for a standard charge of **£2,153** plus VAT.

Note this charge does not cover any work related to the removal of the gas meter.

3 Alteration standard charges example

Example Project Details

A request is received for the alteration of a gas service pipe in East Midlands Network, for which the request details are:

- Diameter of service pipe to be altered – 32mm.
- Operating pressure of service pipe – Low Pressure.
- Service entry – Ground Floor.
- Length of alteration required – 7 metres.
- Surface adjacent to exiting service entry is flower bed.
- Surface adjacent to proposed meter box is tarmac.
- Excavation and reinstatement to be carried out by Cadent
- Security or similar access restrictions – None.
- A bolt on meter housing is required.
- Meter relocation and reconnection to internal pipework is required.

Charges Applied

The request is eligible for a standard charge so **£1,652** plus VAT is self-quoted.

Std Base Charge = £679
7m of alteration = £973

Total Price = £1,652 plus VAT

4 UIP/iGT mains connection standard charge example

Example Project Details

An Independent Gas Transporter (iGT) requires Cadent to connect their new gas main, feeding phase one of a newly constructed housing estate – which they will operate as an independent gas distribution system – to the Distribution Network System in North West Network. The job details are:

- No. domestic dwellings in final proposed connected system – 250.
- Diameter of main laid by UIP – 125mm (assumes peak hourly load <=3,250 kW, per table A.4 T/SP/NP/14 document).
- Diameter of PE parent main in Distribution Network System – 125mm.
- Operating pressure of Distribution Network System – Low Pressure.
- Offtake main laid by UIP up to parent main connection point and site fully excavated to allow mains connection.

Charges Applied

The request is eligible for a standard charge. By reference to the standard charges table for North West Network, a connection charge of **£1,520*** plus VAT is self-quoted.

***** Includes a 12% profit element.

5 Self-Connection Request received from a GIRS registered Utility Infrastructure Provider (UIP)

A Utility Infrastructure Provider (UIP) registered under the Gas Industry Registration Scheme is seeking to lay a gas service supplying a new industrial unit back to a Cadent Relevant Main and to perform the final connection

- No anticipated difficulties associated with the construction works
- Anticipated aggregate annual consumption is 240 MWh
- Anticipated peak 6 minute flow rate: 24 standard cubic metres per hour
- 63mm diameter service to be installed
- No requirement for mains reinforcement
- Work request is submitted manually

Charge details

Customer would receive a standard administration charge as per Table 2 of Section 7.2 of this document.

Standard Charge = £460 plus VAT

6 Customer requests a Non-Standard Quotation for a Connection to a Commercial Premises

Example Project Details

A request is received for a new gas connection to a commercial premise, for which the request details are:

- Single connection for commercial load expected to consume at peak levels below 695 kWh
- Proximity of the premises to a relevant main – 19 metres.
- Length of service pipe required on premises – 14 metres.

Quotation Charge Applied

The customer would be required to pay a quotation charge of **£570*** plus VAT at the point of requesting the quotation for works.

APPENDIX B: GLOSSARY OF TERMS

DISTRIBUTION NETWORK / DISTRIBUTION NETWORK SYSTEM / DN
The above terms refer to the relevant gas pipe-line system owned by Cadent within the Distribution Network, as defined in Paragraph 1 in Special Condition E1 of our GT Licence. (This definition excludes service pipes, which are provided for the purpose of supplying individual premises.)

DOMESTIC
Any reference in this document to the term “domestic” is made in relation to domestic premises as defined under the terms of the Utilities Act 2000.

ECONOMIC TEST
The Economic Test is a financial assessment tool that is designed to ensure that we meet our Gas Act obligations to develop and maintain an efficient and economical pipeline system for the conveyance of gas and to comply with any reasonable request to connect to its system any premises or pipeline system operated by another authorised transporter, where it is economical to do so (Gas Act, Section 9(1)(a) and 9(1)(b)). It does this by deriving the required customer contribution (if any) in respect of reinforcement costs incurred by us as a result of providing a connection to our system. Where the Economic Test is “passed”, no customer contribution is payable in respect of the reinforcement. Where the proposed connection does *not* pass the Test, the customer must pay a specified contribution in advance.

FIT FOR PURPOSE
This term describes apparatus or a design for same, which meets the required engineering standards and which will safely transport the requisite quantity of gas at an appropriate pressure throughout the life of the apparatus, taking into account the Gas Act requirement for economic pipe-line system development.

UTILITY INFRASTRUCTURE PROVIDER (UIP)
This is an organisation which designs and constructs gas infrastructure for adoption by Gas Transporters (They may also offer to construct other utility related equipment e.g. a water service pipe and / or install gas appliances and / or offer other services.)

INFILL SCHEMES
An Infill Scheme 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. In an infill, an individual contract is formed when sufficient premises have returned completed acceptances for a gas connection and an individual charge is made to carry out that connection. We will only consider acceptances for the establishment of an infill when the expected uptake of gas connections in the first 20 years is sufficient to make the project economic. The infill is only confirmed when sufficient acceptances have been received to confirm that the expected uptake of connections to gas is likely to be achieved. The charging arrangements for Infills are covered by the Gas Connection Charges Regulations.

NON-STANDARD QUOTATION
A Non-Standard Quotation (or Bespoke Quotation) is any quotation for works other than a Standard Quotation but excluding a self quotation, i.e., all quotations that require a bespoke price, a site visit or reinforcement.

RELEVANT MAIN
A Relevant Main is a distribution main operated by us which is being used for the purpose of giving a supply of gas to any premises in its authorised area at a rate not exceeding 2,196,000 kWh per annum, except any pipe which is not relevant in accordance with Section 10(13) of the Gas Act 1986 as amended by the Gas Act 1995.

SHIPPER SELF-QUOTE
This refers to standard quotations for domestic connections that are provided by a shipper or supplier to a customer, using standard charging information provided by the gas transporter.

SOURCE PRESSURES
We publish standard source pressures, which may be subject to change from time to time. However, please note that the service for specific network analysis enquiries was discontinued as of 3 July 2006, in line with revisions to Cadent's Network Policy Manual, NP14. Any enquiries regarding this change to policy should be directed to our Network Strategy Team using the contact details provided in Appendix D to this document.

STANDARD QUOTATION
A Standard Quotation is a desktop quotation for an individual one-off new service or alteration request which results in the application of a standard price, (excluding self-quotations).

STREETWORKS SCHEME CHARGES
For the purposes of this document and Cadent's Connections Charging Methodology Statement, the term "Streetworks Scheme Charges" means charges made by highway or street authorities in relation to permit schemes made under Part 3 of the Traffic Management Act 2004 (TMA), and / or Lane Rental schemes made under Section 74A of the New Roads and Streetworks Act 1991 (NRSWA). The term "Streetworks Scheme Charges" covers Lane Rental charges; initial TMA permit fees, together with any subsequent fees for variation and further permit fees incurred to carry out the works ordered by the customer. The principles we will apply in determining where such charges are directly recoverable from customers are set out in Appendix C to this document.

SUFFICIENT COMPLEXITY
"Sufficient Complexity" connections occur when the connection, disconnection or service alteration is to be made to an above 2 barg[11]. system, or where there are known obstacles on the proposed route of the new apparatus and the anticipated total cost of the construction works including applicable overheads is expected to exceed £50,000, or where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £250,000.

"Sufficient Complexity" reinforcements occur when the reinforcement includes any apparatus that is designed to operate at above 2 barg[8]. or where there are known obstacles on the proposed route of the reinforcement apparatus and the anticipated total cost of the construction works including applicable overheads is expected to exceed £50,000, or where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £500,000.

A list of obstacles having the potential to categorise a connection or reinforcement job as being of Sufficient Complexity is provided in Appendix B of our Connections Charging Methodology Statement.

[11] Under a change to connections policy effective from 15th October 2007 the threshold for Sufficiently Complex connections and reinforcements changed from 7 barg to 2 barg. Since that date all requests for connection to parts of our distribution network designed to operate at pressures in excess of 2 barg are deemed to be Sufficiently Complex.

APPENDIX C: RECHARGING OF STREETWORKS SCHEME CHARGES

General Principle
Where a customer requests works from Cadent that involve excavations in a street that is subject to a local highway authority permit scheme made under Part 3 of the Traffic Management Act 2004 (TMA) and / or Lane Rental Schemes made under Section 74A of the New Roads and Streetworks Act 1991 (NRSWA), the relevant Streetworks Scheme Charges will be chargeable to the customer[12]. Such costs will be separately identified in the customer's quotation. The customer will be required to pay the estimated Streetworks Scheme Charges in advance, together with payment of the quoted charge for the requested work. Any variation from the initial estimate of Streetworks Scheme Charges will be reconciled and refunded or invoiced to the customer following completion of the works.

Please also note that additional Streetworks Scheme Charges may also be payable where a customer triggers any change that invalidates the terms of the original agreed permit. Such changes include:

i) Requests to reschedule the agreed date for carrying out the required works, or
ii) Where the actual required work is found to differ from that quoted, due to incorrect or incomplete information having been supplied by the customer.

In all instances, we will make such charges in respect of Streetworks Scheme Charges from the local highway authority separately identifiable.

Please note that validly applied Streetworks Scheme Charges are non-refundable.

SPECIFIED EXEMPTIONS

(a) Cadent Policy
Streetworks Scheme Charges will not be charged to customers where the work is initiated pursuant to our policy, for example, the replacement of existing metallic services with polyethylene pipe.

(b) Cadent Failure or Default
We will only seek to recover Streetworks Scheme Charges where these have been incurred efficiently. The customer will not be charged where Streetworks Scheme Charges have been incurred as a result of any failure or default on our part.

Streetworks Scheme Charges – Recharging Process
Where applicable, we will provide an estimate of the Streetworks Scheme Charges which we would reasonably expect to incur in carrying out the requested works together with our quotation for the cost of those works and will be separately identifiable on that document. The estimated Streetworks Scheme Charges will be payable in advance along with the quoted cost of the works.

Where the actual Streetworks Scheme Charges incurred exceeds the estimated amount either due to the customer's action (e.g. where the site is not ready on the planned day of

[12] With the exceptions specified.

the works, or the customer is not available to enable completion of the works within the planned job duration) or where additional Streetworks Scheme Charges are incurred due to other circumstances beyond our reasonable control, we will invoice the customer for the additional charges incurred. Where this happens, we will make all reasonable endeavours to inform the customer of the additional charges, prior to invoicing.

Where we are unable to contact the customer, we may cease works and charge all additional costs incurred up to that point. The customer will then need to contact us to arrange completion of the works; which will be conditional upon receipt of payment of any further estimated Streetworks Scheme Charges, together with any additional costs for works which may apply.

Where the actual Streetworks Scheme Charges incurred are less than the estimated amount, we will refund the difference to the customer.

Avoidability of Lane Rental Charges

Where a Lane Rental scheme is in place and depending upon the rules of that particular scheme, Lane Rental charges may be avoidable[13] in certain circumstances, e.g. where the works can be undertaken with no impact on the road carriageway or cycleway, or where the works can be completed during non-traffic sensitive times. Where it is reasonably practicable for us to avoid Lane Rental charges, within operational and economic limits, we will make reasonable endeavours to do so. In all other circumstances, we will recharge to the customer the Lane Rental charges we incur in carrying out the requested works, subject to exemptions (a), (b) and (c) above.

Where we incur additional costs in order to achieve a net saving by avoiding Lane Rental charges, we will reflect those additional costs within the charges for works and / or quotation charges, accordingly.

[13] Note that where Lane Rental charges are avoided, TMA Permit charges may be applicable.

APPENDIX D: CONTACT DETAILS

1 Requesting our Domestic Connections Services

To obtain any of the domestic services set out in this document, please either:

Apply online at http://cadentgas.com/Get-connected

Or contact:

Connections
Cadent
Pilot Way
Ansty Park
Coventry
CV7 9JU

Tel: 0800 0745 788
Email: connectionshelp@cadentgas.com

2 Non Standard application team

Please contact:

Non Standard applications
Cadent
Pilot Way
Ansty Park
Coventry
CV7 9JU

Tel: 0800 0745 788
connectionshelp@cadentgas.com

3 Biomethane Connections Team

Please contact:

Biomethane Connections Team
Cadent
Pilot Way
Ansty Park
Coventry
CV7 9JU

Email: biomethanconnections@cadentgas.com

3 Further Information on this document

Any comments or enquiries regarding this document should be forwarded to Commercial Team

Courtney Murray
Head of Future Energy Services
Cadent
Pilot Way
Ansty Park
Coventry
CV7 9JU

4 Our Complaints Process

Good customer service is a high priority within Cadent and when our customers tell us they are unhappy with any aspect of the service they have received, we do our best to take action to put it right.

This section tells you what steps to take if you find yourself in this position and wish to draw a matter to our attention by making a complaint. This service is free to all our customers.

So that we can address your concerns we may need to disclose your information to our employees, professional advisers or contractors. We will respect your privacy and comply with the data protection and privacy laws that govern these situations.

Step 1. Making a complaint or checking progress of a complaint.

Please contact us by phone, email or in writing.

Phone: **0345 070 0203** select Option 2 (All calls are recorded and may be monitored for training purposes)

Minicom for consumers with hearing difficulties: **0800 371787.**

Email: box.complaints@cadentgas.com

Post:

Complaints Team

Cadent

Pilot Way

Ansty Park

Coventry

CV7 9JU

If English is not your first language we will find an interpreter who can translate for you.

We treat all complaints seriously and guarantee:

- A full investigation
- A detailed response within 10 working days

If we are unable to fully investigate your complaint within 10 working days we will keep you informed of our progress and let you know when you can expect a response. If we do not give you a response within 10 working days you may be eligible for a compensation payment under our standards of service.

Step 2. If you are unhappy with our first response

You can ask for your complaint to be referred to our escalated complaints team. This team will review your complaint, try to resolve any outstanding issues and provide you with a further response within 10 working days.

You can ask for your complaint to be referred to this team, or contact them by phone, email or post quoting your complaint reference number.

Phone **0800 609 1543** (All calls are recorded and may be monitored for training purposes)

Minicom for consumers with hearing difficulties: **0800 371787**

Email: box.customer.escalations@cadentgas.com

Post:

Cadent

Pilot Way
Ansty Park

Coventry

CV7 9JU

Step 3. If you are unhappy with our second response

If you are still not satisfied or you think we may not have followed our complaints procedure correctly, you can ask for your complaint to be referred to the Customer Support Manager. How we have dealt with your complaint to this point will be reviewed, and you will receive a response which explains our final position within 10 working days.

Please contact us by phone, email or in writing, using the address details given in **Step 2**.

Step 4. Independent review

If you are not happy with how we have dealt with your complaint, you can get in touch with the Citizens Advice Consumer Service, an independent consumer organisation. They will be able to tell you what your rights are and what you can do to pursue your complaint. They will expect you to use our complaints procedure first though. You can contact them in the following ways:

- **Consumer Helpline:** 08454 04 05 06
- **Typetalk for consumers with hearing difficulties:** 08451 28 13 84
- **Website:** www.citizensadvice.org.uk/consumer_service

Step 5. Energy Ombudsman

If we have taken longer than eight weeks to deal with your complaint, or we have written to tell you that we aren't able to resolve it, you can contact the Energy Ombudsman. If they are able to help, they will study your complaint, make a final decision and let you know what they have decided.

If the Ombudsman believes there is a case to answer, we may be required to:

- Provide an apology; or
- Provide an explanation; or
- Take corrective action; or
- If appropriate, pay compensation.

The Ombudsman is not able to help you unless you have gone through our complaints procedure first. By law, we have to accept the decision of the ombudsman. You can contact the Ombudsman service in the following ways:

Phone: **0845 055 0760 or 0330 440 1624**
Typetalk for consumers with hearing difficulties: **08450 511513 or 01925 430886**
Email: enquiries@energy-ombudsman.org.uk

Post: Energy Ombudsman
PO Box 966
Warrington
Cheshire. WA4 9DF

Cadent is a trading name for: Cadent Gas Ltd

Registered Office: Prologis Park, Central Boulevard, Coventry, Warwickshire CV7 8PE
Registered in England and Wales, No 2006000

Additional Information

- It will be helpful if you can give us any additional information to do with your complaint (such as reference numbers) so that we can deal with it more quickly.
- We will always try to answer your complaint by telephone. If you would like a written response to your complaint, please let us know.
- If we decide we need to visit you at home to discuss your complaint or enquiry, we will get in touch with you to arrange an appointment.
- So that we can make improvements, we use the information gathered from complaints to identify failures in the service we provide.
- Full details of our standards of service
- The Energy Ombudsman is a free service created by Parliament to settle disputes between gas and electricity companies and their customers.

For additional information please refer to the full version of our **Code of Practice**. A printed copy can be provided on request from Customer Support.

- Ofgem has provided the following **definition of a "complaint"** any expression of dissatisfaction made to an organisation, related to any one or more of its products, its services or the manner in which it has dealt with any such expression of dissatisfaction, where a response is either provided by or on behalf of that organisation at the point at which contact is made or a response is explicitly or implicitly required or expected to be provided.

Department Business Enterprise and Regulatory Reform (BERR) has provided the following **definition of a small business** who can use the Consumer Redress scheme:

- an annual consumption of up to 200,000 kwh; or fewer than 10 employees (or their full time equivalent); and
- an annual turnover or annual balance sheet total not exceeding £2 million.

Referral to Ofgem

If it ultimately proves necessary to refer the matter to Ofgem for a determination, correspondence should be addressed to:

The Chairman
The Gas and Electricity Markets Authority
Office of Gas and Electricity Markets
9 Millbank
London
SW1P 3GE