



Cadent's Utility Infrastructure Provider Information Booklet



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Version 1.0





Welcome and Contents

Welcome

At Cadent, our gas distribution business owns and operates four networks which distribute gas to approximately 11 million businesses, schools and homes and supplies the largest cities in England.

The gas connections market is quickly evolving and Cadent are keen to facilitate competition in our network. This means that Utility Infrastructure Providers (UIPs) and Independent Gas Transporters (IGTs) with the relevant skills, competency and accreditations can register with Cadent to make connections, service alterations and service disconnections to our network.

This purpose of this booklet is to provide information to support new UIPs who have registered with Cadent.

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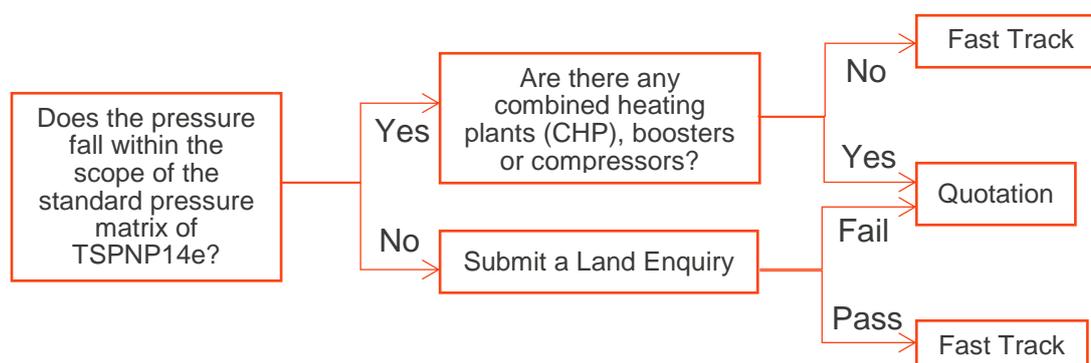
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Third Party Connections

Land Enquiry, Fast Track or Quotation?

A land enquiry is a free of charge service that can be submitted to identify available pressure and establish if there is a requirement for reinforcement at the customer's chosen connection point when the pressure falls outside the scope of the standard pressure matrix of TSPNP14e.

To request to connect into Cadent's network, depending on the load, pressure and other factors, you may need to submit a fast track or a quotation. The decision matrix below will help you to understand when you should submit which type of job.



How to submit an enquiry or request?

Fast tracks, quotations and land enquiries can be submitted via the portal or manually. When submitted manually the table shows which application forms should be submitted.

	Fast track	Quotation	Land Enquiry
GT	FM153A	FM153	FM172
UIP	FM138A	FM138	FM137

The IGT & UIP Portal

The IGT & UIP portal is an internet based system which enables IGT & UIP customers to process job requests online.

To request access to the portal or a new user to an existing portal account please e-mail networkdesign@cadentgas.com with the following details:

- Company Name
- Company Address
- Number of users required
- E-mail address (for each user)
- Contact Number (for each user)

If you are locked out of your account and require a password re-set please e-mail networkdesign@cadentgas.com with the following details:

- Username (this is normally your e-mail address)

For any other concerns, queries or technical support please e-mail networkdesign@cadentgas.com or call 0845 366 6758 opt. 3

Billing and Charges

An administration charge for processing connections requests to the network from third party companies (Independent Gas Transporters (IGTs) & Utility Infrastructure Providers (UIPs)) has been in force since 2008. The purpose of the administration charge is to recover the costs associated with processing connections requests and a profit element is not included. To ensure an accurate and fair charge is applied, there are two separate pricing structures for fast tracks and quotations.

1. Fast Tracks

For fast tracks, charges are applied at fast track acceptance and are billed one month in arrears.

Where a UIP submits a fast track request for a CSEP (governed by the relevant terms and conditions and agency agreement) the IGT will be invoiced for the request. The table below outlines who will be invoiced in each scenario.

	Submitted by IGT	Submitted by UIP
CSEP	IGT invoiced	IGT invoiced
Non CSEP	N/A	UIP invoiced

The current charges for fast tracks are shown in the table below.

Principle Customer	Work request method		
	Manual	Portal	Portal & Pre Authorisation
IGT (CSEP)	£113	£101	£68
UIP (Non CSEP) <63mm*	£134	£122	£89
UIP (Non CSEP) ≥63mm*	£154	£142	£109

2. Quotations

The charges for quotations are applied once the quotation is produced and are billed one month in arrears.

Where a UIP submits a quotation request for a CSEP (governed by the relevant terms and conditions and agency agreement) the UIP will be invoiced for the request.

If required, the UIP can amend which IGT will be the Gas Transporter for the site upon acceptance of the quotation. Where an IGT is not specified upon acceptance, the acceptance will not be valid. Cadent will notify the UIP and the job will be acceptance rejected. The table below outlines who will be invoiced in each scenario.

	Submitted by IGT	Submitted by UIP
CSEP	IGT invoiced	UIP invoiced
Non CSEP	N/A	UIP invoiced

The current charges for quotations are shown in the below table.

Principle Customer	Work request method	
	Manual	Portal
IGT (CSEP)	£224	£210
UIP (Non CSEP) <63mm*	£250	£236
UIP (Non CSEP) ≥63mm*	£266	£252

Safe Control of Operations (SCO) and Skills, Technical & Competencies (STC)

STC- Registration process

Once you have signed the UIP Connection, service disconnection and service alteration agreement, you are required to register your Authorising Engineers (AE) and Competent Person (CP) with Cadent.

In order to register with Cadent you will need to complete the registration forms which can be found on our [website](#).

1. Pre-Qualification for Registration of AE CP Connections (1PQ)- this provides us with the information we need to know about the company
2. Cadent System for CP and AE SCO-STC Matching Matrix (MM1/MM2)- this provides us with the information we need to know about the AE/ CP engineer

Please also include details of:

1. Details of relevant experience working with gas
2. Details of any relevant qualifications
3. Evidence of suitable mentoring that has taken place
4. Anything else that may be applicable to support your application

All of the completed forms, and any questions or queries should be sent to sco.networkcontrol@cadentgas.com for processing.

Once we receive the submission, Cadent have 10 working days to process the application. If we require any additional information, a rejection notification will be sent to advise what additional information is required.

Once we have all the required information and this has been validated, we will provide an STC certificate to confirm you are registered on the database.

SCO- Obtaining Clearance to Proceed

When a job has been design approved, you are required to submit the procedure and obtain clearance to proceed before you can carry out the work to Cadent’s network. Depending on the scope of the job, this could be a Start Date Notification (SDN), Routine Operation (RO) or Non-Routine Operation (NRO) and the table below details the criteria for each.

CtP	Criteria	Lead time	Form	E-mail address
SDN	LP ≤63mm	3 working days	SDN	networkdesign@cadentgas.com
RO	LP ≤12"/355mm	5 working days	RO	sco.networkcontrol@cadentgas.com
NRO	<ul style="list-style-type: none"> • LP >12"/355mm • All connections into MP or IP • Complex works determined by the discretion of the AE* 	5 working days	NRO	sco.networkcontrol@cadentgas.com

*Further information on determining whether an RO or NRO is required can be found in IGEM/GL/6

Once we receive your submission we will validate it against the design, validate the procedure to ensure it is adequate, check the competency of your CP & AE and check for any conflicting works in the area. If we have any concerns a rejection notification, detailing the reason for rejection, will be sent to the AE.

Once the submission has been validated and approved, the clearance to proceed will be sent to the AE for the job. If for any reason the works do not go ahead within the planned timeframe or there is an amendment to the details of the works, a revised SDN, RO or NRO will need to be submitted.

Data Assurance

Completion Files

When work has been carried out on our network, Cadent's mapping system needs to be updated to reflect this. In order to update our system, Cadent needs to receive a completion file from anyone who has completed work on our network.

What should be included in the completion file?

A completion files checklist is currently being developed to confirm what is required in the completion file.

A copy of the Capture of Pipe Asset records by UIP-GT can be located on the [website](#).

If any diversion, reinforcement or mains location has been completed as part of the job, this should be included as part of the completion file.

Table 9: Lead times for Completion Files

	Lead Time
To submit completion file to Cadent	D+14
Cadent to validate and send adoption letter	D+28

Completion File Rejections

If any of the required details in the completion file are incomplete or missing, the completion file will be rejected.

The rejection letter will be sent to the requestor of the original job. If you have a query about the rejection, you should contact the agent who rejected the completion file. Their details will be on the bottom of the rejection letter.

Table 10: Lead times for Completion File Rejections

	Lead Time
To respond to a rejection response	D+7

DR8

When you are on site, if there is anything different to what is shown on maps you will need to submit a DR8. This could include a pipe in a different location, a missing pipe, a different pipe diameter, a different pipe material.

The DR8 should be submitted as soon as possible and also sent in with the completion file.

Adoption Letters

Once the all the information required in a completion has been received, the adoption letter will automatically sent via e-mail to the requestor.

If you have not received your adoption letter 28 days after sending your completion file, or 7 days after providing a rejection response, send an e-mail to the completion files e-mail to request your adoption letter.

Contractual and Commercial

The Final Connections Agreement

The UIP connection, service disconnection and service alteration agreement (commonly referred to as the Final Connections Agreement (FCA)), combined with the relevant terms and conditions as well as the offer and acceptance letters, forms the contract between a UIP and Cadent which allows them to lay pipework and connect it onto our network, that Cadent will then own, maintain and operate.

The General Conditions of Contract are the existing terms and conditions that advise UIPs how to lay infrastructure that is to be connected to Cadent's network. The FCA then amends these existing terms and conditions to allow the UIP to make the final connection.

Pre-Existing terms and conditions:

- a) [General conditions of contract for a self-lay \[system\] not exceeding 2,196,000 kwh and customer connection of services](#)
- b) [Authorisation and connection conditions for new self-lay pipes above 2,196,000 kwh and maximum 7 bar](#)

Biomethane Amending Agreement

Where a UIP wishes to lay the pipework to create an entry connection into Cadent's network for a Biomethane project, the UIP connection, service disconnection and service alteration agreement requires an amending agreement to allow this.

To request a Biomethane amending agreement please send an e-mail to Box.SD.igtanduicontractsupport@cadentgas.com with the following information:

1. Company name
2. Company number
3. Registered company address

Please note: The UIP will need to have an existing UIP connection, service disconnection and service alteration agreement to request this Biomethane amending agreement. Where the original agreement is not already in place, the UIP should follow the details on Cadent's website to register (<http://cadentgas.com/Business-with-us/iGT-UIP/Registering-with-us>) and also advise that a Biomethane amending agreement is required.

Insurance

The UIP connection, service disconnection and service alteration agreement stipulates the Insurance requirements. The UIP named in the agreement must:

1. Effect and maintain:
 - a. Employer's liability insurance, for a minimum of £5 million
2. Ensure they, or a contractor working on their behalf, effect and maintain:
 - a. Public liability insurance, for a minimum of £10 million
 - b. "All risks" insurance, for a minimum of £1 million

3. The policy must contain either:
 - a. a waiver of subrogation rights; or
 - b. an indemnity to principal clause
4. Ensure all insurance is from a reputable insurer
5. Notify Cadent within 7 days should the insurance no longer meet these requirement
6. Provide evidence of the insurance policies on request from Cadent.

Full details of the insurance requirements can be found in Clause 6 of the UIP connection, service disconnection and service alteration agreement.

Webmaps

Webmaps is an online mapping system which shows the location of Cadent's pipeline system, that has been made available to UIPs and IGTs registered with Cadent.

Requesting access to Webmaps

To request Webmaps e-mail Box.SD.igtanduipcontractsupport@cadentgas.com with the following details:

1. Company name
2. Company number
3. Registered company address
4. Name and address for notices (this will be included in the contract for notices to be sent to)
5. A completed, PDF copy of the B151- LSO form (attached below)
6. A completed, PDF copy of the B155- Add & Delete form (attached below)

The application will then be processed and we will contact you to advise upon the next steps.

Accessing Webmaps

Webmaps is accessed through the following URL:

https://ngwebmaps.natgrid.co.uk/NG_RADAR/Sites/WebMaps/

Password re-set

To re-set your password you can use the 'Click here to recover your password' button on the above webpage.

Welcome to Cadent's WebMaps system

WebMaps provides information on the location of Cadent Gas Limited pipe network. Information about other utilities' assets is not contained in this system and is available from the respective utility company.

Please log in to proceed.

Login

Email address

Password

Log In Click here to recover your password.

If you have locked your account and require your account to be unlocked and password to be re-set, please send an e-mail to the following distribution list with the username and an explanation of what assistance is required.

amudha.asaithambi@wipro.com; gullapalli.lahari@wipro.com; sarath.t18@wipro.com

Forms for Webmaps



B151 - LSO.DOC



B155 -
Add&Delete.doc

Competition in Connections

To facilitate competition in connections, Cadent provide customers with a service on their website where they can enter their details to request a quote from third party companies. For IGTs and UIPs to be added to the distribution list for this service, they need to have the competition in connection agreement in place to enable Cadent to forward on details of Customers who wish to obtain a competitive quotation.

To request the competition in connections agreement, send an e-mail to Box.SD.igtanduicontractsupport@cadentgas.com with the following details:

1. Company name
2. Company number
3. Registered company address
4. Advise which of the following you wish to receive notifications for:
 - a. New Domestic Connection
 - b. New Industrial & Commercial Connection
 - c. New Multiple Connections
 - d. Service Disconnection
 - e. Service Alteration
5. E-mail address where the requests should be sent to
6. Contact name, number and address for any written communication or notices

We will acknowledge receipt of your request, advise of the next steps and begin to process the application.

Cadent's Quarterly Reference Group

Cadent hold a quarterly reference group meeting at Cadent's offices in Hinckley, which is an open invitation for all IGTs and UIPs registered with Cadent. The group offers the opportunity:

1. To receive information and updates for ongoing projects
2. To have your say, and raise concerns or provide feedback
3. For group collaboration and open discussion with Cadent, and other IGTs & UIPs

If you would like to be added to the distribution list for invitations to the forum please e-mail us at: Box.SD.igtanduicontractsupport@cadentgas.com.

Useful Contact Details

Department contact details (For general enquiries)

	Phone Number	E-mail Address
Gas Emergency	0800 111 999	
General Enquiries	0345 835 1111	wecare@cadentgas.com
Plant Protection	0800 688 588	plantprotection@cadentgas.com
Standard Connections	0800 0745 788	connectionshelp@cadentgas.com
Non-Standard Connections	0800 0745 788	Box.etc.nonstandard@cadentgas.com
Third Party Connections	0845 366 6758 Opt.3	networkdesign@cadentgas.com
Data Assurance	01455 231620	CompletionFiles@cadentgas.com ngshub.qualitycontrol@cadentgas.com
Network Control	01455 893190 or 892319	sco.networkcontrol@cadentgas.com
Connections Commercial	07785 906608	Box.SD.IGTandUIPcontractsupport@cadentgas.com

Process contact details

	Team	E-mail Address
Design or Land Enquiry Submission	Third Party Connections	networkdesign@cadentgas.com
Design Rejection Responses	Third Party Connections	networkdesign@cadentgas.com
Portal Account Support (Request an account, new user or password re-set)	Third Party Connections	networkdesign@cadentgas.com
Start Date Notification	Third Party Connections	networkdesign@cadentgas.com
Routine Operation/ Non Routine Operation	Network Control	sco.networkcontrol@cadentgas.com
Skills, Technical & Competencies Registration	Network Control	sco.networkcontrol@cadentgas.com
Completion File Submissions	Data Assurance	CompletionFiles@cadentgas.com
Completion File Rejection Responses	Data Assurance	ngshub.qualitycontrol@cadentgas.com
Adoption Letter Enquiries	Data Assurance	CompletionFiles@cadentgas.com
Commercial Enquiries	Connections Commercial	Box.SD.IGTandUIPcontractsupport@cadentgas.com
Webmaps Requests (New account/ new user)	Connections Commercial	Box.SD.IGTandUIPcontractsupport@cadentgas.com
Competition in Connections Agreement	Connections Commercial	Box.SD.IGTandUIPcontractsupport@cadentgas.com

For more information, please visit the IGT & UIP section of our [website](#).