

Version 13.0

Cadent Gas Ltd Connections Business Rules

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FOREWORD

This document was approved by the Commercial Director on [27/05/2005](#) for use by Cadent

Cadent Connections Business Rules have been developed to clarify the approach that should be taken by managers and staff in the provision of connections quotations, customer acceptances and job completion activities. Users of this document should ensure that they are using the current version of the document held on Cadent Internet or Intranet site.

Cadent's Connections Business Rules

INTRODUCTION

The Business Rules detail how Cadent classifies new connection and service alteration requests, the standard of service offered and what compensation is applicable for failure to meet a particular standard of service.

Cadent is the GT Licence holder for Gas Distribution in the four following Distribution Networks; North West, East of England, West Midlands and London. All references to 'we', 'us' and 'our' in this document are to Cadent, trading as Cadent Gas Ltd.

For information, Ofgem are not required to formally approve the contents of this document.

The Business Rules detail:-

- 1) Cadent's obligations under Standard Special Licence Condition D10, provision of connections information; and The Gas (Standards of Performance) Regulations 2005.
- 2) Cadent voluntary standards of service compensation scheme and how Cadent will treat connection requests not captured by either the Statutory Instrument or Cadent's voluntary standards of service compensation scheme.
- 3) Cadent's minimum information requirements for all connection requests.
- 4) Cadent's connections quotation accuracy scheme.
- 5) Those types of requests excluded from the Scheme(s).

Cadent will pay compensation to customers when Cadent does not meet the performance target for requests captured by 'The Gas (Standards of Performance) Regulations 2005' (the SI) or the Cadent Voluntary standards of service compensation scheme (subject to the provisions of the SI, licence and these business rules) for:

- the provision of quotations for obtaining a new or altering an existing connection;
- responding to land enquiries- includes Independent Connection Providers (ICP) design appraisals;
- providing a date for commencement of works, following quotation acceptance;
- substantial completion of works within timescales agreed with the customer;
- payment for failure of a standard within the period defined in regulation 12 of the SI.

Cadent operates an accuracy scheme and will refund any overcharge identified as part of an accuracy challenge where:

Quotation Amounts are found to be not in accordance with

- Cadent's Licence Condition 4B statement.

The terms of the accuracy scheme can be amended from time to time with the consent of the Gas and Electricity Markets Authority (the Authority).

1. SCOPE

1.1 These Business Rules apply to all domestic and non domestic connection requests with:

- a quotation value of up to £250,000, excluding VAT.
- an operating pressure less than 7bar gauge.

2. REFERENCES

Any relevant references are indicated in Appendix A.

3. DEFINITIONS

The definitions applying to this document are listed in Appendix B.

4. STANDARDS OF SERVICE

4.1 Standards of service will be measured for valid requests within the scope of these Business Rules in the categories detailed in this section unless the request is identified as an exception or an exemption.

4.1.1 Exceptions – request types, defined in regulation 10(1) of the SI, that do not qualify for the standards of service within the SI:-

- Connections to new build domestic developments of ≥ 5 domestic premises where there is no existing connection.
- Connections to new build non domestic developments of ≥ 5 non-domestic premises where there is no existing connection.

Connections classed as complex connections in a statement issued from time to time by Cadent

- and agreed with the Authority after such consultation as the Authority directs.

Connections classed as excluded connections in a statement issued from time to time by Cadent

- and agreed with the Authority.

Where the customer has failed to provide to Cadent

- such minimum information as required from the customer in order to provide a quotation.

- ICP or IGT connection requests for new build ≥ 5 premises.
- Land enquiries for new build ≥ 5 premises.

4.1.2 Excluded Connections - include, but not limited to:

4.1.2.1 Exemptions - a request within the scope of sections 4.2 to 4.8 inclusive will be exempt from the relevant performance standard for a number of reasons.

The 'SI, regulation 13 Exemptions' are:

- The customer informs the relevant operator before the contravention time that the customer does not wish the relevant operator to take any action, or any further action in relation to the matter.
- The customer agrees with the relevant operator that the action taken by the relevant operator before the contravention time shall be treated as the taking by the relevant operator of the action required by the regulation and, where the action taken by the relevant operator includes a promise to perform any action (whether before or after the contravention time), the relevant operator duly performs that promise.
- Where information is or is required to be provided by the customer to the relevant operator, the customer has failed to provide that information or the information is provided to an address or by use of a telephone number other than the address or telephone number which the relevant operator has advised the customer is appropriate for receipt of information of that type or, in the case of information given by telephone for the purpose of regulation 6(1) or 10(1)(d) was given outside such reasonable hours as the relevant operator has advised the customer are the hours during which the telephone number will be available for the receipt of information of that type.
- It was not reasonably practicable for the relevant operator to take the action required by the regulation before the contravention time as a result of
 - a) severe weather conditions;
 - b) industrial action by the employees or contractors of the relevant operator;
 - c) the act or default of a person other than an officer, employee or agent of the relevant operator, or a person acting on behalf of an agent of the relevant operator;
 - d) the inability of the relevant operator to obtain any necessary access to any premises;
 - e) the existence of circumstances by reason of which the relevant operator could reasonably expect that if he took the action he would or would be likely to be in breach of an enactment;
 - f) the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2005;
 - g) delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004; or

- h) other circumstances of an exceptional nature beyond the control of the relevant operator,

and the relevant operator had taken all such steps as it was reasonable to take both to prevent the circumstances from occurring and to prevent them from having that effect.

- The relevant operator reasonably considers that the information given by the customer was frivolous or vexatious.
- The customer has-
 - a) committed an offence under paragraph 10 or 11 of schedule 2B to the Gas Act 1986 (as amended) (the Act), or
 - b) failed to pay any charges due to the relevant operator after receiving a notice under paragraph 7 of Schedule 2B to the Act,

and the action taken or not taken by the relevant operator was in exercise of his powers under the relevant paragraph or sub-paragraph.

- The relevant gas transporter has disconnected or refused to connect the customer's premises in exercise of a power under Schedule 2B to the Act.
- In this regulation "contravention time" means-
 - a) in relation to regulations 10, 12 and 13 of the SI, the time at which, if this regulation and any other exemption contained in that regulation did not apply, the relevant operator would become liable to pay the prescribed sum to the customer.

And the 'Statutory Instrument, regulation 10 (6) of the SI Exceptions' are:

- Each of the circumstances described in regulation 13 of the SI provided that in relation to paragraph (6) of that regulation, the relevant gas transporter gave the customer not less than one working day's prior warning (whether or not in writing) that he would be unable to keep the timed appointment or the circumstances referred to in that paragraph occurred at a time when it was not reasonably practicable to give such a warning;
- That the prescribed additional sum payable in respect of the continuation of any one breach under regulation 10(3)(a), (b), (d), (e) and (f) of the SI shall not be payable where the making of that additional payment would cause the aggregate of the prescribed payments to the customer in respect of that breach under regulation exceed the Cap identified in Appendix C of these business rules;
- That the relevant gas transporter is unable to provide an accurate quotation within the relevant time scales, since the quote will include costs that can only be negotiated with and paid to a third party;
- That consents are required from third parties and such consents have not been obtained;
- In respect of a standard or non-standard quotation made without a site visit, that an assumption made by the relevant gas transporter in providing the quotation turns out to be incorrect because information provided by the customer was either incomplete or incorrect;

- That any visit is made wholly or mainly in connection with disconnecting the premises in exercise of the power contained in paragraph 7 of Schedule 2B to the Act;
- Where the service relates to the provision of metering services as defined in the licence of the gas transporter issued under section 7 of the Act; or
- In respect of regulation 10(1) (a), (b) and (c) of the SI the gas transporter considers that a request or requests given by the customer or a person acting with apparent authority for one or more customers were frivolous or vexatious.

4.1.2.2 In relation to Licence Standard Special Condition D10 (7) (e) 'connections classed as excluded connections by the licensee and agreed with the Authority':

- Sufficient complexity jobs.
- Infills.
- Any requests requiring an element of non-contiguous reinforcement where the non-contiguous reinforcement total expenditure is greater than £20,000.
- Requests deferred by the customer.
- Self Quotes are excluded only from the Quotations standard.
- Budget Indication requests.
- Sites of special scientific interest (SSSI) and other national or internationally designated sites such as, but not limited to, National Parks, World heritage sites and nature reserves.

4.2 **Standard Quote =<275kWh per hour / less than 2 bar gauge – D+4** for new, alteration or disconnection of service quotation production.

4.2.1 A valid Quotation request within this category will:-

- Be within the scope of these business rules.
- Meet the relevant minimum information criteria.
- Not be a self quotation.
- Have a one-off connection capacity of less or equal to 275kWh per hour.
- Meet the **Standard Charge** criteria defined within the current Licence Condition 4B statement, e.g. be a desk top quotation.
- Not require a site visit.
- Be an individual one-off request.
- Not require a bespoke design.
- Not be an exception (4.1.1) or an excluded connection (4.1.2).

4.3 **Non-Std Quote =<275 kWh per hour – D+11** for new, alteration or disconnection of service quotation production.

4.3.1 A valid Quotation request within this category will:-

- Be within the scope of these business rules.
- Meet the relevant minimum information criteria.
- One-off request to have a connection capacity of less or equal to 275kWh per hour.
- May require a site visit.
- Not be an exception (4.1.1) or an excluded connection (4.1.2).
- Where multiple new properties - service work only, no mains required - multiple request of no more than 4 premises with individual premises consumption of ≤ 275 kWh per hour.
- Where multiple existing properties – service work only, no mains required - multiple request with individual premises consumption of ≤ 275 kWh per hour.
- Where a main is required for multiple new properties up to 4 premises or multiple existing properties the aggregate load of the premises for the supply point must be ≤ 275 kWh per hour.
- A request for service connections to multiple existing properties that are geographically dispersed i.e. across a number of individual discrete premises addresses – service work only, no main is required, with individual premises consumption of ≤ 275 kWh per hour.

4.4 **Non-Std Quote >275kWh per hour** – D+21 for new, alteration, diversion or disconnection of service quotation production.

4.4.1 A valid Quotation request within this category will:-

- Be within the scope of these business rules.
- Meet the relevant minimum information criteria.
- Have a one-off connection capacity of greater than 275kWh per hour.
- Not be an exception (4.1.1) or an excluded connection (4.1.2).
- Where multiple new properties - service work only, no mains required - multiple request of no more than 4 premises with individual premises consumption of > 275 kWh per hour.
- Where multiple existing properties – service work only, no mains required - multiple request with individual premises consumption of > 275 kWh per hour.
- Where a main is required for multiple new properties up to 4 premises or multiple existing properties the aggregate load of the premises for the supply point must be > 275 kWh per hour.
- A request for service connections to multiple existing properties that are geographically dispersed i.e. across a number of individual discrete premises addresses – service work only, no main is required, with individual premises consumption of > 275 kWh per hour.

4.5 **Land Enquiries – D+5.**

A valid enquiry within this category will be either a land enquiry or an ICP design approval:-

4.5.1 A valid land enquiry will:

- Be within the scope of these business rules.
- Meet the relevant minimum information criteria.
- Include point and pressure requests.
- Include the required load and pressure.
- Not be an exception (4.1.1) or an excluded connection (4.1.2).

4.5.2 A valid ICP design submission will:

- Be within the scope of these business rules.
- Be an acceptance for an ICP connection quotation within the categories defined in sections 4.2, 4.3 and 4.4.

Be a design approval for an ICP connection in line with industry standard and

- Cadent's design submission requirements checklist as published.
- Include the required load and pressure.
- Not be an exception (4.1.1) or an excluded connection (4.1.2).

4.6 **Offer date for Commencement & Substantial Completion, =<275kWh and >275kWh per hour – D+20**

4.6.1 A valid quotation within this category will:-

- Be within the scope of these business rules.
- Be an acceptance for a quotation within the categories defined in sections 4.2, 4.3 and 4.4 or a self quotation.

4.7 **Substantial Completion by agreed date. Quote up to £1,000, Quote £1,001-£4,000, Quote £4,001-£20,000, Quote £20,001-£50,000, Quote £50,001-£100,000.**

The requirement of this standard is the same across the value bands. Substantial completion in advance of the agreed substantial completion date meets the required standard.

4.7.1 A valid quotation within this category will:-

- Be an acceptance for a quotation within the categories defined in sections 4.2, 4.3 and 4.4 above or a self quotation.
- Not be an exception (4.1.1) or an excluded connection (4.1.2).

4.8 **Advise that payment is due and make payment in respect of regulation 10 of the SI, Connections.**

4.8.1 A valid payment within this category will arise in each case where:-

Cadent

- fails to dispatch a notice and payment due under sections 5 and section 6, within 20 days of the applicable date.
- Accuracy payment refunds for requests under section 7 are excluded from this standard and will NOT receive late payment of refund compensation.

4.8.2 The applicable date will be:

- Section 4.2, 4.3, 4.4 Quotations – the quotation produced date.
- Section 4.5 Land enquiries – the response date.
- Section 4.6 Offer date for Commencement & Substantial Completion – the offer letter date.
- Section 4.7 Substantial Completion by agreed date – the actual substantial completion date.
- Section 10 Quotation Accuracy Challenge – the date of re-quotation.

5. STATUTORY INSTRUMENT STANDARDS OF SERVICE COMPENSATION PAYMENTS

Cadent

5.1 applies the SI standards of service compensation payments (Appendix C) and accuracy refund payments (section 10 and Appendix D) of these Business Rules for failure to meet the standards of service for valid requests defined in section 4 from;

- an individual customer owner or occupier of a premises

5.2 See **Appendix C – Standards of Service Table of payments** for applicable payments for failure to meet standards of service.

5.3 See **Appendix D – Quotation Accuracy Table of Payments** for applicable payments for failure to meet standards of quotation accuracy.

6. VOLUNTARY STANDARDS OF SERVICE COMPENSATION PAYMENTS SCHEME

Cadent

6.1 will apply the statutory instrument standards of service compensation payments due under section 5 of these Business Rules on a voluntary basis to valid requests defined in section 4 that would otherwise be excluded from compensation payments under the Statutory Instrument.

These additions are for:

- Single premises requests from other parties where no end customer is identified.
- New multiple premises requests =<4 premises where no end customer is identified.
- Existing multiple premises requests where no end customer is identified.
- ICP and IGT connection requests for new build =<4 premises.

- Land enquiries, including point and pressure requests, for ICP and IGT for new build <=4 premises.
- Valid requests defined in section 4 from their nominated agent e.g. Shipper; where the end users details are provided with the request.

6.2 The standards of service compensation payments and the accuracy refund payments detailed within this section apply on a voluntary basis and may be withdrawn at Cadent's discretion at any time

7. CONNECTIONS ACTIVITY NOT COVERED BY THE STATUTORY INSTRUMENT

7.1 The following work types are not included in the guaranteed standards of service covered under sections 4, 5 and 6. They will be included within the scope of the Accuracy Scheme detailed in section 10;

- Any requests requiring an element of non-contiguous reinforcement where the non-contiguous reinforcement total expenditure is greater than £20,000.
- Multiple new premises requests for 5 premises or greater, e.g. developer direct infrastructure.
- Land enquiries for multiple new premises requests for 5 premises or greater, e.g. developer direct infrastructure.
- ICP or IGT connection requests for new build >=5 premises.
- Land enquiries for ICP or IGT connection requests for new build >=5 premises.
- Design submissions for ICP or IGT connection requests for new build >=5 premises.

The following work types are excluded from the Accuracy Scheme:

- Infills indicative cost.
- Budget Indications.
- Land Enquiries for new build >=5 premises.
- Design submissions for ICP or IGT connection requests for new build >=5 premises.

Cadent

7.2 will aim to respond to the following requests in a reasonable timescale. There are no guaranteed standards of service or compensation payments made against the following indicative timescales:

- Infills indicative cost only - D+21.
- Budget Indications irrespective of load - D+11.
- Any requests requiring an element of non-contiguous reinforcement where the non-contiguous reinforcement total expenditure is greater than £20,000 - D+21.
- Multiple new premises requests for 5 premises or greater, e.g. developer direct infrastructure – D+21.

- ICP or IGT connection requests for new build ≥ 5 premises - D+21.
- Design submissions for ICP or IGT connection requests for new build ≥ 5 premises - D+5.
- Land Enquiries for new build ≥ 5 premises - D+5.

8. PAYMENTS

Where Cadent

- 8.1 is required to it will make compensation payments for standards of service, in work categories detailed in sections 4.2 to 4.8 inclusive and refunds for accuracy claims detailed in section 10, to the requester.

9. MINIMUM INFORMATION

- 9.1.1 '**Appendix E – Guide to Minimum Information Requirements**' gives an indication to which of the defined items in this section are required for each category of request detailed in sections 4.2 to 4.7 inclusive and for multiple enquiries.

NOTE: Within 'Item' descriptions in section 9.2 the text defines the information to be provided by the requestor to satisfy the minimum information requirement.

- 9.1.2 '**Appendix F – Minimum Information Requirements**' details the request validation process flow.

- 9.1.3 The term 'Deferral' will not be used in relation to requests where Minimum Information items are missing.

If the customer has provided all of the necessary minimum information as part of the connection request, Cadent

- 9.1.4 will process the quotation in the normal way.

If the minimum information is not present, Cadent

- 9.1.5 will contact the customer or send an advice notice advising them what further information is required. This should be done as soon as reasonably practical and would normally be within 3 working days of receipt of the request. The request will not be progressed until the required information is provided.

- 9.1.6 Providing the information arrives within 28 calendar days of original request, it will be added to the original request information and progressed in the normal manner. For the determination of performance of the applicable Standard of Service the performance will be measured from the date of receipt of the full minimum information. The original request may be given a new job reference number to aid in the monitoring of standards of service.

- 9.1.7 If, after 28 calendar days of original request, the information is still not available the request will be cancelled and the customer should be notified. Should the customer still require a quotation, all information will need to be re-submitted and raised as a completely new request.

9.2 Description of Minimum Information Requirements

The following lists the minimum information requirements for valid requests together with the selection criteria.

ITEM 1 Customer

- (i) **Customer details** - This should be the **Customer's (where the request has come from and whom the GT will invoice)** name and address and must include a full **postcode**, contact name, telephone number and, if available, email address and fax number.
- (ii) **Capacity in which the Customer is acting**

Select from the following options:

End User Customer
Shipper/Supplier
Shipper/Supplier Agent
IGT
ICP
Developer
Agent
Local Authority etc

ITEM 2 End User Customer's Name and address – if applicable

This should be the **End User Customer's** name and address and must include a full **postcode**, contact name, telephone number and, if available, email address and fax number.

Where this is the same as the End User details provided in Item 1 above this should be indicated.

If there is no End User Customer details this must be indicated e.g. not applicable, not available etc.

ITEM 3 Type of request

The request type should be indicated. The following list sets out the acceptable type definitions that the job should be classified under. The exception is requests for individual domestic premises. These can be defined as a request for new domestic connection / service alteration, as applicable.

- i. **Standard Quotation** (section 4.2) - these cover requests as described in the GT's Licence Condition 4B statement where standard charges are applicable without site visits being required to produce a quotation.
- ii. **Non Standard Quotation <=275kWh per hour** (section 4.3 & 4.4) - these cover requests not described in the GT's Licence Condition 4B statement where standard charges are not applicable or a site visit is required.
- iii. **Land Enquiries** (section 4.5) – An indication of the availability of gas, an estimate of pressure, an estimate of the cost of the relevant connection and where appropriate the approval of a design for the provision of a new connection

or alteration of an existing connection. The requestor will need to provide the number of premises.

- iv. **IGT (CSEP) or ICP connections** - the requestor will need to provide the number of properties for any multiple developments along with an indication of type of heating system for each property, e.g. conventional central heating or combination boiler, and process loads, compressors, boosters etc.
- v. **Multiple Requests (New Housing & multiple connections) and large scale gas users** - the requestor will need to provide the number of properties for any multiple developments along
- vi. with an indication of type of heating system for each property, e.g. conventional central heating or combination boiler, and process loads, compressors, boosters etc.

ITEM 4 Supply Hourly Quantity (SHQ) in kW (not kWh)

The exception of the indication of SHQ is single domestic premises (or where a number of individual domestic premises have been bundled in to a single request). Where an SHQ figure is not provided, Cadent has set a default of 40kW for requests for new services to domestic premises (30kW for flatted properties) and 30kW for the alteration of a domestic service, where there is no increase in the existing load.

ITEM 5 Site Name

The name of the site must be provided where applicable.

If there is no site name this must be indicated e.g. not applicable, not available etc.

ITEM 6 Site Address and Full Postcode

Full Postcode required for all sites (default postcodes available). Existing meter point reference number (MPRN) required if load increase.

If new development, the requestor must either provide the information item 6 or 7 for new housing and brown field developments.

ITEM 7 Location/OS Map reference

Required for a new housing and brown field developments if not provided in 6 above. The minimum requirement is for two letters, followed by six digits (i.e. eight alphanumeric characters). Ten characters are preferable.

ITEM 8 Annual Quantity/Connected System Annual Quantity

The Annual Quantity and hourly peak load must be provided per premises or per premises type.

The exception of the indication of Annual Quantity is single domestic premises (or where a number of individual domestic premises have been bundled in to a single request). Where a figure is not provided, Cadent has set a default of 18,000 kWh for these requests.

ITEM 9 Daily Quantity (SOQ)

The Standard Off-take Quantity is required:

- for requests where the connection is indicated by customer as Daily Metered.
- for IGT and ICP connections where an individual premises has an annual load above 58,600,000 kWh (2 million therms).
- for IGT and ICP connections where premises likely to be aggregated have an annual load above 58,600,000 kWh (2 million therms).

ITEM 10 First Gas Date

Required for all customer groups. This is the preferred date of requirement for the first gas availability. A date must be provided – ASAP is not acceptable.

For IGT requests where the First Gas Date is unknown this must be indicated e.g. not available, not known etc.

ITEM 11 Plan Showing Position of Service Termination (in relation to existing geography if necessary)

A plan is required for all connections other than existing domestic premises, a description of termination position is adequate for existing individual property(s). Please note that if the position indicated does not comply with the Gas Safety Regulations and an alternative option is not immediately apparent, then the Minimum Information Requirements may be used to request an alternative position.

i. Standard Quotation:

- **New Build** - A plan is required for new build.
- **Flats** – for flats more than 3 metres above ground level, the level of the floor or the height above ground level of the internal connection to the existing riser etc. is required to be specified. An elevation plan should be provided if available.

ii. Non Standard Quotation - For non-standard quotations a plan is required for a new connection request above and below* 275kWh per hour and for an increase in load request above 275kWh per hour.

- **New Housing, Multiple, ICP & IGT.** A plan is required for new housing & multiple connections, IGT and ICP connections showing the required connection point.

Minimum plan standards:

Indicated Scale, e.g. 1:1250, 1:500, 1:100, etc
North Direction
Legible

***Note:**

For non standard quotations below 275 kWh it is recognised that it is not always possible or practical to provide a plan. The approach for dealing with these request types is as follows:

- A plan is required for all new build premises
- For new supplies and increases in load to existing premises, a plan or a suitably dimensioned sketch is preferred and should be provided wherever possible.

- Requests without a plan or sketch will not be automatically rejected and will be progressed, if possible, under the relevant standard.
- Where a plan or a sketch is required to progress a request, then the minimum information process will be utilised in order to request the information. Quotation performance will not be measured until receipt of a valid plan or sketch.

ITEM 12 Any Known Site Anomalies / Special Features

Required for all customer requests - e.g. red routes, rail crossings, dual carriageways, listed buildings, designated sites , ecclesiastical, property conversion etc.

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

ITEM 13 Any Construction Period Constraints

Indicate any constraints e.g. restricted working hours, permit to work etc.

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

ITEM 14 Any Enhanced Facilities required

Indicate any enhanced facilities required.

List of potential options:

i. Meter of up to 6m³/hr e.g. U6 or equivalent.

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- Meter box type: none/semi-concealed/surface/built in.
- to excavate or customer to excavate.

ii. All quotations > 6m³/hr

Describe if Cadent

- Meter housing and base dimensions (provide full specification of requirements).
- Elevated operating pressure (not applicable to domestic customers).
- is to excavate, or the customer or his agent is to excavate.

iii. New Housing & multiple connections

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- Meter box type: none/semi-concealed/surface/built in.
- to excavate or customer to excavate.

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

ITEM 15 Future Developments and Phasing

Required for IGT, ICP and New Housing & multiple connections. The description of any phasing or development should be supported by a plan and proposed future load information.

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

ITEM 16 Intended Usage of Gas

Required for all requests – Indicate relevant option:

“wholly or mainly domestic”.

“wholly or mainly non domestic”.

“firm or interruptible”

10. ACCURACY SCHEME FOR NEW CONNECTION AND ALTERATIONS QUOTATIONS

A refund, where applicable, will be paid to customers where quotation amounts are agreed by Cadent

, or judged by an independent expert, to be inaccurate.

Cadent

will only be liable for an accuracy claim where the original quotation is inaccurate.

“Accurate” is defined for quotations issued under sections 4.2 – 4.4 inclusive and section 7 as:

4.2 Standard Quote \leq 275kWh per hour – the correct amount as specified in

- Cadent’s connection charging statement issued in accordance with standard condition 4B of its Licence.

4.3 Non-Standard Quote \leq 275kWh per hour – within 5% or £150 (whichever is greater) of the correct amount as calculated in accordance with

- Cadent’s connection charging statement issued in accordance with standard condition 4B of its Licence.

4.4 Non-Standard Quote $>$ 275kWh per hour – within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with

- Cadent’s connection charging statement issued in accordance with standard condition 4B of its Licence.

7.1 Connections activity not covered by the statutory instrument or standard special condition D10 - within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with

- Cadent’s connection charging statement issued in accordance with standard condition 4B of its Licence.

Successful claims will result in a reissued quotation to all parties who requested a quotation for the same site where that quotation is identified as also being inaccurate.

A re-quotation issued as a result of a successful accuracy challenge will be defined as having been request received at the same time as the original request that resulted in the inaccurate quotation.

In addition to the refund due under the accuracy scheme (Appendix D), a standards of service compensation payment may also be due in line with Appendix C – these will be based on the reissued new quotation contract sum not on the original inaccurate quotation. The compensation cap for the issue of a quotation, will apply to the sum of any compensation payments made, against the original quotation and the re-quotation.

Rules for Submission of Accuracy Claims

The procedure for the submission of a claim is as follows:

- These rules do not preclude the customer from accepting a quotation that is subject to an accuracy challenge.

A claim must be received in writing by the relevant Cadent

- Network within 60 days of the date of issue of the quotation or, if it is accepted, within 10 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, see '10.5 Claim Form'.

A claim submitted to Cadent is requested to be completed on the specified Cadent claim form, copies of which have been circulated to customers. A copy can also be obtained from Cadent

- web site - photocopies are acceptable.

Cadent

- will ascertain whether a claim form is valid in respect of timescale and customer / job details.

A claim form is not valid if:

- more than 60 days has elapsed from the quotation date or more than 10 days from acceptance whichever is earlier.
- it refers to the make up of a standard charge.
- it is not fully completed.
- it refers to an indicative cost or budget indication.

Non valid claim form - Cadent will respond by fax, where available, or by post recording the date of receipt and

- Cadent claim reference.

Valid claim form- Cadent will acknowledge receipt of claims form, recording the date of receipt, date of proposed response and

- Cadent claim reference.

If, within 28 days after being submitted to Cadent

- the claim has not been resolved it may be referred by either party to an independent person acting as an expert and not as an arbiter, who may be nominated, in default of agreement between parties, by the Authority on application of either party, and whose costs shall be paid, in default of agreement between the parties, as the Authority may direct.
- A refund is not payable where the original quotation is deemed to be accurate.

10.2 Accuracy Payments

See **Appendix D – Quotation Accuracy Table of Payments** for applicable payments for failure to meet standards of quotation accuracy.

Appendix C will also apply for subsequent failure of standards under sections 4.2- 4.4 inclusive where a re-quotation is issued against an inaccurate quotation that is captured within the standards of service compensation criteria in section 5 or section 6. Appendix C will NOT apply for quotations issued under section 7.

10.3 Exclusions

Quotation errors arising from a failure by the customer to provide the Minimum Information Requirements or any inaccuracies by the customer shall be excluded from claims under the Scheme.

Cadent 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 Cadent has applied the wrong standard charge to a quotation, this will be accepted as a valid claim under the scheme.

10.4 Statement of Engineering Assumptions

A statement will be provided with each response (except alterations and standard price new services) indicating any key assumptions that Cadent has made in the construction of the response, including; route, surface condition, method of pipe-laying, pipe diameters, pipe material specification, variable cost elements that cannot be accurately determined at the quotation stage.

The customer should inform Cadent where they become aware that one or more assumptions may be incorrect.

10.5 Claim Form.

For the purposes of **10.1. Rules for Submission of Accuracy Claims** Cadent will produce the necessary forms for the submission of accuracy claims. The forms are designed to secure a quick and efficient settlement of the issue and to assist in the Final Determination of quotation errors and the resolution of disputes.

APPENDIX A – REFERENCES

The Gas (Standards of Performance) Regulations 2005

Standard Special Conditions Applicable To All Distribution Network Licencees: Standard Special Condition D10, Provision of connections information

APPENDIX B - DEFINITIONS

The definitions applying to this document are given below.

TERM	DEFINITION
Authority	The Gas and Electricity Markets Authority.
Budget Indication	An approximate estimate cost of works anticipated, not intended to be a quotation.
Cap	The maximum financial amount payable.
Charging Statement	Cadent's Licence Condition 4B statement.
CSEP	Connected System Exit Point. As defined in Cadent's Network Code, a CSEP is "a System Point comprising one or more Individual System Exit Points which are not Supply Meter Points".
Customer	Means an owner or occupier of premises in Great Britain who is supplied or requires to be supplied with gas conveyed to those premises through pipes
day	Is a calendar day which starts at 00:00 hours and ending at 23:59 hours.
Day	Is any 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 will be logged as received on the next working day for Standards of Service purposes.
D+(x) Days	The number of Days following receipt of a Request, on Day 'D', within which Cadent must issue a Response to be within Standard. So that, for a D+6 Standard, Cadent has until 17:00 hours on the 6th Day following the Day of receipt to issue a Response. Day D is not included in the calculation of the period.
End User Customer	An owner or occupier of premises who is supplied or requiring to be supplied with gas through a connection.
ICP	Independent connection provider means 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).
iDN	" IDN " means a regional gas distribution network owned by a company other than Cadent

iGT	The holder of a licence under section 7 of the Gas Act 1986 other than the Company.
Indicative Cost	An approximate estimate cost of works anticipated in relation to an Infill, not intended to be a quotation.
Infill	An Infill 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
Minimum Information Requirements	The minimum information that a customer must provide to Cadent in order that Cadent can progress a Request.
Month	A calendar month.
MPRN	Meter point reference number.
Ofgem	The Office of Gas and Electricity Markets.
Quotation Amount(s)	Means a cost for a connection.
Requests	Customer requests to Cadent as set out in the table of Service Standards e.g. Quotations, Land Enquiries, Initial Enquiries and Acceptances.
Responses	Cadent response to a Valid Request.
Standard(s)	The Cadent id Standards of Service as defined within the licence Standard Special Condition D10 and the Statutory Instrument, The Gas (Standards of Performance) Regulations 2005.
Turnaround Time Compensation	That part of the Scheme relating to Cadent's response time to customer requests.
Unable to Progress Quotation Request Letter	A notice issued by Cadent to a customer in response to the receipt by Cadent of a non Valid Request.
Valid Request	Customer request that contains at least the Minimum Information Requirements.
Working day	Is any 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 will be logged as received on the next working day for Standards of Service

APPENDIX C – STANDARDS OF SERVICE TABLE OF PAYMENTS

STANDARD	DESCRIPTION	PAYMENT FOR FAILURE TO MEET STANDARD AND PAYMENT CAP
GSOP 4: Provision of standard quotations (regulation 10(3)(a))	GTs are required to provide a standard quotation within 4 working days of receiving a quotation request for a new connection or an alteration to an existing connection up to and including 275kWh per hour, or a disconnection less than 2 bar gauge.	£25 per working day Further payment each subsequent working day the failure continues, up to a cap of £570 per customer or the quotation sum (excluding VAT), whichever is the lower.
GSOP 5: Provision of non-standard quotations (≤275kWh per hour) (Regulation 10(3)(b)(i-iii))	GTs are required to provide a non-standard quotation within 11 working days of receiving a request from a customer for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour, a diversion involving a single main not exceeding 75mbar of pressure and pipes less than 180mm in diameter, and other disconnections less than 2 bar gauge.	£25 per working day. Further payment for each subsequent working day during which the failure continues, up to a cap of £570 per customer or the quotation sum (excluding VAT), whichever is lower.
GSOP 6: Provision of non-standard quotations (>275kWh per hour) (Regulation 10(3)(b)(iv-vii))	GTs are required to provide a non-standard quotation within 21 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection exceeding 275kWh per hour, diversions and a disconnection greater than or equal to 2 bar gauge.	£45 per working day Further payment each subsequent working day during which the failure continues, up to a cap of £1,135 per customer or the quotation sum (excluding VAT), whichever is the lower.
GSOP 7: Challenges to the accuracy of quotations (Regulation 10(4))	GTs must refund any overcharge that has been paid by customers who receive and challenge inaccurate quotations for a new connection or the alteration of an existing connection.	Refund any overcharge. CAP AND PAYMENTS REFLECTED BY GSOPS 4, 5 OR 6.
GSOP 8: Responses to land enquiries (Regulation 10(3)(c))	GTs must respond to a land enquiry in respect of a new connection, the alteration of an existing connection or a disconnection within 5 working days.	£90 Further payment each subsequent working day during which the failure continues, up to a cap of: £570 per customer, for connections ≤275kWh per hour, or a disconnection less than 2 bar gauge with no site visit required, or; £1,135 per customer, for connections >275kWh per hour, or other disconnections greater than or equal to 2 bar gauge
GSOP 9: Provision of dates for the substantial completion of work (≤275kWh)	GTs must provide customers with dates for the commencement and substantial completion of the work within 17 working	£45 Further payment for each subsequent working day the failure continues up to a cap of £570 or the contract sum (excluding VAT), whichever is the lower.

(Regulation 10(3)(d)(i-ii))	days of receipt of acceptance of a quotation for a new connection or the alteration of an existing connection of up to and including 275kWh per hour.																			
GSOP10: Provision of dates for the substantial completion of work (>275kWh) (Regulation 10(3)(d)(iii-iv))	GTs must provide customers with dates for the commencement and substantial completion of the work within 20 working days of receipt of acceptance of a quotation for a new connection or the alteration of an existing connection exceeding 275kWh per hour.	£90 Further payment for each subsequent working day the failure continues up to a cap of £1,135 or the contract sum (excluding VAT), whichever is lower.																		
GSOP 11: Completion of work on the agreed date (Regulation 10(3)(e))	GTs are required to substantially complete connections on the date agreed with the customer. A job is deemed to be substantially complete when the connection to the premises has been installed, commissioned and left safe.	<table border="1"> <thead> <tr> <th data-bbox="847 770 995 853">Contract Sum</th> <th data-bbox="995 770 1182 853">Compensation payment due*</th> <th data-bbox="1182 770 1362 853">Cap on compensation payments</th> </tr> </thead> <tbody> <tr> <td data-bbox="847 853 995 994">Up to and including £1,000</td> <td data-bbox="995 853 1182 994">£45</td> <td data-bbox="1182 853 1362 994">The lesser of £455 or the contract sum (excluding VAT)</td> </tr> <tr> <td data-bbox="847 994 995 1135">Over £1,000 but not exceeding £4,000</td> <td data-bbox="995 994 1182 1135">The less of £225 or 5% of the contract sum</td> <td data-bbox="1182 994 1362 1135">50% of the contract sum (excluding VAT)</td> </tr> <tr> <td data-bbox="847 1135 995 1276">Over £4,000 but not exceeding £20,000</td> <td data-bbox="995 1135 1182 1276">£225</td> <td data-bbox="1182 1135 1362 1276">50% of the contract sum (excluding VAT)</td> </tr> <tr> <td data-bbox="847 1276 995 1417">Over £20,000 but not exceeding £50,000</td> <td data-bbox="995 1276 1182 1417">£225</td> <td data-bbox="1182 1276 1362 1417">£11,375</td> </tr> <tr> <td data-bbox="847 1417 995 1559">Over £50,000 but not exceeding £100,000</td> <td data-bbox="995 1417 1182 1559">£340</td> <td data-bbox="1182 1417 1362 1559">£20,475</td> </tr> </tbody> </table> <p data-bbox="847 1559 1362 1632">*Payments are due in respect of the initial failure and each additional working day on which the failure continues,</p>	Contract Sum	Compensation payment due*	Cap on compensation payments	Up to and including £1,000	£45	The lesser of £455 or the contract sum (excluding VAT)	Over £1,000 but not exceeding £4,000	The less of £225 or 5% of the contract sum	50% of the contract sum (excluding VAT)	Over £4,000 but not exceeding £20,000	£225	50% of the contract sum (excluding VAT)	Over £20,000 but not exceeding £50,000	£225	£11,375	Over £50,000 but not exceeding £100,000	£340	£20,475
Contract Sum	Compensation payment due*	Cap on compensation payments																		
Up to and including £1,000	£45	The lesser of £455 or the contract sum (excluding VAT)																		
Over £1,000 but not exceeding £4,000	The less of £225 or 5% of the contract sum	50% of the contract sum (excluding VAT)																		
Over £4,000 but not exceeding £20,000	£225	50% of the contract sum (excluding VAT)																		
Over £20,000 but not exceeding £50,000	£225	£11,375																		
Over £50,000 but not exceeding £100,000	£340	£20,475																		
GSOP 12: Payments to customers under these GSOPs (Regulation 12)	GTs must make any payment due to a customer under any of the Guaranteed Standards mentioned in this document within 10 working days.	£45 one-off payment																		
GSOP 12: Where payments due under any of the Guaranteed	GTs liable under GSOP1 for payments to a customer whose premises are not connected to its own pipe-	£45 one-off payment																		

Standards are not provided	line system are required to make those payments, or make payments to the GT whose pipe-line system is connected to the customer's premises for onward transmission to the customer, within 10 working days.	
GSOP 12: Payments to customers under these GSOPs onward transmission) (Regulation 12)	GTs receiving payments from other GTs to be passed on to customers in respect of a failure under GSOP1 must pass this payment on to the customer within 5 working days.	£45 one-off payment
GSOP 13: Notice of planned interruptions (Regulation 10A)	Where a GT intends to carry out planned work that will cause an interruption to the supply of customers' premises, it must give each affected customer no less than 7 working days' notice of when the interruption is expected to commence.	Domestic customers: £45 one-off payment Non-domestic customers: £115 one-off payment
GSOP 14: Responding to complaints (Regulation 10B)	When a GT receives a complaint, it shall provide a substantive response: <ul style="list-style-type: none"> • within 5 working days, or; • within 10 working days if a site visit is required 	£45 Further payments (of the same amount) for each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £225.

APPENDIX D – QUOTATION ACCURACY TABLE OF PAYMENTS

Process Category	SI Ref. (Business Rules ref.)	Accuracy Target	Penalty Domestic and Non-Domestic (£)	Cap
Accuracy challenge Standard charge =<275 kWh per hour	10.3.c 10.3.ii 10.4 (4.2)	Correct Charge as published by GT	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until re-quote provided	Rules for 10.3.a & 10.3.b Apply + refund of any overcharge
Accuracy challenge Non Standard charge =<275 kWh per hour	10.3.c 10.3.ii 10.4 (4.3)	Greater of 5% or £150	Refund of any overcharge + Rules for 10.3.a & 10.3.b Apply until re-quote provided	Rules for 10.3.a & 10.3.b Apply + refund of any overcharge
Accuracy challenge Non Standard charge >275 kWh per hour	10.3.c 10.3.ii 10.4 (4.4)	Greater of 5% or £300	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
Business Rules section 7.1				
Connections activity not covered by the statutory instrument or standard special condition D10	(7.1)	Greater of 5% or £300	Refund of any overcharge	Refund of any overcharge

APPENDIX E – GUIDE TO MINIMUM INFORMATION REQUIREMENTS

Description	ITEM	Standard Quote	Non Std quote	Land enquiry ICP and IGT	Land Enquiry	Multiple Enquires
Customer details	1(i)	YES	YES	YES	YES	YES
Customer acting capacity	1 (ii)	YES	YES	YES	YES	Not Required
End User Customer details	2	YES	YES	YES	YES	YES
Type of Request	3	YES	YES	YES	YES	YES
Supply Hourly Quantity kW	4	(i)	(i)	YES	YES	YES
Site Name	5	Not Required	YES	YES	YES	YES
Site address & Post code	6	YES	YES	or 7	or 7	or 7
Location / OS Map ref	7	Not Required	YES	or 6	or 6	or 6
Annual Quantitv	8	YES	YES	YES	Not Required	YES
Daily Quantity	9	Not Required	Not Required	YES	Not Required	YES
First Gas date	10	Not Required	Not Required	YES	Not Required	YES
Plan	11	YES	YES	YES	Not Required	YES
Site anomalies	12	YES	YES	YES	Not Required	YES
Construction constraints	13	YES	YES	YES	Not Required	YES
Enhanced facilities	14	YES	YES	YES	Not Required	YES
Future Development & phasing	15	Not Required	YES	YES	Not Required	YES
Intended usage	16	YES	YES	Not Required	Not Required	YES

APPENDIX F – MATRIX TO SUPPORT CADENT’S CONNECTIONS BUSINESS RULES

Cadent’s Connections Business Rules				
	The Gas (Standards of Performance) Regulations 2005	Licence Condition, Standard Special Licence Condition D10-Connections	Voluntary Cadent Standards of Service Compensation Scheme	Connections Activity not covered by standards of service or accuracy scheme
Definition	Provides standards of service for customer requests with compensation payments for individual failures.	Apart from Land Enquiry, replicates Standards of Service detailed in the Statutory Instrument- excluding any compensation payments for failure to meet individual SoS.	Applied by Cadent to connection requests excluded from the SI due to customer group.	An indicative target for an expected response to a request – not attracting a SoS compensation payment.
Standards of Service criteria	As detailed in SI regulation ‘Connections 10’ part 3a, bi, bii, d, e, f. and ‘Payments 12’	Replicates that detailed in SI	Replicates that detailed in the SI	Indicative target for response only as detailed in Business Rules.
Compensation for SoS failure	YES	NO	YES	NONE
Customer included in requirements of document	Applies to owner or occupier of premises. Cadent include; or their nominated agent, i.e. Shipper acting on their behalf- where end user details known and provided. Excludes ICP and IGT connections	Covers all customer groups including ICPs, IGTs, Shippers etc.	Requests from other parties where end user details not known or provided. Includes ICP and IGT connections	All customer groups
Property type covered by document	Domestic and non-domestic	Domestic and non-domestic	Domestic and non-domestic	Domestic and non-domestic
Connection point pressure	< 7bar gauge	< 7bar gauge	< 7bar gauge	< 7bar gauge
New Building - Number of premises for multiple requests	<= 4 premises	<= 4 premises	<= 4 premises	=>5 premises
Existing Building - Number of premises	No upper limit defined	No upper limit defined	No upper limit defined	No upper limit defined

for multiple requests				
Quotation value	<= £250,000	<= £250,000	<= £250,000	<= £250,000
Complex Connections	Excluded	Excluded	Excluded	Included
Excluded Connections	Excluded	Excluded	Excluded	Excluded
Exemptions- in scope but discounted on an individual basis due to specific reasons.	Detailed in SI regulation 'Exemptions 13' e.g. customer agreement, severe weather, industrial action, etc.	Apart from Land Enquiry (no limit on premises numbers), same as SI	Same as SI	N/A
Accuracy Scheme refund applicable.	YES	YES	YES	YES
Late Payment Standard to apply to Accuracy challenge.	YES	NO	YES	NO
Non Contiguous Reinforcement	Excluded >£20,000	Excluded >£20,000	Excluded >£20,000	Included >£20,000

