

## **Competitive Quotation Form - Cadent's online facility to redirect connection customers to UIPs (UIP/iGT Briefing Note 17)**

### **1. Introduction**

In order to further develop competition in the gas connections market, Cadent is introducing a new facility to allow its gas distribution customers to be redirected to Utility Infrastructure Providers (UIPs) for a competitive quotation for the service they require. Customers that contact Cadent, either via our website or by telephone, for a service that can be offered by the competitive market will be given the opportunity to complete an online 'Competitive Quotation Form' which will be directed to participating UIPs.

The facility will be limited to new connections (for adoption by Cadent) and the disconnection or alteration of an existing service pipe.

This will enhance our existing website, which currently provides customers with details of their choices and provides information on industry websites where details of UIPs and iGTs can be obtained.

This briefing note sets out how this new facility will work, the requirements and the acceptance criteria for any UIP that wishes to register to use the facility.

### **2. Requirements**

UIPs that wish to be eligible for this new facility will be required to meet the following criteria:

- must be a signatory to the **UIP/iGT Connection, Service Disconnection and Service Alteration Agreement**
- be appropriately accredited under Gas Industry Registration Scheme (GIRS)
- comply with the Cadent's Safe Control of Operations (SCO) procedures
- all works should be undertaken in accordance with the appropriate Adoption Contracts as follows:
  - **General Conditions of Contract for a Self- Lay Pipe [System] not Exceeding 2,196,000 kWh and Customer Connection of Services**
  - **Authorisation and Connection Conditions for new Self Lay Pipes Above 2,196,000 kWh and Maximum 7 Bar**
- Final Connections should be undertaken in accordance with **UIP/iGT Briefing Note 01**
- Service Alteration/Disconnection should be undertaken in accordance with **UIP/iGT Briefing Note 06**

### **3. How the facility works?**

As Customers access the Cadent website for a connections service, they are informed of their choices in the competitive market and that other companies might be able to provide them with a competitive quotation for the service they require.

Where a customer chooses not to contact a UIP and / or iGT directly, a customer can choose to send their request for a quotation by completing an electronic form called "Competitive Quotation Form" accessed<sup>1</sup> at Cadent's Connections website. The

customer would input the minimum information specified on the form, agree with the Terms and Conditions and submit their request. Depending on the service they require, the form shall be automatically directed through e-mail to relevant UIPs that have signed on to this facility and agreed to provide the required service.

If Customers contact Cadent by telephone to request the normal Connections pack, then the same process will be offered and undertaken by a Cadent operator who will input the minimum information on Customers' behalf.

It is at the Customer's discretion whether they wish to use these alternative quotation routes or not.

Minimum information to be obtained from the Customer will comprise contact details such as name, telephone, e-mail (to be inserted twice in separate lines for verification), site address (post code will define area of work) and category of work/service required.

Once the information is received by the relevant UIP the only requirement for the UIP will be to acknowledge receipt with the customer.

#### **4. What UIPs need to do to sign on to this facility?**

UIPs will have to sign a contractual agreement with Cadent and provide Cadent with such assistance to enable quotation requests to be passed to UIP for processing. The details are included as in Appendix 1 and shall include:

- developing and maintaining suitable email interfaces between the systems of UIPs and Cadent to enable quotation requests to be redirected from the Website and via electronic forms completed by Customers to UIPs e-mail address provided; and
- providing Cadent in writing with all contact details and other information required to enable quotation requests to be redirected to UIPs and notifying Cadent in writing at least [14 days] before any change to these details takes effect, as set out in Appendix 1.

#### **5. When will this facility be available?**

The Competitive Quotation Form will go live on the 7<sup>th</sup> January 2008 and from that date on UIPs will be able to receive Customers' requests for a competitive quotation.

## **Appendix 1 – Utility Infrastructure Providers (UIPs) Details**

### **Contract**

- Company Name
- Company registration number
- Registered company office address
- Categories of Work (look at **Appendix 2**) they are interested in
- Geographical area of work (Cadent LDZs)

### **Email Requests**

- Email address
- Contact name

### **Written communication**

- Postal Address
- Contact name and Telephone Number

## **Appendix 2 – Categories of Work**

- New Domestic Connection - a new gas supply to a domestic premise.
- New I&C Connection - a new gas supply to an industrial or commercial business premise.
- New Multiple Connection – a new gas supply to a development of more than one property for new housing or a mixture of new housing, industrial and commercial premises.
- Service Disconnection – the disconnection of an existing gas service or services.
- Service Alteration – the alteration of an existing gas service.