
**Northern Gas Networks' Connections Business
Rules**

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Foreword

This document was approved by GNSEC for use by Northern Gas Networks Limited (NGN).

Northern Gas Networks' 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 Northern Gas Networks' Internet or Standards site.

BRIEF HISTORY

Published and approved	22/03/07	NGN/PM/CBR_1
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<p>Reviewed and approved by GNSEC</p> <p>Section 4.9 amended – additional text to – Standards of Service</p> <p>Appendix H – changes to examples of application of exclusions</p>	29/07/2010	NGN/PM/CBR/1

* For specific details of the changes please contact the NGN Standards Department

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MANAGEMENT PROCEDURE FOR NORTHERN GAS NETWORKS' CONNECTIONS BUSINESS RULES

INTRODUCTION

The Business Rules detail how NGN 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.

The Business Rules detail:

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

NGN will pay compensation to customers when NGN does not meet the performance target for requests captured by The Gas (Standards of Performance) Regulations 2005' (the SI) or the NGN 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.

NGN 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 NGN'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 upto £250,000, excluding VAT.
- an operating pressure less than 7bar gauge.

Enquiries which fall outside of the scope of this document will be treated on an individual basis and therefore no definitive timescales (standards of service) or compensation schemes apply.

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 a request that does not qualify for the standards of service

4.2 Requests that do not qualify for the standards of service are request types defined in regulation 10(1) or exemptions identified in regulation 13 of the SI. These are:

- 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 excluded connections in a statement issued from time to time by NGN as agreed with the Authority and published on the NGN website. These are:
 - a) Sufficient complexity jobs.
 - b) Infills.
 - c) Any requests requiring an element of non-contiguous reinforcement where the non-contiguous reinforcement total expenditure is greater than £20,000.
 - d) Requests deferred by the customer.
 - e) Self Quotes are excluded only from the Quotations standard.
 - f) Budget Indication requests.
 - g) Sites of special scientific interest (SSI).
- Connections classed as complex connections in a statement issued from time to time by NGN as agreed with the Authority and published on the NGN website.
- Where the customer has failed to provide to NGN 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.

- Requests where the customer informs NGN before the contravention time that the customer does not wish the NGN to take any action, or any further action in relation to the matter.
- Requests where the customer agrees with NGN that the action taken by NGN before the contravention time shall be treated as the taking by NGN of the action required by the regulation and, where the action taken by NGN includes a promise to perform any action (whether before or after the contravention time), NGN duly performs that promise.
- Where information is or is required to be provided by the customer to NGN, 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 NGN 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 NGN has advised the customer are the hours during which the telephone number will be available for the receipt of information of that type.
- Where It was not reasonably practicable for NGN 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 NGN;
 - c) the act or default of a person other than an officer, employee or agent of the NGN, or a person acting on behalf of an agent of NGN;
 - d) the inability of NGN to obtain any necessary access to any premises;
 - e) the existence of circumstances by reason of which NGN 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 NGN,

and NGN 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.

- Where NGN reasonably considers that the information given by the customer was frivolous or vexatious.
- Where 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 NGN was in exercise of his powers under the relevant paragraph or sub-paragraph.

- Where NGN has disconnected or refused to connect the customer's premises in exercise of a power under Schedule 2B to the Act.
- Where 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;

- Where NGN 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;
- Requests where 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, where an assumption made by NGN in providing the quotation turns out to be incorrect because information provided by the customer was either incomplete or incorrect;
- Where the service relates to the provision of metering services as defined in the licence of NGN issued under section 7 of the Act; or
- Where NGN reasonably considers that a request or requests given by the customer or a person acting with apparent authority for one or more customers is frivolous or vexatious.

4.3 **GS 4 Standard Quote =<275kWh per hour – D+6** for new or alteration of service quotation production. 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 from the owner or occupier of the premises.
- Not require a bespoke design.
- Not be an exception or an excluded connection as set out in paragraph 4.2 of these business rules.

4.4 **GS 5 Non-Standard Quote =<275 kWh per hour – D+11** for new or alteration of service quotation production. A valid Quotation request within this category will:

- Be within the scope of these business rules.
- Be a request from the owner or occupier of the premises
- 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 or an excluded connection as set out in paragraph 4.2 of these business rules
- Where multiple new properties - service work only, no mains required - multiple request of no more than 4 premises with individual premises consumption of =<275kWh per hour.
- Where multiple existing properties – service work only, no mains required multiple request with individual premises consumption of =<275kWh 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 =<275kWh 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 =<275kWh per hour.

4.5 **GS 6 Non-Standard Quote >275kWh per hour – D+21** for new or alteration of service quotation production. A valid Quotation request within this category will:

- Be within the scope of these business rules.

- Be a request from the owner or occupier of the premises
- Meet the relevant minimum information criteria.
- Have a one-off connection capacity of greater than 275kWh per hour.
- Not be an exception or an excluded connection as set out in paragraph 4.2 of these business rules
- Where multiple new properties - service work only, no mains required - multiple request of no more than 4 premises with individual premises consumption of >275kWh per hour.
- Where multiple existing properties – service work only, no mains required multiple request with individual premises consumption of >275kWh 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 >275kWh 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 >275kWh per hour.

4.6 **GS 8 Land Enquiries & Design Approvals** – D+5 for responding to a valid enquiry..

A valid enquiry within this category will be either a valid land enquiry or a valid design submission.

A valid land enquiry will:

- Be within the scope of these business rules.
- Be a request from the owner or occupier of the premises
- Meet the relevant minimum information criteria.
- Include point and pressure requests.
- Include the required load and pressure.
- Not be an exception or an excluded connection as set out in paragraph 4.2 of these business rules

A valid design submission will:

- Be within the scope of these business rules.
- Be a request from the owner or occupier of the premises
- Be a design approval for in line with industry standard and NGN's design submission requirements checklist as published.
- Include the required load and pressure.
- Not be an exception or an excluded connection as set out in paragraph 4.2 of these business rules

4.7 **GS 9 Offer date for Commencement of work & a date for Substantial Completion of work, =<275kWh** – D+20 for responding following receipt of a valid accepted quotation

A valid accepted quotation within this category will:

- Be within the scope of these business rules.
- Be an acceptance from the owner or occupier of the premises
- Be an acceptance for a quotation for a connection capacity of less than or equal to 275kWh per hour.
- Not be an exception or an excluded connection as set out in paragraph 4.2 of these business rules

- 4.8 **GS 10 Offer date for Commencement of work & a date for Substantial Completion of work, >275kWh** – D+20 for responding following receipt of a valid accepted quotation

A valid accepted quotation within this category will:

- Be within the scope of these business rules.
- Be an acceptance from the owner or occupier of the premises
- Be an acceptance for a quotation for a connection capacity of greater than 275kWh per hour.
- Not be an exception or an excluded connection as set out in paragraph 4.2 of these business rules

- 4.9 **GS 11 Substantial Completion of work by the date agreed with the customer** – the connection to the premises has been installed, commissioned and left safe by the date agreed with the customer. Substantial completion in advance of the agreed substantial completion date meets the required standard.

Where NGN wishes to change the substantial completion date (SCD) agreed with the customer in advance of works commencing on site for whatever reason (e.g. to schedule work more efficiently) then customers must be given a reasonable period of notice (i.e. a minimum of at least 5 working days). If the customer is unwilling to change the SCD or expresses dissatisfaction then NGN will substantially complete on the original SCD agreed with the customer or make payments.

If NGN wishes to change the SCD agreed with customer at a period of notice less than 5 working days but greater than 24 hours then customers will be presented with a clear choice as to either maintaining the originally agreed SCD or agreeing to an alternative date. Such a route will only be used where there is a very high likelihood that NGN can maintain the originally agreed SCD. Records will be kept of the choice offered to the customer where customers agree to a change of SCD.

If NGN is required to change the SCD agreed with the customer as a result of circumstances outside of its control e.g. severe weather conditions that would make carrying out the work unsafe or impossible and these circumstances could not have been reasonably foreseen by NGN then no minimum period of notice is applicable however the customer must be informed of the specific reason for the re-plan.

Where the customer wishes to change the substantial completion date (SCD) agreed with NGN in advance of works commencing on site for whatever reason then a reasonable period of notice should be given (i.e. a minimum of at least 5 working days).

Where a change to the SCD is agreed as set out above then a confirmatory letter thanking the customer for agreeing to the change and stating the revised date will be sent.

Should NGN fail to substantially complete by any revised date which has been agreed as above then payments will be made

A valid completion within this category will:

- Be within the scope of these business rules.
- Not be a completion of an exception or an excluded connection as set out in paragraph 4.2 of these business rules. Appendix H sets out some examples as to how exclusions may or may not apply in relation to this standard.

- 4.10 **GS 12 Advise that payment is due and make payment in respect of any failures against GS 4, 5, 6, 7, 9, 10,11** – D+20 for issuing notice and making payments where failure has

occurred against any of the standards of service set out in paragraphs 4.3 to 4.9 of these business rules.

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

- NGN fail to dispatch a notice and payment due under sections 5 and section 6, within 20 days of the applicable date.

The applicable date will be:

- Quotations – the quotation produced date.
- Land enquiries – the response date.
- Offer date for Commencement & Substantial Completion – the offer letter date.
- Substantial Completion by agreed date – the actual substantial completion date.

- 4.11 The general presumption is that if NGN fails a standard as set out in paragraphs 4.3 to 4.10 above then payments will be made. Where NGN wishes to apply one of the exclusions set out in paragraph 4.2 then the burden of proof rests on NGN. If there is insufficient evidence or records to validate the exclusion or there is a reasonable question of doubt regarding the circumstances or events leading to the failure then the exclusion will not apply.

5. STANDARDS OF SERVICE COMPENSATION PAYMENTS

- 5.1 NGN applies the standards of service compensation payments set out in Appendix C of these Business Rules for failure to meet the standards of service for valid requests defined in section 4

6. VOLUNTARY STANDARDS OF SERVICE COMPENSATION SCHEME

- 6.1 The standards of service in the SI and the applicable compensation payments are only applicable under the terms of the SI to requests from customers who are owners or occupiers of premises requiring a new connection or alteration to an existing connection.
- 6.2 NGN has on a voluntary basis put in place a voluntary standards of service compensation scheme which will to apply to customer groups that are not covered by the SI. These customer groups include:
- Gas suppliers
 - Gas shippers
 - Independent connections providers (ICPs)
 - Independent Gas Transporters (IGTs)
- 6.3 The standards of service and applicable payments set out in section 4 of these business rules apply to the voluntary standards of service compensation scheme.
- 6.4 The criteria for valid requests set out in section 4 of these business rules apply to the voluntary scheme with the addition of the following requests which would otherwise be excluded
- 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.
- 6.5 The voluntary standards of service compensation scheme detailed within this section may be withdrawn at NGN's discretion at any time.

7 STANDARDS OR SERVICE FOR REQUESTS NOT COVERED BY SI OR VOLUNTARY SCHEME

7.1 NGN 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

8.1 Where NGN is required to it will make compensation payments for failure against the standards of service, make compensation payments under the voluntary standards of service compensation scheme and refunds for accuracy claims detailed in section 10, to the requester.

9. ACCURACY SCHEME FOR NEW CONNECTION AND ALTERATIONS QUOTATIONS

9.1 A refund, where applicable, will be paid to customers where quotation amounts are agreed by NGN, or judged by an independent expert, to be inaccurate. NGN will only be liable for an accuracy claim where the original quotation is inaccurate. "Accurate" is defined for the categories of quotations issued as

- GS 4 Standard Quote ≤ 275 kWh per hour – the correct amount as specified in NGN's connection charging statement issued in accordance with standard condition 4B of its Licence.
- GS 5 Non-Standard Quote ≤ 275 kWh per hour – within 5% or £150 (whichever is greater) of the correct amount as calculated in accordance with NGN's connection charging statement issued in accordance with standard condition 4B of its Licence.
- GS 6 Non-Standard Quote > 275 kWh per hour – within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with NGN's connection charging statement issued in accordance with standard condition 4B of its Licence.
- Connection quotes not covered by the statutory instrument or the voluntary standards of service compensation scheme - within 5% or £300 (whichever is greater) of the correct amount as calculated in accordance with NGN's connection charging statement issued in accordance with standard condition 4B of its Licence.

9.2 The following work types are not included in the guaranteed standards of service covered under sections 4, 5 and 6. They are included within the scope of the Accuracy Scheme

- 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.

9.3 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.

9.4 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.

9.5 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.

9.6 The rules for the submission of an accuracy claim are set out below. 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 NGN 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 NGN is requested to be completed on the specified NGN claim form, copies of which have been circulated to customers. A copy can also be obtained from NGN's web site - photocopies are acceptable.
- NGN will ascertain whether a claim form is valid in respect of timescale and customer / job details. A claim form is not valid if:
 - a) more than 60 days has elapsed from the quotation date or more than 10 days from acceptance whichever is earlier or.
 - b) It refers to the make up of a standard charge or.
 - c) It is not fully completed or.
 - d) It refers to an indicative cost or budget indication.
- Non valid claim form - NGN will respond by fax, where available, or by post recording the date of receipt and NGN claim reference.
- Valid claim form- NGN will acknowledge receipt of claims form, recording the date of receipt, date of proposed response and NGN claim reference.
- If, within 28 days after being submitted to NGN 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.

9.7 If the quotation fails to meet the standards of quotation accuracy then NGN will make payments as applicable as set out in Appendix D

9.8 Subsequent failure where a re-quotation is issued against an inaccurate quotation that is captured within the standards of service or the voluntary compensation scheme will be eligible for compensation payments under Appendix C. This does not apply to quotations ineligible for compensation under the SI or voluntary scheme

- 9.9 NGN will not accept a claim for accuracy where 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. NGN 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 NGN has applied the wrong standard charge to a quotation, this will be accepted as a valid claim under the scheme.
- 9.10 A statement will be provided with each response (except alterations and standard price new services) indicating any key assumptions that NGN 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 NGN where they become aware that one or more assumptions may be incorrect.
- 9.11 NGN will produce the necessary forms for the submission of accuracy claims and make these available on its website. 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.

10. MINIMUM INFORMATION

- 10.1 Appendix E – Guide to Minimum Information Requirements indicates the defined items required for each category of request detailed Within the ‘Item’ descriptions in appendix E the text defines the information to be provided by the requestor to satisfy the minimum information requirement.
- 10.2 Appendix F – Minimum Information Requirements details the request validation process flow.
- 10.3 The term ‘Deferral’ will not be used for Minimum Information exceptions.
- 10.4 If the customer has provided all of the necessary minimum information as part of the connection request, NGN will process the quotation in the normal way.
- 10.5 If the minimum information is not present, NGN 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. The request will not be progressed until the required information is provided.
- 10.6 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.
- 10.7 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.

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

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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	NGN's Licence Condition 4B statement.
CSEP	Connected System Exit Point. As defined in NGN's Network Code, a CSEP is "a System Point comprising one or more Individual System Exit Points which are not Supply Meter Points".
Customer	The requestor to NGN who will be invoiced for connections activities. May be the end user customer or his agent.
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 upto 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 NGN must issue a Response to be within Standard. So that, for a D+6 Standard, NGN 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 NGN.
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.

Month	A calendar Month
MPRN	Meter Point Reference Number
OFGEM	The Office of Gas and Electricity Markets
Quotation Amount(s)	For the purposes of assessment under Accuracy Performance, Quotation Amounts will be the total sum stated on the quotation, exclusive of Value Added Tax.
Requests	Customer requests to NGN as set out in the table of Service Standards e.g. Quotations, Land Enquiries, Initial Enquiries and Acceptances.
Responses	NGN's response to a valid request.
Standard(s)	The NGN 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 NGN's response time to customer Requests.
Unable to Progress Quotation Request Letter	A notice issued by NGN to a customer in response to the receipt by NGN 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 upto 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.

APPENDIX C – STANDARDS OF SERVICE TABLE OF PAYMENTS

Process Category	SI Ref. (Business Rules ref.)	Target Period (working days)	Penalty Domestic and Non-Domestic (£)	Cap
Standard Quote =<275 kWh per hour	10.3.a (4.2)	6	£10 per working day	Lesser of £250 or quote value
Non-Std Quote =<275 kWh per hour	10.3.b.i (4.3)	11	£10 per working day	Lesser of £250 or quote value
Non-Std Quote >275 kWh per hour	10.3.b.ii (4.4)	21	£20 per working day	Lesser of £500 or quote value
Land Enquiry	10.3.d. (4.5)	5	£40 per working day	=<275 kWh per hour £250 >275 kWh per hour £500
Offer date for Commencement & Substantial Completion. =<275 kWh per hour	10.3.e.i (4.6)	20	£20 per working day	Lesser of £250 or contract sum
Offer date for Commencement & Substantial Completion. >275 kWh per hour	10.3.e.ii (4.6)	20	£40 per working day	Lesser of £500 or contract sum
Substantial Completion on agreed date. Quote up to £1,000	10.3.f.i (4.7)	N/A	£20 per working day	Lesser of £200 or contract sum
Substantial Completion by agreed date. Quote £1,001£4,000	10.3.f.ii (4.7)	N/A	Lesser of £100 or 2.5% of contract sum per working day	25% of contract sum
Substantial Completion by agreed date. Quote £4,001£20,000	10.3.f.iii (4.7)	N/A	£100 per working day	25% of contract sum
Substantial Completion by agreed date. Quote £20,001£50,000	10.3.f.iv (4.7)	N/A	£100 per working day	£5,000
Substantial Completion by agreed date. Quote £50,001£100,000	10.3.f.v (4.7)	N/A	£150 per working day	£9,000
Advise that payment is due and make payment in respect of regulation: 10. Connections	12.4 (4.8)	20	£20 one off payment	£20 (one payment only)

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 requote 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 requote 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 requote 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

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APPENDIX E – GUIDE TO MINIMUM INFORMATION REQUIREMENTS

Description	ITEM	Standard Quote	Non std quote <=275kwh p/h	Non std quote >275kwh p/h	Land enquiry ICP & IGT	Land Enquiry	Multiple Enquiries
Customer details	1(i)	YES	YES	YES	YES	YES	YES
Customer acting capacity	1 (ii)	YES	YES	YES	YES	YES	Not Required
End User Customer details	2	YES	YES	YES	YES	YES	YES
Type of Request	3	YES	YES	YES	YES	YES	YES
Supply Hourly Quantity kW	4	(i)	(i)	YES	YES	YES	YES
Site Name	5	Not Required	YES	YES	YES	YES	YES
Site address & Post code	6	YES	YES	YES	or 7	or 7	or 7
Location / OS Map ref	7	Not Required	YES	YES	or 6	or 6	or 6
Annual Quantity	8	YES	YES	YES	YES	Not Required	YES
Daily Quantity	9	Not Required	YES	YES	YES	Not Required	YES
First Gas date	10	YES	YES	YES	YES	Not Required	YES
Plan	11	YES	YES	YES	YES	Not Required	YES
Site anomalies	12	YES	YES	YES	YES	Not Required	YES
Construction constraints	13	YES	YES	YES	YES	Not Required	YES
Enhanced facilities	14	YES	YES	YES	YES	Not Required	YES
Future Development & phasing	15	Not Required	YES	YES	YES	Not Required	YES
Intended usage	16	YES	YES	YES	Not Required	Not Required	YES

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 following list sets out the acceptable type definitions that the job should be classified under.

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.

Non Standard Quotation $\leq 275\text{kWh}$ per hour (section 4.3) -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.

Non Standard Quotation $> 275\text{kWh}$ per hour (section 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.

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.

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.

Multiple Requests (New Housing & multiple 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.

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

4(i) The exception of the indication of SHQ is single domestic premises. Where an SHQ figure is not provided, NGN has set a default of 60kW 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, supply alteration or check service is live and adequate request.

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 must be provided per premises or per premises type.

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.

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).

Standard Quotation:

New Build -A plan is required for new build.

Flats - If flats above 3 metres above ground level, level of floor or height above ground level to internal connection to existing riser etc. is required to be specified.

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

For an increase in load request less than 275kWh per hour the minimum plan standard is an indicative dimensioned sketch to indicate the building and site layout and the requested termination position.

ITEM 12 Any Known Site Anomalies / Special Features

Required for all customer requests - e.g. red routes, rail crossings, dual carriageways, listed buildings, sites of special scientific interest, 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:

³
Meter of up to 6m /hr e.g. U6 or equivalent.

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

³
All quotations > 6m /hr

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

For non typical demands (demands that do not follow a normal space heating pattern) or where a booster or compressor is to be installed, additional information should be provided in line with the Tables C1 and C2 of NGN/SP/NP/14/E – Specification for the Design System Extensions, Connections and Services to below 7 Bar NGN Systems (External Version). This document can be found on the NGN website.

New Housing & multiple connections

Meter box type: none/semi-concealed/surface/built in.NGN 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.

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

ITEM 16 Intended Usage of Gas

Required for all requests:

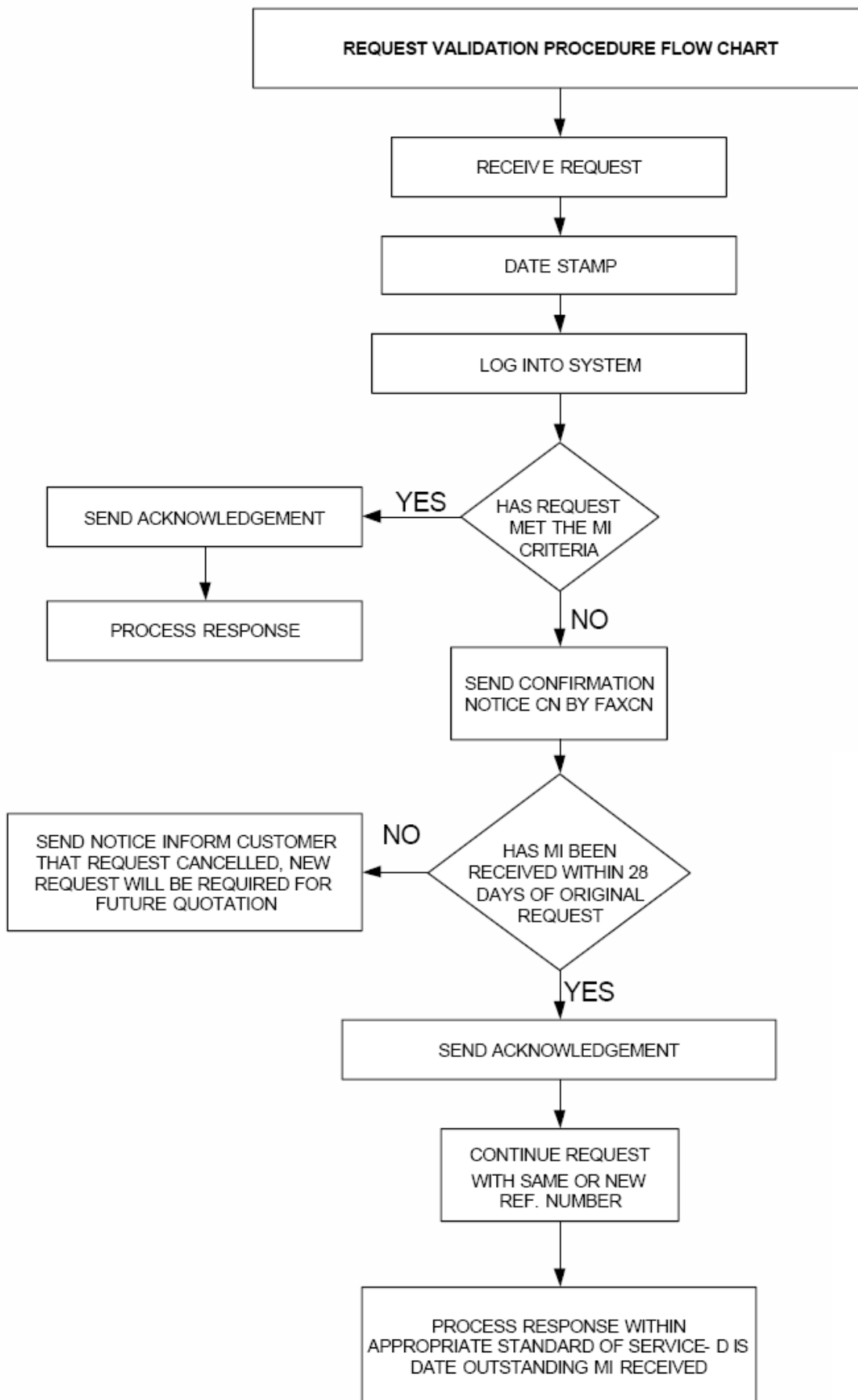
Indicate relevant option:

“wholly or mainly domestic”.

“wholly or mainly non domestic”.

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APPENDIX F – MINIMUM INFORMATION REQUIREMENTS



APPENDIX G – MATRIX TO SUPPORT NGN'S CONNECTIONS BUSINESS RULES

Matrix to support NGN's Connections Business Rules				
	The Gas (Standards of Performance) Regulations 2005	Licence Condition, Standard Special Licence Condition D10Connections	Voluntary NGN 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 NGN 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. NGN 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

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APPENDIX H – EXAMPLES OF THE APPLICATION OF EXCLUSIONS IN RELATION TO GS11

Each particular case need to assessed and applied in relation to the specific circumstances of that case. Set out below are some examples where NGN may fail to substantially complete in line with GS11 and guidance as to how exclusions may or may not apply.

1. NGN arrives on site having previously arranged for access to third party land (e.g. neighbours garden/property) and are refused access, which means NGN has to return to the site later in the day or on an alternative date therefore missing the substantial completion date.
Provided NGN could have completed the works had access been granted on site then a valid exemption applies.

2. NGN arrives on site and discovers that due to unforeseen circumstances access is required to third party land/properties, NGN seek permission from the land owner but permission is denied or delayed such that NGN can not complete the works prior to the substantial completion date.
Provided NGN could have completed the works had access been granted on site then a valid exemption applies.

3. NGN arrives on site to begin works in public, having previously submitted all the relevant notices to the highway authorities. On site other utility companies are occupying the highway or working in close proximity such that it would be unsafe/impractical for NGN to undertake the works.
Provided NGN was not informed by the relevant Highway Authority of the presence of the other Utilities at least five working days prior tot eh start date then a valid exemption applies.

4. NGN arrives on site to undertake the work but are subsequently instructed by the relevant Highway Authority to complete the works under restrictions beyond normal working practices (e.g. working only evenings/weekends or with same day reinstatement). If working to the restrictions causes NGN to fail to meet the substantial completion date and the restrictions were not made clear to NGN at least five working days prior to the plan start date then a valid exemption applies.

5. NGN contacts the customer 24 hours before works are due to commence to state that it will be unable to complete the works because there is no team available to do the work on the required date due to prior job overrunning or staff sickness and wants to re-arrange date.
This is not a valid exclusion and payments must be made. The circumstances are neither exceptional nor beyond NGNs control.

6. During a period of severe flooding significant road closures mean NGN is unable to get to the relevant site and complete the works on the due date.
Provided NGN can demonstrate that it was not reasonably possible for the team to attend site then a valid exemption applies.

7. NGN surveys the job 24 hours before works are due to commence and identifies that a road closure is required and permission must be obtained from relevant authority. NGN is therefore unable to substantially complete works for several weeks.
This is not a valid exclusion and payments must be made. NGN has not demonstrated that it took all reasonable steps to prevent the failure from occurring.