# Competition in Connections

This factsheet provides information about the choices you have when making a new or altered connection to our electricity network.

We offer a complete and comprehensive connection service but, if you wish, there are other companies you may ask to undertake some of the work known as the 'contestable' work.

### Who can carry out the works?

An Independent Connections Provider (ICP) is a company that can build electricity networks for adoption by National Grid Electricity Distribution or an Independent Network Operator (IDNO). The ICP must be registered with Lloyds Register EMEA under the National Electricity Registration Scheme (NERS).

The ICP is required to work in accordance with the national framework and National Grid Electricity Distribution documents that provide specifications for design, material procurement and installation and recording of assets.

The new connection (up to the start of your electrical installation) will be adopted by us (where no IDNO is involved) and become part of our electricity network on satisfactory final inspection, testing and connection. We will own the new connection from that time, and will take responsibility for future operation, repair, maintenance and replacement (subject to any guarantee requirements of the Adoption Agreement).

An Independent Distribution Network Operator (IDNO) is a company that can construct electricity networks, arranges connections to National Grid Electricity Distribution's network or adopt networks built by ICPs then retains ownership of and be responsible for the operation, repair and maintenance of that new network.

Whichever option you choose, we will send you a formal quotation for the work we undertake. This is called a 'Connection Offer'. More information regarding ICP's and IDNO's, application forms and copies of this leaflet can be found on our website at **nationalgrid.co.uk**

**If you wish to obtain an offer from an ICP to carry out the contestable work, you can get further information and a list of ICPs from the accrediting body, Lloyds Register by searching for NERS at www.lrqa.com National Grid Electricity Distribution will competitively quote to undertake all contestable work.**

### Non-contestable work

This is work that must normally be completed by us. In some circumstances, e.g. in accordance with the Competition in Connection (CiC) Code of Practice, an ICP/IDNO may be permitted to carry out some of the non-contestable elements in agreement with National Grid Electricity Distribution.

Non-contestable works includes:

- providing point of connection information
- design approval
- obtaining statutory wayleaves
- inspection
- design of reinforcement to our existing electricity network to accommodate the new connection
- completing the connection to our high voltage electricity network
- network reinforcement and diversion of our existing electricity network.

### Contestable work

This is work that can be done by an ICP rather than National Grid Electricity Distribution and includes:

- design
- purchasing materials to form the connection
- site preparation
- trenching
- construction of the connection
- 3rd party wayleaves and land rights
- completing the connection to our low voltage electricity network.

National Grid Electricity Distribution (West Midlands) Plc, No 03600574
Registered office: Avonbank, Feeder Road, Bristol, BS2 0TB

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### Connection agreement

You will automatically sign up to The National Terms of Connection when you enter into a Supply Agreement with your appointed supplier. In certain cases we may require you to sign a site-specific Connection Agreement.

The Connection Agreement is between you and us, and sets out the obligations of both parties, and the terms for connection to our electricity network.

### Connection charges

We will charge you for all the non-contestable work and for any contestable work that we undertake. If you use an ICP to carry out contestable work, you will be responsible for paying them.

Our charges for providing non-contestable work will vary according to the complexity of the work required. You can find more detailed information in our charging methodology on our website; **nationalgrid.co.uk/charge-statements**

### Further information

For further information relating to our charging methodology, the process for obtaining an electricity connection and options available to you under Competition in Connections please refer to our website **nationalgrid.co.uk**

Here you will find more detailed information, including:

- applying for a new connection
- generation connections
- network alterations
- connection charging methodology.

### Contact us

Please contact our local team using the telephone number on any correspondence if you want to discuss your Connection Offer or application.

If you are unhappy with your quote or any part of our service then you can ask to speak with a manager who will review the details.

For further information regarding our Standards of Service and our complaints procedure please visit our website at **nationalgrid.co.uk**

For general enquiries: **0800 0963080**

For written communication, please write to National Grid Electricity Distribution Records Team:

**If you live in the East or West Midlands:**

National Grid Electricity Distribution Records Team
6th Floor
Toll End Road
Tipton
DY4 0HH
nged.newsuppliesmids@nationalgrid.co.uk

**If you live in the South Wales:**

National Grid Electricity Distribution Records Team
Phoenix Way
Llansamlet
Swansea
SA7 9HW
nged.newsupplieswales@nationalgrid.co.uk

**If you live in the South West:**

National Grid Electricity Distribution Records Team
Lostwithiel Road
Bodmin
PL31 1DE
nged.newsupplies@nationalgrid.co.uk

### Connection agreement

The following basic stages apply to a new connection to our electricity network:

**You** **Us**

**1**
Apply online, submit an application form or contact our call centre. Details can be found in the 'Contact Us' section.

**2**
We will calculate the connection charge and send you a connection offer showing contestable and non-contestable costs.

**3**
Decide whether you want us to do all the work or to appoint an ICP to carry out the Contestable work.

**4**
If you wish to use an ICP, appoint them and ask them to apply to us for an offer.

**5**
If you want us to carry out all the work, sign and return the Offer acceptance, together with payment.

**6**
We will contact you to discuss a date to carry out the work and discuss any other requirements such as obtaining wayleaves or consents.

**7**
Register your new supply MPAN with an electricity supplier and arrange your metering.

**8**
Before we visit, please complete any on-site works which you may be providing.

**9**
We will complete the works and energise your connection.