

COMPETITION IN CONNECTIONS CODE OF PRACTICE COMPLAINTS PROCEDURE

The Competition in Connections Code of Practice outlines the processes and responsibilities of Distribution Network Operators (DNOs) in supporting a competitive market for Connections. It covers all aspects of engagement between DNOs and Independent Connection Providers (ICPs) undertaking Contestable Works.

This complaints procedure applies exclusively to ICPs. It covers issues related to:

- Accreditation
- Determining the Point of Connection
- Convertible Quotations
- Design Approval
- Link Boxes
- Inspection

This procedure does not apply to:

- Customers who have accepted a DNO quotation for both Contestable and Non-Contestable Works
- Connection charges (these are governed by the Connection Charging Methodology and Statement)
- A DNO's internal procedures and forms
- Standards and reference documents that support the Connections process

At NGED, we are committed to adhering to the Competition in Connections Code of Practice, ensuring a seamless experience for ICPs. We strive to provide excellent service the first time, every time. However, if something goes wrong, we want to know so we can resolve issues as quickly as possible

How to register a complaint

- **Telephone.** Call us on 0800 055 6833 Monday to Friday, 9 am – 5 pm
- **Email .** Send your complaint to nged.complaints@nationalgrid.co.uk with "CIC Code of Practice" in the subject line. Please include your name, company name, address (including postcode), contact number, site address, and NGED reference number.

- **in writing.** Address your letter to Customer Complaints Operations Manager, NGED, Pegasus Business Park, Herald Way, Castle Donington, Derby, DE74 2TU. Ensure “CIC Code of Practice” is mentioned in the letter and include your contact details, site address, and NGED reference number.
- **Online form.** Visit [NGED Complaints](<https://www.nationalgrid.co.uk/contact-us/contacting-national-grid-electricity-distribution/complaints>) and include “CIC Code of Practice” in the complaint details, along with the site address and NGED reference number.

Complaint Resolution Process:

Step 1 – Review by Your Local Manager

Once we receive your complaint, we will:

- Acknowledge receipt and arrange for the manager responsible for the appropriate operational area to call you the same day (if you have provided a contact number).
- If no phone number is provided, we will respond via email or letter within three working days.

If you contact us after 4 pm on a weekday, or during weekends/bank holidays, the manager will aim to get in touch on the next working day.

Step 2 – Escalation to a Senior Manager

If you are not satisfied with the response from your local manager, you may request a discussion with a senior manager responsible for electricity connections in the appropriate operational area.

- A senior manager will reach out within three working days, either by phone or in person.
- They will investigate your complaint and work with you to find a resolution.

Step 3 – Final Review by the Regulatory Compliance Manager

If discussions with the senior manager do not fully resolve the issue, you may request a formal review by NGED’s Regulatory Compliance Manager.

- We will confirm our final position within one week.

Step 4 – Dispute Resolution

We will make every effort to resolve your complaint through direct engagement. However, if the issue remains unresolved after six weeks and you have followed steps 1-3, you or NGED may request input from the Competition in Connections Panel at their next scheduled meeting. This is a non-binding review.

If you would like to pursue this option, please contact NGED for details on the Connections Panel.

Should the matter still be unresolved after the panel's review, you have the right to escalate your complaint to Ofgem to determine whether NGED is complying with the Competition in Connections Code of Practice. Ofgem will typically expect the Competition in Connections Panel to have provided their view before conducting an investigation.

You can contact Ofgem at connections@Ofgem.gov.uk Or write to 10 South Colonnade, Canary Wharf, London, E14 4PU