

The Customer
Street
Locality
Town
Postcode

National Grid E D
Local Office Address
Road
Town
Postcode

Tel. Number:

xxxxxxxxxxxxx@nationalgrid.co.uk

NGED Reference: XXXXXXXX

Date:

NGED Scheme No: XXXXXXXX **NGED Scheme Version:** X

Dear Customer,

Request for Electricity Connection works at: Site Address, Street, Town, Postcode.

I am pleased to provide a quotation for works at the above address. Our charge for the Connection work is shown below.

Connection Charge:

Contestable Works₁	£X,XXX.XX
Non-Contestable Works₂	£XX.XX
VAT @ 0%	£X.XX
Total	£X,XXX.XX

1 Contestable works are parts of the job that you can hire someone else to do, but the contractor must be **qualified and accredited as an Independent Connection Provider (ICP)**. For more details, visit our website: <https://connections.nationalgrid.co.uk/competition-in-connections/>.

2 Non-Contestable works are those works that only NGED can undertake. It is possible for you to get someone else to quote for the contestable part of the works. For further information please visit our website: <https://connections.nationalgrid.co.uk/competition-in-connections/>.

Please Note: The connection charge listed above may change, as explained in our General Conditions for Connection Works (see below). Changes can happen for various reasons and may result in additional costs.

Possible reasons for changes include:

- Site conditions
- Work outside normal hours
- Traffic management or council permit requirements
- Increases in material or labour costs
- Changes to the job (requested by you or deemed necessary by us)
- Differences between planned and actual on-site work

We will do our best to inform you of any changes before starting the work.

The following documents are enclosed with this Offer Letter and form part of the conditions of NGED's offer to you ("the Offer"):

- National Grid Electricity Distribution ("NGED") specific conditions for connection works
- The Breakdown of Connection Charge
- The Letter of Acceptance
- Plan Number:

Where materials have been included within the Offer, you may collect the listed materials using the enclosed Material Request Form.

Description of National Grid Electricity Distribution Works

Single phase service, from a passing main, including cable, mains service joint, excavate and backfill joint hole, and termination.

Preparatory Works by you (to be carried out prior to NGED commencing work):

Install meter box

Complete on-site trenching

Install black ducting with draw-cord and overlay with caution marker tape

NGED reserve the right to change the quotation if on-site works vary from the customers application.

Please note that we reserve the right to not start and/or complete our works until any required preparatory works have been completed.

Electrical Characteristics of the Supply: (This information should be shared with your Electrician)

Voltage	230V
Phase	Single
Agreed Capacity	18.4kVA
Earthing	PME

Where NGED provides an earth terminal, the earth loop impedance³ will not exceed 0.73Ohms (0.47Ohms for PME). The Maximum prospective short circuit current is 16kA (25kA for multi phase). The supply frequency will be 50 Hertz.

3 Earth loop impedance is the resistive path that electrical current takes to return to and from the supplying transformer, from the point of measurement, in the event of a fault (such as a short circuit to earth). It is crucial in electrical safety because it determines how quickly a protective device (like a fuse or circuit breaker) will operate to disconnect the supply and reduce the likelihood of electric shock or fire.

Supply Number and Meter Installation

Once we receive your acceptance and payment, we will provide you with a **supply number (MPAN)**. You'll need this to register your connection with an **Electricity Supplier**.

Your supplier is responsible for providing and installing the **meter(s)** after NGED's installation. **NGED is not responsible for any metering.**

Your supply won't be activated until a meter is installed by your supplier.

General Conditions for Connection works

Along with the documents enclosed with this Offer Letter, our offer also includes our **SSQ (Simple Service Quotation) General Conditions for Connection Works**. These conditions are part of the contract that takes effect once you accept the offer. You can read them online at

<https://connections.nationalgrid.co.uk/types-of-connection-offer> or request a copy from us.

Please take the time to read these conditions, as they include important details about contract cancellation, termination, and any related consequences.

Key clauses to note:

- **Clause 6** - We may charge a fee for a missed site visit if we arrive but cannot start or complete the work. This could happen if necessary preparations haven't been made or if the site is unsafe.
- **Clause 12** - The proposed work and connection charges are based on available information. If this information is incorrect or incomplete (e.g., unexpected excavation challenges like rock or reinforced concrete), we may need to adjust the work plan and costs.

If you have any questions about these conditions, we're happy to discuss them with you.

Acceptance

To accept this offer, you will need to return the attached Letter of Acceptance. **This offer is valid for 90 days from the date of this letter and will expire automatically if not accepted within that time.**

Your acceptance date is when a **legally binding contract** is formed between you (or your company) and NGED. Once the contract is in place **AND payment is received**, we will contact you to schedule the work. Please allow at least 8 weeks' notice when planning your project.

Please note that your job will not be progressed until **both** Acceptance **AND** Payment have been received.

NGED reserves the right to withdraw this offer in writing at any time before acceptance.

Payment options

Payment can be made by BACS, online or over the phone.

Internet Banking/Bank Transfer (BACS)

You can also make a payment from your bank account using the following details:

Account Name:	National Grid Electricity Distribution
Bank Account Number:	22410923
Sort Code:	40-14-13

Please quote NGED reference **XXXXXXX**. If applicable please send remittances to National Grid Electricity Distribution, AR Payments Team, PO Box 231, Elliott Road, Plymouth, PL4 0YU or email: nged.remit@nationalgrid.co.uk.

Online

You can make a payment by visiting <https://nationalgrid.mysecurepay.co.uk> and entering your NGED reference (XXXXXXX) and, if applicable, your 7-digit scheme number (XXXXXXX).

Alternatively, go to www.nationalgrid.co.uk and click on the **Pay now** button on the homepage.

Telephone

You can make a payment by calling our automated 24-hour service on **0330 008 0449** and quoting NGED reference XXXXXXX and your 7-digit scheme number (if applicable) XXXXXXX.

Data Protection

NGED takes data protection very seriously. You can find details about

- How we collect, store, and use your personal information in our business activities.
- The legal basis for processing your personal data.
- Your rights regarding your personal information.

Our privacy policy is available online at <https://www.nationalgrid.co.uk/Privacy-Policy.aspx>, or we can send you a copy upon request.

I will contact you within 2 working days to discuss the next steps and answer any questions about this offer. If you need to reach me sooner, you can call me at the number above or email llivingston@nationalgrid.co.uk.

If you are not satisfied with any part of this offer, please discuss it with me first, and I will do my best to resolve the issue. If we cannot reach an agreement, you can escalate the matter by following our Complaints Procedure at <https://nationalgrid.co.uk/Contact-us/Complaints.aspx>.

Yours Sincerely,

Planner Name

NATIONAL GRID ELECTRICITY DISTRIBUTION ("NGED") SPECIFIC CONDITIONS FOR CONNECTION WORKS

These Specific Conditions must be considered in conjunction with the other documents that make up the Offer including the General Conditions for Connection Works and any additional Application Form.

SERVICE TERMINATION AND METERING

The exit point and metering will be at an agreed position, normally in an external meter cabinet. The exit point will be the outgoing terminals of NGED's fused cut-out or as otherwise defined. The meter tails and metering equipment will be the responsibility of the meter operator. The responsibility for the installation beyond the outgoing terminals of the meter is that of the Customer.

STORES

Where the Customer wishes NGED to supply the ducts and service tubing and the cost of these items have already been included in this Offer, collection may be made by prior arrangement with the NGED Construction Team at local offices. Usual collection times:- Monday to Thursday: 0900 - 1530 hrs. Friday: 0900 - 1430 hrs. (To avoid disappointment, please check with local offices for individual collection times). Where the cost of these items is not already included in this Offer, these may be purchased by arrangement with NGED's local offices. Draw cords are not provided by NGED.

SAFETY

Any work in the vicinity of NGED equipment must be carried out in a safe manner including, as a minimum, compliance with the relevant Health and Safety Executive Guidance Notes available from HMSO. In particular:

- GS6 Avoidance of danger from overhead electric lines.
- HS(G)47 Avoiding danger from underground cables.

STREET WORKS BY CUSTOMER/CONTRACTOR

A Customer intending to carry out trenchwork in the public highway must obtain a licence from the relevant Highway Authority and will be responsible for the issue of Street Works Notices. All work, including reinstatement, must comply with the New Road and Street Works Act 1991.

ELECTRICAL DISTURBANCE

NGED's proposals and charge are based on the Customer not installing any equipment likely to cause disturbance to NGED's distribution system or other customers. NGED's consent is required prior to installing any such equipment.

METER TAILS

The meter tails presented for connection must be clearly marked to indicate polarity (and phase colour where appropriate). Individual earthing conductors and main equipotential bonding conductors must be marshalled at the Customer's main earthing terminal and only one main earthing conductor presented for connection to the NGED main earthing terminal. Where more than one set of tails is presented for connection due to tariff variations, each set must be clearly identified and only one set of tails presented for each tariff.

EARTHING

The Customer is responsible for providing and maintaining adequate arrangements for earthing the Customer's Installation and NGED shall not be responsible for any such arrangements except in so far as any applicable regulations may place certain responsibilities on NGED and subject thereto the Customer's use of an earth terminal provided by NGED shall be at the Customer's own risk. No earth terminal shall be provided by NGED for a temporary connection and the installer should provide an RCD.

PHASE BALANCE

Where the connection is provided in two or more phases the Customer's load shall, as far as is reasonably practical, be balanced.

EXCAVATION AND DUCTS

Unless specifically included in the cost calculation, all on-site excavation, provision of a stonedust bedding and blinding material, installation of NGED approved ducts and reinstatement will be carried out by the Customer at no cost to NGED. Draw cords should be incorporated and the ends marked for ease of location. Trench depths in pavement or private land shall be 530mm(min. cover over cable 450mm), in roadway shall be 600mm(min. cover 520mm) and in agricultural land shall be min. cover 1000mm. Where cables are not protected in duct they must be blinded with 75mm of crushed stone dust and approved yellow "electric cable" marker tape laid above.

SERVICE TUBING

Without charge to NGED the Customer will, where agreed by prior arrangement, install suitable 50mm internal diameter NGED approved tubing from the service position to the footpath or verge etc. as shown on the plan. Where an internal meter position is agreed a 500mm slow bend entry should be installed at the meter position. A draw cord must be incorporated and the end marked for ease of location. There must be a minimum of 520mm cover in the roadways and 450mm cover in pavements and private land.

STANDARD METER CABINETS

Where agreed by prior arrangement and without charge to NGED, the Customer will install and maintain a flush or surface mounted meter cabinet to NGED specification into the structure of each dwelling at the agreed position. The cabinet will only house the service termination, metering equipment and isolation switch (if fitted). The bottom edge of the cabinet must be between 500mm and 1000mm from ground level. The tails for connection to the meter must enter from the lower right hand side of each cabinet, and holes must not be made in the top or back for any purpose. The NGED service cable will enter the bottom of the cabinet through a surface mounted hockey stick therefore no gas, water or telecom termination equipment must be installed below it.

CUSTOMER'S INSTALLATION

The Customer must ensure that the electrical installation to which the Customer requires an electricity connection from NGED is installed in such a manner that it will comply with Regulations 8(4) and 25 of the Electricity, Safety, Quality and Continuity Regulations 2002 as amended ("Regs. 8(4) and 25") immediately prior to energisation. The Customer must grant NGED access to check compliance with Regs 8(4) and 25 when requested to do so.

ISOLATING SWITCH OPTION

Where NGED is providing meter operator services:

1. The Customer must ensure that the electrical installation in each property to which an electricity supply is required from NGED is installed in such a manner that it will comply with Regulations 8(4) and 25 of the Electricity Safety, Quality and Continuity Regulations 2002 as in force immediately prior to energisation ("Regs 8(4) and 25").
2. By accepting the terms of the Offer the Customer confirms that it fully understands the requirements of Regs. 8(4) and 25.
3. The Customer must ensure that the electrical installation in the property is carried out by a competent electrical installer (the "Installer") and that the Installer provides the Customer with an Electrical Installation Certificate prior to energisation and complies with the Connection Procedure for Electrical Contractors.
4. The Customer must ensure that the Installer is bound in the contract between the Customer and the Installer by similar conditions as these conditions 1 to 6.
5. The Customer must grant NGED access to check compliance with Regs. 8(4) and 25 when requested to do so.
6. The Customer must at NGED's request and at the Customer's cost provide documentation and any other information necessary to enable NGED to check that the Customer has complied these conditions 1 to 6.

ALTERATION OF METER POSITION

When a connection is made at the new meter position the existing service cable will be disconnected at the old position. It is the Customer's responsibility to have installed suitable private sub-mains as required, complete with tails ready for connection. Unless we have advised otherwise, you must contact your supplier in advance of our attendance and arrange for them to move the meter on the same day as NGED complete the alteration. Your supplier may apply a charge for this service.

NEW CONNECTION WORKS

The connection including the provision of materials to the job specification, trenching and other construction work is "contestable". This work may be carried out by NGED, but may alternatively be carried out by an appropriately qualified and accredited contractor engaged by the Customer. In that case, following satisfactory final testing and connection, the ownership of the assets will be adopted by NGED who will be responsible for their ongoing operation, repair and maintenance. This adoption process will be governed by an adoption agreement entered into between NGED and the contractor, which includes a 2 year guarantee period and insurance provision. More detailed information is available on our website:

<https://www.nationalgrid.co.uk>

LETTER OF ACCEPTANCE

Managed Unit:	6147
Account Number:	8190
Product Code:	5721
Project Number:	

TO:
Accounts Receivable Section
PO Box 231 Elliott Road
Plymouth
Devon
PL4 0ZZ

FROM:
Customer Name
Address
Street
Town
Postcode

Request for Electricity Connection works at: Site Address, Street, Town, Postcode.

Customer: Customer Name

Company Number (if appropriate):

NGED Reference: XXXXXXXX **NGED Scheme:** XXXXXXXX **NGED Scheme Version:** X

I/We, the Customer, accept the terms and conditions set out in this Offer including the Specific Conditions for Connection Works and General Conditions for Connection Works.

Payment

I understand that payment for NGED's works of £X,XXX.XX (including VAT) is required within 90 days following acceptance of this Offer in accordance with the General Conditions for Connection Works.

I understand that this charge may be subject to increase/change due to a number of factors such as site conditions, out of hours working, traffic management requirements, council permit obligations, materials and labour cost increases or other changes to the job (either by me, the customer, or by NGED) and that there may be additional costs that will require payment to be made before or after completion of the final connection.

Reimbursement

I understand that any payment of this Connection charge should be made by me, the Customer, and that any payment made by another person on my behalf and quoting my reference number shall be deemed by NGED to have been made by me. I also understand and agree that, in the event that this offer is terminated or cancelled and any reimbursement is due pursuant to clause 19 of the General Conditions for Connection Works, NGED will make such reimbursement via the same means of payment used for the initial transactions (unless expressly agreed otherwise), and in doing so, NGED shall discharge in full any obligation to reimburse me as a result of that cancellation.

Duration and Condition of Offer

The Offer is open to acceptance for 90 days from the date of the Offer Letter after which it will automatically expire. The Offer is made on the condition that the works are completed within 90 days of the date of acceptance. Should the works be incomplete after 90 days, NGED reserve the right to terminate or vary this Offer.

Electricity Supplier

I/We, the Customer, understand that a new electricity connection cannot be used until an electricity supplier has been appointed and that the supplier will install metering unless I/We, the Customer, have appointed a meter operator directly.

Preparatory Works

I understand that all the preparatory works need to be completed before NGED can commence their works. For this supply the preparatory works which I need to complete are:

Install meter box
Complete on-site trenching
Install black ducting with draw-cord and overlay with caution marker tape
NGED reserve the right to change the quotation if on-site works vary from the customers application.

Abortive Visits

I understand and agree that, if NGED attend site but are not able to start or complete the Works for the reasons set out in clause 6(a) of the General Conditions for Connection Works, NGED may charge me an abortive site visit fee, which shall be payable within 28 days of the date of invoice.

Acceptance

Print Name:

Signature:

Date:

If Signing for a company, state position and company name:

Please provide address for VAT receipt (if different):

Your Purchase Order number (if applicable):