

## COMPETITION IN CONNECTIONS CODE OF PRACTICE COMPLAINTS PROCEDURE

The Competition in Connections Code of Practice applies to all the activities undertaken by DNOs in facilitating the competitive market for the provision of Connections. It includes the end-to-end processes, practices and requirements that a DNO will use where an independent connections provider (ICP) seeks to undertake the Contestable Works.

This complaints procedure applies to ICPs only.

Included in the scope are:

- Accreditation
- Determining Point of Connection
- Convertible Quotations
- Design approval
- Link boxes
- Inspection

This complaints procedure does not apply to:

- customers who have accepted a DNO quotation for both the Contestable and Non- Contestable Works;
- connection charges -these are subject to the Connection Charging Methodology and Statement ;
- a DNO's detailed procedures and forms; and
- standards and reference documents that support the Connections process.

At NGED we are committed to meeting the Competition in Connections Code of Practice. We aim to provide excellent customer service, first time every time. Sometimes things can go wrong. We want to know when this happens, so that we can sort out any problems as quickly as possible. Here is all the information you need to use our complaints procedure.

### **How to register a complaint:**

**Telephone** -please call us free on 0800 0556833 between 9am and 5pm.

**Email** - you can email us at [nged.complaints@nationalgrid.co.uk](mailto:nged.complaints@nationalgrid.co.uk) with "CIC Code of Practice" in the title of the email. Please tell us your Name, your company name and address including postcode with a contact telephone number in your email. Please tell us the site address and WPD reference number.

**In writing** - you can write to Information Centre Manager at Avonbank., Feeder Road, Bristol BS2 0TB. Please include "CIC Code of Practice" in the title of the letter and tell us your address including postcode with a contact telephone number

in your letter. Please tell us the site address and NGED reference number.

**Online form** -by visiting our website at <https://www.nationalgrid.co.uk/contact-us/contacting-national-grid-electricity-distribution/complaints> include "CIC Code of Practice" in the complaint details field, together with the site address and NGED reference number.

### **Step 1 – Review by your Local Manager**

When you contact us we will acknowledge receipt of your complaint and arrange for a manager responsible for the electricity network in your area to call you the same day, if you have given us your telephone number. The manager will do their best to resolve the problem with you when they call.

If we do not have a telephone number for you, we will write to you or email you back within 3 working days of receiving your letter or email.

Please note that if you contact us by telephone or email after 4pm weekdays or on a weekend or a Bank Holiday, the manager will contact you the next working day.

### **Step 2 – Referral to a Senior Manager**

If you are not happy with the way that the local manager has dealt with your complaint, you can ask to speak to a senior manager responsible for electricity connections in your region. A senior manager will contact you within 3 working days -by telephone or personal visit. He will investigate your complaint and work with you to resolve the problem.

### **Step 3 – Final Review by Complaints Manager**

If after discussing your complaint with a senior manager responsible for your region, you are not fully satisfied by their actions, you can ask for your complaint to be formally reviewed by NGED's Regulation and Government Affairs Manager, Paul Branston. He will call you and send you a letter setting out our final position within 1 week.

We aim to resolve your complaint within 6 weeks with an apology and an explanation of what went wrong. Where appropriate we will take remedial action and we may pay you some compensation.

### **Step 4 – Dispute Resolution**

We will do all we can to solve your problem by working with you. However if you are still unhappy with our actions and you have followed Steps 1-3, or if we are unable to resolve your complaint within 6 weeks, either you or NGED may request that the Competition in Connections Panel provides a view on any matter being disputed at the next scheduled meeting. This is not a binding decision.

Please contact NGED for Connection Panel contact details.

Once the Connections Panel has given a view, if you are still unhappy you have the right to refer the matter to Ofgem to investigate whether WPD is complying with the Competition in Connections Code of Practice. Ofgem will expect the Competition in Connections Panel to have provided its view, before making a final decision.

You can contact Ofgem at [connections@Ofgem.gov.uk](mailto:connections@Ofgem.gov.uk)

Or write to 10 South Colonnade, Canary Wharf, London, E14 4PU