

CUSTOMER INFORMATION SHEET

IMPORTANT - DO NOT DATE STAMP THIS DOCUMENT

COMPLETION OF YOUR CONNECTION AGREEMENT

(PLEASE READ THE INFORMATION CONTAINED ON THIS SHEET CAREFULLY)

Please read the below before you sign the Connection Agreement, failure to do so may result in a delay in providing your new connection.

- Your Connection Agreement **must be signed by an authorised signatory** of the company or the person who will actually be receiving the electricity supply (authorised signatory means a director, partner or other such authorised employee);
- Approved signatures include:
 - Wet Ink signed and posted,
 - Wet Ink signed and scanned/photo,
 - PDF Fill and Sign using an image of a proper signature; or
 - Approved digital signature, e.g. DocuSign, where accompanied by an authentication certificate
- The details of the company receiving the electricity supply **must** be correct, i.e. its full name, registered address and company registration number;
- The Agreements must not be amended in any way or contain any additional features such as company date stamps etc as this could render it invalid ;

Please either:

1. Print and sign one copy of the Connection Agreement and return to us in the post or;

2. Print, sign (using one of the approved methods detailed above) and scan the signature page and return a full copy of the Connection Agreement (signatory page and all subsequent schedules) via email to the person at National Grid Electricity Distribution who issued the Connection Agreement.

- **Connection Agreements returned via post or email *must* be signed and undated.**
- Your supply will not be energised unless these documents are returned signed and, if appropriate, payment for work received.

On receipt of the Connection Agreements **we will date, counter sign and return one full copy** to you.

FAILURE TO COMPLETE AND RETURN THE AGREEMENTS, AS SPECIFIED ABOVE, COULD RESULT IN A DELAY IN PROVIDING YOUR NEW CONNECTION

If you need any further information on the completion of your Connection Agreement please contact:-

NGED.connections@nationalgrid.co.uk

If you need any further information concerning payment or dates for connection please contact the local Network Services Team referred to in the Offer letter.

SCHEDULE 1 - SPECIFIC TERMS FOR CONNECTION

Characteristics of the Supply of Electricity

Maximum Import Capacity:	XXXXkVA
Maximum Export Capacity:	XXXXXkVA
Voltage:	230 / 400 Volts
Phase:	Three Phase
Frequency:	50 Hertz
Current:	Alternating
Acceptable Power Factor for Import Capacity:	0.95 lag to unity with a reactive power tolerance of XXXX kVAr

The Customer shall ensure that the import of electricity from, and/or the export of electricity to, the Distribution System through the Connection Point does not (at any time) exceed the Maximum Import Capacity and/or the Maximum Export Capacity (respectively).

The Customer shall at all times and at its own expense take all reasonable precautions to ensure that the Customer's site import/export otherwise operates as near as practicable to the values set out above. Notwithstanding this requirement, the export or import of reactive power to the Distribution System shall be permitted under transient conditions provided that the power factor of the export is no less than 0.95 leading and lagging – LV.

General

The Maximum Import Capacity stated in this Schedule 1 has been requested by the Customer and agreed by the Company. The Maximum Import Capacity will be fixed for 12 months from the date that this Agreement takes effect unless increased by agreement between the Customer and the Company, in which case the increased Maximum Import Capacity will be fixed for a further 12 months from the date of increase.

The Maximum Import Capacity and where relevant, the Maximum Export Capacity form part of the Distribution Use of System (DUoS) Charges. These charges make up part of the Customers electricity bill with the supplier. DUoS charges are detailed within our Use of System Charging Statement. Our charging statements and associated guidance can be found on our website www.nationalgrid.co.uk/our-network/use-of-system-charges/charging-statements

Enduring Terms

The Customer agrees that the Company shall, on the application of any person purporting to be an owner and/or occupier (or prospective owner and/or occupier) of the Premises, be entitled to disclose to such person the fact that this Connection Agreement contains terms which differ from the terms set out in the National Terms of Connection (www.connectionterms.org.uk).

The Customer shall, prior to selling or leasing its interest in the Premises (or otherwise permitting a third party to occupy the Premises), ensure that the existence and provisions of this Connection Agreement are brought to the attention of such third party. For information, any such third party should note that it may automatically be bound by the provisions of this Connection Agreement in accordance with the National Terms of Connection (www.connectionterms.org.uk).

SCHEDULE 2 – CONNECTION POINTS & ASSET USE

Connection Point:

XXXXXXXXXXXXXXXXXX

Connection Extension Assets

XXXXXXXXXXXXXXXXXX

Shared Use Reinforcement Assets

XXXXXXXXXXXXXXXXXX

SCHEDULE 3 – GENERATING EQUIPMENT

1. The Company consents to the following generators being directly connected to the Company's Distribution System:

Type of Generation	Generation Unit Identification Name and/or Nomenclature	Generation Unit Manufacturer, Make & Type	Installed Size of Generation (kW/per Unit)	No. of Units	No. of Phases	Commissioning Date	Long / Short Term Parallel or Stand-by Generation
None	None	None	None	None	None	None	None

SCHEDULE 4 – SITE RESPONSIBILITY SCHEDULE

Not Used.

SCHEDULE 5 – GENERAL OPERATING CONDITIONS

1. Occupiers

- 1.1 Where the Customer gives its written consent for a third party to connect Generating Plant to the Customer's Premises or otherwise for one or more third parties to occupy all or any part of the Customer's Premises, whether by granting a lease or a licence (the "**Occupier**") the Customer shall:
- procure that the Occupier is subject to and complies in all respects with the obligations set out in this Connection Agreement as though it were party to it;
 - procure that the Company shall have such rights and powers in respect of the Occupier, including over the Premises and any part of the Customer's Installation occupied by the Occupier and, as relevant, any Plant, Generating Plant, Generating Unit, Interface Protection, Protection and Apparatus therein as it would have if the Occupier was a party to this Connection Agreement; and
 - ensure that the Occupier does not amend, alter, renew or replace any Plant, Generating Plant, Generating Unit, Apparatus, Interface Protection and/or or Protection without the Company's prior written consent.
- 1.2 Without prejudice to paragraph 1.1 above, the presence of the Occupier shall not relieve the Customer of any obligations under this Connection Agreement, and the acts or omissions of the Occupier shall, for the purposes of this Connection Agreement, be deemed to be acts or omissions of the Customer.
- 1.3 In addition to the termination rights set out in Clause 13 of Section 2, Clause 19.3 of Section 3 or Clause 20.3 of Section 4 (as appropriate) of the National Terms of Connection, the Parties agree that the Company may terminate the Connection Agreement by giving notice of such termination to the Customer in the event that:
- the Customer breaches its obligations in clause 1.1 (a) to (c) (inclusive) above;
 - the acts or omissions of the Occupier would otherwise constitute a breach if such acts were done or omissions made by the Customer; or
 - any of the events set out in Clause 19.3.3 of Section 3 or Clause 20.3.3 of Section 4 (as appropriate) of the National Terms of Connection occurs in respect of the Occupier.
- 1.4 If an Occupier breaches any contract or arrangement it has entered into with an electricity supplier for the supply of electricity to the Premises, which breach permits the electricity supplier to De-Energise and/or Disconnect the Connection Point, or if there exist other circumstances pursuant to which the Company is required, instructed or entitled

to De-Energise and/or Disconnect the Connection Point in respect of the Occupier, the Company shall not be deemed to be in breach of this Connection Agreement and shall not be liable in any way whatsoever to the Customer as regards any such De-Energisation and/or Disconnection.

- 1.5 The Customer shall indemnify and keep indemnified the Company against all costs, losses, claims, expenses and/or liabilities that the Company may suffer or incur arising out of or in relation to the Occupier (including any breach by the Customer of paragraph 1.1 above and/or the acts or omissions of the Occupier), provided that the Customer's liability under this indemnity shall be limited to £1,000,000 per incident or series of related incidents.

2. Curtailment and De-Energisation

- 2.1 Notwithstanding any other provision of this Connection Agreement, the Company may instruct the Customer to (at the Customer's own expense) immediately De-energise or implement an immediate reduction to the Maximum Import Capacity and/or the Maximum Export Capacity (including to zero), or the Connection Point may otherwise be de-energised (whether De-energised as defined or otherwise), or a Customer's Maximum Import Capacity and/or the Maximum Export Capacity reduced (including to zero) (any such reduced capacity under this paragraph being the "Revised Maximum Export Capacity" or the "Revised Maximum Import Capacity"), in the following scenarios:

- (a) for the reasons set out in Section 3 or 4 (as appropriate), including Clause 5 of the same, of the National Terms of Connection (as amended from time to time) where such section is incorporated into this Connection Agreement including, but not limited to:
 - (i) where it is necessary or reasonable for the Company to do so as part of a System Outage, including for planned maintenance of the Distribution System;
 - (ii) in order to permit other persons to connect to the Distribution System;
 - (iii) where the Company reasonably considers it necessary to do so for safety reasons or for the security of the Distribution System or any other electrical system (including in order to avoid interference with the regularity or efficiency of the Distribution System);
 - (iv) where, in the Company's reasonable opinion, the condition or manner of operation of the Customer's Installation and/or the condition or manner of operation of the Distribution System, poses a threat of injury or material damage to any person or property (including the Distribution System, the National Electricity Transmission System and/or any electrical systems and installations connected thereto); or
 - (v) where the Customer is in breach of this Connection Agreement (which includes a failure to comply with any instruction given by the Company pursuant to this paragraph);
- (b) for the reasons set out in paragraph 7 of Section 2 of the National Terms of Connection (as amended from time to time) where such section is incorporated into this Connection Agreement;
- (c) without prejudice to any other provision in this clause, in the event of abnormal network running conditions, including as a result of any unplanned Distribution System, or planned or unplanned transmission system, network outages (whether at transmission system or distribution system level), including in respect of any resulting repair required;
- (d) notwithstanding any consent that may be granted for any equipment (including any as set in this Connection Agreement below), and without prejudice to any other provision of this Connection Agreement, where the Customer's Installation and/or any other electrical equipment which the Customer connects adversely affects any other customer connected to the Distribution System and/or causes disturbance outside of acceptable limits to the Distribution System.
- (e) (in respect of any embedded generation connected to the Company's Distribution System) where an instruction has been received by the Company from National Grid Electricity System Operator (NGESO) to De-energise or curtail embedded generation in accordance with the requirements of BC2.9.1.4 of the Grid Code and using the principles set out in OC6.7.1 of the Grid Code under emergency conditions on the National Electricity Transmission System, which will typically occur when a number of generators' output is high and, at the same time, distribution demand is low, leading to either voltage, thermal or protection issues on the Distribution System or National Electricity Transmission System.
- (f) (in respect of any embedded generation connected to the Company's Distribution System):
 - (i) in connection with any 'visibility and commercial control' instruction issued by National Grid Electricity System Operator (NGESO), including through the Company, to De-energise or curtail embedded generation, as further detailed in Schedule 6; or
 - (ii) where provided for pursuant to any commercial arrangement between the Company and the Customer permitting the same.

- 2.2 The Company shall use its reasonable endeavours to provide as long a period of notice as is practicable of any requirement to De-energise or reduce a Customer's Maximum Import Capacity and/or Maximum Export Capacity (including to zero), including such notice period as is set out in the National Terms of Connection, however the Company reserves the right to De-energise or reduce a Customer's Maximum Import Capacity and/or Maximum Export Capacity without notice where it reasonably considers it necessary based on the system conditions prevailing on the Distribution System and/or the National Electricity Transmission System, or where the Customer has failed to comply with any instruction from the Company to De-energise or reduce its Maximum Import Capacity and/or Maximum Export Capacity.

- 2.3 Subject to Clause 9 of Section 2, Clause 15.3 of Section 3 or Clause 16.3 of Section 4 (as appropriate) of the National Terms of Connection, and save where otherwise expressly set out in this Agreement or in any commercial agreement entered into between the Company and the Customer) the Company shall under no circumstances be liable to the Customer in connection with any De-energisation or reduction of its Maximum Export Capacity as set out above.
- 2.4 The Customer shall indemnify the Company and keep it indemnified fully on demand against all liabilities, losses, damages, costs (including all reasonable legal costs), expenses and fines attributable to the Customer's failure to comply, or any delay in complying, with any instruction given by the Company under this paragraph.
- 2.5 The Revised Maximum Export Capacity and/or Revised Maximum Import Capacity shall apply until the Company notifies the Customer otherwise.

3. Disturbing Loads

- 3.1 The Customer shall not connect any electrical equipment that may adversely affect the supply of electricity to others and/or cause disturbances outside of acceptable limits to the Distribution System without the Company's previous written consent, which will not unreasonably be delayed or withheld. Such equipment includes motors, welders, furnaces, high power appliances, converters (e.g. rectifiers, switch mode power supplies, uninterruptible power supplies, battery chargers, high-frequency induction furnaces and variable speed drives), regulators (e.g. AC heating and lighting controls) and other equipment with non-linear voltage / current characteristics (e.g. arc welders and arc furnaces)). Any consent that is or may be granted is or will be based on estimated disturbance levels (which cannot be precisely determined in advance) and taking a risk-based approach to the likelihood of complaint, and is without prejudice to any other provision of this Connection Agreement.
- 3.2 Notwithstanding any other provision of this Connection Agreement, the Customer shall be liable for the costs of any remedial action required (including to the Customer's Installation and/or the Distribution System) as a result of any adverse interference caused by the Customer's Installation and/or any other electrical equipment which the Customer connects with any other customer connected to the Distribution System.

4. Compliance

- 4.1 The Customer shall ensure that any voltage fluctuation, voltage unbalance, voltage harmonics or voltage interharmonics caused by any of its electrical equipment or apparatus at the Customer's Installation do not exceed the levels laid down in Engineering Recommendations EREC P28, EREC P29 and EREC G5 and as specified by NGED in annexes to this Connection Agreement, where:
- EREC P28 covers 'Voltage fluctuations and the connection of disturbing equipment to transmission systems and distribution networks in the United Kingdom'
 - EREC P29 covers 'Planning limits for voltage unbalance in the United Kingdom'
 - EREC G5 covers 'Harmonic voltage distortion and the connection of harmonic sources and/or resonant plant to transmission systems and distribution networks in the United Kingdom'.
- 4.2 The short-term flicker severity, Pst, as defined in EREC P28, caused by the Customer's Installation shall be limited to 0.5 at the point of common coupling (PCC) except where NGED has issued an EREC P28 Stage 3 flicker specification and this forms an annex to this Connection Agreement. The Customer's Installation shall be such that it is possible, if so required, to introduce sequential switching to ensure a minimum period between each operation that causes voltage change consistent with the above flicker limit; examples include switching of each generator, switching of each transformer, switching of load etc. Where remedial action is required, whether it be to the Customer's Installation or the Company's Distribution System, the Customer shall be liable for all reasonable costs incurred.
- 4.3 Where NGED has issued an EREC P28 Stage 3 flicker specification and this forms an annex to this Connection Agreement the flicker caused by the Customer's Installation shall be limited to the levels defined therein.
- 4.4 The step voltage change, as defined in EREC P28, caused by the Customer's Installation shall be limited to the planning level specified in EREC P28 and NGED policy POL:SD2 and POL:SD3, as appropriate, at the PCC.
- 4.5 The rapid voltage change, as defined in EREC P28, caused by the Customer's Installation shall be limited to the planning levels specified in EREC P28 at the PCC.
- 4.6 The harmonic voltage distortion, as defined in EREC G5, caused by the Customer's Installation shall be limited to the levels defined in the NGED EREC G5 Stage 3 harmonic specification where this forms an annex to this Connection Agreement.
- 4.7 The voltage unbalance, as defined in EREC P29, caused by the Customer's Installation shall be limited to 0.5% at the point of common coupling except where NGED has issued an EREC P29 Stage 3 voltage unbalance specification and this forms an annex to this Connection Agreement. Where NGED has issued an EREC P29 Stage 3 voltage unbalance specification and this forms an annex to this Connection Agreement the voltage unbalance caused by the Customer's Installation shall be limited to the levels defined therein.

- 4.8 Generator plant and equipment shall comply with the requirements of the EREC G99 'Recommendations for the connection of generating plant to the distribution systems of licensed distribution network operators' or its replacement, or other reasonable provisions as may, from time to time, be required by the Company.

SCHEDULE 6 – SITE SPECIFIC OPERATING CONDITIONS

No site specific terms.

SCHEDULE 7 – ACCOMMODATION

Not Used.

SCHEDULE 8 – DEFINITIONS

In this Connection Agreement, except where the context requires otherwise, the following terms shall have the meanings given to them below or, where not defined below, as set out in the National Terms for Connection.

“Authorisation” the formal sanction given in writing to undertake specified tasks that has a specific meaning in Safety Management Systems.

“Authorised Person” a person who has received an Authorisation.

“Company’s Distribution Safety Rules” the Company’s rules and procedures that ensure the safe Operation of the Company’s Distribution System.

“Control Person” a person who is responsible for controlling and coordinating Operations on an electrical network.

“Earthing System” the arrangement of earthing electrodes and conductors connecting an electrical network to earth.

“Equipment” Plant and/or Apparatus.

“Generating Plant” an installation comprising of one or more Generating Units.

“Generating Unit” any apparatus which produces electricity.

“Interface Protection” Protection equipment installed to meet the requirements of Energy Networks Association Engineering Recommendation G99 as may be amended from time to time.

“High Voltage” any alternating voltage exceeding 1000 volts.

“Island Mode” an operating mode of a Generating Plant, where the connection between the Company's Distribution System and the Generating Plant is disconnected while the Generator operates.

“Operation” a scheduled or planned action carried out on an electrical network and **“Operate”** shall be construed accordingly.

“Parallel Mode” an operating mode of a Generating Plant where the connection is maintained between the Company's Distribution System and the Generating Plant while the Generator operates.

“Protection” the provisions for detecting abnormal conditions in an electrical network and initiating fault clearance or actuating signals and indications.

“Safety Management System” the procedure adopted by the owner of an electrical network to ensure safe Operation of their electrical network and the safety of personnel required to work on that electrical network.

“Switching Schedule” a schedule which defines the agreed sequence of Operations. Provision is made on the Switching Schedule to allow the name of the operator and the time of Operation to be filled in as they are completed.

“System Control” the administrative and other arrangements established to maintain as far as possible the proper safety and security of the electrical network.