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## **Distributed Generation Standards under the IPNL Licence**

## Introduction

This booklet explains what the standards of service you can expect from Independent Power Networks are. It is written in accordance with the requirements of SLC 15A of the Independent Power Networks Distribution Licence.

Independent Power Networks is a licensed distribution network operator responsible for the safe delivery of electricity through its networks to properties across Great Britain.

Independent Power Networks does not sell electricity but ensures that it is delivered to you. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your electricity supplier. Contact details can be found on your latest electricity bill.

### Our Contact Details

#### Address

Independent Power Networks  
Driscoll 2  
Ellen Street  
Cardiff  
CF10 4BP

**Telephone** 0845 055 6199

**TextDirect** 18001 0845 055 6199

**Fax** 0871 429 0422

**Email** [enquiries@envoyonline.co.uk](mailto:enquiries@envoyonline.co.uk)

### Our Office Hours

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

## **Condition 2. Provision of Estimates for Generation Connections**

Where you request a budget estimate for a Generation Connection to IPNL's network and you have provided all the information that is to be reasonably expected and required by IPNL and payment for any reasonable charge has been received by IPNL to enable the provision of the budget estimate:

for a connection where the capacity is less than 1MVA, the budget estimate is to be provided within 10 working days.

for a connection where the capacity is more than 1MVA, the budget estimate is to be provided within 20 working days.

## **Condition 3. Provision of Quotations for Generation Connections**

Where you request terms for making a generation connection and you have provided all the information that is to be reasonably expected and required by IPNL and any required connection charges under Section 16A(4A) of the Electricity Act have been paid:

for an LV generation connection, the quotation will be dispatched within 45 working days (subject to exemptions under condition 5).

for an HV generation connection, the quotation will be dispatched within 65 working days (subject to exemptions under condition 5).

for an EHV generation connection, the quotation will be dispatched 65 working days (subject to exemptions under condition 5).

For the purposes of this condition the relevant prescribed period is to be determined on the basis (as applicable) of:

- a) the works set out in the quotation dispatched by IPNL
- b) IPNL's initial reasonable initial assessment of the works required prior to the dispatch of the quotation.

## **Condition 4. Post-acceptance scheduling and completion of works, and energisation of generation connections**

If you accept a quotation relating to the provision of an LV generation connection and payment has been received IPNL will within 7 working days contact you to commence the process of agreeing a schedule of dates for commencement of works at or in relation to the premises, completion of the works and (if applicable) energisation of the connection as specified in the accepted quotation), except in any of the circumstances outlined in condition 5.

If you accept a quotation relating to the provision of an HV generation connection and payment has been received IPNL will within 10 working days contact you to commence the process of agreeing a schedule of dates for commencement of works at or in relation to the premises, completion of the works and (if applicable) energisation of the connection as specified in the accepted quotation), except in any of the circumstances outlined in condition 5.

If you accept a quotation relating to the provision of an EHV generation connection and payment has been received IPNL will within 15 working days contact you to commence the process of agreeing a schedule of dates for commencement of works at or in relation to the premises, completion of the works and (if applicable) energisation of the connection as specified in the accepted quotation), except in any of the circumstances outlined in condition 5.

Where a relevant date has been agreed for the commencement of work, IPNL will commence works at or in relation to the premise (or a phase of works at or in relation to the premise) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an LV generation connection, IPNL will complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an HV generation connection, IPNL will complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an EHV generation connection, IPNL will complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an LV generation connection, IPNL will energise the connection (or connections) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Where a relevant date has been agreed and the accepted quotation relates to the provision of an HV generation connection, IPNL will energise the connection (or connections) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Where a relevant date has been and the accepted quotation relates to the provision of an EHV generation connection, IPNL will energise the connection (or connections) provided for in the accepted quotation by the agreed date except in any of the circumstances described in conditions 5(2), 5(3), 5(7), 5(8) and 6.

Please note that Condition 4 requirements are also subject to:

- i) Any reasonable security being received by IPNL under section 20(1) of the Electricity Act.
- ii) Written acceptance of any additional terms of connection proposed by IPNL under section 21 of the Electricity Act.
- iii) Details of any reasonable means by which IPNL can contact yourself during the period 9am to 5pm of a working day in respect of the quotation.

### **Condition 5. Exemptions**

The IPNL Licence sets out a number of circumstances where the above regulations may not apply. These are as follows:

(1) The circumstances described in this condition are those set out in paragraphs (2) to (4) and (6) to (8): provided that the circumstances set out in paragraphs (6) to (8) will only apply where the electricity distributor makes reasonable efforts to notify the customer of the occurrence of such circumstances as soon as reasonably practicable after their occurrence.

(2) The customer informs the electricity distributor before the contravention time that he does not wish the electricity distributor to take any action, or any further action, in relation to the matter.

(3) The customer agrees with the electricity distributor that the action taken by the electricity distributor before the contravention time is to be treated as the taking by the electricity distributor of the action required by the condition (and, where the action taken by the electricity distributor includes a promise to perform any action (whether before or after the contravention time), the electricity distributor duly keeps that promise).

(4) Where information or a request is (or is required to be) provided by the customer and the information is provided to an address or email account or by use of a telephone number other than any address, email account or telephone number that the electricity distributor has advised the customer is appropriate for the receipt of information of that type.

(5) For the purposes of paragraph (4), the electricity distributor may advise the customer by publishing the address, the email account, the telephone number or the hours in such a manner as may be appropriate for the purpose of bringing the advice to the attention of customers likely to be affected by it.

(6) It was not reasonably practicable for the electricity distributor to take the action required by the condition before the contravention time as a result of:

(a) industrial action by employees of the electricity distributor or its agent;

(b) the act or default of a person other than an officer, employee or agent of the electricity distributor, or of a person acting on behalf of an agent of the electricity distributor;

(c) the inability of the electricity distributor to obtain any necessary access to any premises (which may include its own premises);

(d) the existence of circumstances by reason of which the electricity distributor could reasonably expect that, if it took the action, it would or would be likely to be in breach of an enactment (including any directions given by the Secretary of State under section 96 of the Act;

(e) the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004;

(f) any other circumstances of an exceptional nature beyond the control of the electricity distributor.

(7) The electricity distributor reasonably considers that the information given by the customer is frivolous or vexatious.

(8) The electricity distributor reasonably considers that the customer has committed an offence under paragraph 6 of Schedule 6 to the Act, or under paragraph 11 of Schedule 7 to the Act.

(9) In this condition, “contravention time” means the time at which, if this condition did not apply, the electricity distributor should have fulfilled its obligations under conditions 2, 3 and 4

#### **Condition 6. Extensions of Time**

In some circumstances, extensions of time may be applied to conditions 2-4. These circumstances are outlined as follows:

(1) Where one or more of the circumstances referred to in paragraph (6(a) to 6(e)) of condition 5 or described in paragraph (4) below arises, an agreed date under condition 4 will be extended by such reasonable period (or to such reasonable date) as the electricity distributor may specify.

(2) Provided the electricity distributor specifies such period or date within a reasonable period of time after the circumstance in question arises, the electricity distributor may specify such period or date before or after the date that would otherwise have been the agreed date.

(3) The period or date so specified will only be effective if the electricity distributor contacts the customer or relevant authority (as appropriate) to communicate the period or date so specified.

(4) The circumstances described in this paragraph are as follows:

(a) severe weather conditions that either of themselves prevent the electricity distributor from carrying out the requisite work or, being of any of the categories 1, 2 or 3 of severity as defined in the Electricity (Standards of Performance) Regulations 2010, cause the electricity distributor, acting reasonably, to postpone preplanned works in order to restore supplies to customers as quickly as possible;

(b) a network system emergency that causes the electricity distributor, acting reasonably, to redirect its resources and thereby prevents it from completing any action required by the condition;

(c) an inability to undertake live working on the distribution system because of compliance with safety procedures in circumstances where the electricity distributor would normally expect to undertake such working and where this restriction has a material impact on the timescale for completion of the works;

(d) delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004;

(e) delays in obtaining any necessary consents or rights, and/or in acquiring any necessary interest in land, in relation to the location of electric lines and electrical plant needed to provide the connection;

(f) that works that are stated in the accepted quotation to be prerequisite to the commencement, completion or energisation (as appropriate) of the works, and that are not the responsibility of the electricity distributor, have not been completed in the agreed manner or within the time agreed; and

(g) that any other matters stated in the accepted quotation to be prerequisite to the commencement, completion or energisation (as appropriate) of the works, and that are not the responsibility of the electricity distributor, have not been satisfied in the manner or within the time envisaged by the accepted quotation.