

UK Power Networks



**Quotation Accuracy Review
Scheme**

Eastern Power Networks plc,
London Power Networks plc
and South Eastern Power
Networks Plc

Contents

- Introduction3**
- Section 1 – General Information4**
 - Contact Details 4
- Section 2 – Quotation Accuracy Scheme.....5**
 - How the Scheme Operates..... 5
 - QAS Tables 6
 - Exclusions 6
 - Making a Claim..... 7
 - Validity..... 7
- Section 3 - Right of Appeal.....7**
- Section 4 - Payments8**
- Section 5 – High Level Process Flow Diagram9**
- Section 6 – Glossary of Terms.....10**
- Section 7 – Associated Reference Documents.....12**
- Appendix 1 – Claim Form QAS 113**
- UK Power Networks Quotation Accuracy Scheme Claim Form14**

Introduction

This document has been prepared by us in accordance with the requirements of Standard Condition 15A of our distribution licence, as issued under the Electricity Act 1989 (as amended) ("the Act").

An electronic copy of this document and other information on how to make a complaint is available free of charge from our website. Go to [https://www.ukpowernetworks.co.uk/help-and-contact/i-m-unhappy-with-the-service-that-i-have-received services/contact-us.shtml](https://www.ukpowernetworks.co.uk/help-and-contact/i-m-unhappy-with-the-service-that-i-have-received-services/contact-us.shtml) and scroll down to the Complaints Process heading and click on the 'UK Power Networks Quotation Accuracy Scheme' link.

Section 1 – General Information

- 1.1 We are required by our distribution licence to operate a Quotation Accuracy Scheme (QAS), the form of which must be approved by the Gas and Electricity Markets Authority. This requirement came into effect on 1 October 2010.

The QAS provides information which enables customers to assess whether the specific connection charge included within our Connection Offer is accurate in terms of consistency with our Connection Charging Statement published on our web site.

- 1.2 The scheme is not intended to introduce standard charges for connections customers.
- 1.3 The scheme is limited to 100 amp LV connection offers for a maximum of four premises and specifically excludes all budget estimates, feasibility studies and any projects involving generation.

Contact Details

Customer Relations
UK Power Networks
Fore Hamlet
IPSWICH
IP3 8AA

Telephone 0800 028 4587
Return Fax 01473 266866
Email customer.relations@ukpowernetworks.co.uk

Section 2 – Quotation Accuracy Scheme

- 2.1 The purpose of the scheme is to help customers assess whether the quotation they have received is accurate in terms of consistency with UK Power Networks' Connection Charging Statement. Customers can compare the quotation they have received to a range of charges contained within our Connection Charging Statement published on our web site. If the quotation is outside that range **and no further explanation is provided in the quotation**, then the quotation will be deemed inaccurate. Accordingly, a penalty payment will be made to the customer and a revised quotation will be issued. We will provide you with a correct quotation and refund you the amount of any overpayment you have made. If we have undercharged you, we will require you to pay the additional amount.
- 2.2 The scheme only applies to customers asking for a quotation for a 'single LV service demand connection' or for 'small-project demand connections'.
- 2.3 It is important to note that the scheme is not intended to act as a mechanism for customers to challenge the absolute charges made.

How the Scheme Operates

- 2.4 If the information included in the quotation is sufficient such that the quotation is within the bands of indicative prices published in our Connection Charging Statement, then the customer will not be eligible to challenge the accuracy of the quotation.
- 2.5 However, if the quotation contains detailed pricing information or charges that are outside the bands of indicative prices published in our Connection Charging Statement, then the customer will be eligible to challenge the accuracy of the quotation. The customer will be required to complete a QAS 1 claim form (see Appendix 1) to explain why they believe the quotation to be inaccurate.
- The customer is also eligible to challenge the accuracy of the quotation if it does not adequately explain why the connection charge or detailed pricing information is outside the bands of indicative prices published in our Connection Charging Statement.
- 2.6 Where we review the quotation and accept that we made an error, for example, in estimating quantities, the quotation will be deemed inaccurate. In these circumstances, a penalty payment will be paid to the customer, together with a refund, if applicable, and a new quotation will be issued.
- 2.7 Where we review the quotation and accept that insufficient information has been provided to explain why the quotation is outside the bands of indicative

prices published in our Connection Charging Statement, the quotation will be deemed inaccurate, a penalty payment will be made, and a new quotation will be issued to the customer. The revised quotation that is issued in such circumstances may possibly be for the same value, but it will also contain additional information.

- 2.8 A penalty payment will not be made to the customer if we are able to demonstrate that additional information was provided in the quotation in support of our charges.
- 2.9 The accuracy assessment works both ways - an error in the quotation could be an omission and the connection charge in the revised quotation could be higher or lower than our original offer.
- 2.10 When reviewing a quotation, a 5% or £200 (whichever is the greater) tolerance shall be applied. This prevents a disproportionate effect for small lengths of cable where our view and the customer's view on the required cable length differ.
- 2.11 The scheme will allow customers to challenge a quotation within **30 calendar days of the date of issue of the quotation** or, where accepted by the customer, within **10 calendar days of the date of acceptance**, whichever is the earlier.
- 2.12 In cases where the customer is entitled to a penalty payment, the value of the payment will be as detailed in Section 4 (Payments).

QAS Tables

- 2.13 The current values of our charges relevant to the QAS are published in our Connection Charging Statement in Tables F1 and F2.
- 2.14 Go to <https://www.ukpowernetworks.co.uk/our-company/regulatory-information/services/networks/knowledge-centre/public-information.shtml>, click on the link entitled 'Connection, Use of System & Other Charging Documents' and select the latest version of the Connection Charging Statement.

Exclusions

- 2.15 Quotation errors that are attributed to a failure by the customer to comply with the Minimum Information requirements or to inaccurate information provided by the customer shall be excluded from claims under the scheme.
- 2.16 UK Power Networks will not accept quotation accuracy claims which challenge how a standard price, as specified in the Connection Charging Statement, has been formulated. However, where UK Power Networks has applied the wrong standard charge to a quotation, this will be accepted as a valid claim under the

scheme.

Making a Claim

- 2.17 UK Power Networks will provide the necessary forms for the submission of quotation accuracy claims. The forms are designed to capture all the information necessary to secure a prompt and efficient settlement of the issue and to assist in the final determination of quotation errors and the resolution of disputes.
- 2.18 All claims must be submitted on a QAS 1 claim form, which can be posted or emailed to customers on request or downloaded from our website (refer to Introduction section for details).

Validity

- 2.19 A QAS claim will only be considered valid if all mandatory sections of the QAS 1 claim form have been completed and submitted to the address detailed in Section 1.
- 2.20 We shall endeavour to complete all QAS claim reviews and provide a written response to customers within 28 calendar days of receiving a valid claim form.

Section 3 - Right of Appeal

- 3.1 If you have followed UK Power Networks' QAS process and you have been notified that your claim is unsuccessful, you have the right to appeal by escalating the matter as a formal complaint, using UK Power Networks' complaints procedure. For further details please go to <https://www.ukpowernetworks.co.uk/help-and-contact/i-m-unhappy-with-the-service-that-i-have-received-services/contact-us.shtml> and scroll down to the heading titled 'Our Complaints Process' and click on the link titled 'Domestic, faults and small business complaints procedure' and follow the process.
- 3.2 If you have followed UK Power Networks' complaints procedure and you are unable to resolve the dispute, you can contact the Energy Ombudsman who is the independent ombudsman for gas and electricity consumers. The Energy Ombudsman's contact details are provided below.

Telephone: 0330 440 1624

Email: enquiries@energy-ombudsman.org.uk

Website: <https://www.energyombudsman.org/>

Energy Ombudsman

PO Box 966

Warrington WA4 9DF

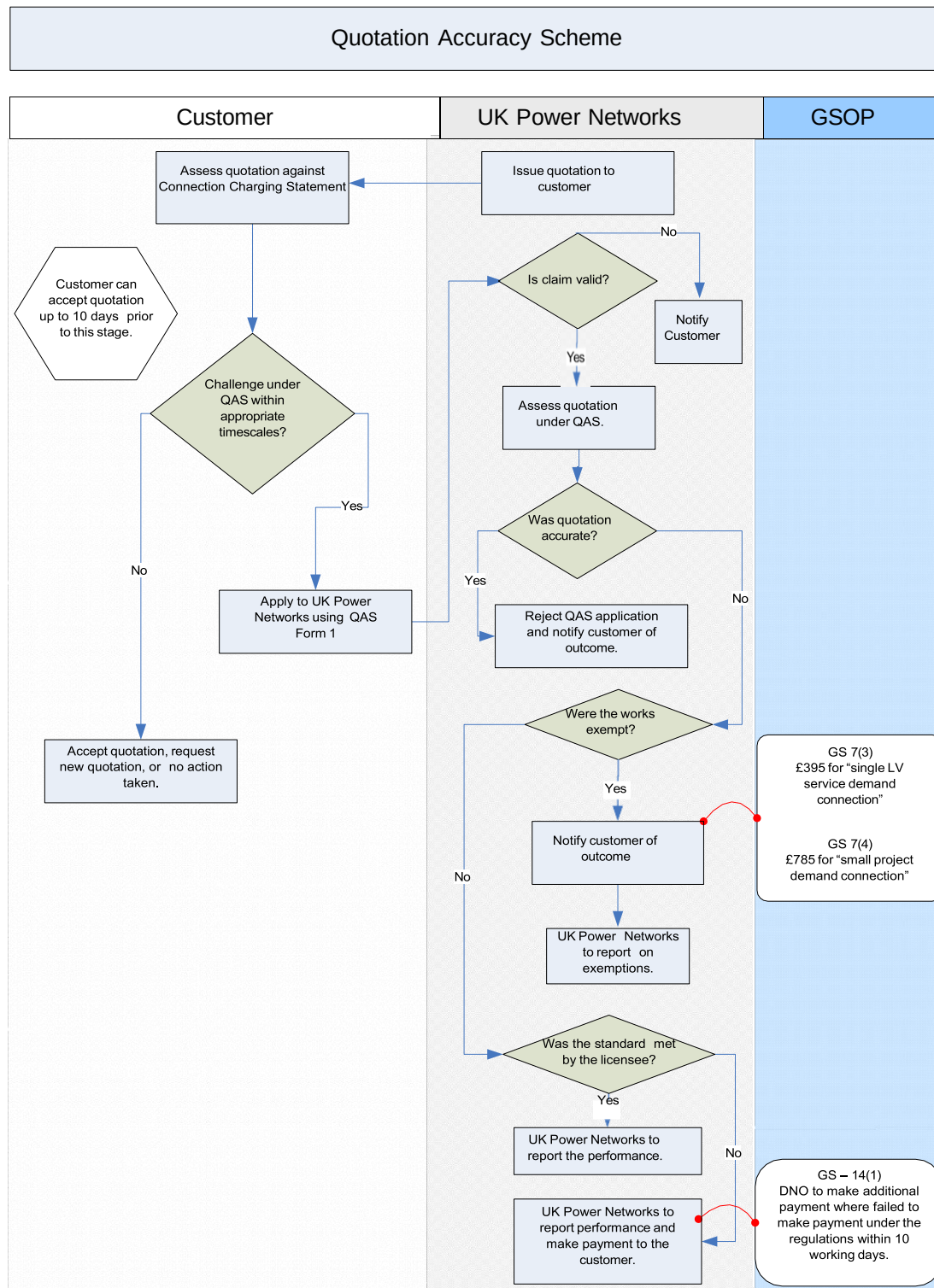
Section 4 - Payments

- 4.1 Where the quotation is deemed to be inaccurate, a penalty payment shall be made to the customer in accordance with the prescribed sum detailed in the Guaranteed Standards of Performance (GSoP) tables in force on the date the connection offer was made. The penalty payment values current at the time of publication of this document are detailed in the table below.

If there is a discrepancy between the penalty payment values shown in the table below and those in force at the time of your QAS challenge, then the values in force shall take precedence.

Successful Price Accuracy Review Scheme challenge for a "single LV service demand connection"	£395– one off payment
Successful Price Accuracy Review challenge for a "small project demand connection"	£785– one off payment

Section 5 – High Level Process Flow Diagram



Section 6 – Glossary of Terms

The following terms have a specific meaning within this document.

“Customer” means an owner or occupier of premises in Great Britain who is supplied or requires to be supplied with electricity by an electricity supplier, and includes an electricity supplier where it is acting on behalf of such a person;

“Connection Charging Statement” refers to the latest published version of UK Power Networks’ Basis and Methodology of Charges for Connection to the Electricity Distribution System Statement.

“Demand connection” means a new or modified connection (including, for the purposes of regulations 4 to 7, any modification carried out solely to facilitate an alteration to the position of a meter) the purpose of which is to enable premises to receive a supply of electricity from an electricity distributor’s distribution system;

“Minimum Information” means the minimum information that a customer must provide to UK Power Networks in order to provide an accurate quotation.

“Prescribed sum” means, in relation to any paragraph or sub-paragraph of the Electricity (Connection Standards of Performance) Regulations 2010, the amount set out in column 3 of Schedule 1 against the reference to that paragraph or sub-paragraph in column 1 of that Schedule.

“Quotation” means the Notice required to be given by an electricity distributor in accordance with section 16A (5) of the Act.

“Quotation Accuracy Scheme” means, in respect of an electricity distributor, a scheme, including a process through which a customer can challenge whether it has received an accurate quotation, published by the electricity distributor pursuant to a requirement of its distribution licence.

“Single LV service demand connection” means an LV demand connection to single premises, involving a single-phase connection and no significant work other than the provision of a service line and the electricity distributor’s fuses.

“Small project demand connection” means a connection (other than of a load that could reasonably be expected to cause disruption to other customers via low-voltage circuits fused at 100 amperes or less per phase with whole-current metering), and where the highest voltage of the assets involved in providing such connection, and any associated works, is low voltage to:

- (a) a development scheme requiring more than one but fewer than five single-phase or two-phase connections at domestic premises and involving only the provision of a service line and the electricity distributor’s fuses; or

- (b) a development scheme requiring fewer than five single-phase or two-phase connections at domestic premises and involving an extension of the existing low voltage network.; or
- (c) a single premises requiring a two-phase or three-phase connection and involving only the provision of a service line and the electricity distributor's fuses.

"The Act" means the Electricity Act 1989 as amended.

Section 7 – Associated Reference Documents

UK Power Networks Statement of Basis and Methodology of Charges for Connection to the Electricity Distribution System

STATUTORY INSTRUMENT

The Electricity (Connection Standards of Performance) Regulations 2010

Standard Licence Condition 15A Guidance / RIGs Document Version 1

Appendix 1 – Claim Form QAS 1

UK Power Networks Quotation Accuracy Scheme Claim Form



This form should be completed by customers who wish to have their quotations assessed under UK Power Networks Quotation Accuracy Scheme (QAS).

To enter the scheme this form must be returned to the address below within 30 calendar days of the date of issue of the quotation or within 10 calendar days of the date of acceptance.

RETURN TO:	CUSTOMER CARE	PHONE NO.	0800 028 4587
RETURN ADDRESS	UK POWER NETWORKS FORE HAMLET IPSWICH IP3 8AA	EMAIL:	customer.relations@ukpowernetworks.co.uk

Please note that receipt of this form by UK Power Networks will only be considered as a valid claim under the QAS if all of the mandatory fields marked by a * are completed and the claim is received at our offices in accordance with the timescales outlined above:

CUSTOMER NAME *		QUOTATION REF. *	
TELEPHONE NO. *		QUOTE DATE *	
FAX NO.		DATE ACCEPTED (IF APPLICABLE)	
CUSTOMER ADDRESS *	 POST CODE:		
SITE ADDRESS *	 POST CODE:		
DETAILS OF CLAIM *	 If more space is required, please provide additional information overleaf.		
Value of Quotation Provided by UK Power Networks Ex Vat *			
Value of Quotation Proposed by Customer			

Customer Signature *

Date *

Customer Name (Printed) *

For UK Power Networks use	Date received		Is QAS challenge successful?	Y	N
	Single LV service connection		Value of GSoP payment due		
	Small project connection		Date payment due		

DETAILS OF CLAIM CONTINUED.
Please provide any additional information in the space below: