

## **OVERALL DISTRIBUTION STANDARDS OF PERFORMANCE – GENERIC VERSION**

The Gas and Electricity Markets Authority, in accordance with the powers contained in section 40A of the Electricity Act 1989 (“the Act”) and after the consultation and research required by section 40B of the Act, hereby determines the standards of overall performance in connection with the provision of electricity distribution services to be achieved by [*company name*] (“the electricity distributor”) as follows-

1. (1) Unless the context otherwise requires, words and expressions used in this determination shall bear the same meaning as in Part I of the Act.

(2) The following words and expressions shall have the meaning attributed to them in the standard conditions of electricity distribution licences incorporated in the electricity distributor’s licence treated as granted to the electricity distributor under section 6(1)(c) of the Act:

customer

domestic customer

domestic premises

non-domestic customer

(3) In this determination-

“the Authority” means the Gas and Electricity Markets Authority;

“distribution services area” has the meaning given in the electricity distributor’s electricity distribution licence;

“ex-PES distributor” means the electricity distributor but only to the extent that the distributor is undertaking activities within its distribution services area;

“low voltage” means a nominal voltage not exceeding 1000 volts; and

“relevant year” means 1 April 2002 – 31 March 2003 and thereafter each succeeding period of 12 months starting on 1 April.

2. The overall standard of performance to be achieved by the ex-PES distributor in respect of each service described in column 1 is that,

(a) in respect of services 1-4 inclusive, of the occasions during each relevant year upon which he is requested or required to perform the service, he shall provide the service

within the time specified in column 1 in no less than the percentage of such occasions specified in column 2 opposite that service; and

(b) in respect of service 5, he shall provide the service during each relevant year to no less than the percentage of his customers specified in column 2 opposite that service.

3. The overall standards hereby determined shall apply on and after 1 April 2002 to the exclusion of those previously determined.

### **Column 1**

### **Column 2**

#### **Service 1**

Where the supply to the premises of a customer is discontinued for more than 3 minutes as a result of a failure of, fault in or damage to the ex-PES distributor's distribution system (other than where the discontinuance is caused solely by the operation of the ex-PES distributor's fuse), the supply to the premises shall be restored within 18 hours from the time at which the ex-PES distributor is made aware that a discontinuance has or could reasonably be expected to have occurred.

99.5 percent  
[all DNOs]

For the purpose of Service 1 –

“premises of a customer” means any premises which receive a supply directly through the ex-PES distributor's distribution system; and

“ex-PES distributor's fuse” means the fusible cut-out or automatic switching device of the ex-PES distributor for disconnecting the supply to the customer's premises situated nearest to the ex-PES distributor's side of the meter at the premises.

#### **Service 2**

Where it is established that the supply given by the ex-PES distributor to any one or more premises has been given at a voltage outside the permitted variations, the ex-PES distributor shall, within six months of it being so established, take any necessary steps (including carrying out works) to secure that the supply to those premises is given at a voltage which, save in exceptional circumstances, is within the permitted variations,

100 per cent  
[all DNOs]

Provided that the ex-PES distributor shall not be in breach of this standard where the necessary steps require the exercise of the powers contained in Schedule 3 or paragraph 6 of Schedule 4 to the Act or the obtaining of consent under

section 37 of the Act or planning permission and the ex-PES distributor uses all reasonable endeavours to complete the necessary steps without delay.

For the purpose of Service 2 “permitted variations” has the same meaning as in regulations made under section 29 of the Act.

### **Service 3**

Where -

- (i) the ex-PES distributor has received a notice under section 16A(1) of the Act , or is otherwise notified of circumstances which will require the provision by the ex-PES distributor of an electric line or electrical plant;
- (ii) the person requiring the supply has made such payments as have been requested by the ex-PES distributor or determined as payable by the Authority;
- (iii) the person requiring the supply has accepted the terms for the provision of an electric line or electrical plant proposed by the ex-PES distributor or (if appropriate) determined by the Authority or is deemed to have accepted the terms by requesting the ex-PES distributor in writing to proceed with the necessary works to provide the supply; and
- (iv) the consent of any third party to the installation of any necessary electric line or electrical plant has been obtained.

the ex-PES distributor shall –

- (a) where the supply is to be provided to domestic premises and only requires the installation of a service line and any appropriate meter, provide the connection within 30 working days of the date of the last to be satisfied of sub-paragraphs (i) to (iv); and
- (b) in the case of supply to a non-domestic customer to which the supply is to be given at a low voltage and which only requires the installation of a service line and any appropriate meter, provide the connection within 40 working days of the date of the last to be satisfied of subparagraphs (i) to (iv),

100 per cent  
[all DNOs]

100 per cent  
[all DNOs]

Provided that the ex-PES distributor shall not be in breach of

this service where-

- (a) the person requiring the supply fails, having regard to any timetable proposed by the ex-PES distributor, either to complete any works which he had agreed or is deemed to have agreed to carry out or to allow any access to that person's premises necessary to carry out the works; or
- (b) the ex-PES distributor reasonably believes that the maximum period for which the supply is required to be provided to the premises does not exceed three months.

For the purpose of Service 3-

“service line” means any low voltage electric line or electrical plant which provides a supply only to one premises.

#### **Service 4**

Where the ex-PES distributor receives a written communication from a customer relating to the manner in which the ex-PES distributor carries out its licensable activities to which it would reasonably appear that the customer would expect a response, the ex-PES distributor shall give to the customer a substantive response (either written or oral) within 10 working days of the receipt of the communication.

100 per cent  
[all DNOs]

#### **Service 5**

The supply to the premises of a customer shall not be interrupted as a result of a failure of, fault in or damage to the ex-PES distributor's distribution system for 3 minutes or more on more than 5 occasions.

LPN 99 per cent

GPU, NEDL,  
Scottish Hydro-  
Electric, WPD 96 per cent  
(S.West), WPD  
(S. Wales)

All other DNOs 98 per cent

For the purpose of Service 5-

The number and duration of interruptions, the number of customers affected by an interruption and the total number of customers of the ex-PES distributor shall be determined in accordance with the Regulatory Instructions and Guidance issued by the Authority under standard licence condition 49 of electricity distribution licences, and shall exclude any pre-arranged incident. Where performance has been materially

and adversely affected by an exceptional event, the number of customers affected shall be adjusted in accordance with the provisions of paragraph 10 of special condition G of the electricity distributor's distribution licence.

Dated 19 April 2002

[signed] John Scott

John Scott  
Technical Director  
Duly authorised for that purpose by  
the Gas and Electricity Markets Authority.