

# Quotation Accuracy Scheme

FOR SMALL CONNECTIONS

How to Challenge the Accuracy of your Quotation



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# 1. General Information

- 1.1. The purpose of the Quotation Accuracy Scheme (QAS) is to help you assess whether the Quotation issued to you by Scottish Hydro Electric Power Distribution plc (SHEPD) or Southern Electric Power Distribution plc (SEPD) is accurate in terms of consistency with our Statement of Methodology and Charges for Connection (CCMS).
- 1.2. Scottish and Southern Electricity Networks (SSEN), the trading name of SHEPD and SEPD, publishes the CCMS on our website at <https://www.ssen.co.uk/Library/ChargingStatements/>. This enables you to make a reasonable estimate of how much we should charge for your connection.
- 1.3. The QAS only applies to small scale connections.
- 1.4. The QAS is not intended to be a mechanism for you to challenge the absolute cost of your Quotation.
- 1.5. A Quotation is deemed to be accurate and complete where it both complies with our CCMS, as published on the SSEN website and provides you with sufficient detail to allow you to assess this.
- 1.6. If you are finding it difficult to understand your Quotation, please contact us and we will be more than happy to go through this with you.

# 2. Scope

- 2.1. The QAS scheme is applicable to Single LV Service Demand Connections and Small Project Demand Connections where you believe our Offer is inaccurate because **either** we have not provided enough information to allow you to review our costs using the SHEPD/SEPD Statement of Methodology and Charges for Connection (CCMS), or, the Quotation is outside the indicative cost range shown in the statement.
- 2.2. To enter the QAS you must have requested a connection for either:
  - 2.2.1. **Single LV Service Demand Connections (LVSSA)** which means a new or modified LV demand connection, including a service alteration (other than of a load that could reasonably be expected to cause disruption to other customers) to a 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;  
or
  - 2.2.2. **Small Project Demand Connections (LVSSB)** which means a new or modified connection, including a service alteration (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 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 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.

## 3. How to check the accuracy of your Quotation

- 3.1. When you receive your Quotation, the charges to you should be clearly stated. A breakdown of the costs will also be provided which will contain a more detailed description of the work required to provide your connection(s).
- 3.2. Section 7 of the CCMS provides our published indicative costs for connection and it is these costs which will enable you to make a reasonable estimate of how much we should charge you for your connection.
- 3.3. By comparing the work descriptions given in your breakdown of the costs to the relevant tables in the charging statement, you should be able to check whether the Quotation is within the indicative cost range shown in the statement.
- 3.4. If you find the Quotation is outside of the indicative cost ranges there may be a good reason for this and we will provide a satisfactory explanation within the Quotation as to the reason for the difference.
- 3.5. **You may challenge the Quotation using the QAS if the Quotation is outside of the indicative cost ranges given in the CCMS and we have not provided a satisfactory explanation within the Quotation as to the reason for this.**
- 3.6. **You may challenge the Quotation if we have not provided enough information to allow you to review the accuracy of our costs using the CCMS.**
- 3.7. Please note that some tolerances for the error do apply, for example within 5% or £150 (whichever is the greater).
- 3.8. If the information included in the Quotation is sufficient such that the cost is within the bands of indicative costs then you would not be eligible to challenge the accuracy of the Quotation under the QAS.

## 4. How to challenge a Quotation under the QAS

- 4.1. If you have assessed our Quotation and believe you fall within the scope of the QAS, you may challenge this by completing our Quotation Accuracy Scheme Challenge Form which is available on our website and attached under section 6 of this document.
- 4.2. To enable us to investigate your challenge efficiently, please provide an explanation as to why you are challenging your Quotation including, where possible, reference to our CCMS or an estimate of the excess charge.
- 4.3. Completed challenge forms can be returned by email to [connections@sse.com](mailto:connections@sse.com) using 'Quotation Accuracy Scheme' as the subject, or in writing to:  
Connections – QAS  
Scottish and Southern Electricity Networks  
Walton Park  
Walton Road  
Cosham  
PO6 1UJ  

Alternatively, you may wish to contact us by telephone on 0800 048 3516.
- 4.4. Please note, a challenge must be submitted within 65 working days of the Quotation issue date or 10 working days of the Quotation acceptance date – whichever is the earlier date.
- 4.5. If you do not provide enough information to allow us to investigate your quotation we will contact you to request further details before proceeding.
- 4.6. Quotation errors arising from customer calculations shall be excluded from claims under the scheme.
- 4.7. You may still challenge the Quotation even after you have accepted the Quotation, as long as you challenge it within the timescales above.

## 5. Reviewing a Challenge

- 5.1. Within 10 working days of our receipt of a completed Quotation Accuracy Scheme Challenge Form we will carry out a review of the Quotation for accuracy and completeness. We will assess whether;
  - 5.1.1. The quotation falls within the indicative costs identified within the relevant tables of our CCMS (unless we have provided a satisfactory reason for the difference); and

- 5.1.2. We have provided enough information to allow you to review the accuracy of our costs.
- 5.2. On completion of this review:
- 5.3. If the quote is found to be complete, accurate and consistent with our CCMS, we will explain this outcome with reference to our CCMS and Quotation. In these circumstances, a penalty payment will not be made.
- 5.4. If we review the Quotation and find that it is inaccurate, or not in line with our CCMS, we will withdraw the original quote and issue you with a new one and pay you the appropriate penalty payment. If you accepted the original Quotation, we will also issue you a revised Quotation and a refund for any amount you have overpaid (where applicable).
- 5.5. If we review the Quotation and find that we have not provided enough information to allow you to review the accuracy of our costs, we will withdraw the original Quotation, issue you with a new one and pay you the appropriate penalty payment. Please note: the revised Quotation may be for the same value as the original quotation; however it will contain more information.
- 5.6. The penalty payment relating to a **Single LV Service Demand Connection** will be £335.
- 5.7. The penalty payment relating to a **Small Project Demand Connection** will be £670.
- 5.8. We will normally make the payment within 10 working days of completion of our assessment.

## 6. QAS Challenge Form

### QUOTATION ACCURACY SCHEME CHALLENGE FORM

RETURN TO:	NETWORK
RETURN ADDRESS	POST CODE:

Please complete the following details:

CUSTOMER NAME	<input type="text"/>	QUOTATION REF.	<input type="text"/>
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TELEPHONE	<input type="text"/>	QUOTE DATE	<input type="text"/>
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FAX	<input type="text"/>	DATE ACCEPTED (IF APPLICABLE)	<input type="text"/>
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CUSTOMER ADDRESS	<input type="text"/>
	<input type="text"/>
	POST CODE:

SITE ADDRESS	<input type="text"/>
	<input type="text"/>
	POST CODE:

CHALLENGE DETAILS*	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

\*Please make specific reference to SHEPD/SEPD's published Statement of Methodology and Charges for Connection (CCMS).

Therefore based on the detail given above the challenge is against (Tick box(es) applicable):

INACCURATE:

INCOMPLETE:

Estimated Value of Challenge  £

Customer Signature	<input type="text"/>
Customer Name (Printed)	<input type="text"/>

Date