

# **Unmetered Standards of Service for Electricity Distribution Companies in England, Wales & Scotland**

**April 2026**

## **Introduction**

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. In this document the electricity distribution company is referred to as “we” and “us”. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015, as amended from time to time, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If we fail to meet these standards then you are entitled to receive a payment.

These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works.

These standards do not apply if you have entered into a separate bilateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply including:

- under exceptional circumstances
- due to events beyond our control
- industrial action
- actions of third parties
- not being able to gain access to our equipment
- NRSWA restrictions
- where the total number of units of street lighting or other street furniture for which you have requested quotations, in the current month, exceeds 115% of the monthly average for the last calendar year

If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure of the relevant standard.

## **UNMETERED STANDARDS**

### **Fault Repairs**

If you notify us of a fault affecting your unmetered equipment such that we need to carry out a repair to our equipment, we will respond in the following timescales. If we fail to meet the standard, we will make the appropriate payment.

| <b>Service</b>                                                                                               | <b>Fault Repairs – street lighting or street furniture</b> |                          |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|--------------------------|
| <b>Type of Connection</b>                                                                                    | <b>Timescale</b>                                           | <b>Failure Payment</b>   |
| Works to remove immediate danger to the public or property arising from the electricity distribution network | Attend on site within 2 hours                              | £85                      |
| High-priority fault repair involving traffic lights                                                          | Restore supplies within 2 calendar days                    | £20 per working day late |
| High-priority fault repair not involving traffic lights                                                      | Restore supplies within 10 working days                    | £20 per working day late |
| Multiple-unit fault repair to street lights                                                                  | Restore supplies within 20 working days                    | £20 per working day late |
| Single-unit fault repair to street lights or street furniture                                                | Restore supplies within 25 working days                    | £20 per working day late |

### **Provision of Quotations for New Works**

If you ask us for an individual quotation for a connection scheme outside our published standard charges, we will provide this within 25 working days from when you have given us all the information that we need and paid us any applicable fees, including any connection offer expenses that we may require.

If we fail, we will pay you £20 for each working day we are late.

### **Completing New Works**

#### **(a) Works on a New Site**

Once we have received your written acceptance of our quotation, you have paid the full amount quoted and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g. erecting street lighting columns), we will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied at your request or by agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works). We will complete the works on the agreed date.

If we fail, we will pay you £20 for each working day we are late completing the scheme.

#### **(b) Works in an Existing Adopted Highway**

Once we have received your written acceptance of our quotation, you have paid the full amount quoted and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g. erecting street lighting columns), we will complete the requested scheme within 35 working days. This may be varied at your request or by agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

If we fail, we will pay you £20 for each working day we are late completing the scheme.

### **Notification of Payment under Guaranteed Standards**

If we fail to meet any of the standards we will make your payment within 10 working days of the working day after the day of the failure (for emergency-response fault repairs) or within 10 working days of completing the service (for all other standards covered by this document). We will make your payment by cheque, by electronic transmission, including by bank transfer, if you provide us with your bank details in order to do so, or as a credit to your connection invoice.

If we fail to make the payment within the above timescales, we will send you an additional £85.

Please note that, for administrative convenience, you can agree a different timescale within which to receive payments in bulk. For example, you may wish to receive payments quarterly. Please contact us to agree this.

### **Disputes**

In the unlikely event that you have a dispute you cannot resolve with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of the distributor's failure to meet the relevant standard.

### **Contacting Your Electricity Distributor**

To request a service from us, please telephone us on the relevant number below. Further contact details are available on our website.

Please note if you ring or email us outside normal working hours, we will treat your request as having been received at the start of business on the next working day.

Where we have indicated willingness to accept requests for quotations by telephone, such requests are covered by the 'provision of quotations' standard referred to above.

### **Performance Information**

Performance against these guaranteed standards, including the levels of failure payments made, is published from time to time by the National Association of Citizens Advice Bureaux and Consumer Scotland.

**Electricity Distribution Company Contact details**

| <b>Company</b>                                          | <b>Area</b>                                                | <b>Emergency/<br/>Loss of Supply<br/>(24 hour)</b> | <b>Unmetered Connections<br/>Enquiries<br/>(Mon-Fri unless<br/>otherwise stated)</b> | <b>Website address</b>                                                   |
|---------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| National Grid Electricity Distribution                  | East Midlands                                              | 105                                                | 0800 096 3080<br>9am to 5pm                                                          | <a href="http://www.nationalgrid.co.uk">www.nationalgrid.co.uk</a>       |
| National Grid Electricity Distribution                  | West Midlands                                              | 105                                                | 0800 096 3080<br>9am to 5pm                                                          | <a href="http://www.nationalgrid.co.uk">www.nationalgrid.co.uk</a>       |
| National Grid Electricity Distribution                  | South Wales                                                | 105                                                | 0800 096 3080<br>9am to 5pm                                                          | <a href="http://www.nationalgrid.co.uk">www.nationalgrid.co.uk</a>       |
| National Grid Electricity Distribution                  | South West                                                 | 105                                                | 0800 096 3080<br>9am to 5pm                                                          | <a href="http://www.nationalgrid.co.uk">www.nationalgrid.co.uk</a>       |
| UK Power Networks – Eastern Power<br>Networks plc       | East Anglia                                                | 105                                                | 0330 158 8131<br>8.30am to 4.30pm                                                    | <a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a> |
| UK Power Networks – London Power<br>Networks plc        | London                                                     | 105                                                | 0330 158 8131<br>8.30am to 4.30pm                                                    | <a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a> |
| UK Power Networks – South Eastern<br>Power Networks plc | South East England                                         | 105                                                | 0330 158 8131<br>8.30am to 4.30pm                                                    | <a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a> |
| Northern Powergrid (Northeast) plc                      | The Northeast & most<br>of North Yorkshire                 | 105                                                | 0800 011 3433<br>8am to 8pm<br>Sat 9am to 5pm                                        | <a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a> |
| Northern Powergrid (Yorkshire) plc                      | West, South & East<br>Yorkshire & northern<br>Lincolnshire | 105                                                | 0800 011 3433<br>8am to 8pm<br>Sat 9am to 5pm                                        | <a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a> |

| Company                                       | Area                                  | Emergency/<br>Loss of Supply<br>(24 hour) | Unmetered Connections<br>Enquiries<br>(Mon-Fri unless<br>otherwise stated) | Website address                                                                  |
|-----------------------------------------------|---------------------------------------|-------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Scottish Hydro Electric Power<br>Distribution | North Scotland                        | 105                                       | 0800 048 3515<br>8am to 5pm                                                | <a href="http://www.ssen.co.uk">www.ssen.co.uk</a>                               |
| Southern Electric Power Distribution          | South England                         | 105                                       | 0800 048 3516<br>8am to 5pm                                                | <a href="http://www.ssen.co.uk">www.ssen.co.uk</a>                               |
| SP Energy Networks                            | Central & Southern<br>Scotland        | 105                                       | 0845 270 0785<br>8.30am to 4.45pm                                          | <a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>       |
| SP Energy Networks                            | Merseyside, Cheshire<br>& North Wales | 105                                       | 0845 270 0783<br>8.30am to 4.45pm                                          | <a href="http://www.spenergynetworks.co.uk">www.spenergynetworks.co.uk</a>       |
| SP Electricity North West                     | North West England                    | 105                                       | 0800 988 1730<br>8.30am to 4.30pm                                          | <a href="http://www.enwl.co.uk">www.enwl.co.uk</a>                               |
| The Electricity Network Co Ltd                | Great Britain                         | 105                                       | 0135 924 5345<br>8am to 5pm                                                | <a href="http://www.gtc-uk.co.uk">www.gtc-uk.co.uk</a>                           |
| ESP Electricity Ltd                           | Great Britain                         | 105                                       | 0800 731 6945<br>8am to 5pm                                                | <a href="http://www.espug.com">www.espug.com</a>                                 |
| Independent Power Networks Ltd                | Great Britain                         | 105                                       | 0135 924 5345<br>8am to 5pm                                                | <a href="http://www.gtc-uk.co.uk">www.gtc-uk.co.uk</a>                           |
| Last Mile Electricity Ltd                     | Great Britain                         | 105                                       | 03300 587 440<br>8.30am to 4.45pm                                          | <a href="http://www.lastmile-uk.com">www.lastmile-uk.com</a>                     |
| UK Power Distribution                         | Great Britain                         | 105                                       | 0800 311 8074<br>8.30am to 5pm                                             | <a href="http://www.ukpowerdistribution.co.uk">www.ukpowerdistribution.co.uk</a> |

| Company                        | Area          | Emergency/<br>Loss of Supply<br>(24 hour)                                                       | Unmetered Connections<br>Enquiries (Mon-Fri unless<br>otherwise stated)                      | Website address                                                                              |
|--------------------------------|---------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Leep Electricity Networks Ltd  | North West    | 105                                                                                             | 0345 122 6786                                                                                | <a href="http://www.leeputilities.co.uk/electricity">www.leeputilities.co.uk/electricity</a> |
| Harlaxton Energy Networks Ltd  | Great Britain | 105                                                                                             | 0800 055 6288                                                                                | <a href="http://www.harlaxtonenergynetworks.co.uk">www.harlaxtonenergynetworks.co.uk</a>     |
| Eclipse Power Networks Ltd     | Great Britain | 0800 0548 192                                                                                   | 01234 486487                                                                                 | <a href="http://www.eclipsepower.co.uk">www.eclipsepower.co.uk</a>                           |
| Energy Assets Ltd              | Great Britain | 105                                                                                             | 01254 819600                                                                                 | <a href="http://www.energyassets.co.uk">www.energyassets.co.uk</a>                           |
| Fulcrum Electricity Assets Ltd | Great Britain | 105                                                                                             | 0808 1644 714                                                                                | <a href="http://www.fulcrum.co.uk">www.fulcrum.co.uk</a>                                     |
| Indigo Power Ltd               | Great Britain | 105                                                                                             | 0118 4362510                                                                                 | <a href="http://www.indigonetworks.co.uk/contact">www.indigonetworks.co.uk/contact</a>       |
| MUA Electricity Ltd            | Great Britain | 105                                                                                             | 020 7267 4366                                                                                | <a href="http://www.murphygroup.co.uk">www.murphygroup.co.uk</a>                             |
| Optimal Power Networks Ltd     | Great Britain | 0800 107 6930 or email on<br><a href="mailto:OPNEmergencies@sse.com">OPNEmergencies@sse.com</a> | 0345 078 3237 or email<br><a href="mailto:OPNConnections@sse.com">OPNConnections@sse.com</a> | <a href="http://www.optimalpowernetworks.com">www.optimalpowernetworks.com</a>               |
| Utility Assets Ltd             | Great Britain | 105                                                                                             | 01234 764652                                                                                 | <a href="http://www.utilityassets.co.uk">www.utilityassets.co.uk</a>                         |
| Vattenfall Networks Ltd        | Great Britain | 105                                                                                             | 020 3955 5140                                                                                | <a href="http://www.networks@vattenfall.co.uk">www.networks@vattenfall.co.uk</a>             |

| Company                                         | Area          | Emergency/<br>Loss of Supply<br>(24 hour) | Unmetered Connections<br>Enquiries (Mon-Fri unless<br>otherwise stated) | Website address                                                                                  |
|-------------------------------------------------|---------------|-------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Advanced Electricity Networks                   | Great Britain | 105                                       |                                                                         | <a href="http://www.advancedelectricitynetworks.co.uk">www.advancedelectricitynetworks.co.uk</a> |
| Aurora Utilities                                | Great Britain | 105                                       |                                                                         | <a href="http://www.aurora-utilities.co.uk">www.aurora-utilities.co.uk</a>                       |
| Green Gen Cymru                                 | Wales         | 105                                       |                                                                         | <a href="http://www.greengencymru.com">www.greengencymru.com</a>                                 |
| Independent Distribution Connection Specialists | Great Britain | 105                                       |                                                                         | <a href="http://www.idcsl.co.uk">www.idcsl.co.uk</a>                                             |
| Stark Infra-Electricity                         | Great Britain | 105                                       |                                                                         | <a href="http://www.stark.co.uk/our-services/infra">www.stark.co.uk/our-services/infra</a>       |
| E.ON Networks                                   | Great Britain | 105                                       |                                                                         | <a href="http://idno.eonenergy.com">idno.eonenergy.com</a>                                       |