

### Standard Terms of Connection

- A. The electricity you receive from your electricity supplier will be delivered using the distribution system owned or operated by your local electricity network operator. To receive a supply of electricity you require both:
- a connection agreement with your local electricity network operator to maintain the connection of your premises to the network; and
  - a supply contract with your electricity supplier.
- B. Your electricity supplier has been appointed as the agent of your local electricity network operator to obtain a connection agreement with you on these standard terms. When you enter into your electricity supply contract, you are also entering into this connection agreement with your local electricity network operator.
1. *Interpretation:* In this agreement the terms "we", "our" and "local electricity network operator" mean, for each connection to a distribution system through which electricity is conveyed to your premises, the local electricity network operator which owns or operates that distribution system.
  2. *Existing terms:* Any existing terms applying to your connection to our distribution system (except for another standard connection agreement) will apply instead of this agreement to the extent that they are inconsistent with this agreement.
  3. *Duration of this connection agreement:* This agreement takes effect from the time that your electricity supply contract takes effect and will continue (even if your electricity supply contract ends) until it ends under Clause 12 below.
  4. *Connection to our network:* Your premises will remain connected to our distribution system in accordance with the provisions of the Electricity Act 1989, any other legal requirements that apply from time to time, and the terms of this agreement.
  5. *Network constraints:* Our obligations under this agreement are subject to the maximum capacity and any other design feature of your connection. In accordance with existing legal rules, you must contact us in advance if you propose to make any significant change to your connection, electric lines or electrical equipment, or do anything else that could affect our distribution system or require alterations to your connection.
  6. (1) Subject to the exception in sub-paragraph (2) below, you must contact your local electricity network operator in advance if you propose to install or operate generating equipment.  
  
(2) Sub-paragraph (1) above shall not apply if you intend to install or operate small-scale embedded generation, provided that your local electricity network operator is advised of your intention to do so before, or at the time of, commissioning such generating equipment where "small-scale embedded generation" has the meaning given in the Engineering Recommendations from time to time governing the connection of generating equipment to electricity distribution systems.
  7. *Delivery of electricity:* We do not guarantee that we will deliver electricity through our distribution system at all times or that electricity delivered through our distribution system will be free of brief variations in voltage or frequency.
  8. *Cutting off your supply:* We may cut off the supply of electricity to your connection where we are entitled to do so under the general law. We may also cut off your supply of electricity where we are required to do so under your electricity supply contract or the electricity industry arrangements under which we operate.
  9. *If something goes wrong:* If we fail to comply with any term of this agreement, or are negligent, you may be entitled under the general law to recover compensation from us for any

loss you have suffered. However, we will not be required to compensate you for loss caused by anything beyond our reasonable control, or for any indirect, consequential, economic or financial loss (including losses of revenue, profit, interest and business or commercial, market or economic opportunity, wasted expenses or loss of contract or goodwill), other than where you are entitled to recover compensation for such loss under the general law in relation to death or personal injury.

10. *Business customers:* If the electricity supplied to your premises is used wholly or mainly for business purposes, each of us will only be liable to the other in accordance with the limitations in Clause 9 and up to a maximum of £100,000 per calendar year.
11. *Changing this connection agreement:* The terms of this connection agreement will be changed automatically to incorporate any changes which are approved by the Gas and Electricity Markets Authority. Any change which is approved will be [published on the website of the Energy Networks Association].

Either of us may ask the other to accept a change to any part of this agreement at any time if either believes the change is needed because of the nature of your connection or because this agreement is no longer appropriate. (It is unlikely that we will propose any changes unless your connection is at high voltage, you have generating equipment or there are other special features.) If a change is proposed under this clause, and cannot be agreed between us within 28 days, either of us may ask the Gas and Electricity Markets Authority to decide whether or not the change should be made.

12. *Ending this connection agreement:* This agreement will end in relation to a connection when one of the following occurs:
  - you permanently stop having electricity delivered through that connection;
  - you no longer either own or occupy the premises at which that connection is situated;  
or
  - any circumstances arise which legally entitle us to cut off your electricity supply to that connection and we write to you advising you that this agreement is ended.

The ending of this agreement will not affect any rights, remedies or obligations which may have come into being under this agreement and Clauses 9 and 10 will continue to apply to those rights, remedies and obligations.

13. *Transferring this connection agreement:* You are not entitled to transfer this agreement to another person without our consent.
14. *Providing information:* You must provide us with any information we request in relation to the nature, or use by you, of electrical equipment on your premises. We will only ask for information that we need in relation to this agreement or the Distribution Code that applies under our Electricity Distribution Licence.