

Offer Letter

The Customer,
xx, Street Name
District
County
Postcode

Herald Way
Pegasus Business Park
CASTLE DONINGTON
DE74 2TU

WPD Telephone No
01332 xxxxxx
15/12/2017

WPD Reference: 29xxxxx
WPD Scheme No: 11xxxxx/1

Dear The Customer,

Request for Electricity Connection Works at: xx Street Name, District, County, Postcode

I am pleased to provide a quotation for works at the above address. Our charge for the connection work is shown below.

Connection Charge	Contestable works	£1,657.89
	Non-Contestable works	£120.00
	ECCR payment*	£2,200.00
	VAT at 0 %	£.00
	Total	£3,977.89

Non-Contestable works are those works that only WPD can undertake. It is possible for you to get someone else to quote for the contestable part of the works. For further information please visit our website: <https://westernpower.co.uk/Connections/Competition-in-Connections.aspx>

*See 'Electricity (Connection Charge) Regulations' section overleaf

Your supply will have the following electrical characteristics

Voltage	230V 230V/400V
Phase	Single Phase Two Phases of Three
Agreed Capacity	15 kVA 1 kVA
Earthing	PME NONE

Where WPD provides an earth, the earth loop impedance will not exceed 0.8Ω (0.35Ω for PME). The Maximum prospective short circuit current is 16kA (25kA for multi phase). The supply frequency will be 50 Hertz.

Description of Western Power Distribution Works

New domestic connection for brand new build

Preparatory Works by you

- ✓ Collect and fit meter box
- ✓ Complete on-site trenching
- ✓ Install Black Ducting With Draw-Cord And Overlay With Caution Marker Tape

WPD reserve the right to amend this Offer if on-site works vary from those proposed under this Offer and attached plan.

Enclosures

The following documents are enclosed with this Offer Letter and form part of the conditions of WPD's offer to you ("the Offer"):

- ✓ The breakdown of the Connection Charge
- ✓ The Specific Conditions for Connection Works
- ✓ The Letter of Acceptance

Where relevant, we also enclose a Materials Request Form which will allow you to collect required materials from our premises. If you have not received any of the above please contact me and I will arrange for a copy to be sent to you.

General Conditions for Connection Works

As well as the documents enclosed with this Offer Letter and listed above, the Offer also incorporates and is subject to version 1 December 2017 of our General Conditions for Connection Works. The General Conditions for Connection Works are a part of the contract that is formed between us once this Offer has been accepted, and you can view [here](#). Alternatively, we can send you a copy on request. Please take the time to read them as they include important conditions setting out, for example, the circumstances in which you may cancel the Offer or WPD may terminate the Offer. We are happy to discuss any element of these conditions with you.

Electricity (Connection Charges) Regulations

Our records show that your new electricity connection will connect to and utilise assets installed and paid for in respect to an initial connection. The Electricity (Connection Charges) Regulations (the ECCR's) empower us to recover from you a proportion of those costs which become payable once your connection has been made. We will confirm whether there are any persons eligible to receive the reimbursement, in accordance with the ECCR's, and will issue an invoice for payment once your connection (or the first connection where your application is for multiple connections) has been completed. The Connection Charge Regulations Payment amount to be recovered by WPD from the Customer is £2,200.00 We shall be happy to discuss this further with you should you so require.

Acceptance

If you wish to accept this Offer, you can either return the attached "Letter of Acceptance" or, if you already have log-on details, use our online connections portal. The Offer is open for acceptance for 90 days from the date of this Offer Letter, after which it will automatically expire. The date of acceptance will also be the date on which the legally binding contract is formed between WPD and you or the company you represent (referred to in this Offer as "the Customer"). Once the contract has been formed we will contact you to arrange a date for the work to be carried out. When planning your work you need to allow 6 weeks' notice for our works.

Payment options

Please note that generally we can only take payment from the Customer. Payment can be made by cheque, over the telephone, via internet banking or through the online connections portal:

Cheque

Cheques should be made payable to 'Western Power Distribution' and posted to Western Power Distribution, AR Payments Team, PO Box 231, Elliott Road, Plymouth, PL4 0YU. Please quote WPD reference 29xxxxx and use the enclosed pre-paid envelope.

Telephone

We accept most major credit & debit cards (charges may apply). Please note, for security reasons, the person making the call must be the registered card holder. Please call 01752 502187 during office hours and quote WPD reference 29xxxxx.

Internet Banking/Bank Transfer (BACS)

You can also make a payment from your bank account using the following details:

Account Name: Western Power Distribution

Bank Account Number: 22410923

Sort Code: 40-14-13

Please quote WPD reference 29xxxxx. If applicable please send remittances to Western Power Distribution, AR Payments Team, PO Box 231, Elliott Road, Plymouth, PL4 0YU or email: wpdremit@westernpower.co.uk

Online

If you have already received your log-on details you will be able to accept the Offer and pay online via our Connections Portal. If you don't have a log-on facility you can still request one. Please contact us on 01332 276628 if you would like this option. We accept most major credit and debit cards (charges may apply).

When we have received your payment we will issue you with a "supply number" MPAN. You will need to use this number to register your connection with an Electricity Supplier.

In the meantime, if I can be of any other assistance or if you are not satisfied with this Offer please contact me on the number above or e-mail me on **vbuxton@westernpower.co.uk**. If after discussion, you and I are unable to reach agreement, please refer to clause 26 of the General Conditions for further advice relating to disputes. Our complaints procedure is also available on our website <https://www.westernpower.co.uk/Contact-us/Complaints.aspx>

Yours sincerely

Vanessa Buxton

WESTERN POWER DISTRIBUTION ("WPD") SPECIFIC CONDITIONS FOR CONNECTION WORKS

These Specific Conditions must be considered in conjunction with the other documents that make up the Offer including the General Conditions for Connection Works and any additional Application Form.

SERVICE TERMINATION AND METERING

The exit point and metering will be at an agreed position, normally in an external meter cabinet. The exit point will be the outgoing terminals of WPD's fused cut-out or as otherwise defined. The meter tails and metering equipment will be the responsibility of the meter operator. The responsibility for the installation beyond the outgoing terminals of the meter is that of the Customer.

STORES

Where the Customer wishes WPD to supply the ducts and service tubing and the cost of these items have already been included in this Offer, collection may be made by prior arrangement with the WPD Construction Team at local offices.

Usual collection times:-

Monday to Thursday: 0900 - 1530 hrs. Friday: 0900 - 1430 hrs.

(To avoid disappointment, please check with local offices for individual collection times)

Draw cords are not provided by WPD.

SAFETY

Any work in the vicinity of WPD equipment must be carried out in a safe manner including, as a minimum, compliance with the relevant Health and Safety Executive Guidance Notes available from HMSO. In particular:

GS6 Avoidance of danger from overhead electric lines.

HS(G)47 Avoiding danger from underground cables.

STREET WORKS BY CUSTOMER/CONTRACTOR

A Customer intending to carry out trenchwork in the public highway must obtain a licence from the relevant Highway Authority and will be responsible for the issue of Street Works Notices. All work, including reinstatement, must comply with the New Road and Street Works Act 1991.

ELECTRICAL DISTURBANCE

WPD's proposals and charge are based on the Customer not installing any equipment likely to cause disturbance to WPD's distribution system or other customers.

METER TAILS

The meter tails presented for connection must be clearly marked to indicate polarity (and phase colour where appropriate). Individual earthing conductors and main equipotential bonding conductors must be marshalled at the Customer's main earthing terminal and only one main earthing conductor presented for connection to the WPD main earthing terminal. Where more than one set of tails is presented for connection due to tariff variations, each set must be clearly identified and only one set of tails presented for each tariff.

EARTHING

The Customer is responsible for providing and maintaining adequate arrangements for earthing the Customer's Installation and WPD shall not be responsible for any such arrangements except in so far as any applicable regulations may place certain responsibilities on WPD and subject thereto the Customer's use of an earth terminal provided by WPD shall be at the Customer's own risk. No earth terminal shall be provided by WPD for a temporary connection and the installer should provide an RCD.

PHASE BALANCE

Where the connection is provided in two or more phases the Customer's load shall, as far as is reasonably practical, be balanced.

EXCAVATION AND DUCTS

Unless specifically included in the cost calculation, all on-site excavation, provision of a stonedust bedding and blinding material, installation of WPD approved ducts and reinstatement will be carried out by the Customer at no cost to WPD. Draw cords should be incorporated and the ends marked for ease of location. Trench depths in pavement or private land shall be 530mm (min. cover over cable 450mm) and in roadway shall be 600mm (min. cover 520mm) and in agricultural land shall be min. cover 1000mm. Where cables are not protected in duct they must be blinded with 75mm of crushed stone dust and approved yellow "electric cable" marker tape laid above.

SERVICE TUBING

Without charge to WPD the Customer will, where agreed by prior arrangement, install suitable 38mm internal diameter WPD approved tubing from the service position to the footpath or verge etc. as shown on the plan. Where an internal meter position is agreed a 500mm slow bend entry should be installed at the meter position. A draw cord must be incorporated and the end marked for ease of location. There must be a minimum of 520mm cover in the roadways and 450mm cover in pavements and private land.

STANDARD METER CABINETS

Where agreed by prior arrangement and without charge to WPD, the Customer will install and maintain a flush or surface mounted single phase meter cabinet to WPD specification into the structure of each dwelling at the agreed position. The cabinet will only house the service termination, metering equipment and isolation switch (if fitted). The bottom edge of the cabinet must be between 500mm and 1000mm from ground level. The tails for connection to the meter must enter from the lower right hand side of each cabinet, and holes must not be made in the top or back for any purpose. The WPD service cable will enter the bottom of the cabinet through a surface mounted hockey stick therefore no gas, water or telecom termination equipment must be installed below it.

CUSTOMER'S INSTALLATION

The Customer must ensure that the electrical installation to which the Customer requires an electricity connection from WPD is installed in such a manner that it will comply with Regulations 8(4) and 25 of the Electricity, Safety, Quality and Continuity Regulations 2002 as amended ("Regs. 8(4) and 25") immediately prior to energisation. The Customer must grant WPD access to check compliance with Regs 8(4) and 25 when requested to do so.

ISOLATING SWITCH OPTION - where WPD is providing meter operator services:

1. The Customer must ensure that the electrical installation in each property to which an electricity supply is required from WPD is installed in such a manner that it will comply with Regulations 8(4) and 25 of the Electricity Safety, Quality and Continuity Regulations 2002 as amended ("Regs 8(4) and 25") immediately prior to energisation.
2. By accepting the terms of the Offer the Customer confirms that it fully understands the requirements of Regs. 8(4) and 25.
3. The Customer must ensure that the electrical installation in the property is carried out by a competent electrical installer (the "Installer") and that the Installer provides the Customer with an Electrical Installation Certificate prior to energisation and complies with the Connection Procedure for Electrical Contractors.
4. The Customer must ensure that the Installer is bound in the contract between the Customer and the Installer by similar conditions as these conditions 1 to 6.
5. The Customer must grant WPD access to check compliance with Regs. 8(4) and 25 when requested to do so.
6. The Customer must at WPD's request and at the Customer's cost provide documentation and any other information necessary to enable WPD to check that the Customer has complied these conditions 1 to 6.

ALTERATION OF METER POSITION

When a connection is made at the new meter position the existing service cable will be disconnected at the old position. It is the Customer's responsibility to have installed suitable private sub-mains as required, complete with tails ready for connection.

NEW CONNECTION WORKS

The connection including the provision of materials to the job specification, trenching and other construction work is 'contestable'. This work may be carried out by WPD, but may alternatively be carried out by an appropriately qualified and accredited contractor engaged by the Customer. In that case, following satisfactory final testing and connection, the ownership of the assets will be adopted by WPD who will be responsible for their ongoing operation, repair and maintenance. This adoption process will be governed by an adoption agreement entered into between WPD and the contractor, which includes a 2 year guarantee period and insurance provision. More detailed information is available on our website:

<https://westernpower.co.uk/Connections/Competition-in-Connections.aspx>

LETTER OF ACCEPTANCE

M Unit:	5141
Acc No:	8190
Product:	5721
Project:	

FROM:

The Customer,
xx, Street Name
District
County
Postcode

TO:

Accounts Receivable Section
PO Box 231 Elliott Road
Plymouth
Devon
PL4 0ZZ

Request for Electricity Connection Works at: xx Street Name, District, County, Postcode

WPD Reference 29xxxxx

WPD Scheme 11xxxxx/1

I accept the terms and conditions set out in this Offer including the Specific Conditions for Connection Works and General Conditions for Connection Works.

Payment

I understand that payment for WPD's works of £3,977.89 (including VAT) is required following acceptance of this Offer in accordance with the General Conditions for Connection Works.

Reimbursement

I understand that any payment of this connection charge made on my behalf and quoting my reference number shall be deemed by WPD to have been made by me. I also understand and agree that, in the event that I cancel this Offer and any reimbursement is due pursuant to clause 19 of the General Conditions for Connection Works, WPD will make such reimbursement via the same means of payment used for the initial transactions (unless expressly agreed otherwise), and in doing so, WPD shall discharge in full any obligation to reimburse me as a result of that cancellation.

Duration of Offer

The Offer is open to acceptance for 90 days from the date of the Offer Letter after which it will automatically expire. The Offer is made on the condition that the works are completed within 90 days of the date of acceptance. Should the works be incomplete after 90 days, WPD reserve the right to terminate or vary this Offer.

Electricity Supplier

I understand that a new electricity connection cannot be used until an electricity supplier has been appointed and that the supplier will install metering unless I have appointed a meter operator directly.

Preparatory Works

I understand that all the preparatory works need to be completed before WPD can commence their works. For this supply the preparatory works which I need to complete are:

- Collect and fit meter box
- Complete on-site trenching
- Install Black Ducting With Draw-Cord And Overlay With Caution Marker Tape

Acceptance	Print Name:	
	Signature:	Date:
	If signing for a company, state position and company name:	
	Please provide address for VAT receipt (if different):-	
	Your Purchase Order number (if applicable)	