

Customer Guide

Variations

and Requotes



Scottish & Southern
Electricity Networks

Introduction

This Customer Guide explains the process we have in place should an amendment be required to your Connection Offer.

Changes may be required to a Connection Offer at any point in the connection process. This can either be as a result of you requesting a change or may be driven by changes required by us. An amendment to the Connection Offer may then be necessary to account for any changes in works or costs.

From April 2021, following feedback from our customers, we have made some improvements to the way in which variations are managed. These improvements have simplified the process and mean you will now keep your original job number even if a major change is required to your Connection Offer.

Background

As a licensed Distribution Network Operator (DNO), we are legally obliged to provide you with a Connection Offer if you apply for a connection and provide us with all the information that we need. If a change is required to the Connection Offer, this will result in one of three processes being initiated, depending on whether the Connection Offer has been accepted and whether the change is minor or major (see page 6-7 for detail on what dictates if a change is minor or major):

Quote Accepted	Type of Change	Relevant Criteria	New Version/New Job or Requote
No	Minor	N/A	Not applicable. A minor change to an existing application shall usually be accommodated within the existing application.
	Major	N/A	New Version (if same customer and project)
New job (if different site or customer)			
Yes	Minor	N/A	Requote Process
	Major (no additional network study required)	Contestable works have started.	Requote Process
		Contestable works have not started.	New Version
	Major (additional network study required)	N/A	New Version

A **New Version** means that you will keep the same job reference but be issued with a new Connection Offer. The timescale for your Connection Offer will be restarted and you will be provided with a new Connection Offer within the relevant Guaranteed Standards period.

A **Requote** means that you will keep the same job reference and will be issued with either a re-quote or an invoice for the additional costs. We will aim to issue a requote as soon as is reasonably possible; this is usually quicker than an original quotation, however this may not always be viable.

A **New Job** will provide you with a new Connection Offer and a new job reference. This will be provided within the relevant Guaranteed Standards period. If this is the process utilised for an amendment to your Connection Offer, any funds paid can be transferred from the previous job to the new job.



How does the process work?

Why might an amendment to my Connection Offer be required?

There are two drivers that may result in an amendment being made to a Connection Offer: a change requested by you or a change requested by us. Changes may be required by us for reasons such as: a change to the intended Point of Connection (POC) and/or route due to inability to obtain land rights; site specific factors that change the works required; or if your Connection Offer was accepted over 12 months ago in which case our material and labour prices may have changed. This is not an exhaustive list.

Will I be charged for Connection Offer Expenses if I want to make a change to my application?

If you need to make a change to your application, we need to assess the extent of additional work that will be required by us. If this is a minor change, there will be no additional charge. However, if this is a major change, then this will require us to carry out the full process again to prepare a different Connection Offer. This will therefore incur an additional Connection Offer Expense charge. If you request the change within the cooling off period of 14 days, you can make this amendment at no extra cost. For more information on Connection Offer Expenses and how this might impact you, please see our Customer Guide on our [website](#).

If required, how will I be informed that a change is needed to my Connection Offer?

If a change is needed to your Connection Offer we will discuss this with you.

How much will a change to the Connection Offer cost?

The price you are charged will reflect the work we have to carry out to meet your requirements. We will take several factors into account, including the capacity of supply required, the position of the supply on our network and whether we must reinforce our network or not to provide your connection. Our [Charging Methodology Statement](#) provides details of how we calculate the connection charges applicable to your connection.

What if I don't want to accept the amended Connection Offer?

You do not have to accept the amendment. However, depending on the change(s), a failure to accept the revision may prevent the connection works from proceeding further; particularly if the change has been deemed as necessary by us. Please discuss this with us at the time and we can advise accordingly.



Is my change minor or major?

Change Scenario	Sub Category	Enquiry Stage		
		Pre-Issue	Post Issue / Pre-acceptance	Post-Acceptance
Change in generation type from one technology to another or addition of a new technology	No further design work required	Minor	Minor	Minor
	Further design work required	Major	Major	Major
Change to split the requested capacity	Split of connection into 2 or more connections/ metering points (no change to capacity)	Major	Major	Major
	Split to capacity (unchanged) across 2 or more customers utilising 1 connection/ metering point	Major	Major (unless second customer is next in queue)	Major (unless second customer is next in queue)
	Split of connection into 2 or more connections/ metering points (change in capacity)	Major	Major	Major
Change in requested capacity	Decrease	Dependent on whether work has started or not and if the change affects the design	Minor	Minor
	Increase		Major	Major
Change to site boundary	Within original boundary	Minor	Minor	Minor
	Outside of original boundary	Major	Major	Major

Change Scenario	Sub Category	Enquiry Stage		
		Pre-Issue	Post Issue / Pre-acceptance	Post-Acceptance
Change in supply point/metering point location	Location change within original site boundary but POC remains unchanged	Minor	Minor	Minor
	Location change within original boundary site triggered by changes outside control of customer or DNO, e.g. environmental, flood risk	Major	Major (queue position maintained)	Major (queue position maintained)
	New location outside of original site boundary	Major	Major	Major
Change of Point of Connection (POC)	At request of customer (POC remaining on same circuit)	Major	Major	Major
	At request of customer (POC changing circuit)	Major	Major	Major
	For reasons outside of control of customer, e.g. environmental, flood risk, land rights cannot be obtained.	Major	Major (queue position maintained)	Major (queue position maintained)
Change to requested Quotation type (where all works offer applied for)	Change from All Works Quotation to Non-Contestable Works Quotation	Major (unless customer changes within 1 month)	Major (unless customer changes within 1 month)	Major (unless customer changes within 1 month)
Change to requested quotation type (where Non-Contestable quotation applied for)	Change from Non-Contestable Works Quotation to an All Works Quotation	Major	Major	Major

Glossary

All Works – Where both the Contestable and Non-Contestable Works are carried out by Scottish Hydro Electric Power Distribution plc or Southern Electric Power Distribution plc.

Connection Offer Expense (COE) – Connection Offer Expenses are the costs that we incur in producing your Connection Offer. For certain types of connections, Connection Offer Expenses will be required to be paid by you even if you do not wish to accept your Connection Offer

Contestable Charges – Contestable works are those connection activities which can be carried out by any competent person

Non-Contestable Charges – Non-Contestable works are those connection activities which cannot be provided by a person other than the network distribution company

Point of Connection Location (POC Location) – The point (or points) of physical connection to our existing Distribution System

Point of Connection Voltage (POC Voltage) – The voltage your generation connection(s) will be



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