



Indigo Power Limited

Guaranteed Standards under Connection Standards of Performance Notice of Rights

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Contents

1. Introduction	3
2. Guaranteed Standards	4
3. Quotation Accuracy Scheme	8
4. Payments.....	9

1. Introduction

The following statement relates to Indigo Power's licenced Independent Distribution Network Operator (IDNO) business Indigo Power Ltd. This publication explains what the standards of service you can expect from Indigo Power Ltd are and outlines the inconvenience payments you could receive if we fail to deliver these Standards. It is written in accordance with [The Electricity \(Connection Standards of Performance\) Regulations 2015](#) as amended by [The Electricity \(Standards of Performance\) \(Amendment\) Regulations 2023](#).

Any payments that you receive under this scheme will not prejudice your entitlement to any other action that you may be entitled to take as a result of a failure on our part in accordance with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000). Indigo Power Ltd does not sell electricity directly to consumers but ensures that it is delivered to you. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your electricity supplier. Contact details can be found on your latest electricity bill. Any queries regarding the activities of Indigo Power Limited should be address to the address below;

Our Contact Details:



Emergencies

To report a loss of supply or a concern about the safety of our equipment, call us free on:

Telephone: 105

If you are calling from a device on a Mobile Network and wanting to report an emergency call (charges may apply): **0118 436 2510**

This number can be used to report emergencies 365 days a year, 24 hours a day. For more information on the emergency reporting procedure, please see our Emergency Services and Enquiry Service Statement.

2. Guaranteed Standards

2.1 Metered Quotation Standards

Provision of Budget Estimates

ECGS1A – Regulation 4 (2)

- If you request a budget estimate for a connection to your premises which is less than 1MVA and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the budget estimate within 10 working days or pay £85.

ECGS1B – Regulation 4(3)

- If you request a budget estimate for a connection to your premises which is more than 1MVA or greater and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the budget estimate within 20 working days or pay £85.

Provision of Quotations

ECGS2A – Regulation 5 (2)

- If you request a single LV service demand connection¹(i.e. single service request) and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the quotation within 5 working days or pay £20 each day until the quotation is provided. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS2B – Regulation 5 (3)

- If you request a connection for less than 5 properties and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the quotation within 15 working days or pay £20 each day until the quotation is provided. Indigo Power Ltd will make either a single payment or an offset for charges incurred in respect of the connection to yourself of/for the total sum owed.

ECGS3A – Regulation 6 (2)

- If you request an LV demand connection and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the quotation within 25 working days or pay £85 each day until the quotation is provided. Indigo Power Ltd will make either a single payment or an offset for charges incurred in respect of the connection to yourself of/for the total sum owed.

¹ Connection is via LV circuit fused at 100 amps or less per phase up to 70 kVA with whole-current metering.

ECGS3B – Regulation 6(3)

- If you request an HV demand connection and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the quotation within 35 working days or pay £180 each day until the quotation is provided. Indigo Power Ltd will make either a single payment or an offset for charges incurred in respect of the connection to yourself of/for the total sum owed.

ECGS3C – Regulation 6(4)

- If you request an EHV demand connection and Indigo Power Ltd has received all information that can reasonably be expected to be within your knowledge, Indigo Power Ltd will provide the quotation within 65 working days or pay £265 each day until the quotation is provided. Indigo Power Ltd will make either a single payment or an offset for charges incurred in respect of the connection to yourself of/for the total sum owed.

2.2 Other Metered Standards

Customer Contact

ECGS4A – Regulation 8(2)

- On acceptance of a quotation for an LV service demand connection² or a connection for less than 5 properties, Indigo Power Ltd will contact you to commence the process of agreeing a schedule of dates for completion of the works referenced in the quotation within 7 working days or Indigo Power Ltd will pay £20 for each day up to and including the day that you are contacted. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS4B – Regulation 9(2)

- On acceptance of a quotation for the provision of an LV demand connection or an LV generation connection, Indigo Power Ltd will contact you within 7 working days to commence the process to confirm dates for the commencement of work, completion of works and the energisation of the connection or Indigo Power Ltd will pay £85 for each day up to and including the day that the contact occurs. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS4C – Regulation 9(3)

- On acceptance of a quotation for the provision of an HV demand connection or an HV generation connection, Indigo Power Ltd will contact you within 10 working days to commence the process to confirm dates for the commencement of work, completion of works and the energisation of the connection or Indigo Power Ltd will pay £180 for each day up to and including the day that the contact occurs. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

² Connection is via LV circuit fused at 100 amps or less per phase up to 70 kVA with whole-current metering.

ECGS4D – Regulation 9(4)

- On acceptance of a quotation for the provision of an EHV demand connection or an EHV generation connection, Indigo Power Ltd will contact you within 15 working days to commence the process to confirm dates for the commencement of work, completion of works and the energisation of the connection or Indigo Power Ltd will pay £265 for each day up to and including the day that the contact occurs. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

Commencement of works

ECGS5 – Regulation 9(5)

- Where Indigo Power Ltd fails to commence works (or phase of the works) on the agreed date for ECGS4B, 4C or 4D, Indigo Power Ltd will pay £35 for each day until the works commence. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

Completion of works

ECGS6A – Regulation 8(3)

- Where a date has been agreed between Indigo Power Ltd and yourself for a single LV demand connection or small project demand connection and Indigo Power Ltd fails to complete the works (or a phase of the works) provided for in the accepted quotation by the agreed date, Indigo Power Ltd will pay £45 for each day up to and including the day that the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS6B – Regulation 9(6)

- Where Indigo Power Ltd fails to complete works (or phase of the works) on the agreed date for an LV demand connection, Indigo Power Ltd will pay £180 for each day until the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS6C – Regulation 9(7)

- Where Indigo Power Ltd fails to complete works (or phase of the works) on the agreed date for an HV demand connection, Indigo Power Ltd will pay £265 for each day until the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS6D – Regulation 9(8)

- Where Indigo Power Ltd fails to complete works (or phase of the works) on the agreed date for an EHV demand connection, Indigo Power Ltd will pay £350 for each day until the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

Energisation

ECGS7A – Regulation 9(9)

- Where Indigo Power Ltd fails to energise an LV demand connection on the agreed date, Indigo Power Ltd will pay £180 for each day until the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS7B – Regulation 9(10)

- Where Indigo Power Ltd fails to energise an HV demand connection on the agreed date, Indigo Power Ltd will pay £265 for each day until the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS7C Regulation 9(11)

- Where Indigo Power Ltd fails to energise an EHV demand connection on the agreed date, Indigo Power Ltd will pay £350 for each day until the works are complete. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

2.3 Unmetered Standards

Unmetered Faults

ECGS8A – Regulation 10(2)

- Where Indigo Power Ltd fails to attend an emergency fault within 2 hours from the receipt of notification, Indigo Power Ltd will pay the relevant authority £85. Indigo Power Ltd will make either a single payment or an offset for charges incurred or to be incurred in respect of the connection to yourself of/for the total sum owed.

ECGS8B – Regulation 10(3)

- Where Indigo Power Ltd fails to complete any rectification works on a high priority fault involving traffic lights within 2 calendar days from the receipt of notification, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the fault is rectified.

ECGS8C – Regulation 10(4)

- Where Indigo Power Ltd fails to complete any rectification works on a high priority fault not involving traffic lights within 10 working days from the receipt of notification, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the fault is rectified.

ECGS8D – Regulation 10(5)

- Where Indigo Power Ltd fails to complete any rectification works on a multiple unit fault repair within 20 working days from the receipt of notification, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the fault is rectified.

ECGS8E – Regulation 10(6)

- Where Indigo Power Ltd fails to complete any rectification works on a single unit fault repair within 25 working days from the receipt of notification, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the fault is rectified.

Unmetered Quotations

ECGS9 – Regulation 11(2)

- Where a relevant authority requests an unmetered connection to Indigo Power Ltd's network and all information that is reasonably expected to be within the knowledge of the relevant authority has been received, Indigo Power Ltd will provide the relevant quotation within 25 working days. Failing to do so, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the quotation is provided.

Unmetered New Works Order

ECGS10A – Regulation 12(2)

- Where Indigo Power Ltd fails to complete works for new works of 1-100 units on a new site (being any location other than adopted highway) by the agreed date and the total works to which this regulation applies is under the relevant monthly threshold, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the works are completed.

ECGS10B – Regulation 12(3)

- Where Indigo Power Ltd fails to complete works for new works of 1-100 units within 35 working days of an agreed starting date on an existing adopted highway and the total works to which this regulation applies is under the relevant monthly threshold, Indigo Power Ltd will pay the relevant authority £20 for each day up to and including the day that the works are completed.

3. Quotation Accuracy Scheme

This regulation applies where:

- Indigo Power Ltd has provided you with a quotation and it is subject to Indigo Power Ltd's quotation accuracy scheme;
- You challenge the quotation under the quotation accuracy scheme;
- The quotation is found in accordance with the quotation accuracy scheme, to have been inaccurate or incomplete.

Where this regulation applies, Indigo Power Ltd will, in accordance with the provisions of its quotation accuracy scheme, refund to you the amount of any overpayment made by you in respect of the quotation, as well as pay the following compensation:

ECGS11A – Regulation 7(3)

- Where the quotation relates to a single LV service demand connection, Indigo Power Ltd will pay you £440.

ECGS11B – Regulation 7(4)

- Where the quotation relates to 1-4 service connections (3 phase whole current metering), Indigo Power Ltd will pay you £875.

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4. Payments

4.1 Payments Standard

ECGS12 – Regulation 14

- Where Indigo Power Ltd owes compensation under any of regulations 4 to 12 (inclusive) and fails to make the payment to you or relevant authority (as appropriate) within 10 working days, Indigo Power Ltd will make a further payment of £85. For unmetered standards, a schedule of payments will be provided to the Customer on a quarterly basis, rather than making individual payments against separate jobs.

Claiming a Payment

If you would like to make a claim, please contact us and have as much information as possible regarding your claim to enable us to review and process it promptly.

Exceptional Circumstances

The Electricity (Connections Standards of Performance) Regulations 2015 as amended by The Electricity (Standard of performance) (Amendment) Regulations 2023 detail a number of circumstances where the Guaranteed Standards may not apply. These include:

- Where you inform us that you do not want us to take any action.
- Where you agree the action we have taken (or will take) meets the requirements of the Guaranteed Standard and any promised action is taken promptly.
- Where requested information has been provided to the wrong place,
- Where we could not reasonably have been expected to meet the guaranteed standard including:
 - industrial action;
 - the actions of a third party;
 - the inability to access the premises;
 - the likelihood of us breaking the law if we complied;
 - the effects of an event for which energy regulations have been made under P2 of the civil Contingencies Act 2004;
 - any other exceptional circumstances beyond our control;
 - we reasonably consider that the information provided is frivolous or vexatious;
 - we reasonably consider that the customer has committed an offence.

Where this applies Indigo Power Ltd will contact you within a reasonable period of time following the circumstances concerned to communicate the applicable period or date for the extension.

If we invoke any of the exemptions laid out in the Regulations, we are required to demonstrate that we have taken all reasonable steps to prevent failure.