



Fostering energy markets, empowering **consumers**.

## **Draft Advice on regulating the quality of distribution services**

**Focus on connection, disconnection and  
maintenance – Electricity and Gas**

### **Questionnaire**

**Ref: C13-RMF-57-03a  
04-DEC-2013**



Issue for recommendation 1/E: The time taken to respond to a customer request for a new electricity connection to the grid (major work) should not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 1/MG: The time taken to respond to a micro generation unit request for a new electricity connection to the grid (major work) should not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 1/G: The time taken to respond to a customer request for a new gas connection to the grid (major work) should not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 2/E: The content of the response to a customer request for a new electricity connection to the grid should, as a minimum, inform on:

- the steps of the process and the estimated time schedule
- requests for data needed by the DSO from the customer
- other information, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 2/MG: The content of the response to a micro generation unit request for a new electricity connection to the grid should, as a minimum, inform on:

- the steps of the process and the estimated time schedule
- request for data needed by the DSO from the customer
- other information, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 2/G: The content of the response to a customer request for a new gas connection to the grid should, as a minimum, inform on:

- the steps of the process and the estimated time schedule
- request for data needed by the DSO from the customer
- other information, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 3/E: The detailed estimated price offer for a new electricity network connection should be provided to the customer within:



- one week
- two weeks
- three weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 3/MG: The detailed estimated price offer for a new electricity network connection to a micro generation unit should be provided to the customer within:

- one week
- two weeks
- three weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 3/G: The detailed estimated price offer for a new gas network connection should be provided to the customer within:

- one week
- two weeks
- three weeks
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 4/E: Once the customer has received the detailed estimated price offer and accepted to start the work, the physical electricity connection work should, unless a later start date is requested by the customer, be initiated within:

- one month
- two months
- three months
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 4/MG: Once the responsible party for the micro generation unit has received the detailed estimated price offer and accepted to start the work, the physical electricity connection work should, unless a later start date is requested by the customer, be initiated within:

- one month
- two months
- three months
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 4/G: Once the customer has received the detailed estimated price offer and accepted to start the work, the physical gas connection work should, unless a later start date is requested by the customer, be initiated within:

- one month
- two months
- three months
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 5/E: The detailed estimated price offer for connecting a new customer to the electricity network (minor work) should be provided to the customer within:

- one week
- two weeks
- three weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 5/MG: The detailed estimated price offer for connecting a new micro generation unit to the electricity network (minor work) should be provided to the relevant party within:

- one week
- two weeks
- three weeks
- other time period, please specify:.....

Comments, if any (maximum 100 words):

Issue for recommendation 5/G: The detailed estimated price offer for connecting a new customer to the gas network (minor work) should be provided to the customer within:

- one week
- two weeks
- three weeks
- other time period, please specify below



Comments, if any (maximum 100 words):

Issue for recommendation 6/E: The time taken to connect a new customer to the electricity network (minor work) should, unless a longer time period is requested by the customer, not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 6/MG: The time taken to connect a new micro generation unit to the electricity network (minor work) should, unless a longer time period is requested by the customer, not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 6/G: The time taken to connect a new customer to the gas network (minor work) should, unless a longer time period is requested by the customer, not exceed:

- two days
- one week



- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 7/E: The time taken to activate the electricity supply (when the physical connection is already in place) should, unless a longer time period is requested by the customer, not exceed:

- one day
- two days
- one week
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 7/MG: The time taken to activate the electricity supply (when the physical connection is already in place) to a micro generation unit should, unless a longer time period is requested by the customer, not exceed:

- one day
- two days
- one week
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 7/G: The time taken to activate the gas supply (when the physical connection is already in place) should, unless a longer time period is requested by the customer, not exceed:





- one day
- two days
- one week
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 8/E: The time taken to disconnect a customer after a customer request should, unless a longer time period is requested by the customer, not exceed:

- one day
- two days
- one week
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 8/MG: The time taken to disconnect a micro generation unit after a customer request should, unless a longer time period is requested by the customer, not exceed:

- one day
- two days
- one week
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 8/G: The time taken to disconnect a customer after a customer request should, unless a longer time period is requested by the customer, not exceed:

- one day
- two days
- one week
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 9/E: In case of non-payment of electricity bill, customers should as a warning mechanism receive a last notice to pay, including the expected date of disconnection, at least:

- three weeks before disconnection date
- four weeks before disconnection date
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 9/G: In case of non-payment of gas bill, customers should as a warning mechanism receive a last notice to pay, including the expected date of disconnection, at least:

- three weeks before disconnection date
- four weeks before disconnection date
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 10/E: Except in cases where new meters are to be installed, the time taken to reactivate electricity supply after a disconnection due to non-payment should not exceed:

- one day
- two days
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 10/G: Except in cases where new meters are to be installed, the time taken to reactivate gas supply after a disconnection due to non-payment should not exceed:

- one day
- two days
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 11/E: When new meters are to be installed, the time taken to reactivate electricity supply after a disconnection due to non-payment should not exceed:

- one day
- two days
- three days
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 11/G: When new meters are to be installed, the time taken to reactivate gas supply after a disconnection due to non-payment should not exceed:

- one day
- two days
- three days
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 12/E: In case of planned electricity supply interruptions, the customer should be notified at least:

- one week in advance
- two weeks in advance
- one month in advance
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 12/G: In case of planned gas supply interruptions, the customer should be notified at least:

- one week in advance
- two weeks in advance
- one month in advance
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 13/E: The duration limit of a planned electricity supply interruption should not exceed:

- 6 hours
- 12 hours
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 13/G: The duration limit of a planned gas supply interruption should not exceed:

- 6 hours
- 12 hours
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 14/E: In case of non-notified interruption of electricity supply, the customer should receive information on when the DSO estimates that the supply will be reactivated. This information should be made available to the customer through a variety of channels, not least the web. This information should be made available to the customer:

- within three hours
- within five hours
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 14/G: In case of a non-notified gas supply interruption, the customer should have access to information on when the DSO estimates that the supply will be reactivated. This information should be made available to the customer through a variety of channels, not least the web. This information should be made available to the customer:

- within three hours
- within five hours
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 15/E: The DSO should provide customers with information regarding connection and disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way.

- agree
- disagree
- no opinion

Comments, if any (maximum 100 words):

Issue for recommendation 15/MG: The DSO should provide customers with information regarding connection and disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way.

- agree
- disagree
- no opinion

Comments, if any (maximum 100 words):



Issue for recommendation 15/G: The DSO should provide customers with information regarding connection and disconnection, and customer rights related to these. This information should be presented in a clear, user-friendly and comprehensible way.

- agree
- disagree
- no opinion

Comments, if any (maximum 100 words):

Issue for recommendation 16/E: For electricity appointments with the customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:

- two hours
- four hours
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 16/MG: For appointments with the micro unit customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:

- two hours
- four hours
- other time period, please specify below

Comments, if any (maximum 100 words):



Issue for recommendation 16/G: For gas appointments with the customer for an onsite intervention, the time frame within which the DSO should arrive onsite should be fixed in advance and should not exceed:

- two hours
- four hours
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 17/E: The DSO should provide easily accessible customer communication on electricity issues concerning connection and disconnection, in the following way(s) (several boxes can be ticked):

- Call centre
  - Specify availability, days/week:
  - Specify longest acceptable waiting time in phone queue:
- E-mail
  - Specify longest acceptable waiting time for answering:
- website
- other, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 17/MG: the DSO should provide easily accessible customer communication for micro generation unit issues concerning connection and disconnection, in the following way (several boxes can be ticked):

- Call centre
  - Specify availability, days/week:





- 
- Specify longest acceptable waiting time in phone queue:

E-mail

- Specify longest acceptable waiting time for answering:

Website

Other, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 17/G: the DSO should provide easily accessible customer communication on gas issues concerning connection and disconnection, in the following way (several boxes can be ticked):

Call centre

- Specify availability, days/week:

- Specify longest acceptable waiting time in phone queue:

E-mail

- Specify longest acceptable waiting time for answering:

Website

Other, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 18/E: The response time to a customer enquiry to an electricity DSO, should not exceed:

two days

one week

two weeks

other time period, please specify below



Comments, if any (maximum 100 words):

Issue for recommendation 18/MG: The response time to a customer enquiry regarding a micro generation unit to an electricity DSO, should not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 18/G: The response time to a customer enquiry to a gas DSO, should not exceed:

- two days
- one week
- two weeks
- other time period, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 19/E: The customer has the right to accessible information on correct installation handling, including safety measures, for the electricity installation.

- Agree
  - Access shall be available through the following channels (several boxes can be ticked):
    - DSO website
    - e-mail to customer



- mail to customer
- given in person to customer
- other, please specify below
  
- disagree
- no opinion

Comments, if any (maximum 100 words):

Issue for recommendation 19/MG: The customer has the right to accessible information on correct installation handling, including safety measures, for its micro generation unit.

- Agree
  - Access shall be available through the following channels (several boxes can be ticked):
    - DSO website
    - e-mail to customer
    - mail to customer
    - given in person to customer
    - other, please specify below
- disagree
- no opinion

Comments, if any (maximum 100 words):

Issue for recommendation 19/G: The customer has the right to accessible information on correct installation handling, including safety measures, for the gas installation.

- Agree
  - Access shall be available through the following channels (several boxes can be ticked):
    - DSO website



- e-mail to customer
  - mail to customer
  - given in person to customer
  - other, please specify below
- 
- disagree
  - no opinion

Comments, if any (maximum 100 words):

Issue for recommendation 20/E: A telephone number for electricity emergencies should operate at all times during the year. The number should be a:

- DSO number
- National number
- European emergency number

Comments, if any (maximum 100 words):

Issue for recommendation 20/G: A telephone number for gas emergencies should operate at all times during the year. The number shall be a

- DSO number
- National number
- European emergency number

Comments, if any (maximum 100 words):

Issue for recommendation 21/E: The customer should be able to find the telephone number for electricity emergencies in the following places (several boxes can be ticked):



- at the meter
- on the DSO bill
- on the supplier bill
- at the DSO website
- at the supplier website
- other, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 21/G: The customer should be able to find the telephone number for gas emergencies in the following places (several boxes can be ticked):

- at the meter
- on the DSO bill
- on the supplier bill
- at the DSO website
- at the supplier website
- other, please specify below

Comments, if any (maximum 100 words):

Issue for recommendation 22/G: When a DSO receives a report of a gas escape or another gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it should attend the site within:

- 30 minutes
- one hour
- two hours
- other time period, please specify below



Comments, if any (maximum 100 words):

Issue for recommendation 23: Is there any core feature of distribution services that has not been identified in this consultation paper and should be brought to NRAs' attention? Please specify whether your suggestion or comment refers to electricity, micro generation units or gas.

Comments, if any (maximum 100 words):