

Cadent – review of tiered pricing framework

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Hosted Online
29 May 2026



Post go-live review of Cadent tiered pricing

Tiered pricing framework went live 01 April 2026, following consultation which began 12 December 2025. The new charges were implemented to drive improvements in the rate of UIP completion file submission.

Pricing tier SLA % +/-	Gold => 95% in D10 & RFT 30% reduction	Silver 90 – 94% in D10 & RFT Current charge		Bronze <90% in D10* & RFT 30% increase
Connection type	New	New	CIL	New
iGT Fast Track	£236	£337	£296	£438
UIP Fast Track (<63mm)	£284	£406	N/A	£528
UIP Fast Track (=> 63mm)	£322	£460	N/A	£598
iGT Quote	£470	£672	£630	£874
UIP Quote (<63mm)	£523	£747	N/A	£971
UIP Quote (=> 63mm)	£559	£799	N/A	£1039
SLO/1 connection to above 7barg network	£531	£758		£985

Since go-live, some UIPs have raised concerns that due to the fact they submit low volumes of works, the tiered framework in its current form means they need to achieve 100% D10 and 100% Right-First Time (RFT) in order to achieve Silver or Gold.

Please note the corrected table as the tiers do not apply to increase-in-load jobs. This is reflected correctly in the Connections Charging Statement found [here](#).

Cadent has reviewed all invoices since April 1st and no UIP is at detriment.

**The UIP Connection, Service Disconnection and Service Alteration Agreement places an obligation on the UIP will send a completion file within 10 working days. This has previously been represented as D14 calendar days but D10 Working Days is the more accurate representation.*

Post go-live review of Cadent tiered pricing

Introduction and background

- **Peter O'Neill (PO)** introduced the call, thanked everybody for attending and reiterated that Cadent are keen to make sure we have a framework which achieves the objective; that is, to drive Completion File performance and allow for timely updates to the Cadent asset records systems.
- PO gave a high-level summary of the reasons we implemented the Tiered Pricing Framework (that is to drive Completion File performance where all other efforts had not succeeded in doing so) and reiterated that 'success' for this framework, is not for all UIPs to be on bronze and paying more, but rather for all UIPs to be on Gold, with asset records updated on time and for all parties to enjoy a smoother process, with less chasing for Completion Files, and fewer rejections.
- PO advised that in preparation for implementing the framework, Cadent had done a lot of work to get our process right and do all we could to help the UIPs. These measures include;
 - Weekly chases of files due & overdue, and rejections outstanding (in place since 2022)*
 - Regular customer liaison calls with a nominated Customer Lead per UIP (also in place since 2022)*
 - A revised Completion File checklist, numbered for ease of reference (latest version went live February 2026)
 - Monthly dashboards showing UIP Completion File performance*
 - The dashboard previously showed volumes only but was changed to show job numbers In SLA and RFT, in preparation for the Tiered Pricing and at the request of the UIP community.
 - Holding rejections gatekeeping calls internally, to eliminate unnecessary rejections
 - Calling customers to avoid rejections, for example if the issue looks like a typing error*.
 - A hypothetical scenario is where a UIP put 152mm for the pipe diameter. If the design was for 125mm pipe, we can reasonably surmise this would be a typing error. However, we must also make sure we have accurate data, so we must at least check with the UIP. In this case, our team will call the customer, get the confirmation and then follow-up with an email setting out the issue and the resolution and asking the customer to simply reply 'Yes, I agree' for the audit trail.
 - During May, almost 20% of the issues raised on the gatekeeping calls have resulted in an enquiry, rather than a rejection.

The post go-live feedback

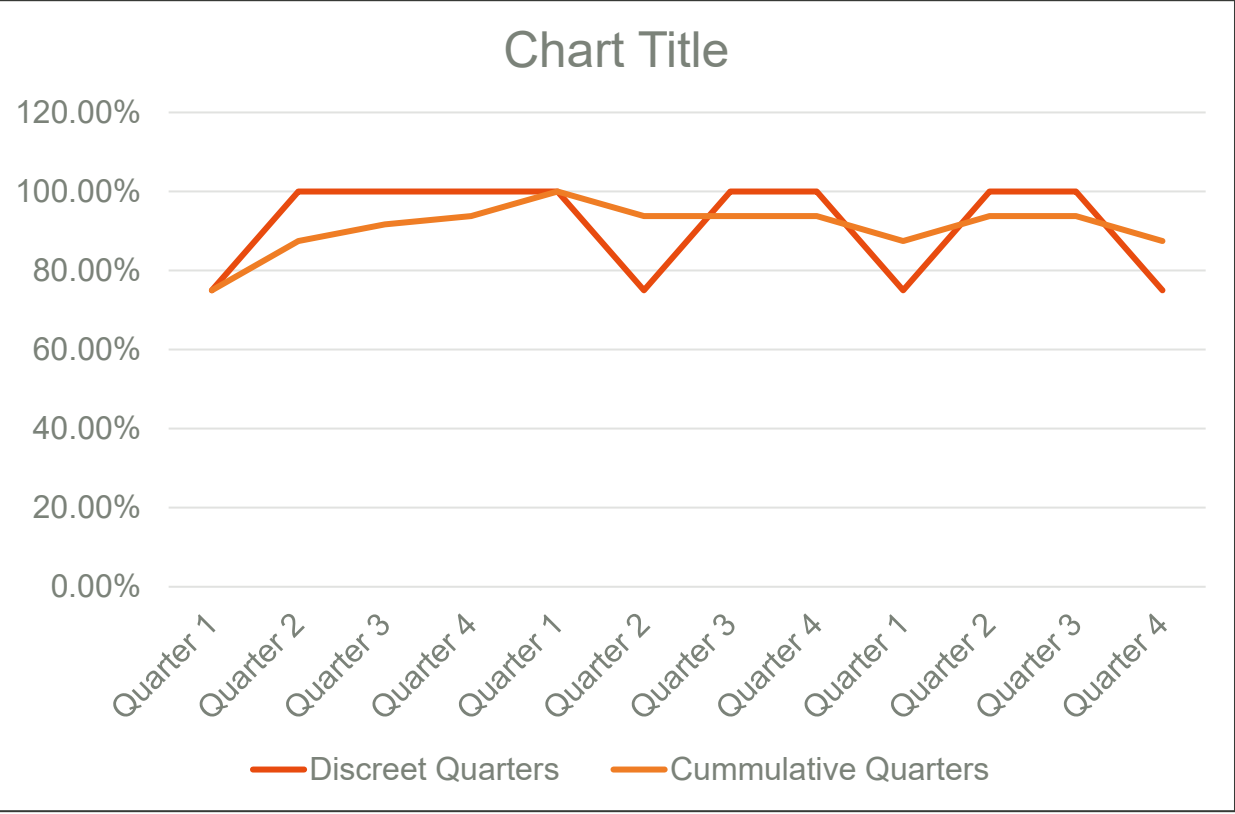
- PO advised that since go-live, we have had some feedback from customers and we are open to the possibility of amending the Tiered Pricing Framework to make sure it worked for all customers and drove the desired result.
- PO advised that this feedback was primarily around the idea that for low volume UIPs, the current target is de-facto 100% as a single loss could result in being below the minimum 90% threshold.
- PO advised one solution could be to move from discreet quarters to a rolling four quarters and presented this concept in slide four.
- PO further advised that Cadent would welcome any other solutions proposed by the UIPs and that any options discussed on the call today would be considered and then we would feed back on the next Reference Group on 19 June 2026.

*Items marked with an asterisk are not a contractual obligation of Cadent and are Cadent's best endeavours at providing a good customer experience to the UIPs. However, UIPs should also rely on their own data and work management systems to track and understand what Completion Files are due, overdue, submitted RFT, queried or rejected.

Post go-live review of Cadent tiered pricing

Since go-live on 01 April 2026, some UIPs have raised concerns that due to the fact they submit low volumes of works, the tiered framework in its current form means they need to achieve 100% D10 and 100% RFT in order to achieve Silver or Bronze. One thing Cadent could offer, as a remedy, is to move from discreet quarters, to cumulative quarters on a rolling 12 months basis (so a rolling 4 quarters).

The below figures are illustrative only, based on a hypothetical UIP, and are intended solely to demonstrate the difference between the two approaches and to aide discussion on a group forum on 29/05/26.



Current framework - Discreet Quarters

	Jobs	Jobs in SLA & RFT	% in SLA & RFT
Q1	4	3	75.00%
Q2	4	4	100.00%
Q3	4	4	100.00%
Q4	4	4	100.00%
Q1	4	4	100.00%
Q2	4	3	75.00%
Q3	4	4	100.00%
Q4	4	4	100.00%
Q1	4	3	75.00%
Q2	4	4	100.00%
Q3	4	4	100.00%
Q4	4	3	75.00%

Alternative framework of cumulative, rolling four Quarters

	Jobs	Jobs in SLA & RFT	% in SLA & RFT
Q1	4	3	75.00%
Q2	4	4	87.50%
Q3	4	4	91.67%
Q4	4	4	93.75%
Q1	4	4	100.00%
Q2	4	3	93.75%
Q3	4	4	93.75%
Q4	4	4	93.75%
Q1	4	3	87.50%
Q2	4	4	93.75%
Q3	4	4	93.75%
Q4	4	3	87.50%

Analysis:
 In model one, the UIP achieves either Gold, or Bronze but never Silver.
 In model two, the UIP can achieve any tier but achieves Gold less often.

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Discussion:

Marcus Wood (MW): agreed that the move to a rolling four quarters would help but also suggested to move the bandings and suggested;
< 75% = Bronze, 75-87.5% = Silver, > 87.5% = Gold.

Dan Worman: asked question about invoicing the iGTs. PO advised we would pick that up separately.

Marc Fairclough (MF): asked about the possibility of reverting to a system where the file was in standard if it was received right within the UIP's D10 SLA. PO said this had been considered but as some completion files are handled multiple times back-and-forth, we didn't want to get into a position of trying to figure out whether the customer's D10 had been impacted by the time with Cadent, or their own failure. PO suggested this could perhaps work, when paired with a maximum number of rejections permitted (perhaps only one). MF further suggested there could be a 'tier of severity of rejections'; E.G. if a Completion File was missing an As-laid, that would score more heavily than if there was an As-laid submitted with a dimension missing.

Andy Holland (AH): asked about the possibility of a 'stop-the-clock', 'start the clock' methodology. PO said all options are to be considered but as per previous conversation, we are weary of a situation where there is dispute about whether the UIP's deadline had been missed due to the validation time within Cadent. AH suggested that within the 'stop and start' methodology, the UIP would be held to only using their maximum 10 working days within the combined 'D14 for UIP to submit' and 'D14 for Cadent to validate' SLAs*. AH asked whether, if there was a cap on the number of rejections, it could consider X1 in the rejections stage and another X1 rejection during the digitisation stage. PO said all options will be considered and fed back.

Stuart Hyland (SH): asked about 'continuity of supply' jobs which involve a connection of a new service, and then a disconnection of the existing service at a later date. Should that be one application or two. PO explained that in most cases that would be raised as one application and one invoice, and that the single job would then be split into Parts as the Clearance-to-Proceed stage. Then, each of those two Parts will require their own Completion File to be submitted ten Working Days after the respective commissioning or decommissioning date (as the case may be). Please see slide 8 which expands on this point.

*To expand on this point; The D42 SLA is split three ways; 14 calendar days for UIP to submit, 14 calendar days for Cadent's Connections Team to validate, and D14 calendar days for Cadent's Asset Data Team to digitise (however, the UIP's contractual obligation is D10 Working Days, and this is what the current framework holds the UIP to). The suggestion made on the call is to combine the 'UIP submission window' and the 'Cadent validation window' and record the time the job is with each party as rejections are passed back-and-forth. And in this proposed model, the job would be considered 'in-standard' if the UIP achieved a valid Completion File (I.E. no rejections, or all rejections resolved) whilst only holding the job for a maximum of 10 working days, within that combined window.

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Discussion:

MW: In regards the point about whether an issue would be a rejection, or a query, can Cadent share the definition of each? PO said there's not a rigid definition or set scenarios but more a philosophy or a way of working as there is room for subjectivity. The coaching given to the team is as follows;

Whether or not something is a rejection or a query is subjective but a good rule to follow is as below:

1) Am I asking the customer to do anything? E.G. to provide a missing valve card or to provide a revised as-laid with additional dimensions? If yes, then this is likely to be a rejection.

2) Or am I just asking the customer to confirm something I think I already know? E.G. the pipe size says 152mm, but the design is for 125mm. We know there isn't such a pipe size as 152mm, so this is likely to be a query. In an example like this, where you know the answer (or strongly suspect you do) and you just want to customer to confirm, this is more likely to be an enquiry. Phone the customer, tell them you want to avoid a rejection but make clear you do need to follow-up with an email for an audit trail, and you need them to reply to confirm. If they don't answer, leave a voicemail and send the email. If not resolved by the end of your next shift, then you can reject.

MW referenced the fact that this definition should have been shared prior to this point, if it formed part of what the UIPs are to be measured upon*. PO thanked MF for his feedback.

MW asked what Cadent's SLA to validate is; is it from receipt, or gas-on? PO advised that we measure both. Our team have 10 working to days to validate, from receipt and then Asset Data have 10 working days to digitise. However, we will prioritise jobs to meet the D42 target too. Please note, at present, the Initial Validation target of D10 from receipt is exceeded and done on average at D3.

Adam Pearson (AP): How is the SLA treated when there are multiple contractors? Most of our Completion File submissions are within our own control but when we sub-contract complex works, we have to rely on a sub-contractor. PO explained that each connections contract is formed between Cadent and one Principal UIP. Yes, we want to know who the sub-contractors are, so we know they are accredited, but we are only in contract with one UIP. PO made the point that some UIPs act solely as Project Manager in GIRS and in their case, every job is sub-contracted but the Completion File obligation is still on the Principal UIP. AP asked if that means the Principal UIP has to manage their sub-contractors getting the data in sufficient time to send to Cadent? PO agreed it does.

*This following point was not made on the call but was added to the notes during write-up. Every error on a Completion File could legitimately be handled as a rejection as the Completion File information was missing or inaccurate. Where Cadent treats any given error as an enquiry, rather than a rejection, it is a concession we are choosing to make. There has been no omission on the part of Cadent by not sharing this definition to date.

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Discussion:

Daniel Thomas (DT): said the weekly calls with Cadent Customer Lead have been beneficial and thanked Cadent for the good working relationship. Cadent concurred. DT stated he too would be interested in the difference between rejections and enquiries. DT asked where he should send rejection resolutions. PO advised that rejections should be sent from completionfiles@cadentgas.com so if the UIP 'replies-to-all', then they should go to the right place.

Kelly Williams (KW): mentioned a job where we had asked for the 'date laid' of discreet sections of pipe for an LP service, which had been laid over a matter of a few days. PO made the point that our system does ask for date laid and we do need that information for very long sections of pipes but acknowledges we need to be realistic about when we ask for specific dates laid. PO asked for KW to send the job details over, so it can be investigated. PO and SL to look at this job and feed back.

DT & MF: asked about providing the carrier main details where the Cadent Maps says; 'inserted in unknown'. PO confirmed that as would be the case if Cadent were to make a connection to our network, we need to capture that carrier main detail, so we need the UIP to confirm what is found on site. DT advised that there could be a situation where the carrier main was not visible in the trench as the metallic main had already been chopped out in that section. PO advised that the UIP can only be expected to report back what they can see on site. MF asked whether that specific scenario should be a rejection. PO advised that the UIP could anticipate the rejection by knowing the Cadent main is showing in a carrier and provide a bit of free-text explaining the situation on site. DT & MF both acknowledged the above scenario is rare.

Claire Wilcox (CW): if we were to challenge a rejection, would this be removed? PO explained that the measure is based on the Completion File as a whole. So, if a Completion File had multiple rejections and only some were challenged successfully, then that Completion File would still be considered as a failure for the purpose of the Tiered Pricing Framework. Whereas if all rejections were challenged successfully, then the job would be counted as 'In standard'. See slide 9 to support this answer.

MF: so, if we were graded at Silver for one rejection and that rejection was successfully challenged, would we move to Gold? PO yes in principle, but I would hope the rejection would be challenged quite quickly so we weren't looking to undo a UIP's position on the framework weeks later. MF agreed there needs to be a time limit on how long a UIP can wait before challenging a rejection.

Post go-live review of Cadent tiered pricing; **Part Projects**

There was some discussion about how Part Projects impact the position on the pricing tier. The key point to understand is that a single application can result in more than one completion files being due, as the UIP often breaks a single application into multiple parts. As these parts will have a different commissioning (or decommissioning) date, they will each have a different Completion File Due Date. Therefore, each will be measured independently to inform the UIP's position on the tiered pricing framework.

Key points:

- One application equals one invoice and one Cadent Ref Number.
- Some Cadent Ref Numbers are split (by the UIP's planned dates) into multiple Parts.
- Each Part requires a completion file.
- Each completion file is measured independently and informs the UIP's position on the tiered framework.

Cadent Ref Number (AKA CRM number)	Parts	Completion files are per part / per ISEP	
CSEPs			
100056789 (single invoice created)	ISEP 1 is scheduled for new lay on Monday 13th April	Completion file for ISEP 1 is due ten working days later, i.e. on Monday 27 th April	Both completion files need to be received in SLA according to their respective Due Date, and Right-First-Time (RFT)*
	ISEP 2 is scheduled for Wednesday 6 th May	Completion file for ISEP 2 is due ten working days later, i.e. on Wednesday 20 th May	
Cadent to adopt			
110056789 (single invoice created)	Part A – new lay - is scheduled for new lay on Monday 13th April	Completion file is due ten working days later, i.e. on Monday 27 th April	Both completion files need to be received in SLA according to their respective Due Date, and Right-First-Time (RFT)*
	Part B – disconnection – is scheduled for Wednesday 6 th May	Completion file is due ten working days from later, i.e. on Wednesday 20 th May	

*RFT is the metric *currently in place* in the tiered pricing framework

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Question: There was a question about whether, if a rejection is challenged, it would impact the UIP's position on the tiered framework.

Answer: On the current framework, each Completion File is measured as to whether it is submitted in SLA (D10) and also Right-First-Time (RFT) i.e. submitted and closed with no rejections. However, each Completion File could be rejected for one or more reasons. If so, it will be counted as a failure. If, on any given Completion File, **all of the rejections** are successfully challenged and removed, then that Completion File will no longer be counted a failure.

Key points:

1. Each Completion File is measured as either RFT, or a failure.
2. In order for a Completion File to be considered RFT, it must either;
 1. Have never had a rejection, or
 2. Had all rejections successfully challenged.
3. If a UIP were to challenge some, but not all, of the rejections on a given Completion File, that Completion File is still a failure.

Scenario	Rejection	Rejections Challenged	Outcome
123456789 – Part A Some but not all rejections successfully challenged	Rejection 1	Challenge unsuccessful, rejection valid	This Completion File is still a failure as there is at least one valid rejection.
	Rejection 2	Challenge unsuccessful, rejection valid	
	Rejection 3	Challenge successful, rejection not valid	
134567890 All rejections challenged unsuccessfully	Rejection 1	Challenge unsuccessful, rejection valid	This Completion File is still a failure as there is at least one valid rejection.
	Rejection 2	Challenge unsuccessful, rejection valid	
145678901 A single rejection successfully challenged	Rejection 1	Challenge successful, rejection not valid	This Completion File is no longer a failure as there are no longer and valid rejections
156789012 – Part C All rejections successfully challenged	Rejection 1	Challenge successful, rejection not valid	This Completion File is no longer a failure as there are no longer and valid rejections
	Rejection 2	Challenge successful, rejection not valid	

Thank you

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