

23/02/2026

iGT & UIP admin fee change

**FAQs following initial consultation on
05/12/2025**



Background and purpose of this document

On 05 December 2025, Cadent advised the iGT & UIP Customer Reference Group of an intention to launch a tiered pricing model for iGT & UIP connections admin charges. The driver for the change is to incentivise the iGT & UIP customers to submit completion files right-first time and within the D14 SLA stipulated in the *UIP Connection, Service Disconnection and Service Alteration Agreement*, and to ensure that the iGT & UIP customers who do this, do not pay for the work undertaken by Cadent to chase files and manage the rejections of the customers who do not. The below slide shows more details of the proposal and is taken from the slide deck delivered on the 05 December 2025.

The purpose of this document is to confirm that Cadent does intend to proceed with this change, with an effective start date of 01 April 2026. Therefore, each customer will be placed on a tier on 01 April 2026, based on their completion file submissions from the quarter 01 January 2026 to 31 March 2026. This document also contains answers to questions asked during and after the meeting on 05 December 2025.

Proposed pricing change – initial consultation

Proposed change to pricing structure

- 1) Move to three-tiered pricing structure; Gold, Silver and Bronze (detail opposite).
- 2) Each customer would be placed on the appropriate tier, based on performance during the previous quarter.
- 3) Removal of 'portal' prices. The portal has not been operative for several years but we have honoured the price. With this change, we acknowledge the portal can't be fixed and so will remove that option.

Driver for change

1. Less than half of time spent on completion files is validating a new pack.
2. The majority of time is chasing files not received and re-working rejection resolutions.
3. Some customers perform better than others and are getting files in earlier.
4. It is important that those customers do not pay for the time we spend chasing customers who do not send files in on time.

Proposed table of tiered charges (draft only)

Pricing tier SLA % +/-	Gold => 95% in D14 & RFT 30% reduction		Silver 90 – 94% in D14 & RFT Current charge		Bronze <90% in D14 & RFT 30% increase	
	New	CIL	New	CIL	New	CIL
iGT Fast Track	£236	£207	£337	£296	£438	£385
UIP Fast Track (<63mm)	£284	N/A	£406	N/A	£528	N/A
UIP Fast Track (=> 63mm)	£322	N/A	£460	N/A	£598	N/A
iGT Quote	£470	£441	£672	£630	£874	£819
UIP Quote (<63mm)	£523	N/A	£747	N/A	£971	N/A
UIP Quote (=> 63mm)	£559	N/A	£799	N/A	£1039	N/A
SLO/1 connection to above 7barg network	£531		£758		£985	

Answers to questions asked during and since presentation on 05/12/2025

1) Withdrawal of the concept dynamic SLAs for complex works?

During the presentation of the proposed price change on 05/12/2025, Cadent said there was an intention to introduce 'dynamic SLAs' in acknowledgement of the fact that for some complex connections (e.g. IP connections or other works which follow the G17 process) there may be a limited number of documents which could not reasonably be provided to Cadent in the D14 SLA. The iGT & UIP customer group were asked to support the development of this principal but there were no suggestions forthcoming during or after the meeting. As such, a different approach will be taken. As all complex work have the support of a Cadent Project Coordinator, an iGT or UIP customer should notify the Project Coordinator of any documents which could not reasonably be provided to Cadent within D14 and, at Cadent's sole discretion, consideration may be given to this fact when determining whether that completion file has been received right first time within SLA.

2) How should design houses apply on behalf of their UIP clients?

Q) A design house has asked how they will be advised which tier of the price framework each of their clients has been placed on, in order that they can populate the correct figure of the admin fee on the FM138a / FM153a form when making applications on behalf of their clients.

A) We don't need the customer to tell us the price of the job at the point they apply; the FM138a / FM53a forms will be updated accordingly. In addition, we advise that for all connections, service disconnections and service alterations, the application form needs to be sent to Cadent *by the company that will act as the Principal UIP*, and this company must hold either CCCR or Project Management accreditation within the GIRS framework.

3) How will the price tier work if I am the Project Management UIP only?

Q) Separate to the above, a UIP asked directly whether they would be penalised for a late completion file, if they are the Design and Project Management UIP only, and they have contracted another UIP for the connection works.

A) This question supports the answer covered in point 2 above. When a UIP is the company that is acting as Principal Customer to Cadent, they are responsible for the works undertaken by them *and their contractors*. To be a Principal Customer, a UIP must have Project Management scope as a minimum or hold the CCCR scope, under which they are deemed to hold Project Management GIRS scope. The Principal Customer may sub-contract the Design or Construction of their project but that does not relieve them of their obligations to Cadent under the *UIP Connections, Service Disconnection and Service Alteration Agreement*.

4) Will this change be reflected in Cadent's Charging Statement?

Q) An iGT asked whether this change will be reflected in Cadent's Charging Statement.

A) Yes, the Charging Statement will be amended, and the new statement uploaded to the Cadent website.

5) Have you considered alternative pricing frameworks?

Q) An UIP asked whether Cadent had considered alternative solutions, before proposing the tiered charging framework.

A) Yes, Cadent considered many different models before and during consultation. The tiered charging framework was chosen because it has an incentive element rather than just a penalty, and it seeks to prevent those UIPs who submit files on time from subsidising those who do not, by apportioning the cost of the work spent chasing files and managing rejections, to those UIPs who are the cause of that work.

Additional information

In readiness for this change Cadent has reviewed the Completion File checklist to add additional layer of clarity around the completion file requirements. Please note the earlier comments about the SLA for documents relating to complex connections. Please also note in the checklist the section regarding governors; the checklist provided for governors is a non-exhaustive list. For each project, the Cadent Project Coordinator will work with the UIP to compile a list of completion file requirements, prior to design authorisation being granted. The checklist can be found on our website [here](#).