

# SGN Third Party Connections Briefing Note 12

(Escalation process for outstanding Completion files)

## 1 Introduction

Within the SGN Final Connections Agreement (*FCA*), as reiterated in SGN's Terms and Conditions of Contract and also as per IGEM Specification IGEM/TD/101, third parties must provide SGN with '*Completion File*' records within 5 working days from the date of Substantial Completion.

Where such records are not received within this timeframe, the contract terms allow suspension of further connections until the required records have been received.

To allow third parties sufficient time to investigate outstanding completion files internally or with appointed sub-contractors, SGN will permit a further 10 working days to arrange the submission of any missing records.

A dispute resolution process is included within the Final Connections Agreement to facilitate any outstanding completion file disputes.

## 2 Process

Where SGN fails to receive a Completion file after 5 working days from the date of Substantial Completion, SGN Third Party Connections will, where warranted issue a formal notification via Email to the third party confirming that the completion file is outstanding.

Where SGN receives Completion documentation that consistently warrants rejection to due incorrect or missing information, SGN Third Party Connections can, where warranted issue a formal notification via Email to the third party confirming that there is justification to dispute the quality of works / completion files.

Where a request is for iGT adoption with a sub-contracted UIP undertaking Project Management under GIRS, the sub-contracted UIP will be the primary contact for dispute notification with the Network contact for the adopting iGT copied into the notification Email.

The notification Email will state that failure to address all the outstanding requirements or issues listed within 15 working days from the date of initial dispute notification will result in SGN suspending the third party from submitting any future requests until the outstanding issues have been resolved.

Where resolution cannot be achieved within this period, SGN will observe Section 15 of the Final Connections Agreement with third party, following the dispute resolution process from section 15.1.1 to 15.1.3

Where an FCA is not in place with a third party, the escalation process in this Briefing Note and as outlined in Section 15 of the Final Connections Agreement will not apply and will not be followed.

# Appendix A

