







What affects the price and time taken when disconnecting your underground supply?







See what three customers paid for one disconnection, and how long it took, from making payment, to project completion:

	Customer 1	Customer 2	Customer 3
Duration (from application to completion)	31 working days	41 working days	56 working days
Total cost paid by the customer	£500–£1,750 (+VAT)	£1,750 - £3,500 (+VAT)	£3,500+ (+VAT)
Design & planning	✓	✓	✓
Materials	✓	✓	✓
Notifying the electricity supplier Before we can disconnect an electricity supply we must notify the electricity supplier. In some cases, this can take up to 25 working days.	✓	✓	✓
Digging To remove an underground electricity supply we need to see the electricity cable so a trench needs to be dug exposing the electricity cable.	 <ul style="list-style-type: none"> • Digging took place on the customers land • There were no charges from the council to dig in the public road or path 	 <ul style="list-style-type: none"> • Digging was needed in the public footpath/footway • The local council charged us to dig in the footpath/footway and we had to apply for permits • This work took time to arrange with the local council 	 <ul style="list-style-type: none"> • Digging was needed in the footpath and road • The local council charge to dig in the road and setting up any traffic diversions. This work takes time to arrange with the local council
Parking costs on the day On the day of the work, we need to park two large vans near to where the work will be carried out.	 <ul style="list-style-type: none"> • We were able to park our vans on the driveway of the property at no cost 	 <ul style="list-style-type: none"> • We had to apply to the council for two parking bays to guarantee that two parking spaces would be available on the day 	 <ul style="list-style-type: none"> • There were no parking bays to suspend, so we applied to the local council for a temporary traffic regulation order

These prices are for illustrative purposes only to give you an idea on prices paid by our customers. Because of the number of different variables involved, we can't provide an accurate price online or give time frames without one of our experts visiting your property. Where your electricity cable is located depends if digging can be completed on your land or not which influences the price and cost. Prices stated here are excluding VAT.

What affects the price and time taken when disconnecting your overhead supply?

See what three customers paid for one disconnection, and how long it took, from making payment, to project completion:

	Customer 1	Customer 2	Customer 3
Duration (from application to completion)	20 working days	28 working days	30 working days
Total cost paid by the customer	£400–£800 (+VAT)	£800–£1,600 (+VAT)	£1,600+ (+VAT)
Design & planning	✓	✓	✓
Materials	✓	✓	✓
Notifying the electricity supplier Before we can disconnect an electricity supply we must notify the electricity supplier. In some cases, this can take up to 25 working days.	✓	✓	✓
Access To remove an overhead electricity supply we need to see get access to the overhead electricity line.	 <ul style="list-style-type: none"> • We could access the overhead line on the customers land • There were no charges from the council 	 <ul style="list-style-type: none"> • Access was needed in the footpath/footway • The local council charged us to allow access to the footpath/footway and we needed to apply for permits • This work took time to arrange with the local council 	 <ul style="list-style-type: none"> • Access was needed in the footpath and road • The local council charged us to access the road and set up any traffic diversions • This work took time to arrange with the local council
Parking costs on the day On the day of the work, we need to park two large vans near to where the work will be carried out.	 <ul style="list-style-type: none"> • We were able to park our vans on the driveway of the property at no cost 	 <ul style="list-style-type: none"> • We had to apply to the council for two parking bays to guarantee that two parking spaces would be available on the day 	 <ul style="list-style-type: none"> • There were no parking bays to suspend, so we applied to the local council for a temporary traffic regulation order

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