

# The Competition in Connections Process

## 1 Enquiry & Application

### This section can be completed by the customer

To make an application we need you to:

- complete an application form, filling in all relevant sections
- send us accurate location and site layout plans

You can obtain an application form at

[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)

(navigate to 'Electricity' then 'Connect a New Electricity Supply' and follow the prompts to complete the online form, or download it) or call **0203 324 1460**

You can return completed application forms to:

- Projects Gateway, UK Power Networks, Metropolitan House, Darkes Lane, Potters Bar, Hertfordshire EN6 1AG
- Email: [connections.gateway@ukpowernetworks.co.uk](mailto:connections.gateway@ukpowernetworks.co.uk)

You can fill the form in online at:

- [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) (navigate to 'Connect a New Electricity Supply' and follow the prompts to complete the online form, or download it and send to [connections.gateway@ukpowernetworks.co.uk](mailto:connections.gateway@ukpowernetworks.co.uk)).

We will acknowledge receipt of your application and provide you with a unique reference number which you should quote when contacting us.

During the process you may choose to appoint an ICP and, if you would like the ICP to become the principle contact for your project, you will need to let your designated contact at UK Power Networks know.

## 2 Design

We will assess your application and:

### If you have requested a budget estimate:

We will send you a budget estimate. The maximum time for this stage ranges from 10 to 20 working days, depending on your connection requirements.

### If you have requested a formal quotation:

We will allocate your request to a CiC designer who will contact you to discuss your requirements. The CiC designer will prepare a quotation for you and liaise with you to meet your requirements.

The maximum time for this stage ranges from 15 working days to 65 working days depending on your connection requirements. This is because the planning and design stage requires a lot of preparatory work, such as assessing the network and determining a connection point. For more information on our timescales, please refer to Licence Condition 15 information (SLC15) which can be found at [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) (navigate to Electricity and then Competition in Connections).

Once designed, your CiC designer will send you an offer either by email, or post, depending on your preference. This is normally valid for 90 days.

Please read the quotation carefully and pay attention to the 'your responsibilities' section. If you have any questions you will be able to contact your CiC designer.

## 3 Acceptance & Payment

If you wish to accept the offer, you need to do two things:

- 1 Sign and return the Construction and Adoption Agreement
- 2 Make your payment to us

### Construction and Adoption Agreement

Please send the Construction and Adoption Agreement back to:

- Finance department, UK Power Networks, Metropolitan House, Darkes Lane, Potters Bar, Hertfordshire EN6 1AG
- Email: [billingteam-networks@ukpowernetworks.co.uk](mailto:billingteam-networks@ukpowernetworks.co.uk)

### Payment

You can make payment by the following methods:

- Card: call **01279 824 951**. We accept all major credit and debit cards - apart from American Express
- BACs/CHAPs: please send the acceptance form back to us at the same time as paying to ensure that your payment gets processed correctly
- Cheque: please make your cheque payable to UK Power Networks and return to the Finance department, UK Power Networks, Metropolitan House, Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Please make sure that you reference your UK Power Networks unique reference number when making payment.

## 4 Design Acceptance

On acceptance of the UK Power Networks quotation and payment, you will need to submit an electronic design to [connections.projectsgateway@ukpowernetworks.co.uk](mailto:connections.projectsgateway@ukpowernetworks.co.uk) for assessment.

Your CiC designer will then assess your design and see whether the project is suitable to be added to our network.

If the project design is unsuitable, your CiC designer will work with you and your ICP to ensure that the correct resolution is reached.

### There may be delays in starting the work because UK Power Networks / your ICP will either need to:

- Wait for legal permission before any work is commenced, for example, UK Power Networks / your ICP may need to wait for legal permissions from land owners. This process can add extra time to your project
- Apply for permission under the Traffic Management Act. This will occur if work needs to be carried out on a public highway

## 5 Delivery

Once the project design is accepted, please submit your Programme of Works to [connections.projectsgateway@ukpowernetworks.co.uk](mailto:connections.projectsgateway@ukpowernetworks.co.uk)

Your point of contact will be the CiC Delivery Project Manager who will arrange dates for audits and connection in accordance with your Programme of Works. It's essential that you complete everything you need to do on site before the connection date, as set out in the quotation.

Once you have completed your Programme of Works, metering and energisation must be organised with your chosen supplier.

### For IDNOs only

Once you have signed the Bilateral Connection Agreement (BCA), Our Connection Agreements department will send you a Meter Point Registration Number (MPRN) that will be used for future correspondence and billing.

If you have any questions or doubts about what you're meant to be doing before we arrive, give the CiC Delivery Project Manager a call.

### Important safety measures

Before you allow anyone to start digging or building near any overhead or underground electricity cables or the service head or the meter, please get a copy of our cable record for your site from our Plan Provision department on **0800 056 5866**. Sometimes there is a charge for this service.

Any questions? Call **01293 657 730**

My CiC Designer is:

My UK Power Networks unique reference number is:

Contact number:

Email:

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Registered Office: Newington House, 237 Southwark Bridge Road, London SE1 6NP  
Registered Number: 7290590 Registered in England and Wales.

UK Power Networks