Your Getting Connected Guide

Everything you need to know to get a new electricity connection or alteration to an existing connection
“Ensuring you get the best possible service is our number one priority. Please call our Connections Team if you have any questions.”

Basil Scarsella
Chief Executive Officer
UK Power Networks
Welcome

We’ve created this comprehensive guide to help you understand what’s involved in getting your project completed as quickly and as smoothly as possible.

Don’t be put off by the number of pages as not everything is needed by most of our customers. What’s important to remember is our Connections Team is there to help. If you’ve any questions just give them a call or drop them an email.

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Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
Getting connected on time – who’s involved

You’ve come to the right place to get started, but getting your electricity connected requires a number of different services which all have to be coordinated to make sure your power comes on when you need it.

How all these services are managed is down to you and, if you have one, your appointed representative e.g. builder, architect, electrician.

Apart from UK Power Networks, the other two most common services will be your electricity supplier, the company who you pay for electricity, and a qualified electrician. You may also need the services of a builder to install a meter cabinet if required and groundworkers if you choose to carry out any excavation on your property.

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UK POWER NETWORKS
Installation of power service cable to your property

ELECTRICITY SUPPLIER
You will need to contact your electricity supplier about meter installation. You will require a 13-digit Meter Point Administration Number (MPAN). If it’s a change to an existing connection you can find your MPAN on our website. If it’s a new connection, we will send you your MPAN when we accept your quote.

QUALIFIED ELECTRICIAN
You will need to contact a suitably qualified electrician to connect your new supply. Visit www.electricalcompetentperson.co.uk to find an electrician in your area.

Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
How long does it take? – meeting your deadline

Once you have accepted your quote and paid, one of our Customer Technicians will visit your site to assess exactly what’s required. It may be that you do not need to be there, but we will advise you beforehand.

The site visit helps us confirm that we know exactly what’s required and, if necessary, make any changes. The Customer Technician will draw the cable route across your property which you may require if you decide to carry out your own excavations.

You will also need to ensure you carry out the work you’ve agreed to do as well. If you need a meter cabinet we can supply one at a competitive price, but you will need to get it fitted. You must also arrange for your energy supplier to provide a new meter or move your existing meter. To get your power on you will also need to arrange for an electrician to install ‘meter tails’, cables which connect the meter to your consumer unit/fuse box. They should also provide you with a signed BS7671 certificate which shows the internal warranty on your property meets the necessary regulations. Your electricity supplier may need to see this before they can connect you.

Depending on where you live, you may also need to reserve two parking spaces for our vans.

We’ll make every effort we can to get you connected when you want to, but sometimes we depend on third parties who we have no control over. For instance, if work is required on the public highway we may need to close the road and that can take up to 14 weeks to get Local Authority permission. Alternatively, we may need to get consent from a neighbour if we need to cross their land to get the power to your property.
How much does it cost? – budgeting for the work

The price of a connection can vary considerably depending on what’s involved. Once you’ve completed your application we’ll send you a detailed quote with a full breakdown. One of our Connections Team will also call you to answer any queries you may have.

£1619
AVERAGE PRICE FOR A NEW CONNECTION excluding VAT

OTHER SERVICES WHICH MAY AFFECT YOUR QUOTE FROM UK POWER NETWORKS

EXCAVATION WORK
You can dig on your own land if you wish. We will always carry out any excavations on the public highway.

TRAFFIC MANAGEMENT
Local authority fee if we need to dig in the road.

PARKING SUSPENSION
If required for our vans.

METER CABINET
We can supply this. Your builder will need to install it.

OTHER SERVICES YOU MAY NEED TO BUDGET FOR

METER INSTALLATION
Fee from your energy supplier for a new meter.

ELECTRICIAN
You will need to arrange for a suitably qualified electrician to connect your supply and carry out any internal wiring to BS7671.

ON SITE EXCAVATION
If you’ve chosen to do this yourself.

BUILDER
To install your meter cabinet.

Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
How to apply – the way that suits you best

Choose the way that suits you.

Online

Click on myconnection login on the top of the home page at ukpowernetworks.co.uk and register.

It’s a simple step by step process which has the advantage of storing everything in one place. So you can access it from your computer, tablet or phone – whenever you want.

On paper

Download an application form from www.ukpowernetworks.co.uk email or post it to: Connections Team, UK Power Networks, Metropolitan House, Darces Lane, Potters Bar, Hertfordshire. EN6 1AG

On the phone

Simply give the Connections Team a call to get things moving. They’ll still need you to fill out an application, but they can talk you through what’s involved.

Please note: The more accurate the information you can give us, the more accurate our quote and the smoother the installation. If you have any questions, please call or send us an email: myconnection@ukpowernetworks.co.uk

Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
Choose your connection service – our team can deal with up to 4 connections*

New connection
This will require us to lay a power service cable from the main network cable to your meter box. The type of cable will depend on your power requirements. A typical domestic connection is a single phase, 100 amp cable with a neutral supply. For larger power requirements you may need a three phase 100 amp cable with neutral supply. Don’t worry if you don’t know what you want, we will assess this from your application.

Temporary Builder’s Supply
A temporary builder’s supply is similar to a new connection, but instead of the supply terminating in a meter box, it is housed in a weatherproof enclosure which is usually positioned on the boundary of your site.
You can relocate the supply to a permanent location at a later date, or have it disconnected.

Moving a meter
Moving a meter usually has to be done by your electricity provider, but we will need to move the existing power service cable to the new meter position. Depending on the new location this may require a completely new supply cable or an extension to the existing cable.

Supply upgrade
This is when you need more power. We will assess whether your existing cable is up to the job and if the local network has the capacity. We may need to install a larger cable or upgrade the supply.
If capacity is available and your cable/line is up to the job it may be that you only need to have your meter changed, in which case you would need to contact your energy supplier. This will need to be carried out on the same day if you want to maintain your power. You’ll need to co-ordinate the appointments with UK Power Networks and your electricity supplier.

*If you require more than 4 connections you will need to contact our Major Connections Team on 0845 234 0040
Site plan & meter location – ensuring a smooth process

You don’t need to be a draughtsman, but the better the maps and drawings you can give us the more we will understand about your project. This will help us provide an accurate quote and make sure the application process goes smoothly.

1. Site Plan

The site layout plan provides us with detail on how the site is laid out. A scale of 1:2500 is ideal. You may already have suitable plans that you have submitted with your planning application. If you don’t, a great alternative is Google Maps. Just enter the site address or postcode and then magnify the scale so it shows 20m in the bottom right-hand corner of your screen. Print the screen and then clearly mark the boundary of your site in red using a pen or the photo editing tools.

2. Meter Location Drawing

We also need a plan or drawing with the position of where you would like your meter clearly marked in red.

Please note, there are restrictions on the location of meters. The box must be placed on the external side of a wall where it is accessible from the front of the property and is unlikely to be damaged. It must not open out on to a footpath or right of way. It can go beside, but not above or below, a gas meter box. No other utility equipment – gas, telephone, etc. – should be below your box.
The site visit - final checks

Once we have received payment we will arrange for one of our Customer Technicians to visit your site. Depending on what’s involved, we will advise you if you, or your appointed representative, needs to be there.

At the site visit we will confirm the cable route and any other requirements such as the location of the network cable access hole (join bay) if on your property, parking for our vans and any other hazards or obstructions which could have an impact on safety.

The site visit is also your opportunity to ask any final questions. If you have decided to do your own excavations on site, the Customer Technician will provide you with a copy of the proposed cable route. They will also provide you with a To Do List. This handy list clearly identifies what you will need to do to get your power on.
**Meter box installation** – choosing and fitting the right box

UK Power Networks can supply your meter cabinet and pre-formed protective cable sleeve, known as a ‘Hockey stick’, but you will need to get it fitted. There are two types of box: surface mounted or flush/recessed.

Whatever box you choose, it’s important it’s one that’s approved by UK Power Networks and is installed to the correct guidelines:

**Meter cabinet installation**

The meter cabinet and 38mm preformed tube (hockey stick) must be installed to the following specification.

<table>
<thead>
<tr>
<th>Surface Mounted</th>
<th>Flush Mounted</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cut-out</strong></td>
<td><strong>Meter</strong></td>
</tr>
<tr>
<td>UK Power Networks cut-out</td>
<td>this is the main fuse. UK Power Networks will install this and we own it. It cannot be altered by anyone else.</td>
</tr>
<tr>
<td>Preformed tube installed bottom left-hand corner of cabinet (Hockey stick)</td>
<td>38mm preformed tube (Hockey stick)</td>
</tr>
<tr>
<td>600mm min, 1,100mm max</td>
<td>500mm minimum depth in garden</td>
</tr>
<tr>
<td>500mm minimum depth in garden</td>
<td>500mm minimum depth in garden</td>
</tr>
<tr>
<td>Min 1,000mm clearance from front of cabinet</td>
<td>38mm preformed tube (Hockey stick)</td>
</tr>
<tr>
<td>Cable access hole 20/30mm</td>
<td>Mastic seal</td>
</tr>
</tbody>
</table>

**DPC - Damp Proof Course** This is a membrane that’s laid in the brick work to prevent moisture rising up the wall.

**Isolator/Switch fuse** Some energy suppliers will install an isolator/switch fuse after the meter. This allows your electrician to connect to the internal wiring of the property after the meter has been fitted so you don’t have to worry about coordinating the visits for your electricity supplier and your electrician.

**Cut-out** – this is the main fuse. UK Power Networks will install this and we own it. It cannot be altered by anyone else.

**DPC - Damp Proof Course** This is a membrane that’s laid in the brick work to prevent moisture rising up the wall.

**Isolator/Switch fuse** Some energy suppliers will install an isolator/switch fuse after the meter. This allows your electrician to connect to the internal wiring of the property after the meter has been fitted so you don’t have to worry about coordinating the visits for your electricity supplier and your electrician.

**Meter** – this is supplied by your energy supplier. They will connect the meter tails to the meter and the meter to the cut out. They will need to do this after we have installed the power service cable. You may be required to show them a BS7671 certificate signed by your electrician to show the internal wiring in your property meets the government standards before they can connect the power to the consumer unit.

Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
Getting a meter fitted - contacting your electricity supplier

UK Power Networks do not fit meters. You will need to contact your electricity supplier – the company who you buy your electricity from.

If it is a new installation you will need to a Meter Point Administration Number (MPAN) before you call your electricity supplier. This is a 13 digit number. We will supply this when we receive payment for your quote.

If you already have a meter you will still need to ask your electricity supplier as UK Power Networks are unable to move it.

You will need to arrange for your energy supplier to visit your site after we have completed our work if you wish to have power on the same day. It can take up to 10 working days to arrange this, so please make sure you speak to them as soon as you have paid our quote.

You may also need to provide them with a BS7671 certificate signed by your electrician before they can connect the power to the internal wiring in your property. Some electricity suppliers will install a meter with a ‘self connect’ option so your electrician can connect your property to the supply at a later stage. This means you do not need to provide a BS7671 certificate, but you should check with your electricity supplier beforehand.
Reserving parking – plan ahead

We require parking for two of our vans when carrying out the groundworks and installing your electricity supply. It’s one of our biggest challenges, so planning ahead is essential. Please make it clear on your application form, what the parking controls are at your site.

**Off-street**

If there’s off street parking, for instance, on a driveway, this is perfect. Just remember our vans are quite large. We need enough space to move safely around them and remove equipment.

**Free street parking**

This can be one of our biggest challenges as there are often other vehicles parked on the street when we arrive. The best option is to advise us in your application and we will come by your site beforehand and drop off some cones so you can reserve some space. But please check regularly as some people have a habit of moving them! Alternatively, you can apply for a control order from the Local Authority, but this is usually very expensive and can be more than a £1000.

**Resident’s parking**

If there’s Resident’s parking we can use your visitor vouchers if you have some spare. If not, we may have to arrange to have the bays suspended. The Local Authority charge for this will be listed on your quote.

**Double yellow lines and other parking controls**

If there are double yellow lines or other parking controls outside your site pleased make this clear on your application. We will liaise with the necessary authority in advance to find a solution.

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Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
On site excavation – who digs what

You can choose to carry out excavations on your property if you wish. If any excavation work is required that’s outside your property, such as on a neighbour’s land or the public highway, this will always be carried out by UK Power Networks.

The two types excavation we require are digging trenches for the power cable and a hole where we can join your new cable to the existing network.

Power cable trenches

The cable route will have been agreed at your site visit. If we are digging the trenches we will only backfill after we have laid the cable. You will need to dispose of any leftover material and reinstate the original surface. When backfilling you will need to place yellow warning tape, marked ‘Caution - Electric Cable Below’, 100mm above the top of the ducting.

Please note: If you have asked us to do the digging on your property, we will only backfill the trenches, but you will need to dispose of any leftover material and reinstate the original surface.

Joint bay

This is sometimes referred to as the joint hole. It’s where we join your new power cable to the existing network cable. You can arrange to dig this yourself. Whoever carries it out must be properly qualified as digging near live electricity cables can be dangerous. They must comply with the guidelines in the booklet Avoiding danger from underground services HSG47, downloadable from www.hse.gov.uk.

The hole needs to be 1.5m x 1m and to a depth that’s 200mm below the existing cable. If the existing network cable lies outside your property, such as under the pavement outside, we will always dig this hole.
Working in public highways – time and cost

If we need to work on the public highway we will need to obtain either a permit or what’s known as an ‘road opening notice’, depending on where your site is. This can significantly delay the starting time for any work we may need to do. So it’s important you include this in your project delivery schedules.

How much does it cost?

Once you have accepted and paid the quotation we will apply for the necessary permission. We will usually apply for a standard permit or notice. If it turns out that we need to work on roads or pavements that include restrictions such as red routes, loading or parking bays, there may be an additional cost on top of your original quotation which we will need to charge back to you. These additional costs can be substantial (up to £2,000). The Connections Team will discuss with you any cost implications if anything more than a basic permit/notice is required.

How long does it take?

The notification periods depend on the length of time the work will take. For instance, if the work is scheduled to take four to 10 days, then 10 day’s notice is required. If it’s more than 10 days, a minimum of three month’s notice is required.

If the work requires a road closure or traffic diversion then a ‘temporary traffic regulation order’ will also be needed. These orders require three month’s notice, even if the work is only going to take a few days. In these situations we may need to install temporary traffic lights.

<table>
<thead>
<tr>
<th>Permit or Order</th>
<th>Notice required</th>
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<tbody>
<tr>
<td>Permit 4-10 days</td>
<td>10 days</td>
</tr>
<tr>
<td>Permit 10+ days</td>
<td>12 weeks</td>
</tr>
<tr>
<td>Temporary traffic regulation order</td>
<td>12 weeks</td>
</tr>
</tbody>
</table>
Third party consents - getting permission

Sometimes we need to run a cable under or over land that isn’t yours to get to your property. In these situations we need to get the owner’s and/or the occupier’s permission before we can carry out any work on your property.

There are three main types of permission or consents:

**Wayleave**

This is a written agreement between UK Power Networks and the landowner or occupier. A wayleave is usually required when we have to cross a neighbour’s land or a private road.

**Deed of Grant**

This is a deed between UK Power Networks and the landowner that has been drawn up by a solicitor. It gives us permanent rights registered against the property title at the Land Registry. A typical example might be for a housing development that requires an extension from our network to supply several properties.

**Transfer**

This is a transfer of the freehold or a long lease on the land which we need to install equipment on – such as an electrical plant. Transfers are usually for developments that require an extension from our network to supply several properties and they are drawn up by a solicitor.

If we identify the need for a third party consent on your application we’ll arrange a site visit to check the situation. If required, consents can significantly delay your project as we are dependent on third parties to give us permission. Typically this can take three to six months, sometimes longer.

We’ll start negotiations with the landowner and/or occupier once you’ve paid for the work we’ve quoted for. You will be liable for any further costs arising from the negotiations. If we have to change the planned route for your connection because we cannot get consent, then we may have to revise or withdraw our original quotation.
**Looped services - what happens if your supply is shared**

Most buildings are supplied with electricity from a single, dedicated electricity power cable, but there are instances when two properties share the same cable. This called a ‘looped service’. These are often found in terraced or semi-detached houses.

Power from the main network power cable which usually runs under the road or pavement outside enters Property 1. A looped power service cable then runs from the meter in Property 1 to Property 2. There is nothing dangerous about having a looped supply, but if you live in Property 1, it can affect you if you, or your neighbour wishes to move their meter or requires more power. For instance, installing storage heaters or a power shower which requires an upgrade to the supply.

Whatever the reason for the change, your neighbour will need to be involved as we will replace the looped service with a new second power service cable direct to the main network cable. In this case, the owner of Property 1 wanted to move their meter to the front of their property.

It can sometimes take a while to get permission from your neighbour for the disruption to their supply. You may be able to speed things up considerably if you can talk to them and explain the situation beforehand.

**Who pays for the work?**

If you have asked us to modify your connection, then you will pay for the work that’s needed on your property. So in the example above, the owner of Property 1 would pay to have the meter moved to the front of the property. UK Power Networks will pay for the new power service cable to be installed in Property 2 including excavating and making good as well as any other wiring that was necessary. The old looped connection would be disconnected but left in place to avoid any disruption.
Alternative suppliers - you have a choice

If you wish you can use alternative suppliers to carry out the work for your electricity connection. Both Independent Connection Providers (ICP) and Independent Network Operators (IDNO) can carry out all or some of the works.

Independent Connection Providers (ICP) can build electricity networks which are then adopted by UK Power Networks. Independent Network Operators (IDNO) have greater capability and can build and maintain the local network that supplies your property including 24 hr fault repairs. They usually provide extensions from the UK Power Networks’ network for new housing and commercial developments. You can find an up to date list of all ICP and IDNO providers on the website of the government electricity and gas regulator, Ofgem www.ofgem.gov.uk

The work an ICP or IDNO can carry out is split into two categories:

1. Contestable work
   This is work that can be carried out either by the ICP, IDNO or UK Power Networks

2. Non-contestable work
   This is work that can only be carried out by UK Power Networks.

<table>
<thead>
<tr>
<th>Independent Connections Provider (ICP)</th>
<th>UK Power Networks</th>
</tr>
</thead>
<tbody>
<tr>
<td>The design of your connection including new network back to our existing network*</td>
<td>✔️</td>
</tr>
<tr>
<td>Digging and filling in of trenches on your property for the installation of electrical cables</td>
<td>✔️</td>
</tr>
<tr>
<td>Digging and filling in of trenches on the public highway for the installation of electrical cables</td>
<td>✔️</td>
</tr>
<tr>
<td>Installation and jointing of electric cable and service lines</td>
<td>✔️</td>
</tr>
<tr>
<td>Construction of substations/transformer buildings (the physical building work id normally carried out by the customer)</td>
<td>✔️</td>
</tr>
<tr>
<td>Installation of electrical switches and transformers</td>
<td>✔️</td>
</tr>
<tr>
<td>Some diversionary work associated with existing cables on your land</td>
<td>✔️</td>
</tr>
<tr>
<td>Design and alterations to our existing network</td>
<td>✗</td>
</tr>
<tr>
<td>Live jointing of the new network onto our existing network</td>
<td>✔️</td>
</tr>
</tbody>
</table>

*All designs provided by an ICP must be approved by UK Power Networks. A fee for this will be charged which needs to be paid before any work can start on your property.

Please note: If you do wish to consider using an ICP or IDNO, please make this clear in Item 5 on the application form when you tell us about your project.
**Our performance standards** - what you can expect

Ofgem, the government’s industry regulatory sets minimum standards for the delivery of connection services. These are known as Guaranteed Standards of Performance. It is our objective to exceed these standards wherever possible.

If we fail to meet the agreed standard we will make a compensation payment to you after considering any relevant adjustments and exemptions. (The quoted penalties are from 1 April 2015.)

### Estimates and quotations

<table>
<thead>
<tr>
<th>Description</th>
<th>Standard</th>
<th>Payment</th>
</tr>
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<tbody>
<tr>
<td>Send a budget estimate for jobs less than 1MVA</td>
<td>10 days</td>
<td>£65 one-off</td>
</tr>
<tr>
<td>Send a budget estimate for jobs 1MVA or more</td>
<td>20 days</td>
<td>£65 one-off</td>
</tr>
<tr>
<td>Quote for Single Low Voltage Service*</td>
<td>5 days</td>
<td>£15 per day</td>
</tr>
<tr>
<td>Quote for Small Low Voltage Project**</td>
<td>15 days</td>
<td>£15 per day</td>
</tr>
<tr>
<td>Quote for Low Voltage demand connection (other than Single Low Voltage Service*/ Small Low Voltage Project**)</td>
<td>25 days</td>
<td>£65 per day</td>
</tr>
<tr>
<td>Quote for High Voltage demand connection</td>
<td>35 days</td>
<td>£150 per day</td>
</tr>
<tr>
<td>Quote for High Voltage generation connection</td>
<td>65 days</td>
<td>£150 per day</td>
</tr>
</tbody>
</table>

### Post-acceptance scheduling

<table>
<thead>
<tr>
<th>Description</th>
<th>Standard</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Single Low Voltage Service* or Small Low Voltage Project** customer</td>
<td>7 days</td>
<td>£15 per day</td>
</tr>
<tr>
<td>Contact Low Voltage demand or generation connection customer (other than Single Low Voltage Service*/ Small Low Voltage Project**)</td>
<td>7 days</td>
<td>£65 per day</td>
</tr>
<tr>
<td>Contact High Voltage demand or generation connection customer</td>
<td>10 days</td>
<td>£150 per day</td>
</tr>
</tbody>
</table>

### Commence, complete and energise the works

<table>
<thead>
<tr>
<th>Description</th>
<th>Standard</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Single Low Voltage Service* or Small Low Voltage Project**</td>
<td>In agreed timescales</td>
<td>£35 per day</td>
</tr>
<tr>
<td>Complete High Voltage demand or generation works or phase of work</td>
<td>In agreed timescales</td>
<td>£200 per day</td>
</tr>
<tr>
<td>Complete High Voltage energisation</td>
<td>In agreed timescales</td>
<td>£200 per day</td>
</tr>
</tbody>
</table>

### Timescales to make payments

<table>
<thead>
<tr>
<th>Description</th>
<th>Standard</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make any payment under the regulations</td>
<td>10 days</td>
<td>£65 one-off</td>
</tr>
</tbody>
</table>

* Single Low Voltage Service is a single phase demand connection with no mains extension (domestic or commercial)

** Small Low Voltage Project is generally:

- A single two or three phase demand connection with no mains extension (domestic or commercial), or
- 2-4 single phase demand connections with no mains extension (domestic only), or
- 1-4 single phase demand connections with mains extension (domestic only)

Please see The Electricity (Connection Standards of Performance) Regulations 2010 or contact us on 0845 234 0040.

All days are working days unless stated. Payment per working day after the prescribed period or agreed date, up to and including the day the work is complete.

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Any questions? Call 0800 029 4280 Mon-Fri, 8:30-5pm
Jargon buster - common terms explained

Sometimes conversations can get a bit technical, so here’s our guide to the most common terms and abbreviations. As always, if there’s anything you don’t understand, just ask. Call us or email us at myconnection@ukpowernetworks.co.uk

**BS7671 Certificate** – also known as the IEE (Institute of Electrical Engineering) wiring regulations, it is the standard that all electrical installations must comply with. Your energy supplier may need your electrician to supply a signed copy of a certificate for the wiring at your property before they can connect the power.

**Consumer Unit** – this is often referred to as a fuse box. It has a main switch and individual fuses or RCDs for the different electricity circuits on the property e.g. lighting, sockets, cooker, etc. Its installation and maintenance is the responsibility of your electrician.

**Customer Technician** – a member of the UK Power Networks Connections Team who is responsible for site visits. If required, they will discuss with you the specific requirements for your project and provide you with a To Do List. This itemises the work that will be carried about by UK Power Networks and what you need to do to get your power on.

**Cut-out/service head** – this is the link between our electricity power service cable and the internal wires in your property. It marks where our electricity network ends and your internal wiring starts. It contains the main fuse. This allows us to ensure that the right amount of power is coming in to the property. If too much power comes through the connection point then the main fuse will isolate the supply so that it does not get overloaded. If you are looking to move your electricity meter then it is likely that the cut-out will also have to be moved or altered. You must always treat a cut-out as live, even if there is no meter located next to it. Do not attempt to make any repairs yourself.

**Draw cord** – sometimes called a pull through, this is a rope which is installed in the cable ducting and allows our engineers to pull the power service cable through. It’s important this is in place if you are installing your own ducting.

**Ducting** – this is black plastic piping that holds underground power service cables. UK Power Networks use ducting made by Polypipe.

**Groundworker** – part of the UK Power Networks Connections Team they are responsible for trench digging, back filling and making good any excavations.

**Hockey Stick** – this is a 38mm pre-formed plastic pipe that is curved like a hockey stick. It is installed between the meter cabinet and the underground ducting and is designed to protect the incoming power service cable. They are available in either black or white.

**Jointer** – part of the UK Power Networks Connections Team they are responsible for connecting and installing the power service cable to your property and fitting the cut-out inside the meter cabinet.

**Joint hole or joint bay** – this is dug at the connection point between the mains network cable and the power service cable that will supply power to your property. Joint holes on public land (e.g. on the street) are always dug by UK Power Networks. If the joint hole is on your property and you wish to organise this it should only be dug by people who understand the safety issues. Please consult *Avoiding danger from underground services* HSG47, downloadable from www.hse.gov.uk for more information.
Understanding your electricity installation – who is responsible for what

Isolator – an alternative name for the main fuse (see below).

**kVA** – 1,000 volt amps. It’s a measure of power usage. We often ask for the amount of kVA you might require as it helps us determine what supply you need. If you don’t know, don’t worry, we can help work it out with you.

**Looped service** – when two properties share a single service cable. If you have a looped service it means you share the power service cable with your neighbour. If work is required on one of the properties the supply may have to be switched off to the other property.

**Main Fuse** – this isolates the electricity supply to your building. Only your electricity supplier can remove this fuse because only they have the equipment to do it safely. The main fuse might need to be removed when working on your internal wiring.

**Meter tails** – these are the cables that connect your meter to the cut out/main fuse. A qualified electrician can install or upgrade meter tails. However, only your electricity supplier can connect the meter tails to your meter and the cut-out/service head.

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MPAN – the Meter Point Administration Number is a 13 digit code that’s unique for every meter. If you already have a meter you can find your MPAN by visiting www.powernetworks.co.uk and enter your postcode in the MPAN finder. If it’s a new connection or new meter being installed we will send you the MPAN when you have paid our quote.

Polyduct – this a brand of electrical ducting made by Polypipe, a UK Power Networks approved supplier. It is widely available from builder’s merchants. If you choose an alternative, please make sure it complies with our approved dimensions and is marked ‘Electric cable duct’ on the outside.

Power service cable – this is the incoming power cable from our network that terminates at the cut-out (see previous page). It either runs above or below the public highway. UK Power Networks is responsible for any installation or alteration works to the power service cable. Accredited contractors can work on these cables, but everything they do has to be inspected by us as we are responsible for network maintenance.

RCD (Residual Current Device) – is a life-saving device which is designed to prevent you from getting a fatal electric shock if you touch something live, such as a bare wire. Modern consumer units have RCD installed on individual circuits. RCD offer a level of personal protection that ordinary fuses and circuit-breakers in older consumer units cannot provide. Please consult a qualified electrician for more information.

Service head – this is an alternative name for a cut-out (see cut-out/service head).

Smart meter - Smart meters are the next generation of electricity meters and offer a range of intelligent functions. For example, they can tell you how much energy you are using through a display in your home. They can also communicate directly with your energy supplier so you won’t have to wait in at home for someone to read your meter. The meter is the responsibility of your energy supplier.

To Do List – a handy check list to ensure your connection goes smoothly. It itemises the work UK Power Networks will carry out as well as the other work you will be required to arrange to get the power connected to your property. You should be given a copy by our Customer Technician when they visit your site.

TBS – Temporary Builder’s Supplier. Usually installed in a lockable cabinet or brick kiosk. It can either be removed when not needed or upgraded into a standard supply to the property when the construction is completed.

Wayleave – a wayleave is a consent in writing from a property owner that allows us to carry out work on their privately-owned land. It’s a written legal agreement between UK Power Networks and the land/property owner that grants us access to install, maintain or repair our equipment. It is sometimes needed if we need to take a power service cable across someone else’s land to get to your property. Wayleaves can severely delay the time it takes to complete a project as they can take several months to obtain.
Useful contacts - helpful sources of information

Ofgem
The government regulator’s website has useful sources of information including a list of all energy suppliers.
www.ofgem.gov.uk

Qualified electricians
Find an electrician authorised by the government to self-certify that their work is compliant with Building Regulations.
www.electricalcompetentperson.co.uk