

Introduction

UK Power Networks owns four Distribution Systems and holds Distribution Licences under the Electricity Act to distribute electricity from its Distribution Systems, these being;

- Eastern Power Networks Plc - East of England
- London Power Network Plc - London area
- South East Power Networks Plc - Southeast of England
- UK Power Networks (IDNO) Ltd - Olympic Park and Stratford City Development

Meter point administration numbers (mpans) for exit points connected directly to UK Power Networks' Distribution Systems commence with two digits to identify the distributor and distribution system.

- Eastern Power Networks Plc - mpans commence with 10
- London Power Network Plc - mpans commence with 12
- South East Power Networks Plc - mpans commence with 19
- UK Power Networks (IDNO) Ltd - mpans commence with 28

Other exit points provided by other licenced distributors may exist in the vicinity with assigned mpans commencing with different digits and in those cases enquiries should be made to those other licenced distributors as appropriate.

Information

If you require UK Power Networks' electrical connection to a premises to be temporarily de-energised, for example to allow work to go ahead safely on a customer's electrical installation, you must initially contact the Electricity Supplier that supplies power to the premises' customer (i.e. the company to whom the customer pays their electricity bill).

Because of UK Power Networks' statutory obligations, under the Health and Safety at Work Act, Electricity Act, Utilities Act, the Electricity at Work Regulations and the Electricity Safety Quality and Continuity Regulations, UK Power Networks is not able to permit customers, electricians or any other parties to remove meter seals, or operate or work upon, distribution or metering equipment owned or operated by UK Power Networks.

Primarily, UK Power Networks has a duty under section 3 of the Health and Safety at Work Act to protect persons from danger from its undertakings. UK Power Networks does not believe it can discharge its duty of care if it allows uncontracted parties to operate the cut-out fuse, exit point isolation devices, or any other distribution or metering equipment owned or operated by UK Power Networks.

Because of UK Power Networks' commercial obligations, UK Power Networks is also not able to give consent to activities at the electrical connection, or on associated electrical metering for which the Electricity Supplier and appointed Meter Operator and Meter Provider have generally exclusive commercial rights in the provision of service to their customer. As such, they have their own duty of care to protect persons from danger from their undertakings.

The only parties UK Power Networks permits to work upon distribution and metering equipment in UK Power Networks' ownership or control are UK Power Networks own employees and contractors undertaking distribution activities, and the Meter Operator appointed to the premises concerned by the appointed Electricity Supplier. The appointed Meter Operator undertakes work under instruction from the appointed Electricity Supplier, with such work being limited to operating service termination cut-out fuse/isolation device and working upon associated metering and making or remaking connections to customer's installation.

To identify the appointed Electricity Supplier, UK Power Networks operates a Meter Point Administration Service (MPAS) from whom the present appointed Electricity Supplier for a premise can be obtained.

UK Power Networks' MPAS centre can be contacted on 08456 015 467
9am - 6pm
Monday to Friday.

* Some form of authority may be requested due to data confidentiality obligations.

Once a request for de-energisation has been made by either the customer, or person undertaking work on behalf of the customer, the appointed Electricity Supplier will instruct either the Meter Operator, or the relevant distribution company, i.e. UK Power Networks, to de-energise the premises.

In the case of fuse-isolated Low Voltage connections, de-energisation will ordinarily be undertaken by the Meter Operator.

In the case of large power Low Voltage switchgear isolated connections, High Voltage and Extra-High Voltage connections the de-energisation request will ordinarily be undertaken by the relevant distribution company, i.e. UK Power Networks, because of locking, access and operational control requirements.

The period of notification for obtaining a de-energisation by the appointed Electricity Supplier is a matter for the customer's Electricity Supplier, though they are subject to standards of performance in delivery of their work and in offering guaranteed appointment times. UK Power Networks recommends that customers contact their Electricity Supplier to establish what notification periods and appointment arrangements apply.

UK Power Networks also recommends customers contact their Electricity Supplier regarding the cost of temporary de-energisation. In the case of de-energisation of large power switchgear isolated Low Voltage supplies, High Voltage and Extra-High Voltage supplies, site specific de-energisation charges may be made by UK Power Networks to the Electricity Supplier.

Alternatives to seeking de-energisation and re-energisation of the premises connection, via the appointed Electricity Supplier, may exist. Some Electricity Suppliers offer the fitting of customer operable isolators (involving a short duration disconnection to the customer's installation) on the customer's side of the meter, i.e. 'load-side'. This enables the customer's installation to be made dead at the electrician's convenience, without the need to have the main supply de-energised, and avoids the need for repeat visits. UK Power Networks recommends that customers and electricians enquire with a range of Electricity Suppliers to confirm whether they offer this type of added value convenience service.

Depending on the type of service offered by the Electricity Supplier, the customer operable isolator may be provided by the Electricity Supplier, or they may agree to connect the electricity supply from the electricity meter into an isolator provided by the customer, or customer's electrician. In such circumstances 'load side' isolators would not belong to, or be the responsibility of, UK Power Networks unless explicitly agreed and explicitly labelled by UK Power Networks as being its property.

At this time UK Power Networks, as a distribution company, does not offer customer operable 'load-side' isolator installation services for fitting to existing installations. The company is considering whether its current de-energisation arrangements can be enhanced. However, a number of aspects, including statutory obligations, civil and commercial law, ownership of 'load-side' isolators and consent from affected parties, such as Electricity Suppliers, Meter Operators and Meter Providers, will need to be taken into consideration.

Other information for electricians

Reporting of Emergencies and Dangerous Conditions associated with UK Power Networks' Electricity Connection

In an emergency, such as instances of high loop impedance, reverse polarity or other dangerous situations relating to the service termination, or UK Power Networks' equipment generally, you should contact UK Power Networks' emergency call centres as follows.

Eastern Power Networks Plc East of England	0800 7838 838
London Power Networks Plc London area	0800 0280 247
South Eastern Power Networks Plc South East of England area	0800 7838 866
UK Power Networks (IDNO) Ltd Olympic Park and Stratford City Development.	0800 7172 012

New connections and changes to existing connections

Contact UK Power Networks' Projects Gateway on 0845 234 0040 or write to:

Projects Gateway
UK Power Networks (Operations) Ltd
Metropolitan House
Darkes Lane
POTTERS BAR
Hertfordshire
EN6 1AG

Some form of authority may be requested due to data confidentiality obligations.

Removal of existing connections

For removal of existing connections to premises please contact the appointed Electricity Supplier for the premises for which disconnection is required.

Some form of authority may be requested due to data confidentiality obligations

Supply characteristics

For other enquiries about our distribution systems contact 08456 014 516

Earthing and Bonding requirements (minimum sizes etc)

Earthing and Bonding requirements are detailed in BS7671.
The responsibility for ensuring compliance with BS7671 resides with the installer.

UK Power Networks' policy, guided by our obligations under the Electricity, Safety, Quality and Continuity Regulations 2002, is that Test Certificates confirming compliance with BS7671 should be made available to UK Power Networks' employees, or to meter operators operating upon UK Power Networks' distribution systems, before, and as a pre-condition, of new installations or materially modified installations being connected or reconnected.