

Connections **update**

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Welcome to our third Connections update newsletter of 2015.

I am pleased to inform you that we have now published our first quarterly update of our Service Development Plan (ICE Workplan) 2015/16. The update can be found on our website and gives details of our progress against the 29 initiatives in our plan which have been shaped following your feedback. Any comments on our plan will be gratefully received by our Account Management team, who will also be happy to discuss any of the initiatives in more detail with you.

Throughout October we will be hosting our Connections customer forums with one in each of our network areas. Our London event is on Thursday, 15 October, our South East of England event is on Thursday, 22 October and we finish with our East of England event on Tuesday, 27 October. You can book onto these events via our website ukpowernetworks.co.uk or by emailing our Account Management team networkskeyaccounts@ukpowernetworks.co.uk.

We are currently working on the agenda so please let us know if there is a topic that you are keen to discuss or receive an update on.

Mark Adolphus
Director of Connections



New Code of Practice

APPROVED

In July Ofgem approved a new Code of Practice (CoP) for competition in connections. We have worked closely with other network operators, independent connection providers and customer groups to develop this. Ofgem has not yet confirmed the precise date but we expect the CoP to come into force during October. The CoP sets out the provisions we and other network operators make to enable customers to obtain competitive connections. It provides for a wider scope of work the independent connection provider is able to do, and sets out what we will put in place to enable this

to happen. Examples of changes you will see include independents being able to identify the point of connection to our distribution network, to self-approve their designs and to carry out a greater degree of operational activity such as switching operations. We are working hard to make sure we have all the arrangements in place by the time the CoP comes into effect. Look out for further details in our next newsletter. In the meantime the CoP is available on our website: http://www.ukpowernetworks.co.uk/internet/en/our-services/documents/CIC_CodeOfPractice.pdf.

The Construction (Design & Management) Regulations 2015

The CDM Regulations 2015 are UK Statutory Law and apply to all construction works, with changes in the latest version of the regulations which came into force earlier this year on 6 April, 2015.

Some of the key changes:

- The CDM co-ordinator role has been removed.
- The client is given more responsibility.
- Notification requirements are revised.
- A new role of principal designer is introduced.
- CDM 2015 applies to domestic clients.

The aim of the regulations isn't to create extra, unnecessary processes and paperwork. The regulations make sure the right team is in place and work together in a way that ensures a safe project.

So why should you comply with the regulations?

There is both a moral duty to your staff and to the general public – failing to adhere to the regulations will put people at risk, both during and after the project. If there is any breach of health and safety

law the HSE can charge a Fee For Intervention (FFI). This fee relates to the time spent by a safety inspector in resolving the issue. Serious breaches of health and safety legislation can result in the HSE or local authorities stopping the project and even possible prosecution.

For more information, or to download your free copy of L153 managing health and safety in construction, please visit www.hse.gov.uk

Did you know...

- **Construction accounts for only 5% of workers in the UK but is responsible for 22% of fatal injuries.**
- **One in three fatal slips, trips or falls involves a construction worker.**
- **15% of slip, trip or fall fatalities are roofers.**



Earthing standards update

Two earthing standards for customers have recently been updated and published on the UK Power Networks technical library.

Customer Extra High Voltage (EHV) and High Voltage (HV) Connections (including Generation) Earthing Design and Construction Guidelines (EDS 06-0019)

This new standard provides guidance on the design, construction and testing of earthing systems for customer connections at 132kV and 33kV. This document is mainly aimed at solar and wind farm connections and the associated substations but the principles apply to all connection types. It provides guidance on the application of the various earthing design and construction standards.

Customer Low Voltage (LV) Installation Earthing Design (EDS 06-0017)

The earthing standard for customer LV connections has recently been revised to align with the recently published ENA engineering recommendation G12. It provides comprehensive guidance on where protective multiple earthing may or may not be used. The standard also includes more detailed advice on the earthing for railway installations, building sites and multi-occupancy buildings.

Connections Gateway

The Connections Gateway manages our application process for everything from smaller commercial connections right through to some of the iconic buildings that grace the London skyline.

It also manages applications for the diversion of existing assets such as underground cables and overhead lines.

You can find further details on how to make an application by visiting our services pages on our website ukpowernetworks.co.uk.

If you need support in understanding the process please contact the Account Management team networkskeyaccounts@ukpowernetworks.co.uk.

Tell us about...

Connecting electric vehicles

Low carbon transition

Electricity consumption will rise as we use more low carbon technologies, like Electric Vehicles (EVs). Our networks must be sized to cope as more electricity runs through them.

EVs can use as much electricity as a domestic power shower, but for much longer. That's why we must keep track on where these new technologies are clustered and why your installers need to inform us each time a new charge point is installed.

Need to install an EV charging point? Here's what you should do:

1. Contact an accredited electric vehicle charge point installer to confirm whether your domestic electricity supply is adequate to support the charging point.
2. Provided there is no problem with your supply or the equipment which joins your internal wiring to our network, named the 'cut-out', you can install the charge point.
3. Once you have installed your charge point, notify UK Power Networks by completing the form on our website and emailing it to smallservices@ukpowernetworks.co.uk
4. If the size of your electricity supply is inadequate or needs verification we must assess your property before the charge point is installed. In this instance please ask your installer to complete an application, which can be found at ukpowernetworks.co.uk.
5. Once we confirm your electricity connection is appropriate you can install the charge point.

Why do we need to know if you are installing a charge point?

Charging an electric vehicle represents about a third of household electricity consumption.

Connecting a charge point won't automatically mean upgrading your power connection, but your domestic electricity connection needs to be adequate for the additional demand.

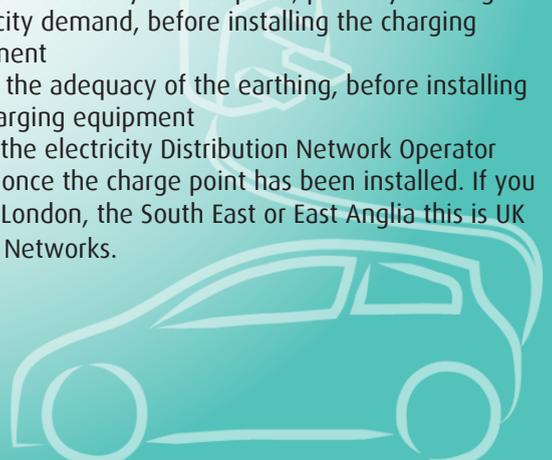
Electric vehicles are classed as a low carbon technology and can help the UK meet its carbon emission ambition while supporting the electricity network. It is useful for us to know where they are used in order to support them and explore the opportunities they can offer in the future.

How do I know if my EV charge post will be installed correctly?

The Institution of Engineering and Technology's [Code of Practice on Electric Vehicle Charging Equipment Installation](#) provides guidance for installers and confirms their responsibilities.

Specifically it outlines the installer's responsibility to:

- Assess the adequacy of the supply capacity for the new EV's electricity consumption, plus any existing electricity demand, before installing the charging equipment
- Assess the adequacy of the earthing, before installing the charging equipment
- Notify the electricity Distribution Network Operator (DNO) once the charge point has been installed. If you live in London, the South East or East Anglia this is UK Power Networks.



Connections in the Community

Between the July 22 and 25 Trainee Project Designer, Rachel Trewick, cycled from London to Paris to raise money for The British Heart Foundation (BHF).

“Being mentally prepared, as well as physically prepared really helped on the long days of cycling. I really enjoyed the experience and would highly recommend it anyone that loves cycling. Once I had finished I had mixed emotions; happy I'd cycled the whole way and up every hill but sad that the ride was over as I'd made some great friends along the way. I feel so proud of us all for completing such a big challenge.”

Rachel has raised over £1400 for the charity so far, and has used UK Power Networks' matched funding charity scheme* to maximise the amount of money she is able to raise for such a fantastic cause.

* UK Power Networks matches employees' fundraising up to the value of £100.



Info at your fingertips

Service Development Plan (ICE Workplan) 2015/16.

We have published the first quarterly update of our Service Development Plan (ICE Workplan) 2015/16.

This plan is our annual workplan as defined under the Incentive on Connections Engagement (ICE) for the regulatory year 2015/16.

In our update we have produced a score-card that summarises progress against each of the 29 initiatives in our plan. These are either in the form of a Red, Amber, or Green (RAG) status update, or by providing the performance figures associated with the activity. You can access the update from the following link;

<http://www.ukpowernetworks.co.uk/internet/en/have-your-say/listening-to-our-connections-customers/>



Ask the Expert surgeries

Following feedback from customers requesting one-to-one discussions with us before submitting applications, we have introduced the Ask the Expert surgeries. The surgeries are an opportunity to discuss multiple projects with our design teams pre-application.

Forthcoming surgery dates are listed below.

East of England:

- Thursday 24 September 2015
- Thursday 22 October 2015
- Wednesday 25 November 2015

London:

- Wednesday 23 September 2015
- Wednesday 21 October 2015
- Tuesday 24 November 2015
- Monday 14 December 2015

South East of England:

- Monday 21 September 2015
- Friday 23 October 2015
- Thursday 12 November 2015

To book your space please email asktheexpert@ukpowernetworks.co.uk

Did you know

0870 numbers have been replaced at UK Power Networks so here are all of the alternate contact numbers that you might need.

- General enquiries: 0845 601 4516
- Power cuts and emergencies: 0800 316 3105
- Connections enquiries: 0845 234 0040
- Public highway enquiries:
 - London: 0207 055 7512
 - South East of England: 0162 235 2621
 - East of England South: 0127 982 4761
 - East of England North: 0128 472 6252
- Complaints: 0800 028 4587

Calling from a mobile?

We understand calling 0800 numbers from a mobile phone is expensive so we have an alternative number for you to call instead to report a power cut or emergency: 0333 323 2105.

Alternatively, you can contact us using one of our free online forms which are available on our website ukpowernetworks.co.uk

Account Management survey

Our annual Account Management survey will be taking place at our October Connections customer forums. Don't worry if you can't make it along to one of our forums the online survey will be open from the 28 October and will close on 10 November 2015. If you are interested in attending one of our forums in October please email our Account Management team at networkskeyaccounts@ukpowernetworks.co.uk.

