

Making the process clear to you

To ensure your project runs smoothly this leaflet contains important information that you will find useful. It will help you understand the processes involved within the five stages of work, from the initial enquiry through to completion and metering. Please read through this leaflet to familiarise yourself with the project process.

1 Enquiry & Application

To start the process, we need to provide you with a budget estimate or a formal quotation. For this we need to understand details of your project for example, the types of equipment you'll be using and when you need power.

Our application form details the information we need and the online form can be found here:

<http://bit.ly/1hrOg6F>

If you prefer, we're happy to send you a paper copy – simply phone us on:

0800 029 4282

We recommend you seek assistance from your electrical contractor, especially for commercial developments, but we're happy to give you general guidance in completing the application form. Please see details of our 'Ask the expert' service overleaf.

Once completed please return your application form to:

**Connections Gateway
UK Power Networks**

Borehamwood Studios

Unit 5

York Way

Borehamwood

Hertfordshire

WD6 1DJ

Email: connections.gateway@ukpowernetworks.co.uk

We will acknowledge that we have received it and we will provide you with your unique project reference number. Please quote this number throughout the rest of the process.

2 Assessment & Design

We will assess your application to ensure that we have all the information needed and we will contact you for any missing details

If you have requested a budget estimate, once we have received all the minimum information for the project, we will send you a budget estimate which can take from 10 to 20 working days from the date of receipt of all the information, depending on your connection requirements.

If you have requested a formal quotation, once we have received all the required information for the project, we will allocate your request to a project designer, who will contact you to discuss your requirements. Sometimes the designer may require some additional information. The project designer will design a project to meet your requirements. This stage can take from 15 to 65 working days from depending on your connection requirements. This is because the planning and design stage requires a lot of preparatory work, such as assessing the network, designing your connection and determining a connection point. For more information on our timescale, please go to our website:

www.ukpowernetworks.co.uk

Once your project has been designed we will email you an offer or send in the post if required.

Please read the quotation carefully, paying close attention to the 'your responsibilities' section and the quotation expiry date. If you do not understand any part of the quotation please discuss this with your project designer.

We may provide you with more than one price, in case you want to use another company to do some of the requested work.

Factors that may impact on the start of works:

- Gaining legal consents before we can programme our works. For example we may need to negotiate consent from other landowners before we start work. This process can add extra time but we will let you know how this may affect your project.
- Applying for permission under the Traffic Management Act. This will occur if we need to undertake any works on the public highway. We will let you know how this may affect your project.

3 Acceptance & Payment

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

1. Sign and return the acceptance form.
2. Make Payment for your selected option. Your payment and acceptance form must be with UK Power Networks before 5pm of the offer expiry date, otherwise your offer will lapse.

Acceptance form

Please send the acceptance form to:

- **Finance department
UK Power Networks**
Energy House
Carrier Business Park
Hazelwick Avenue
Three Bridges
Crawley
West Sussex
RH10 1EX
- Email: billingteam-networks@ukpowernetworks.co.uk

Payment

You can make payment by the following methods:

- **Card:** call **0203 282 0610**. 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 address above**.

Please ensure that you detail your UK Power Networks unique project reference number when making your payment.

We will acknowledge receipt of your payment and acceptance and issue the work to our delivery teams.

4 Delivery

Your project will be sent to our delivery team who will provide you with their contact details and allocate a field engineer to manage and deliver your project. This engineer will be your point of contact throughout the work.

We will call you to arrange dates for the work to begin. It is essential that you complete everything you need to do on site before that date, as set out in the quotation.

Your designer will still be available to answer any design enquires regarding your project.

We will also send you your Metering Point Administration Number (MPAN) (which is a 13-digit reference number), on receipt of confirmed postal addresses. You will need to keep hold of this because your appointed electricity supplier will need it.

If you have any questions or doubts about what you're meant to be doing before we arrive, please give your field engineer 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 or email plans@ukpowernetworks.co.uk** If you are working near an overhead power line please request **GS6 guidance 'Avoidance of Danger from Overhead Power Lines'** on **0845 601 4516** or email: asknetworks@ukpowernetworks.co.uk sometimes there may be a charge for these services.

**UK
Power
Networks**
Delivering your electricity

5 Metering

Please be aware that we don't supply any electricity meters. To arrange for a meter to be installed so the electricity connection can be utilised, you will need to appoint an electricity supplier (please note that you can appoint any electricity supplier that you like). This may take some time to do. To prevent any possible delays, please carry this out as soon as possible.

Your offer will detail (Section 3) the type of metering required for the connections. Connections above 70kVA normally require current transformer (CT) metering arrangement. If CT metering is required, please liaise with your field engineer to ensure that the CTs are installed prior to the meter being connected. Your appointed supplier will need your MPAN to arrange the meter connection.





We understand that for many of our customers the process of applying for a new or altered electricity connection can be a daunting experience. But don't worry - you can simply email our 'Ask the Expert' team. You can ask them any question about any aspect of connection work. One of our experts will

then contact you to provide the advice and support you need to make your service request as straightforward as possible. Our experts will get back to you as soon as we can, but sometimes this will be by the end of the next working day.

asktheexpert@ukpowernetworks.co.uk



Your project details:

Throughout the process you will be given various contact details. You can write these onto this leaflet in the spaces provided, so you know exactly who to contact.

My project designer is:

Contact number:

Email:

My project support team is:

Contact number:

Email:

My UK Power Networks reference number is:

My delivery engineering assistant is:

Contact number:

Email:

My field engineer is:

Contact number:

Email:

Contact us:

To start the process please contact us:

Email: connections.gateway@ukpowernetworks.co.uk

Tel: 0800 029 4282

Or visit us at:

www.ukpowernetworks.co.uk
(navigate to the Connections pages)

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Registered number: 7290590

Any questions? Call **0800 029 4282**

