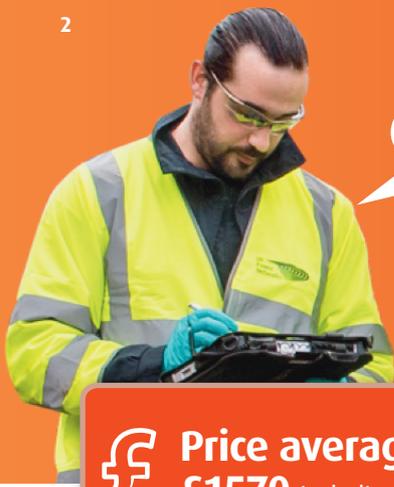


# Do you need your electricity supply disconnected?

If so, please read our guide for the costing, processes and how to apply



This is the approximate price to disconnect your electricity supply



### Price average

**£1570** including VAT

There may be some additional costs. Please follow the four steps below to find out which additional costs might affect you...

UK Power Networks standard disconnection cost (*approximately*)

£ **1570**



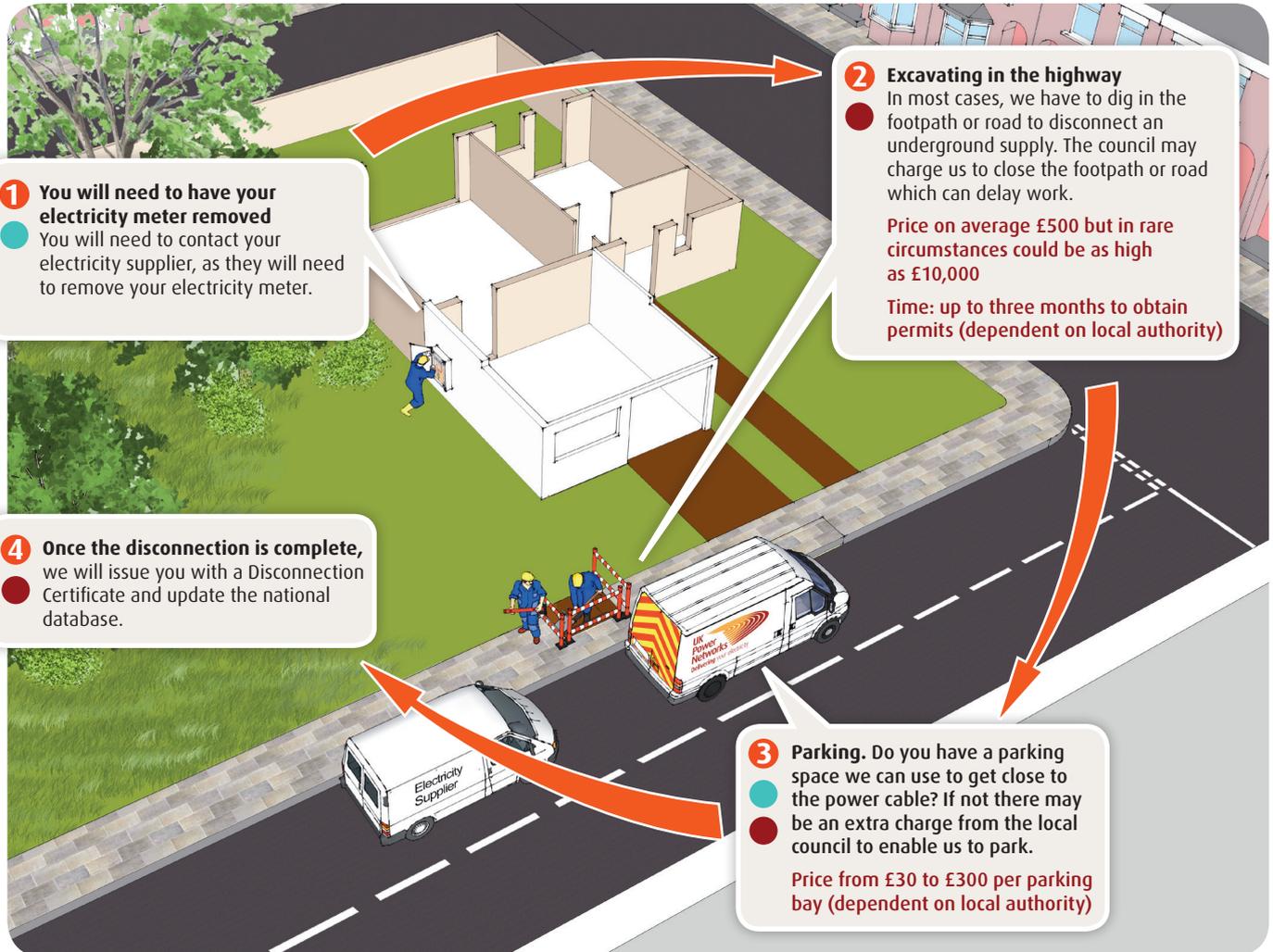
Costs from 1 to 4 on the diagram

£



**Probable total cost**

£



#### Who's responsible?

Key ● You ● Us - UK Power Networks

If you are not sure about what your job might involve, please give us a call on **0800 085 5290**



#### What next?

Please proceed to next page and fill in the application form

Any questions: 0800 085 5290 - Lines are open Monday - Friday 8.00am - 5.00pm.

# Application to disconnect an electricity supply



If you just want your electricity meter removed then you will need to speak to your electricity supply and not UK Power Networks.

## 1. Customer Information this is the person who submits the application and is the main point of contact for the work

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_ Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

*Due to legislation set out in the General Data Protection Regulation (GDPR) we are unable to speak to another person about your application and the work, unless we have your authorisation in writing. This is known as an authorised representative.*

*Would you like us to be able to discuss your application with anyone else? This can be your spouse or partner, contractor, a builder, or electrician.*

Yes  No *If yes, please complete the details of your authorised representative in this section(s) in sections 2, 3 and 4 as appropriate so that we are able to speak them about your works.*

## 2. Bill Payer Information this is the person who will be paying for the work

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_ Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

## 3. Site Representative Information Please note that this is who we will liaise with for the completion of the disconnection on site

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Company name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

## 4. Additional Authorised Representative Information (if additional to those persons named in sections 2 and 3 above)

Title: \_\_\_\_\_ Name: \_\_\_\_\_ Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_ Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

# Application to disconnect an electricity supply

## continued

### 5. Site Address where the works are to be carried out.

Site Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

### 6. Disconnections details

Number of electricity meters to be disconnected: \_\_\_\_\_

Meter point administration number (MPAN): \_\_\_\_\_

*(An MPAN is a unique number that is given to each electricity meter, it can be found on your electricity bill).*

If there are multiple MPAN's to be disconnected, please enter details below: (continue on another page if necessary).

**Please note** that if you are not the registered owner of the MPAN, you will need to provide a Letter Of Authority or Land Registry documents before we can carry out our works on site. Our Co-ordinators will talk you through what is required when they process your application, or if you would prefer to discuss this before you apply, you can contact us on **0800 085 5290**.

MPAN number	Address	Vacant (YES / NO)	Postcode

Is your electricity supply fed by: (please tick)  Underground cables  Overhead cables  Don't know

### 7. Additional information

Is the property on a private road / land? If so, please supply details:  Yes  No

How wide is the footpath outside the property? \_\_\_\_\_

Will our vehicles be able to park on site?  Yes  No

Please specify the type of parking available, eg residents parking bays, pay and display, doctor, loading etc.

\_\_\_\_\_



**Outside the property are there?**

- Single yellow lines  Yes  No
- Double yellow lines  Yes  No
- A red route  Yes  No
- A bus stop  Yes  No

If yes, please specify the shelter or stop number \_\_\_\_\_

**Is there scaffolding works affecting the footpath outside of the property?**  Yes  No

**Are there any other works currently going on outside the property?**  Yes  No

**Is this a Construction Design and Management (CDM) F10 notifiable site?**  Yes  No

- If yes:
- Is a site induction required to gain entry? \_\_\_\_\_
  - How long does the induction take? \_\_\_\_\_
  - What information do UK Power Networks need to supply? \_\_\_\_\_

**Is the site contaminated?**  Yes  No

- If yes:
- Where is the contamination? \_\_\_\_\_
  - What type of contamination is it? \_\_\_\_\_
  - If Asbestos is present, is it air-born? \_\_\_\_\_

**8. Tell us about your project** For example, is the supply to be disconnected a temporary building supply?  
Do you have an existing UK Power Networks reference number for associated works?

# Application to disconnect an electricity supply

continued

## 7. What do I need to send with my application?

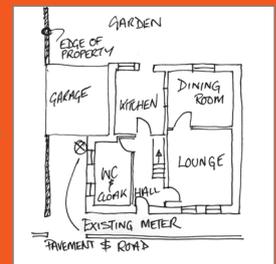
Please send or draw (right) a plan of your property. To enable us to accurately quote your work we need a clear plan showing where your meter is located.

It would also help us if you could identify your site boundary and let us know of any hazards or obstructions at site.

Draw a plan of your property:



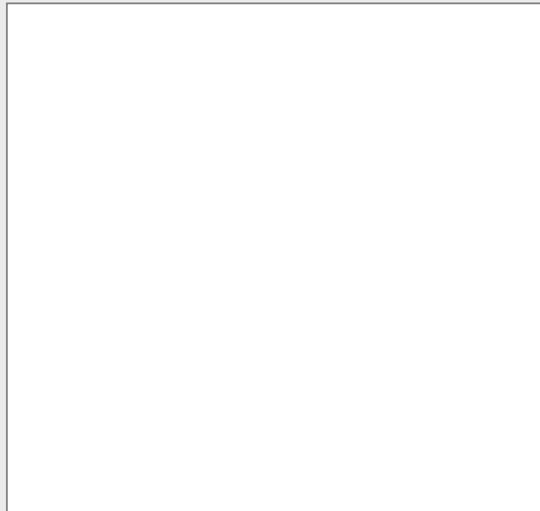
Example plan of a property



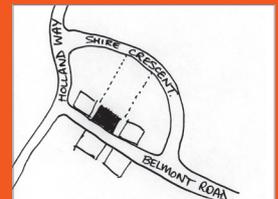
Please send us a map or draw (right) where your property is. Please show your site boundary, two road names which surround the property and let us know of any hazards or obstructions at site.

**Please note** that any Cell Site cabinets must be clearly identified with the aid of drawings, maps, photos.

Draw where your property is:

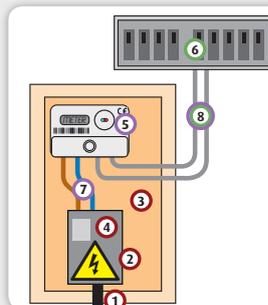


Draw a plan of your property:  
This can be a print from an online map or hand drawn.



Photographs of your electricity meter and cut out equipment would be helpful.

Please include a photograph of your electricity meter and all of the equipment that needs removing. This diagram shows a typical cut out and meter installation.



Your Meter – who's responsible

- 1 Mains/service cable – UK Power Networks.
- 2 Cut-out/service head – UK Power Networks.
- 3 Meter board – UK Power Networks.
- 4 Main fuse – UK Power Networks.
- 5 Meter – your electricity supplier.
- 6 Consumer unit/fuse board – qualified electrician.
- 7 Meter tails – your electricity supplier.
- 8 Consumer unit tails – qualified electrician to install, electricity supplier to connect

Key

- Us – UK Power Networks
- Your electricity supplier
- Qualified electrician

# What next?

## Explaining the process



		Responsibility	Anticipated time to complete
	<b>1 Starting the process</b> Contact UK Power Networks either by calling us on 0800 085 5290 to request a disconnection of supply or visit our website <a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a> to download an application form. <b>Please not if you just want your electricity meter removed then you will need to speak to your electricity supplier and not UK Power Networks.</b>	<b>You and us</b>	
	<b>2 Complete the application form</b> and send it to us at <a href="mailto:Disconnections@ukpowernetworks.co.uk">Disconnections@ukpowernetworks.co.uk</a> or post it to Disconnections Department UK Power Networks Bircholt Road, Maidstone, ME15 9XH	<b>You</b>	
	<b>3 Quotation</b> After we have received your application, your dedicated coordinator will provide you with a formal quotation* that will be valid for 90 days, after which time your quote will expire. *subject to site survey.	<b>Us</b>	 Standard disconnection 5 days Complex disconnection 25-35 days
	<b>4 Payment</b> Once you have received the quote and are happy to proceed with the disconnection, you can agree to the works by making payment in full to UK Power Networks. Details of how to make payment can be found on your quotation.	<b>You</b>	 Within 90 days of receiving your quote
	<b>5 Notifying your supplier</b> We will notify your supplier by providing statutory notice of the intended disconnection of your MPAN(s). This can be 5, 10 or 25 working days, depending the status and number of your MPANs associated with the works	<b>Us</b>	 5, 10 or 25 working days
	<b>6 Scheduling works</b> Your co-ordinator will try and schedule the works to meet your desired dates. This is not always possible as the local authority has to agree to our requested dates, co-ordinating any potential conflicts with other planned utility works.	<b>Us</b>	 5 days
	<b>7 Works on site</b> It is your responsibility to ensure that there are no obstacles that may delay works from being carried out on the agreed date. For example, the disconnection area should be clear from stored items or scaffolding. <b>Either you or a nominated site contact must be available on the day to ensure we have access to our equipment inside the property.</b> <b>Please note about fees may be applicable if your site is not ready on the agreed dates of works.</b>	<b>You and us</b>	 5 days

Please be aware that during periods of high workload the times indicated may vary.

**Anticipated total time:**  
**4 – 6 weeks (for simple works)**

## Sending your application

**Email this form to:** [disconnections@ukpowernetworks.co.uk](mailto:disconnections@ukpowernetworks.co.uk)

**Print the form and post it to:** Disconnections Department, UK Power Networks,  
Bircholt Road, Maidstone, ME15 9XH

Any questions:

**0800 085 5290**

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

UK Power Networks (Operations) Limited  
Registered office: Newington House, 237 Southwark Bridge Road, London SE1 6NP  
Registered number: 3870728 registered in England and Wales

NOC 06 001d Disconnections Application Form v1.0

**UK  
Power  
Networks**   
Delivering your electricity