

## Making the process clearer for you

Please read through this leaflet to familiarise yourself with the project process. It will help you understand the processes involved within the five stages of work, from the initial enquiry through to completion and metering.

September 2025

## Step 1: Enquiry and application

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### Ask the Expert

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 – our Ask the Expert team are here to help. You can find a range of useful knowledge articles on our website, and you can contact the team if you need further [information here](#).

### Application

To start the process, you will need to make an application through our online Connections portal where you will be able to apply for 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.

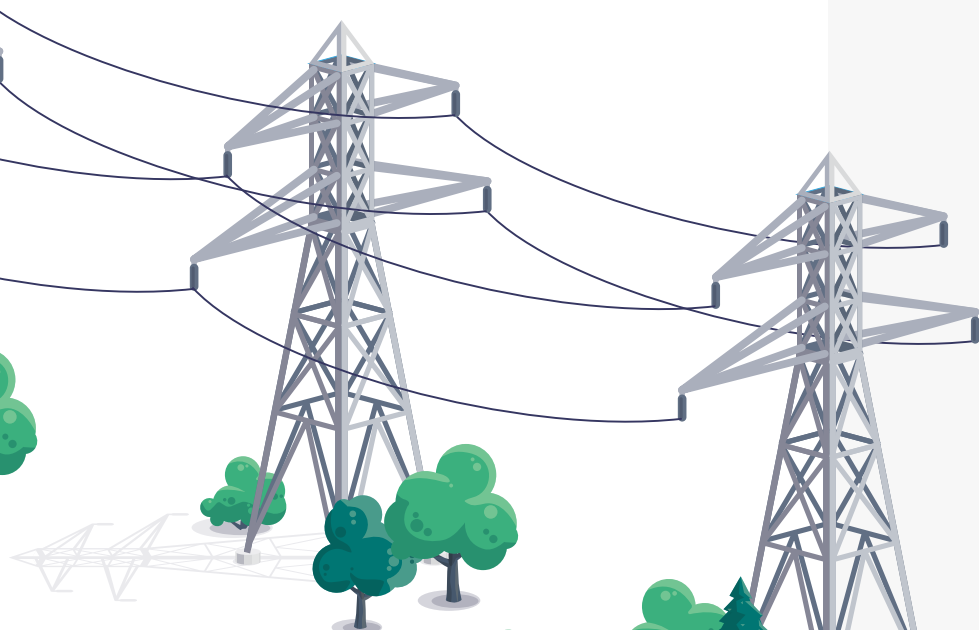
The connections portal can be found [here](#):

We recommend you seek assistance from your electrical contractor, especially for commercial developments, but our Ask the

Expert team are happy to give you general guidance in completing the application form.

If you do not receive an instant quote through our system, your application will be processed by our Connections Gateway team.

We will acknowledge that we have received your application and we will provide you with your unique 10 digit project reference number. Please quote this number throughout the rest of the process.



## Step 2: Assessment and Design

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**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 within 10 to 20 working days, 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. They may want to conduct a site visit to discuss your options. It will take between 15 to 65 working days to prepare your quotation as we may need to conduct extensive network analysis to design and cost your connection.

For formal offers with a demand capacity over 1MVA, we will ask

you to pay a proportion of the assessment and design charge upfront. You will have a cooling off period of 10 working days to inform us if you no longer wish to proceed. If we do not hear from you we will assume that you are happy to proceed and you will be liable for this charge. The charging of the upfront element to cover design work undertaken in line with the Connection Offer Expense Regulations.

The same rules apply for Generation applications for any sized export capacity, where the highest network voltage to which assets are installed are categorised at High Voltage or above. The value of the charge depends upon which licence area your work is within, the total capacity required and the highest network voltage to which assets are installed.

Once your project has been designed we will email or post your offer. 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. You can find a list of these Independent connections providers (ICPs) [here](#)

In appreciating that you have a choice, the offer will provide several options:

A

### Option A

UK Power Networks, will manage and deliver the connection for you.

B

C

### Option B and C

enable you to accept the offer on the basis of using an ICP to deliver the connection for you. Although these options will be at a lower price you will need to factor in the cost of the ICP to deliver the connection.



## Step 3: Acceptance and Payment

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

1

Sign and return the acceptance form. Please email to:



[ConnectionAcceptance@ukpowernetworks.co.uk](mailto:ConnectionAcceptance@ukpowernetworks.co.uk)

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.**

You can make payment by the following methods:

### Online

Access the UK Power Networks easy to use 24/7 self-service online payment portal at



[onlinepayment.ukpowernetworks.co.uk](https://onlinepayment.ukpowernetworks.co.uk)

### Phone

You can call our dedicated payment line on



**0808 175 2600**

available 24/7 to make credit/debit card payments over the phone.

You can call **0203 282 0610** to speak to one of our UK Power Networks representatives.

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.

Please ensure that you detail your UK Power Networks unique project reference number when making your payment, this number will start with 82 or 85. We will acknowledge receipt of your payment and acceptance and issue the work to our delivery teams.

## Step 4: Delivery

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### Gaining consents

Sometimes projects require legal consents to be secured before they can be delivered.

Land rights required from you over land within your ownership, occupation and control are called 1st party consents. Land rights required from others over land in their ownership, occupation or control are called 3rd party consents.

If your project requires legal consent (1st party or 3rd party or both) the project will be sent to the Property & Consents team to secure the consents.

Where 1st party consents are required, the project will also be sent to our delivery team for allocation to a field engineer whilst we look to secure the consents from you. Your field engineer will offer you delivery dates but won't be able to honour these dates unless the consents are agreed and in place.

Where 3rd party consents are required, the project will only be sent to our delivery team for allocation to a field engineer once we have secured the necessary consents.

If for some reason we are unable to gain 3rd party consent, the project will be passed back to your designer who will contact you to discuss next steps and other potential design options.

### Arranging your delivery dates

We will call you to arrange a date for the work to begin. Your designer will still be available to answer any design enquires regarding your project.

We will 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 before we arrive, please give your field engineer a call.

If you have selected Options B or C, your chosen ICP will look to schedule the non-contestable works with UK Power Networks in line with their programme.

### Factors that may impact on the start of works:

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.

## 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 obtain a copy of our cable record for your site from our plan provision department on **0800 056 5866** or email [plans@ukpowernetworks.co.uk](mailto:plans@ukpowernetworks.co.uk)

If you are working near an overhead power line please read the G56 guidance 'Avoidance of Danger from Overhead Power Lines' which can be found [here](#).

## Step 5: Metering

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Please be aware that we don't supply and install 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.

## Step 6: Connections Agreements

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We require a connection agreement for all connections, but the default position is the [National Terms27](#). These apply to all connections automatically.

In certain circumstances we enter into a bi-lateral agreement e.g. because the connection characteristics/technicalities are unusual e.g. allowed poor power factor, or are flexible/profiled or because we wish to restrict the use of the connection in some other way. If we believe a bilateral "long-form" agreement is required we will issue a document to you or your agent for signature and we would then counter-sign.

## Contact Details

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**0800 029 4282**



Or visit us at:

[www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk)  
(navigate to the Connections pages)



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