

Site location and site layout drawings



Site location

The location plan identifies where the proposed site for the new connection is (see example above).

- All applications should have a location plan enclosed. The applicant must highlight the site location on the map.
- Suitable location plans can be obtained by using the Internet on sites such as:
www.landregistry.gov.uk and
www.ordsvy.gov.uk



Site layout

The site layout plan can be obtained from your builder or architect dealing with your project. The site layout plan provides more detail on how the site is laid out and includes scale drawings of the new connection.

The plan must include:

- Preferred point for the cable to enter the property
- Scale drawing
- A detailed building plan showing external or internal meter point location marked with an **X**. *NB: An internal meter position should be on the inside face of an external wall of the building.*

Please also indicate:

- Any unusual features, i.e. land drains
- Indicate all highways and footpaths
- Boundaries of your property
- Garden walls



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 Registered in England and Wales. Registered Number 2366949.

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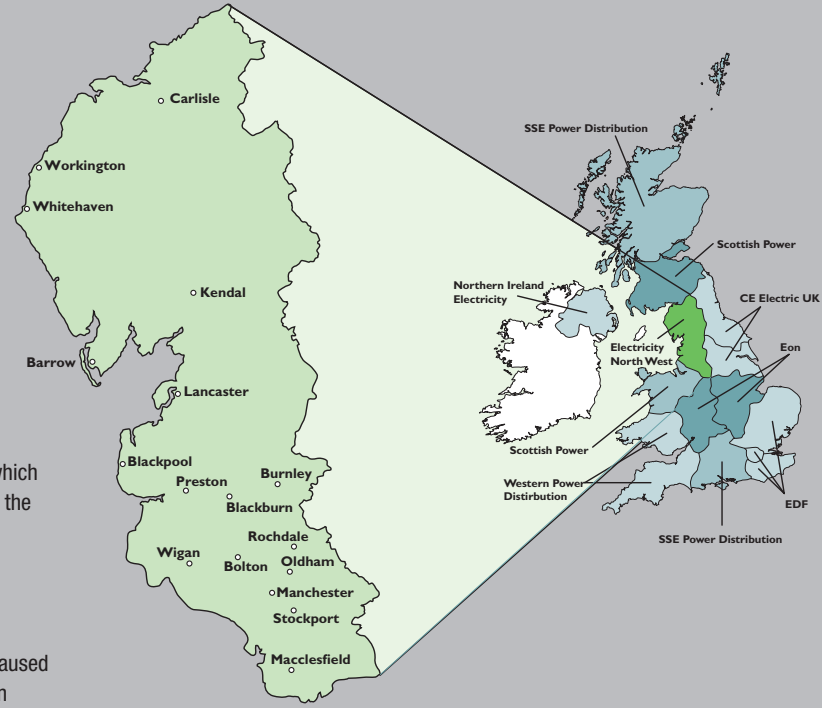


Application for an Electricity Supply over 60 kVA



Please refer to our website for our Terms and Conditions and any other information you require.
 If you need assistance please call us on: 0800 048 1820 or email: connections.enquiries@enwl.co.uk

Guaranteed Standards of Performance



How does a customer claim a payment?

Under normal circumstances a customer should not have to claim a payment. As our reporting procedures are monitored daily we should inform you if we have failed a GSoP standard and we will send you payment accordingly. If you feel that we have failed a GSoP standard then please contact us. We will investigate the claim and inform you of the outcome.

Ofgem

The Regulator, Ofgem has specified a number of timescales in which we should complete our work and financial penalties are paid to the customer where these timescales are not met.

Exclusions

Exclusions are defined by Ofgem and include events which are beyond our control such as weather, industrial action, damage caused by the customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety.

Extensions

Extensions are defined by Ofgem and include events which are beyond our control such as, other utilities apparatus in the way of our point of connection, disputes between landowners preventing site access and asbestos removals.

Purpose

The purpose of the standards is to ensure that customers are guaranteed a good level of service. If we fail to meet these standards our customers are entitled to receive penalty payments. Details of these standards and the relevant payments are set out below.

10 Day Quotes	20 Day Quotes	25 Day Quotes	35 Day Quotes	45 Day Quote	65 Day Quote
Budget quotes up to 1mVA	Budget quotes 1mVA and above	Over 10 plots no mainlay < 60 kVA per premise	Any HV non contestable work or HV point of connection	LV Generation	HV Generation
		Over 10 plots with mainlay < or > 60 kVA	Single connection to a property with a connection of a PMT		EHV Generation
		Temp supply >60kVA under <1 kV	Temporary connection HV		EHV point of connection
		Single property >60kVA			
One off £50 penalty	One off £50 penalty	£50 per day penalty	£100 per day penalty	£50 per day penalty	£150 per day



Completing the application form guidance notes

Section 1 – Applicant details

Applicant – The person or company applying for the electricity connection & their address and contact details. Please provide as much contact details as possible.

Section 1.1 – Details of customer accepting the quotation

If you are not the person responsible for accepting and paying for the quotation please fill in section 13 of the application. Having all your details will help us to keep in contact with you throughout your project. Please note: We will require a letter of authority from the applicant if the applicant is not the same person paying for the connection.

Section 2 – Quotation required

A budget quotation will be produced via a desktop study only, using indicative costs. It cannot be accepted and will not involve a site visit.

If you choose a full quotation we will produce a detailed design and issue you with an accurate quotation. Your full quotation has a validity period of 3 months, if the quotation is not accepted within the 3 months period then a further quotation will have to be applied for.

Section 3 & 3.1 Site contact details

If you are not the site manager/representative please provide their details. If you leave this section blank we will assume that you are responsible for all on-site activities and you will be contacted during various stages of your project to take part in our customer satisfaction survey.

Section 4 – Type of supply required

You must tell us what type of supply you require from the 8 options. If you are unsure you can contact us on 0800 048 1820.

Section 5 – Site information

Please supply us with the number of properties requiring connection. If your site does not have planning permission, we will provide you with a budget quotation. If you have existing supplies, please see section 11 of this information page.

Site information – address details

This will be the property/site requiring the electricity supply. Please ensure that all the address fields are populated.

Section 6 – Heating type

Please select from the available options or give details of any which are not included on the form. If you are unsure of the type of heating you require you can speak to your electrician, builder or consultant.

Section 7 – Meter position

Please indicate the position of where you will be placing your meter. You will also need to mark on your site layout plan where your meter will be positioned. Please see example on page 4 (meter positions are marked with a red X).

Section 8 – Standard housing connection

If you are applying for a standard housing connection for just one property with no generation connected and no unusual load requirements for i.e. swimming pools etc then your maximum supply load will be 20 kVA and you can proceed to section 13 of the application form.

Section 9, 9.1 & 9.2 – Electric load details

If there are any questions within this section that you are unsure of you will need to speak to your electrician or consultant. You must fill in all sections which are relevant to your project. We cannot complete & register your application if you have not supplied us with the relevant electrical load details.

Below are descriptions of commonly used heating systems:

- Demand water heaters heat water directly without the use of a storage tank.
- Storage system uses off-peak electricity to heat up a large, very well insulated tank of water, typically to 85°C. This is then pumped into a traditional 'wet' central heating system with radiators
- Storage heaters work by taking an energy charge during off peak energy times, (usually overnight – although some energy suppliers offer a day time boost).

Section 10 – Street lighting connections

If you are installing Street Lighting which will be adopted by the relevant street lighting authority please provide all relevant details.

Section 11 – Existing supplies information

If your site has an existing electricity supply you will need to provide us with the existing MPAN's (Meter point administration numbers). Your MPAN numbers can be obtained from your existing

electricity supplier. If you do not know who your supplier is you can call MPAS on 0870 751 0093. Please note if the MPAN numbers you receive do not begin with the numbers 16 then your site will not be part of our network area, your supplier can also inform you of the company which will deal with your connection.

Section 12 – Construction Design & Management (CDM)

Q1 of your enclosed application form needs to be completed by all applicants and for clarity a Notifiable Project 'Is a project where the construction phase is planned to be over 30 days in duration or 500 person days of construction work'. If in doubt please ask your architect or building company for advice.

Section 13 – Acceptance & payment details

If you are not the person responsible for accepting and paying for the quotation please provide the details of the person who is responsible.

Section 14 – Giving your feedback

We will be conducting customer satisfaction surveys during various stages of your project. We would appreciate your participation. Please choose how you would like to receive your survey either by telephone or by e-mail.

Section 15 – Declaration

Please mark all relevant sections of the declaration confirming that you have supplied us with the required information, please also sign and date this section. Please note: If you have not filled in all relevant fields and/or have not supplied us with the correct Site Layout and Site Location plans your application form will be returned to you and cannot be processed until you supply us with the requested information.

Please send your completed application form along with drawings to:

**Electricity Connections
Electricity North West
Frederick Road
Salford
M6 6QH**

Please note: If your requested supply is 300 kVA or over you will need to complete our additional information sheet. You can download one from our web page or call us on 0800 048 1820 for a posted copy.

The connection process

Electricity North West receives a completed application form and site plans with all the required information

Our Customer Liaison Team registers your project and sends the details to the relevant engineer to create a quotation

Simple quotes are completed and posted within 5, 10 or 15 working days. More complicated quotes will be issued as soon as possible within a maximum of 3 months

You accept your quotation by completing and returning the

- Quote Acceptance Form,
- VAT Declaration (if relevant),
- Site Information sheet,
- Copy of your postal address
- Payment

Upon receipt of your acceptance we apply for any wayleaves required and you will be contacted by our contractors to discuss when your site will be ready for a pre site inspection

You will be contacted to take part in the first of two customer satisfaction surveys

Once you have completed your on site-works we visit site at the agreed time to conduct the pre site inspection and confirm you are ready to be connected

We order any plant necessary and confirm completion of any pending wayleaves

We now work with our contractors to programme a date for your connection; we will notify you of our proposed date to come to site

We attend site and make your connection

We contact you to take part in our customer satisfaction survey

Frequently asked questions

1. When can I expect my quotation?

Depending on the size and type of your connection requirements you can expect a quotation within 10 to 65 working days for most quotations. More complicated quotations will be issued as soon as is practicable, but will be within 3 months.

2. How much will my connection cost?

This will depend on the type of connection you require and the design specifications.

3. I don't know the answers to some of the technical questions on the application form, who can I speak to?

For anything technical which you are unsure of you will need to speak to your electrician or consultant. Your electrician or consultant can advise you of necessary equipment and load requirements.

4. What will happen if I do not complete all relevant sections of the Application form?

If you send in an application form and the mandatory fields are not filled in we will inform you that we cannot proceed with your application. We will send it back to you to fill in the required information.

5. I don't have planning permission, can I still get a quotation?

Normally we will only provide a quotation when you have been granted planning permission. If you don't yet have planning permission we will provide you with a budget quotation for a new connection based on the information you have provided.

6. My site has existing supplies but I don't know where to obtain my MPAN number/s?

You can obtain your MPAN numbers from your current electricity supplier. If you do not know who your supplier is you can call MPAS on 0870-751-0093.

7. Can I nominate Electricity North West to be my electricity supplier and to fit my meter?

No. Electricity North West are not an electricity supplier and we do not fit meters. Your chosen supplier will be responsible for fitting your meters. This will be the company you will pay your electricity bills to. For a full list of suppliers you can visit www.consumerfocus.org.uk or www.energychoices.co.uk

8. Why do I have to supply a site layout and site location drawings?

We require these drawings so we can locate the existing electricity cables within the locality of your property or site. We require the exact details so we can produce a detailed design and supply you with an accurate quotation.

9. Where can I obtain a site location and site layout plan?

Suitable location plans can be obtained by visiting these web sites www.ordsvy.gov.uk or www.landregistry.gov.uk. For new build properties you can obtain a site layout plan from your architect. For existing properties a suitable layout plan can be obtained from your local authority website.

Please see examples of suitable plans on page 4