



electricity
north west

Bringing energy to your door

Quotation Pack





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Welcome to Electricity North West and thank you for choosing us to provide you with a quotation for your electricity connection. Yearly we complete over 20,000 connections.

Within Electricity North West our main focus is to deliver world class customer service.

Your Quotation should include:

1. Quote letter
2. Breakdown of charges
3. Project specification
4. Acceptance form – to be sent back with payment
5. Site information sheet – to be sent back with acceptance and payment
6. Zero Rated VAT form filled in and signed (if applicable) – to be sent back with acceptance, payment and site information sheet

Hello

Hello and thank you for your recent application to install a new electricity supply. Included in this booklet you will find your tailored quotation and all of the information you will need to help plan and prepare for your meter move.

To make your experience with us as simple as possible I will be your dedicated contact, managing the work from quote to completion. Although other members of our team may be in touch during the process I will have overall responsibility so please don't hesitate to contact me if you have any queries or concerns using my details below.

I hope you find the information in this booklet useful and I look forward to delivering the best possible service for you.

Your Connections Team

My contact details:

Dave Rodgers David Crompton Shaneen Pye Conor Lomax Lisa Blaylock Jill Hendry Fiona Tyrell Paul Sutton Neil Hawley Gary Whiteley Sue Dean Craig Bates



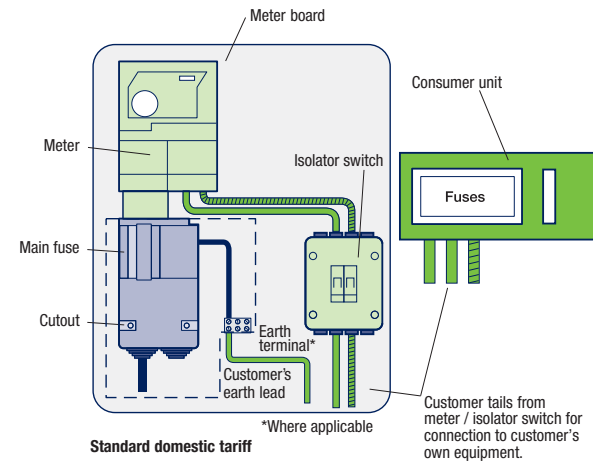


Your new supply

This diagram shows the different parts of a standard domestic installation.

When you are planning a new connection it's important to remember that all of the items shown which are located on the meter board will have to stay together so need enough space to accommodate the full board.

Your fuses (or consumer unit) can be positioned elsewhere but it is recommended that the meter tails which connect the fuses to the equipment on the board are no more than 2m long



Getting connected

Thank you for your recent application for a new connection.

This booklet is a step by step guide of how to get your connection; time scales involved and the factors to consider.

Your quotation is also enclosed please take the time to read both your quotation and this booklet as it will help you to plan the work which is required with us and any third parties such as private electricians or your chosen supplier. Ensuring your connection is installed as quickly and easily as possible.

If you have any queries or you would like to discuss anything you read in this booklet please do not hesitate to contact a member of our team on xxxxxx or alternately your dedicated planners direct number is detailed in your quotation

Installed by Electricity North West Ltd as part of your new connection:

Meter Board – The board which holds all of the ENWL & meter equipment together.

Main fuse / Cutout – This is our main fuse and needs to be situated on the meter board near your meter.

To be fitted by your private electrician:

Customer Tails – These are the small cables which connect your consumer unit to the isolator switch & meter.

Isolator switch – This is the main switch which can be used to turn off the supply in your property.

Consumer Unit / Fuses – These are the smaller switches which control the circuits in your house such as your lighting, sockets etc.

To be fitted by your chosen supplier:

Meter – We do not install this as part of a new connection, we will create a new meter point administration number (MPAN) which you can use to have your meter fitted.

The Process

1

YOU COMPLETE APPLICATION

Complete the application and send it back to us

2

WE CONFIRM YOUR DEDICATED CONTACT

We'll contact you to let you know your reference number and dedicated planners name

3

WE CONTACT YOU

Your planner will contact you to discuss your requirements and work through the cost and the process

4

YOU COMPLETE PREPARATORY WORK

If you are completing your own excavation it's time to get ready on site (see the next page for more guidance on digging around electricity cables)

5

YOU ACCEPT & PAY FOR YOUR QUOTATION

Now you are ready on site it is time to accept your quotation and send the signed acceptance back to us; we will let you know within 48hrs the date for work on site

6

WE CONNECT YOUR SUPPLY WITHIN 30 DAYS

We'll come to site and complete the work; we will usually complete the work in 2 or 3 visits as we will complete the excavation and reinstatement on different days. Your planner can provide more information closer to the time



Useful information

Most common delays when completing your connection

Detailed below are the most common problems experienced on site which delay on site progress of new connections.

- Black duct
- Incorrectly installed duct
- Incorrect installation of meter box
- Shallow Duct
- No postal's – No MPAN
- Incomplete acceptance – no VAT declaration

All the information you need to help you avoid these pit falls is detailed in this useful information section and your on-site guide. If you require any further assistance please do not hesitate to contact us on **0800 048 1820**.

Wayleave Information

Sometimes when providing a connection we need to lay cable in private or unadopted land. In these instances we require the consent of the land owner and any occupants before we can begin to install the connection. Consent will be sought in the form of a wayleave agreement or cable easement.

Factors to consider

- We cannot undertake connection works until all consents have been agreed, signed and returned to us; therefore the time from quotation to connection may be impacted
- If consent is refused, a new design and quotation will be required
- We do not seek such consents until the quote has been accepted; please have this in mind when planning your project

If you require further guidance regarding wayleaves or any of the other information in this pack, please call us on **0800 048 1820**.

Completing your connection

From confirmation that your site is ready please be aware time involved is subject to a number of factors including

- From 10 day to 3 month notice period with the relevant local authority
- Plant deliveries may take up to 4 weeks depending on equipment required

Frequently asked questions

Who do I contact for information?

Technical queries can be directed to the engineer who prepared your quotation.

For general queries including metering, lead-times or any other information you require our Customer Team are available on **0800 048 1820** Monday – Friday 8-5

Can you supply my meter and electricity?

Electricity North West Ltd is not an electricity supplier and we do not supply meters. For a full list of electricity suppliers please visit consumerfocus.org.uk and energychoices.co.uk

You have sent a Zero Rated Declaration Form; Why?

Certain types of work are exempt from VAT. If your connection is zero rated you will have received a declaration form; this is an acknowledgement that you understand VAT has not been included in the price of your quote. If we do not receive the signed declaration form with your acceptance we cannot process your payment and this will delay your connection.

How do I pay?

You can pay for your connection by Cheque or by bank transfer

- Cheque payable to Electricity North West Limited
- Bacs Transfer – Sort Code 30008 Account No. 00657315. Please detail your reference number as your transfer reference

How long does it take?

We work to connect all our customers within 30 days of making your payment

Can I stage my payments?

Unfortunately we cannot offer payment after connection **BUT we do not require payment any sooner than 30 days before you need us to do the work.**

Single phase service arrangement

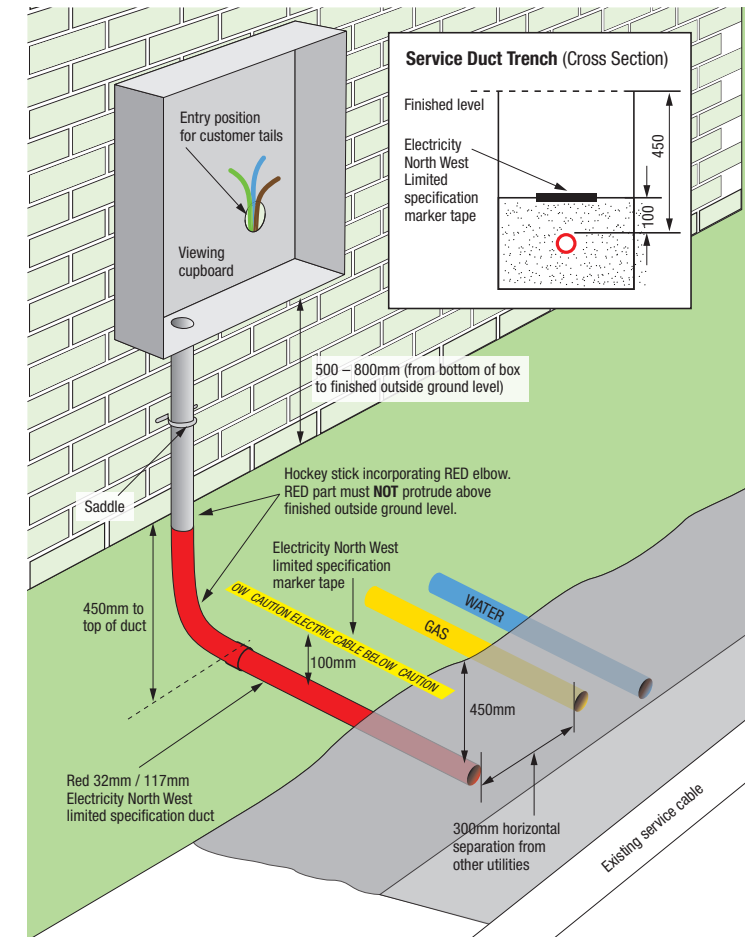


Illustration not to scale

Frequently asked questions

Why Can't I use Black Duct?

Electricity North West Limited cables should be laid in red duct in order to comply with our specifications

How long will your works take?

To actually joint your connection onto the network usually takes less than one day; the excavation will usually be carried out 2/3 days before the jointing. The reinstatement will be completed as soon as possible after the connection has been made. Concrete, tarmac and other specialist surfaces may take a little longer to complete.

I have scaffolding on site – can you work around it?

For health and safety reasons we cannot commence work on your site until the scaffolding has been removed and the site is clear. As soon as you know when your scaffolding is due to be removed we can make arrangements to conduct a pre-site visit and programme your connection works.

Where can I source the materials I need?

Electricity North West Limited's authorised supplier is Jewson. You can obtain ducting, meter boxes, hockey sticks, marker tape or anything else you require from your design specification from your local Jewson yard. Included with your quote is a Jewson leaflet with contact details for your local stockists.

INTERNAL	EXTERNAL METER BOX	EXTERNAL CUBICLE
Must be placed on a internal position of an outside wall	Cab sourced from approved Electricity North West supplier Jewson	Single brick wall cubicle with substantial roof of concrete construction
Service cable length inside any building shall not exceed 2m	Hockey Stick must be white and be fitted so that the red elbow of duct does not protrude above ground level	OR
Minimum 750mm access allowed in front of meter board	There must be 500 - 800mm from bottom of box to finished ground level	Steel Cabinet (for more info please speak to your planner)
PVC entry duct must be red and size as per your specification		Must be able to accommodate relevant size meter board, fixed centrally on inside of back wall
Meters mounted at height no less than 1m and not exceeding 1.35m above floor level		Direction of cable ducts to suit route of cables
WHAT SIZE METER BOARD DO WE FIT?		
Single Phase	3 Phase	
375 x 375 mm	460 x 650 mm	

Getting your meter connected

MPANs

You will need to arrange a meter fit with your chosen supplier to take place after we have installed your new supply cable.

Before your supply is installed we will supply you with a Meter Point Administration number (MPAN); this will enable you to book your meter fit with your chosen supplier.

Please note - We will not progress your connection without first issuing an MPAN

What is an MPAN?

An MPAN is a unique reference number used to identify your electricity supply point. It tells your supplier what type of connection you have had installed and where the supply is located. We cannot install your supply and your supplier cannot fit a meter without a valid MPAN.

How do I get an MPAN?

If your supply is not feeding a new address we will do this automatically following acceptance of your quotation; if your supply is feeding a new address we will issue to you once we've received a postal list

What is a postal list and where can I get one from?

A Postal list is written confirmation of the new address where you are having the supply installed. This can be obtained from the street naming & numbering department of your local council. You will need this is if you are building a new property or if you are creating a new address in an existing dwelling i.e. changing one house into two flats



How do I get a meter fitted?

We will work with you to arrange a suitable energisation date for your new supply. Once you have this date you can contact your appointed supplier, provide them with your MPAN and arrange a date for the meter to be fitted. Suppliers usually require at least 10 days notice to book the meter fit. Remember you need to have your cable fitted before the meter.

Internal Wiring...

Don't forget you will also need your internal wiring to be installed before your metering – use the colour coded guide on page 1 to help you plan what is needed at each stage

Did you know?

We look after the electricity network in the north west. It is our job to provide a safe, secure supply of electricity to 2.4 million homes and businesses in the region.

Sometimes conditions outside of our control such as extreme weather can cause unexpected power cuts,

Keep our contact details to hand or store them in your mobile phone.

In a power cut contact us:

Tel: **0800 195 4141**

Tweet: **@ElectricityNW**

Facebook: **ElectricityNorthWest**

Web: **enwl.co.uk**

Priority Service Register

We know some of our customers need extra help, that's why we're here 24 hours a day, 365 days a year.

Our priority service Register helps us keep track of our vulnerable customers, so that we can provide priority treatment during such times of uncertainty.

You are eligible to join our Priority Service Register if for example, you are medically dependant on electricity.

If you feel you may be eligible for extra assistance from us when you suffer a power cut you can email us at **enquiries@enwl.co.uk**

Or call **0800 195 4141** for more information on how to join.



Contacts details

Connections		
<ul style="list-style-type: none"> • Electricity • Disconnections • Service alterations • Add loads 	0800 048 1820	General enquiries and or updates regarding your current electricity connection or network, and general enquiries about the electricity distribution services we provide such as disconnections, reconnections, service alterations, add loads. A team is available to take calls between the hours of: 8:00am to 5:00pm Monday to Thursday and 8:00am to 4:30pm on Fridays.
Electricity service fault information		
<ul style="list-style-type: none"> • Loss of electricity Supply • Text phone (Minicom) 	0800 048 1820 0800 458 9767	For customers who need to report a fault with their electricity supply or to get an update on an existing loss of supply. Our call centre is open 24 hours a day, 7 days a week.
Signage around street works		
<ul style="list-style-type: none"> • Electricity 	0800 048 1820	To report a problem with signage or barriers around work being carried out in highway or on site.
Company Website		
www.enwl.co.uk		Provides information on: <ul style="list-style-type: none"> • Our products and services • How to contact us • Information leaflets



Please refer to our website www.enwl.co.uk for our Terms and Conditions and any other information you require.

