



Bringing energy to your door



Your electricity connection guide



Our distribution services area



Completing the application form guidance notes

Section 1 - Application details

The person or company applying for the electricity connection and their address and contact details.

Section 2 - Site information and contact details

Please supply us with the number of properties requiring connections and the type. The address details will be the property/site requiring the electricity supply. Please ensure that all fields are populated. If you would like us to contact somebody other than the applicant during the process, please provide their name and contact details.

Section 3 - Additional Information

Please provide a location plan identifying the properties requiring a connection. This can be obtained from internet sites such as;

www.landregistry.gov.uk and
www.ordsvy.gov.uk

A 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. This must include;

- Preferred point for the cable to enter the property
- The meter location marked with an X and whether you would like your meter internally or externally
- Roads surrounding the boundary of your property

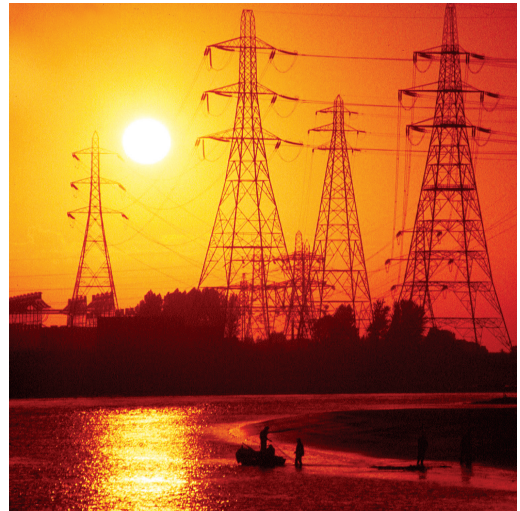
Section 4 - Comments

Please use this space to describe further your requirements or any extra information you may have which will help with your application.

Please send your completed application along with drawings to:

Energy Solutions
Electricity North West
Frederick Road
Salford
M6 6QH

Alternatively you can email them to
connectionapplications@enwl.co.uk
If you would like to contact us, please call us on 0800 195 4141



The Connection Process Quick Guide

1. Complete and submit application form.
2. Application is processed and checks carried out to ensure all required information has been received.
3. Quotation is provided and this is valid for 180 days.
4. Accept quotation and make payment
5. Acceptance is processed and Electricity North West will contact you to discuss the next steps and offer advice if required.
6. Your on site work needs to be completed i.e. Meter box, duct and hockey stick installed.
7. If legal consent is needed to carry out the connection, these will be obtained before work can commence on site.
8. An MPAN will be issued to you for you to arrange to have a meter fitted with your chosen supplier, (you should arrange a meter fit once you have your planned connection dates).



Your On-Site Guide Ducting and excavation

- All installed ducts are to be RED in colour and embossed "DANGER ELECTRICITY CABLES".
- All ducts must be installed to Electricity North West specifications.*
- All cable entry ducts must be installed by you and will need to be sealed inside the building using inflatable plastic bags, as per Electricity North West ES400D4.
- A separate draw rope is required in each duct.
- It is your responsibility to expose and mark end of ducts by securing a timber marker peg above the ground level to indicate the ends of the duct.
- You must provide detailed drawings of all ducts; as laid.*
- The route a duct is laid must be agreed with Electricity North West/Electricity North West agent or your designated engineer before installation.
- All ducting and meter boxes required on site are to be provided by you, and must comply with Electricity North West specifications. You can purchase these from any Jewsons builders merchants or any reputable builders merchants. www.jewsons.co.uk

*Electricity North West reserves the right to charge for abortive visits or extra work incurred if the ducts are not installed to specification, inaccuracies in drawings of duct route that may lead to additional work being required and if an inspection has not been carried out, a request of up to 3 trial holes as proof specification has been adhered to.



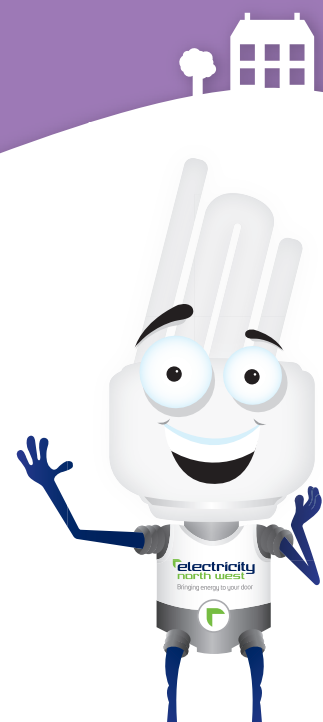
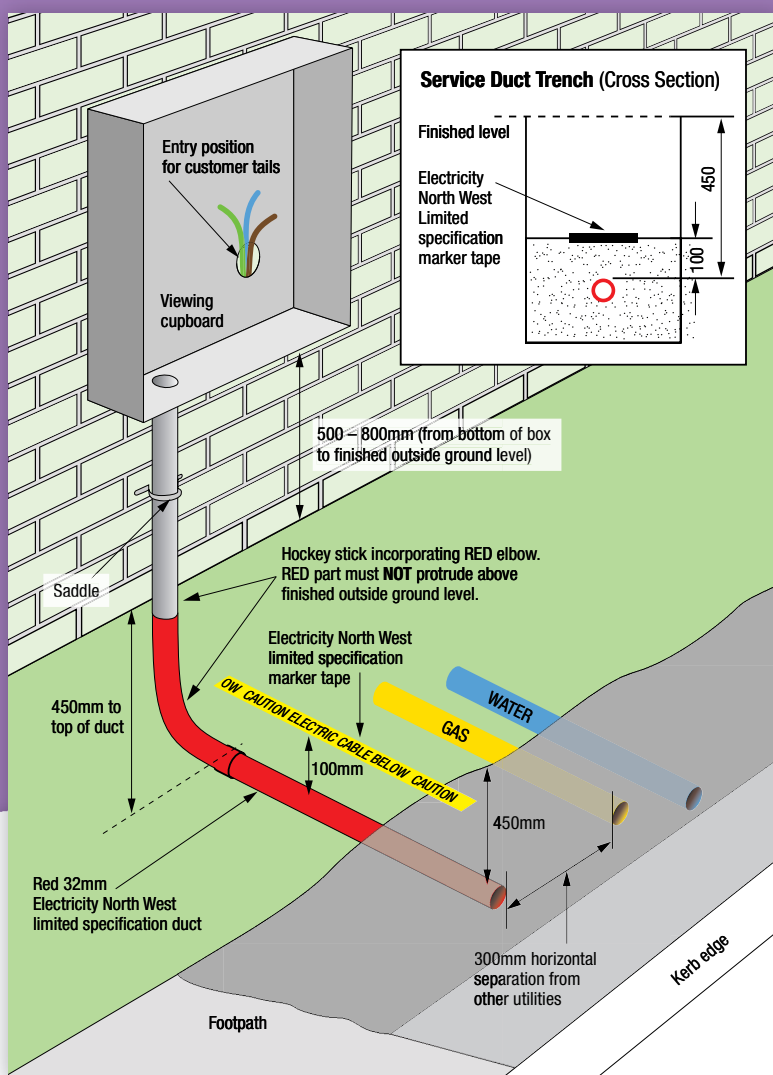
Cable duct depths from top of ducts to finished surface level

Cable Type	Footpath	Carriageway	Agricultural
Low Voltage Service	450mm	600mm	900mm
Low Voltage Mains	450mm	600mm	900mm
High Voltage Mains	600mm	750mm	900mm

Cable duct internal diameter

Cable Type	Service	Mains	Road Crossing
Low Voltage	32/117mm	117/150mm	150mm
High Voltage	N/A	150mm	150mm

Single phase service arrangement



Internal	External Meter Box	External Cubicle
Must be placed on a internal position of an outside wall	Cabinet sourced from approved Electricity North West supplier Jewsons	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 375mm x 575mm

3 Phase 460mm x 650mm



Useful Information



MPANs

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?

We will issue an MPAN to you shortly after you accept your quotation; for new addresses including new build properties or conversions we require a full council approved 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 and numbering department of your local council.

How do I get a meter fitted?

Electricity North West 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.

Can you supply my meter and electricity?

Electricity North West are not electricity suppliers and do not supply meters. For a full list of electricity suppliers please visit www.consumerfocus.org.uk and www.energychoices.co.uk

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. Please see: www.enwl.co.uk/docs/default-source/connections/legal-consents-guidance-notes---for-landowners-and-customers.pdf for more information.

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 any further guidance, please call us on 0800 195 4141

Your Checklist

Acceptance

Before you send your acceptance make sure you include:

- ☐ Quote Acceptance Form
- ☐ VAT Declaration (If Zero or Reduced Rated)
- ☐ Postal List
- ☐ Payment

Cheque made payable to Electricity North West signed and dated or BACS/CHAPS payment

On-Site

Before we conduct our pre site visit we will advise you on your next steps. On our site visit, we will check you have:

- ☐ Installed your duct per specification
- ☐ Provided adequate cable access via entry duct or meter box and hockey stick per specification
- ☐ Secure and weather tight property enclosure for your connection
- ☐ Appoint an energy supplier



Guaranteed Standards of Performance

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 in time 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.

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.



Guaranteed Standard	Requirement	Penalty
Issue Quotation - Single LV Service - Domestic Customer up to 20KVA	Within 5 Working Days	£10 for each working day during which the failure continues
Issue Quotation - 2-4 Services or 1-4 premises with extension to the existing LV network	Within 15 working days	£10 for each working day during which the failure continues
Acceptance of quotation - LV service (1-4 plots)	To contact the customer within 7 working days from receipt of acceptance to arrange to schedule dates to carry out the work	£10 for each working day during which the failure continues
Commencement and completion of works - plot call offs (5 and above)	In timescales agreed with customer	£10 for each working day during which the failure continues
Issue payment following GSoP failure	Within 10 working days	£50 one off payment

Getting in Touch

**We are here to help you through your connections journey.
For any other help or advice please contact us on 0800 195 4141.**

You can write to us at:
Energy Solutions, Electricity North West, Frederick Road, Salford. M6 6QH

Email us at **connectionapplications@enwl.co.uk** for queries relating to your application or
connectionsdelivery@enwl.co.uk for queries relating to your on site works.

Our Complaints Procedure

Electricity North West are proud to operate your local electricity network.

It's our job to deliver safe, reliable supply of electricity from the national grid to your home through our network of overhead lines, underground cables and substations. We are committed to providing excellent customer service and delighting our customers in everything we do.

If we have got something wrong, we will put it right as soon as we can and do our best to ensure it doesn't happen again. We hope you never have the need to make a complaint to us. But if you do, we want to make the experience as easy as possible for you.

You can contact us at:
Customer Relations, Electricity North West, PO Box 218, Warrington. WA3 9BV

Tel: 0800 195 4141
Email: electricitycustomerrelations@enwl.co.uk

For full details, please see our complaints procedure leaflet
www.enwl.co.uk/docs/default-source/services/complaints-procedure-booklet.pdf



Bringing energy to your door

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