

Planning an electricity connection?

If you need a new or change to an existing electricity connection, we're here to help before you apply



Please contact our Pre-Application Customer Engagement (PACE) Team before you apply for an electricity connection.

You can call the PACE team on **0800 988 1730**
(8 am - 5 pm Monday to Friday) or email pace@enwl.co.uk

Contact us before you apply for your electricity connection



We will listen to understand your electricity connection **requirements**



We will discuss the best **solution** available to you and explain the process



We will **support** you to prepare your application and allocate you an engineer if required



We will help and support you proceed with your **application** to get a competitive quote



The Pre-Application Customer Engagement (PACE) Team will:

- ✓ Be a single point of contact for you
- ✓ Offer a surgery session, face to face or video call to discuss your requirements
- ✓ Respond to questions within 24 hours

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