

## Areas we cover



Electricity North West provide power to 5 million customers across the North West region. It is our job to deliver a safe, reliable supply of electricity to your homes and businesses, through our network of overhead lines, underground cables and substations.

## Contact Us



Applications for new unmetered connections are dealt with by our unmetered connections team. If you would like to contact a member of the team, please don't hesitate to get in touch.

**BY POST:**  
Electricity North West,  
Frederick Road, Salford, Manchester, M6 6QH

**BY TELEPHONE:**  
0800 048 1820, selecting 'option 2.'

**BY EMAIL:**  
[connectionapplications@enwl.co.uk](mailto:connectionapplications@enwl.co.uk)

Further information about the application process and all relevant application forms are available on our website [www.electricitynorthwest.co.uk](http://www.electricitynorthwest.co.uk).

**electricity**  
**north west**  
Bringing energy to your door

# Getting an unmetered connection



# A guide to getting connected to our network

Electricity North West own, operate and maintain the local power network in the North West region. We are responsible for providing new connections onto the network and carrying out service alterations and diversions.

We also provide unmetered connections for customers dealing with a range of different installations, for example:

- Streetlights
- Street furniture e.g. communication cabinets, traffic/road signs
- Advertising units
- Bus stops
- CCTV cameras

To help you with your new unmetered connection, we have outlined all of the information you need to know in this leaflet.

You will also find a handy step-by-step guide which will help you understand every step of the process and ensure you are aware of what we require from you at each stage.

We want to make this process simple and straightforward for you, so if you have any queries regarding our unmetered connection process please do not hesitate to contact us.

# How to get an unmetered connection

## 1. GETTING STARTED

To apply for a new unmetered connection, you will need to fill in an online application form, which is available on our website.

Our unmetered connections team will be in touch with you after you have applied to make sure we understand your requirements and explain how we intend to price the work.

## 2. QUOTE READY

Our team will process your application and send you a tailored quotation via your preferred method of communication within 25 working days.

Your quotation will be broken down into four areas:

- Local authority permit costs
- Main fuse and cabling works
- Digging works
- Preparing the live electricity cable by our skilled jointing team

## 3. ACCEPT & PAY

To accept and pay for your new unmetered connection, you will need to do the following:

- 1) Let us know that you accept our quotation by filling in an acceptance form
- 2) Choose a supplier - Your supplier is responsible for dealing with your bills, not us. Once you have selected a supplier you need to enter the name of your chosen supplier when filling in your energy liability form
- 3) Send us payment via cheque or BACS

Please note, both your acceptance form and energy liability form will be sent to you along with your quotation.

## 4. POWER ON

We will confirm the date for our work to start on site within 5 working days of receiving your acceptance and payment.

We will complete your new connection within 35 calendar days (it can take up to 28 calendar days to secure local authority permits).

To get your 'Power On', we will carry out different elements of work with different specialist teams, but we will let you know when you can expect each team to arrive on site.



Once your new unmetered connection is complete, we will contact you to make sure you are happy with everything.