

Diversion Information Booklet





Welcome to Electricity North West and thanks for choosing us to provide a design and cost for the electricity diversions needed for your project.

Our focus is to ensure we deliver a safe, affordable and reliable supply to our customers.

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SAFETY FIRST

Never attempt to move a cable yourself. Treat all cables and services as LIVE unless they have been confirmed DEAD.

Thank you for your recent application for an electricity asset diversion.

Included in this booklet you will find useful information to answer some of the queries you may have and to help you plan for the diversion of our assets.

We carry out diversion works to make sure that you and your contractors can work safely on site by reducing the possibility of contact with, or damage to existing cables, overhead lines and other electrical distribution equipment.

It is also essential that we maintain safe, quick access to our cables once your work is completed. This helps to reduce the time taken to repair faults when customers are off supply and also allows access to the cables for future connection of new supplies.

When we receive your enquiry, our design team will make sure we have sufficient information and then we will prepare and issue a design and cost estimate for your diversion and this price is valid for a period of six months. The estimate will be based on our interpretation of your proposed works. If you have any queries, please discuss these with our design engineer.

Once you have accepted your diversion project, we will assign a diversion works coordinator to you. Your coordinator will be responsible for delivering the project on behalf of Electricity North West and will be able to answer any of your questions and make sure everything goes to plan.

For more information visit our web page: www.enwl.co.uk/diversions

We hope you find the information in this booklet useful and we look forward to working with you.

If you need to contact us at any time during your enquiry, or throughout the process, please email us at Diversions@enwl.co.uk



Timescales

After all legal consents are in place, work usually starts within 12 weeks of payment, this allows us time to notify the local authority of the works and gain permission to excavate in footways and carriageways.

The time on site is dependent on the extent of works required and your coordinator will be able to advise you further.

Please be aware that during busy periods these times may vary.

Existing cables

To avoid unnecessary cost and environmental impact, all existing cables are left in the ground after the new cables are energised.

The cables will be identified as dead at the point of diversion, but it is important that your site contractors take care when excavating.

You should follow the HSE guidelines in document HS (G) 47 to employ safe dig methods to avoid contact with the new and old cables.

If you require us to re-visit site to prove any old cables dead or to identify other assets, this will result in an additional charge.

Overhead lines

If your project is on land that contains, or is close to an overhead line or tower, you may need to have the line diverted or protected whilst you work nearby.

It is your responsibility to ensure that all works on your site are carried out in a safe manner and avoid the need for plant and equipment to come into close proximity to overhead lines.

Our overhead line network is installed on wooden poles and steel towers and operates at voltages up to 132,000 volts.

You do not need to make contact with a power line for electricity to flow, a spark can jump across gaps in the air. You must ensure safety clearances are maintained near overhead lines.

Information can be found in the Health and Safety Executives GS6 document online.

“ You must ensure safety clearances are maintained near overhead lines ”



Supply interruptions

Our work may require a supply interruption, which means we need to turn off other customers on our network. We have an obligation to make sure that sufficient notice is given to these customers to allow them time to plan for this. This notice period (usually no less than 30 days) may have an impact on available outage dates.

Variations

Our initial estimate is based on criteria which is detailed in our offer letter, but it is not uncommon for variations to occur once work starts on site and as the job progresses.

Your coordinator will keep you informed of these variations, will explain any cost and programme implications and seek approval of the variations as work proceeds. The final cost will be reflective of the work that we actually complete.

Completion and final account

Once we have completed our work on site, we will prepare a final valuation of the works and produce a final account statement for you. This normally takes up to three months from completion.

You will only be charged for the actual work we have completed. If, after variations, this turns out to be less than the initial estimate and your upfront payment, we will refund the difference back to you. Our Commercial team will write to confirm the final balance.

If there is an increase in cost due to variations, a supplementary invoice will be raised at the final account stage and details will be provided to you by our Commercial team to explain the increased costs incurred.

1

Quotation

Our design team will prepare and issue you with a design and cost estimate for your diversion and this price is valid for a period of six months. The estimate is based on our interpretation of your proposed works. If you have any queries, please discuss these with our design engineer.

2

Acceptance and payment

Once you have received the estimate and are happy to proceed, you can accept the work by signing and returning the acceptance form included with your estimate. Please ensure you have read and understood the details in your offer letter, any design drawings and the information in this booklet. If you have any queries, please discuss them with our design engineer. Payment terms will be detailed in your estimate letter and all works require upfront payment in order to proceed.

3

Local authority permits and third party consents

Once you have accepted and paid for the diversion, we will notify the local authority highways team and commence the process to raise a permit to work in the highway.

We will also begin negotiations with any third party land owners who may be affected by the diversion works and seek to secure consents to commence works on site. This process can sometimes be quite lengthy and often involves agreements with third party legal representatives. Your diversion works coordinator will keep you up to date with progress and advise on any issues that may impact the works start dates.

4

Schedule work

We will try to schedule the works to meet your desired programme, but allowing for third party consents, highway permits and outage notifications may mean that it is not always possible. After you accept the estimate, we will need to put together construction drawings and health and safety packs for issue to our delivery team and your coordinator will make contact with you to discuss and agree the programme dates, arrange any pre-site inspections and confirm any other specific issues or restrictions.

5

Works on site

Once dates are agreed, an excavation team will attend site to commence installation of the new cables and apparatus that will allow us to transfer the existing circuits onto the diversion route. Our team will protect all open excavations for the duration of the works and until the final connections are made by our engineering and jointing teams. We will then follow up with backfill and reinstatement of trenches and joint bays.

6

Completion

It is important for you to know that all the old cables are left in the ground and are not removed from site. The cables are proved dead at the point of diversion, but any requests for us to return to site to prove dead other apparatus may be chargeable to you.

Due to the possible presence of third party or unrecorded cables, we are not able to provide a certificate of diversion or provide conclusive proof that all cables on site are dead. Our records will be updated to show the new installed cables and the old cables marked up as **Out of Commission (OOC)**.

You should continue to excavate with caution and follow the Health and Safety Executive guidelines (document HS (G) 47) which can be found at www.hse.gov.uk.

Project closure

Usually within three months of your diversion works being completed we will send a final account statement showing any additional costs or refund due.

This statement will include:

- A brief breakdown of final costs.
- Confirmation of any previous payments received from you.
- Details of any refunds due to you or additional funds required by us.
- Summary of any New Roads and Streetworks Act allowances which have been applied to your account.

In the event of
damage or contact with
electricity cables please
call us direct to report it
on **0800 195 4141**
or **105**

Safe working practises

We understand that diversion works often precede building works and site clearances and further works will continue after the diversion is complete.

We recommend that you and your contractors refer to industry guidance to ensure you are working safely.

The Energy Networks Association (ENA) and Health and Safety Executive have produced some helpful guides for working near overhead and underground cables which you can find at www.energynetworks.org or www.hse.gov.uk.

Details of work completed on site

We don't normally issue copies of the as-laid drawings completed by our delivery team. You should refer to our cable records for details of where the new and old cables are located.

There are many different companies who are able to install, operate and work near the electricity network in our area. Because of this, we cannot be sure if other connections or changes have been made to the network during or after our diversion work is complete.

There is also the possibility that other unauthorised third party interference has changed the electricity network without our knowledge. As a result of this, we can only recommend our published cable records to be the most accurate and up to date information on the electricity network in the vicinity of your works.

Please make sure you provide your site teams with regularly updated records and always employ safe digging practices when excavating.

For more information visit www.enwl.co.uk/knowbeforeyoudig.



SAFETY FIRST

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Treat all cables and services as LIVE unless they have been identified and confirmed to be DEAD.

Shared trench installations

We are industry leaders in providing shared trench installations for utility apparatus.

As part of our diversion service, we are able to provide you with a bespoke design for multi-utility trenching. Our team can produce a design that will incorporate the installation of other utilities such as water, gas pipes and communication lines.

We have worked for a number of years with local authorities, transport and utility companies to improve the programme timescales of utility diversion associated with projects in the public highway.

Using one contractor on site for excavation can demonstrate to local businesses, residents and other stakeholders that you have considered the impact that a major project can have on their businesses and the inconvenience that these works can cause to the general public and local traffic.

We can liaise with other utility companies on your behalf to design and gain approval for joint utility trenching and to install or manage their equipment installations in purpose built trenches.



“ Using one contractor on site can reduce the impact that a major project can have on the public and local area. ”

Our process

1

Design

Our team can produce a design for shared trench installations.



2

Utility coordination

We can liaise with other utility companies to secure design approval for other services such as gas, water and telecoms to share our trench.



3

Installation

Our expert installers are fully authorised to install other utility assets.

If you would like to know more about how we can help you shorten your programme durations, reduce disruption and improve your reputation with local stakeholders, please let our design team know and we will tailor a design to suit your requirements.

Electricity North West contacts

The best way to contact us about your diversion is to use our email address Diversions@enwl.co.uk

Send us an email and one of the team will be in touch with you as quickly as possible.

Get connected

- Electricity connections
- Diversions
- Disconnections
- Service alterations
- Add loads

0800 988 1730

General enquiries and updates regarding your electricity connection requirements and general enquiries about the electricity distribution services we provide such as diversions, disconnections, service alterations and additional loads.

You can contact our team:

Monday to Thursday 8am-5pm

Fridays 8am-4.30pm

Electricity fault information and emergencies

- Loss of electricity supply

**0800 195 4141
or 105**

For customers who need to report a power cut, an emergency or dangerous situation.

Our contact centre is open 24 hours a day, seven days a week.

Signage around street works

- Electricity streetworks

0800 195 4141

To report a problem with signage or barriers around work being carried out on site.

Our website and useful links

www.enwl.co.uk

- www.enwl.co.uk/diversions
- www.enwl.co.uk/disconnect-your-supply

