

# Getting Connected

A guide to how to apply for a  
New Connection to the Network

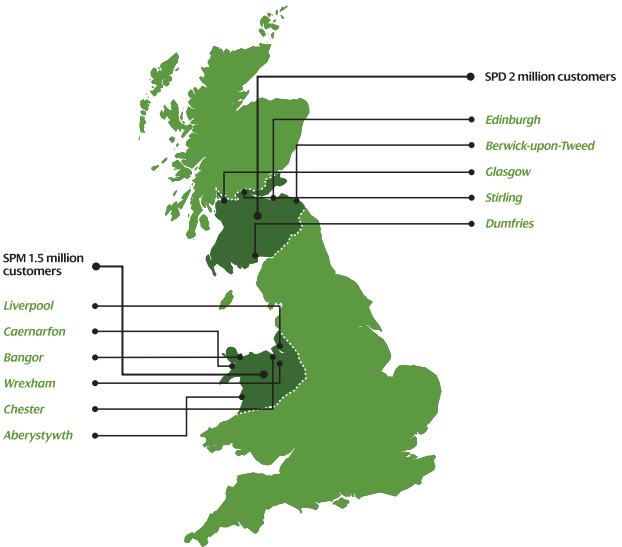


**SP ENERGY  
NETWORKS**

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## About Us

SP Energy Networks is part of the ScottishPower Group of companies. We provide power on behalf of supply companies through a network of cables and power lines we own and maintain.



Using electricity generated from power stations, windfarms and various other utilities, we move electricity to and from homes and businesses over our network.

We do our job with respect for people and the environment. We do it with a long-term focus. And we do it with innovation.

We're dedicated to delivering a safe and reliable electricity supply... to all customers, all year round. Through our transmission and distribution network we provide power to:

- **2 million** customers in Central and Southern Scotland
- **1.5 million** customers in Merseyside, Cheshire, North Wales and North Shropshire

**An important part of our business is providing customers with new or upgraded connections to our network. Read on to find out more...**

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## **There are many ways to get in touch with us:**

- Visit our website to fill out an application online, or download an application form to complete at a time that suits you:  
**[www.spenergynetworks.co.uk/  
gettingconnected](http://www.spenergynetworks.co.uk/gettingconnected)**
- Request an application form by email:  
**[gettingconnected@scottishpower.com](mailto:gettingconnected@scottishpower.com)**
- Call us on:  
**Central & Southern Scotland**  
**0845 270 0785**  
  
**Cheshire, Merseyside, N.Wales & N.Shropshire**  
**0845 270 0783**

**Once you complete the application, we'll take care of the rest, from quotation to completion:**

## Getting Connected: our process explained

We'll process your application and contact you if we need any more information.

Enquiry

A designer will contact you to discuss your needs, which type of quotation you'd like (Formal, Budget Estimate or Feasibility Study) and when you'll receive the quotation. Typically, it takes 5 days to move a domestic supply position and up to 65 days for a generation project.

Quotation Preparation

Formal Offer

Designer

Our formal quotation is valid for 3 calendar months.



Once you send us the acceptance and payment, you'll be contacted with the next steps.

Acceptance

A Project Manager will contact you to discuss the delivery timetable. Normally, our work starts 6 weeks after your acceptance is received; but if consents are needed or non-standard materials are required, this may affect the timings. Our Project Manager will keep you fully informed throughout the process.

Delivery

Completion

Project Manager

Although SP Energy Networks offers you a comprehensive and bespoke solution, you may choose to appoint an Independent Connection Provider (ICP), to carry out some of the connection work instead. This is often referred to as the 'Contestable' work.

You'll find a list of accredited ICPs and further information on the website below:

[www.lloydsregister.co.uk/schemes/NERS](http://www.lloydsregister.co.uk/schemes/NERS)

# Need a New Electricity Connection into a property or business?

Here are the key things to consider before applying:

- The type of connection required e.g.  
1 phase domestic or 3 phase commercial.
- The location of your meter (indoor? outdoor?)
- Can your meter be accessed for future readings?
- Who'll be your electricity supplier?
- When you want the work to be completed.
- Will 3rd party agreement be required (this could impact the time to complete the works)?

## Average Timescales and costs

Domestic Properties	Guaranteed Standard	Average time to receive a quote	Prices from (Ex VAT)	Average Price from (ex VAT) from Oct to now	Average Time to get a Connection from Payment
New Supply: Single Plot	5 days*	5 days*	£266	£1657	42 days*
New Supply: 2-4 plots	15 days*	9 days*	£373	£4121	42 days*
Temporary supply	5 days*	4 days*	£417	£1436	45 days*

Business Properties	Guaranteed Standard	Average time to receive a quote	Prices from (Ex VAT)	Average Price from (ex VAT) from Oct to now	Average Time to get a Connection from Payment
New Supply: Single Plot	5 days*	5 days*	£266	£1657	42 days*
New Supply: 2-4 plots	15 days*	9 days*	£373	£4121	42 days*
New Supply: 5-20 plots	15 days*	9 days*	£587	£26,410	60 days*
Temporary supply	days*	4 days*	£417	£1436	45 days*

\*Please note that the time quoted as "days" refers to working days from when we receive an Application form with all of the required information and from payment and Acceptance

Our website's new cost calculator gives you a more accurate estimate. Then if you'd like to progress, simply fill in the online application form.

During the delivery process we provide you with an **MPAN**. It's important that you contact your chosen supplier when you receive your MPAN so they can organise your meter installation. **Please note, SP Energy Networks can't connect the meter.**

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# Looking to move your Electricity Meter?

Here are the main things to consider before applying:

- Is your current electricity connection being supplied overhead or underground?
- Where you'd like to move your meter to
- If you'll be carrying out any excavation work required
- Does your service cross your neighbour's land?  
If so, we need their consent before we visit the site.

## Average timescales and costs

	Guaranteed Standard	Average time to receive a quote	Prices from (Ex VAT)	Average Price from (ex VAT) from Oct to now	Average Time to get a Connection from Payment
Moving your meter Location up to 4 plots: Domestic	5 days*	5 days*	£106	£783	27 days*
Moving your meter Location up to 4 plots: Business	15 days*	9 days*	£191	£1483	27 days*
Moving your meter Location up to 4 plots: Domestic	15 days*	9 days*	£1120	£2530	60 days*

\*Please note that the time quoted as "days" refers to working days from when we receive an application form with all of the required information

Our website now has a new cost calculator to give you a more accurate estimate. Then if you'd like to progress, simply complete the online application form.

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## Want to apply for a Distributed Generation Connection?

The Energy Networks Association, in conjunction with Distribution Network Operators (DNO), has produced **three separate Distributed Generation Connection Guides** to assist you which are available on our website:

**G83/2 Stage 1:** for customers, developers or installers wishing to install a **single generator of less than 16A/phase**.

**G83/2-1 Stage 1** allows **up to 3.68kW** onto a **single phase network** or up to **11.04kW** onto a **three phase network, provided the connection is to a single property**. There's a legal obligation to inform us, as the DNO licence holder, of the proposal **before or at the time of commissioning**.

Our application form is found at:

[www.spenergynetworks.co.uk/pages/application\\_forms\\_and\\_guides.asp](http://www.spenergynetworks.co.uk/pages/application_forms_and_guides.asp)

**G83/2 Stage 2:** for customers, developers or installers wishing to install **more than one unit**, either in a single installation or as part of a development.

**G83/2-1 Stage 2** allows **up to 3.68kW** to be connected via **multiple generators** onto a **single phase network** or **up to 11.04kW** onto a **three phase network**.

An application must be made to us (the DNO licence holder) in advance. Then we'll issue a quotation to complete a network study to ensure the connections are viable **prior** to the generation being connected.

Please complete the **G83/2-1 Stage 2** form on our website:

[www.spenergynetworks.co.uk/pages/application\\_forms\\_and\\_guides.asp](http://www.spenergynetworks.co.uk/pages/application_forms_and_guides.asp)

### **G59/2**

**G59/2** includes any connection **over 3.68kW on single phase or over 11.04kW onto a three phase network**

An application must be made to us (the DNO licence holder) in advance. A quotation for the connection will then be issued. Please complete the G59/2 application form on our website:

[www.spenergynetworks.co.uk/pages/application\\_forms\\_and\\_guides.asp](http://www.spenergynetworks.co.uk/pages/application_forms_and_guides.asp)

