

Moving your existing supply (service alteration) application form

Thank you for considering SP Energy Networks for Moving your existing supply. We look forward to working with you, and aim to move your supply as quickly and efficiently as possible.

This form relates to:

- Moving your existing supply position
- Altering the supply service start or end point
- Diverting our network cable route

Completing your application form

There are 5 sections that need to be completed so that we can provide you with a quotation for your requirements. At the top of each section we've added some guidance notes which will help ensure you provide us with the details we need. To avoid delays in processing your application, please provide us with as much detail as possible.

We've also included within this document some Frequently asked questions (FAQs) on page 7, however if you need help at any stage, please call us:

Scotland

0845 270 0785 between 08.30am and 04.45pm, Monday to Friday

England & Wales

0845 270 0783 between 08.30am and 04.45pm, Monday to Friday

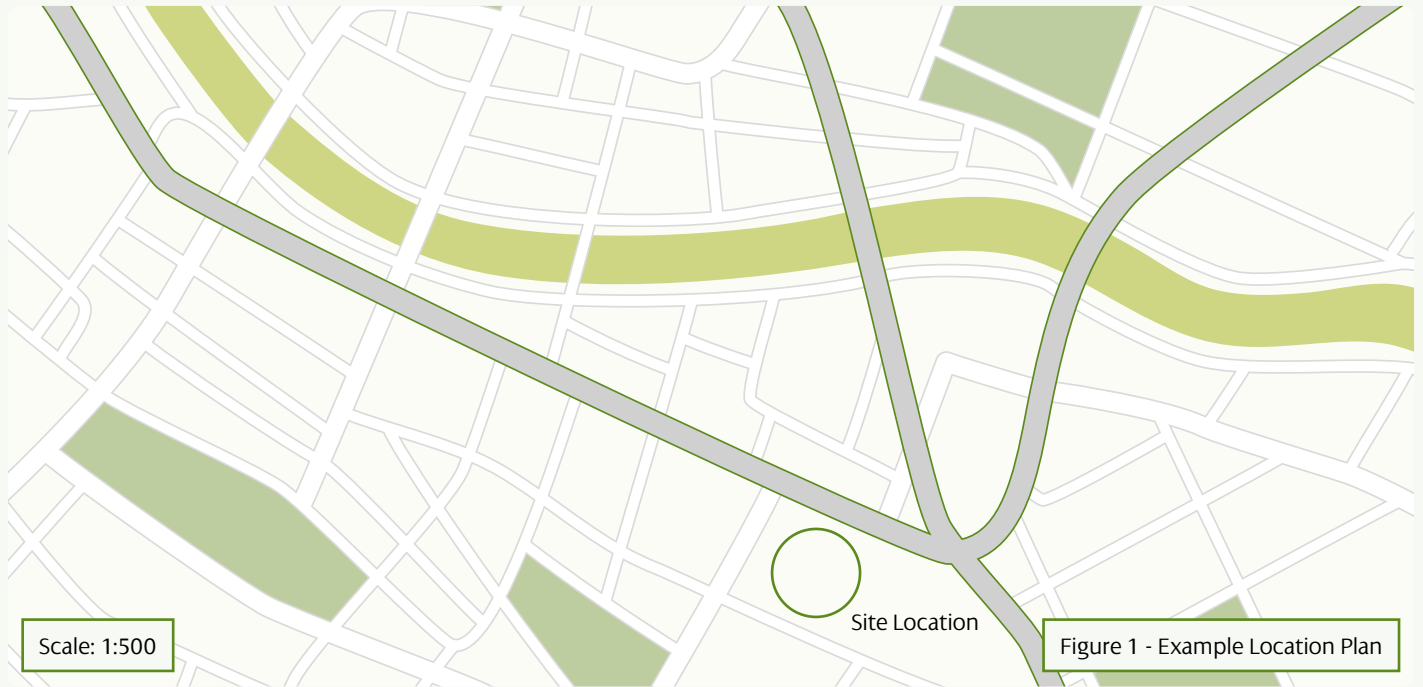
Once you have completed each of the sections all you need to do is sign the form and return it to us.



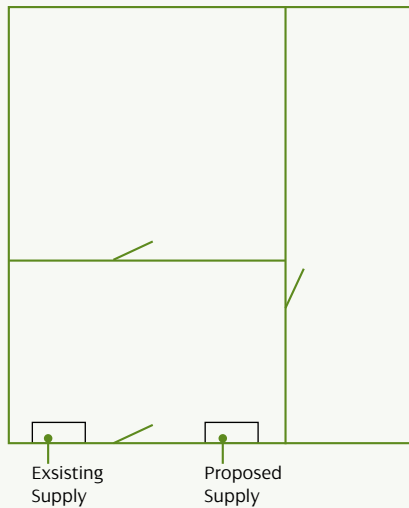
**SP ENERGY
NETWORKS**

Site location plan

To give you an accurate quotation, we'll need a site location plan. This should highlight clearly where you'll carry out the proposed works, and the map's scale:

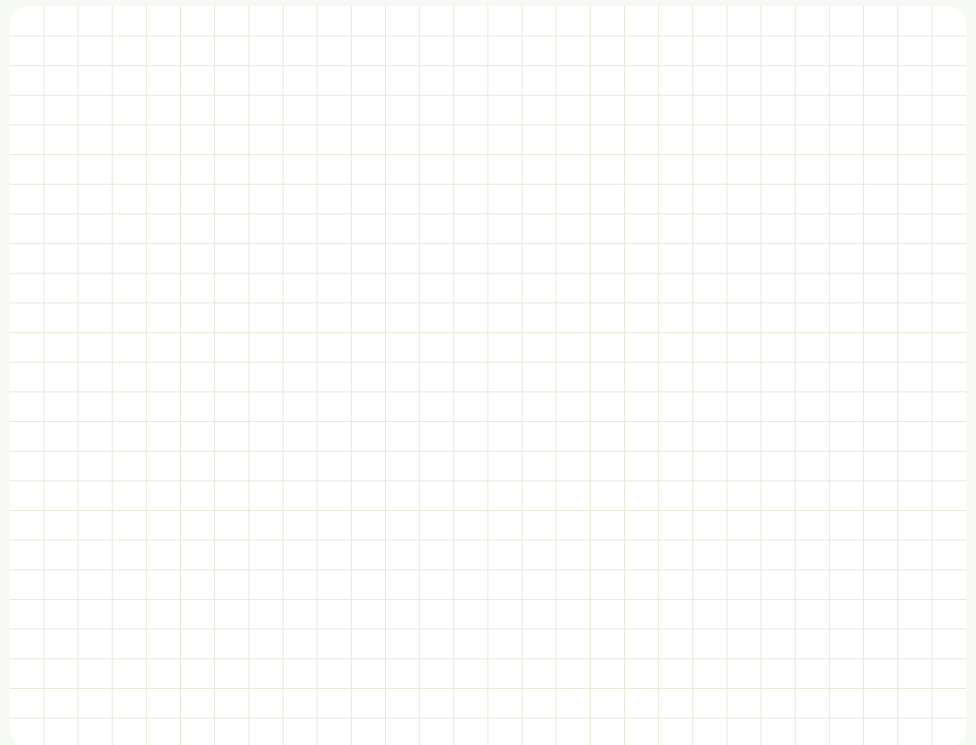


Relocation drawing (example)



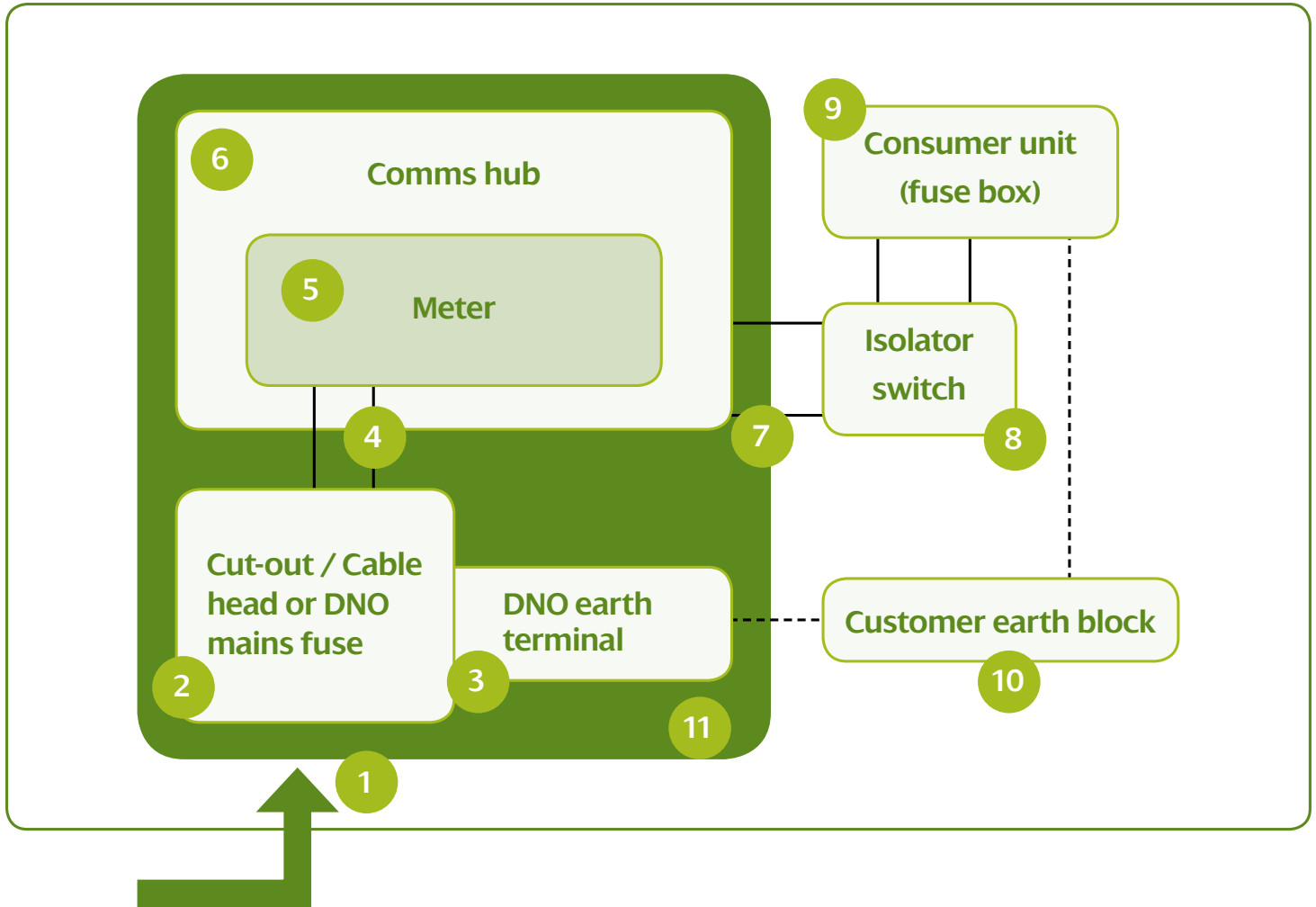
Relocation drawing (customer design template)

You can print off this form and draw on the template below or provide an attachment of your relocation requirements.



Do you require to move (divert) the route of our network cable?

Your point of connection & metering explained



DNO responsibility

1. **Service cable:** incoming supply from our network to the end point of supply
2. **Cut-out, Cable head or DNO mains fuse:** this is where we terminate the end of the Service cable (it also contains a fuse for safety purposes)
3. **DNO earth terminal (if installed):** connects to the customers Earthing block (also if installed)

Supplier responsibility

4. **Meter tails:** the supplier (who you pay bills to) are responsible for the cables between the meter & Cut-out
5. **Meter:** the supplier owns the meter which measures electricity consumption
6. **Communications hub (if installed)**

Customer responsibility

7. **Meter to Consumer unit cables:** your electrician will install these
8. **Isolator switch (if installed):** these can be ordered via your supplier
9. **Consumer unit (fuse box)**
10. **Earthing block (if installed)**
11. **Meter board:** is used to mount the equipment necessary for providing your electricity supply

Section A – Your details

Tell us how we can contact you and where the proposed works are to take place;

Applicant contact details

Title: _____

First name: _____

Surname: _____

Company name (if applicable): _____

V.A.T. reg no. or CRN no. (if applicable): _____

Building name/number: _____

Street: _____

City: _____

County: _____

Postcode: _____

Telephone: _____

Mobile: _____

Fax: _____

Email: _____

Please indicate your preferred contact method:

Post Fax Telephone Email

Site contact details (If different from Applicant)

Title: _____

First name: _____

Surname: _____

Position: _____

Telephone: _____

Email: _____

Site address (where work is required & if different from Applicant address)

Building name/number: _____

Street: _____

City: _____

Country: _____

Postcode: _____

Site ordinance survey coordinates (centre of site) see Frequently asked questions (2)

| | | | | | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| X Coordinate | | | | | | Y Coordinate | | | | | |

Will you, the Applicant be responsible for accepting the quotation? Yes No (if no, complete the section below)

Please be advised we can only issue any invoices, refunds or VAT receipts to the named person on this quotation. This is classed as the contracted party. Please see Frequently asked questions (3) for more info.

Contracted party details

Contracted party name: _____

Building name/number: _____

Street: _____

City: _____

County: _____

Postcode: _____

Company name (if applicable): _____

V.A.T. reg no. or CRN no.(if applicable): _____

Telephone: _____

Mobile: _____

Email: _____

Notes: _____

Section B – Project details

Please give us as much project-specific detail as possible.

Also be clear about which type of quotation you require.

For more information on Types of Quotation see our Frequently asked questions on page 7.

Please describe the project: _____

Have you had a quotation for this project before? Yes No

If so, please provide the reference number: _____

What type of quotation do you require? Formal Quotation Feasibility study POC Quotation Budget estimate

Do you want SP Energy Networks to perform on-site excavation? Yes No N/A

Do you want SP Energy Networks to perform on-site reinstatement? Yes No N/A

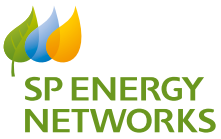
For further information on Excavation and Reinstatement please refer to Frequently asked questions (8).

Property type / Number of plots:

| | | | | |
|--|---|--|--|---------------------------------------|
| Detached Plot <input type="checkbox"/> | Semi-Detached Plot <input type="checkbox"/> | Terraced Plot <input type="checkbox"/> | Flat/Masionette <input type="checkbox"/> | Non-Domestic <input type="checkbox"/> |
| Number of plots <input type="text"/> | Number of plots <input type="text"/> | Number of plots <input type="text"/> | Number of plots <input type="text"/> | Number of plots <input type="text"/> |

Section C – Additional information

Please also include anything else that may be relevant to your application.



Section D – Checklist

To help us process your application as quickly as possible please check you've included all of the following information before you submit your application form.

- Site Location plan
- Relocation plan
- Internal layout & plans (for flatted dwellings). See Frequently asked questions (10)
- Photographs of site (if available)
- When would you like your project to start?

Section E – Signature

When you're all done, just sign and date the form:

Signature of Applicant

Date

Print Name

Position (if signing for a company)

You can email it to:

Gettingconnected@scottishpower.com

Or post to:

Scotland

SP Energy Networks
Network Connections
320 St. Vincent Street
Glasgow
G2 5AD

England and Wales

SP Energy Networks
Network Connections
PO Box 290
Lister Drive
Liverpool
L13 7HJ

Frequently asked questions

Chances are, you'll have a few questions as you complete this form. So we've listed some of the most common queries here – plus some links to where you can find out more online.

1. Where can I find suitable location plans?

You can find these easily online. For example, at:

- bing.com/maps
- streetmap.co.uk
- google.co.uk/map

2. What are Ordnance Survey coordinates?

These are the grid coordinates for your location on a map. You can find them easily by using a grid reference finder online, such as:

- gridreferencefinder.com
- freemaptools.com

3. The Customer or Contracted Party are liable for any ongoing payments or associated refunds and will at all times remain the Customer in relation to the Connection Offer.

This means if you are a 3rd party acting on behalf of a Customer but the Customer is accepting the quote, then we will need their information to enter into a contract with that Customer (Contracted Party). Or, if you are a 3rd party acting on behalf of a Customer and you have authority to accept this quotation, the Customer (Contracting Party) must complete the 'Letter of Authority' attached to the Quotation. Variation quotes, tax invoices & refunds can only be sent to the Contracted Party whom we have issued the quote, regardless who has made the payment.

4. We can provide 2 different types of Quotation:

- **Formal** – A formal quotation is an offer from SP Energy Networks to you and is valid for a period of 3 calendar months.

Find out more at:

sppowersystems.co.uk/NetworkConnections

- **Budget** – We can provide a basic priced estimate of the costs that would be associated to your Connection requirements with just a small amount of information. Note that this is a guide only and if you wanted to progress to us carrying out the works then we would need to create a formal Quotation.

5. I only want to move my meter?

If your requirement is to only move your meter (a maximum of 2m on the same wall), please contact your Electricity Energy Supplier directly details of which can be found on your Electricity Bill.

6. Where can I move my supply position to?

The decision of where you want to move your supply position is yours. We advise not to have your supply in airing cupboards, kitchens, bathrooms or above doorways. Your meter board must be positioned between 500mm and 2000mm above floor level. Alternatively, you can opt to have your supply positioned outside your property, fixed to an external wall in a windproof and watertight meter box (box would need to be supplied and maintained by yourself).

7. I have decided where I want to move my supply to, what happens next?

Each project is assessed individually; however in most cases if your supply is fed underground, the service cable will have to be isolated externally. This will involve a small excavation outside your property where our joiner can safely expose and cut the cable. They will then joint and run a new service cable to your new supply position. If you have a shared supply with a neighbour, **we advise you to inform them of your project.**

8. Excavation and Reinstatement

If you choose to arrange excavation and reinstatement you will be responsible for the liaison with the relevant local authority, to obtain the relevant permits, street works license's (section 50) and to comply with the necessary legislation and conditions as required by the relevant local authority including, the New Roads and Street Works Act 1991. All excavations shall conform to NJUG 7 wherever possible.

Prior to any works, we will complete an inspection of the excavation and to view the evidence that the necessary licenses / permits have been obtained. It will be your responsibility to pay any additional costs to the local authority incurred in obtaining the necessary permits, licenses etc to enable you to complete the necessary excavations works.

9. My supply is fed from an overhead line?

Our linesman will typically isolate the service by disconnecting the main point of supply. They will then reterminate to your new position which may require a new length of service cable.

10. I live in a flat?

Your supply will be most likely fed from a shared distribution board or landing box. If your incoming cable is plastic, it is possible to reuse the existing cable. Submitting supporting photographs of the existing equipment can speed up your application.

11. What am I responsible for?

The customer is responsible for providing a suitable meter board or meter housing, making ways/cable entry point into the property to the new supply position and installing 32mm ducting for us to pull our cable through. You will be required to inform your Supplier of these works as they may wish to be onsite to relocate their meter. Your own Electrician will reconnect your consumer unit.

12. Who will move the electricity meter?

SP Energy Networks doesn't move electricity meters, so when you've accepted the quotation you'll need to inform your Electricity Supplier and arrange for them to reinstall your meter.

For more information on SP Energy Networks please visit our website at spenergynetworks.co.uk

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