

# Disconnecting an electricity supply



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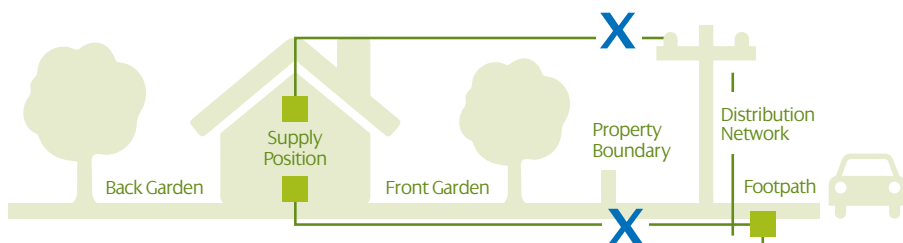
# Disconnecting an electricity supply

If you no longer require an electricity supply to a property and you need it to be disconnected from our electricity network, we're here to help.

It's important to note however if it's only the meter to be removed, you should contact your electricity supplier – that's the company you pay your electricity bills to. If you need the supply disconnected temporarily to allow you to work around our equipment please call us on 0330 10 10 444.

If your supply is fed underground the service cable will have to be isolated externally. This will involve a small excavation outside your property to allow us to safely expose and cut the cable.

If your supply is fed overhead, the service cable will be terminated at the pole and the redundant cables removed.



## Timescales

Our website [www.spenergynetworks.co.uk/disconnections](http://www.spenergynetworks.co.uk/disconnections) will provide you with approximate timescales to bear in mind when developing your work programme.



## Cost

Every project is designed to meet your individual needs. If you're looking for an indicative cost before you decide on whether to proceed, an online cost calculator is available on our website:

[www.spenergynetworks.co.uk/disconnections](http://www.spenergynetworks.co.uk/disconnections)



## Getting Started

We want to make the disconnection process as easy as possible so we've detailed lots of useful information on our website and even a short video to help guide you through the process.

[www.spenergynetworks.co.uk/disconnections](http://www.spenergynetworks.co.uk/disconnections)

## We will need to know:

- the location of the site
- how many metering points are in the premises
- if there are any access road restrictions



## Your application

When you're ready to go ahead you can apply online, download the application form from our website or call us on 0330 1010 444 and we'll post one to you.



## When completing the application form you will need to provide your Meter Point Administration Number (MPAN).

This is a unique number associated with the property and you will find this information on your electricity bill. If you can't find the MPAN number for your property, you can call the Meter Point Administration Service on 0330 1010 300 or complete the application form on our website [www.spenergynetworks.co.uk/mpan](http://www.spenergynetworks.co.uk/mpan)

Once you have completed the application form, send it to us at via the contact details overleaf.



## Your Quote

We will provide you with a formal quotation, including an itemised breakdown of the work. Your quotation will be valid for 3 calendar months.



## Payment and acceptance

On receipt of your payment and signed acceptance form we will do everything possible to schedule the disconnection to meet your desired dates. Please bear in mind however that if we need to excavate in the public highway we will need to seek approval from the local authority.



## Removing the meter

We will notify your supplier on your behalf giving statutory notice to allow removal of the meter prior to our work commencing. Please note that we need to give the supplier 10 working days' notice to remove the meter before we can disconnect the cables.



## Works on site

Once we have agreed a date for the work to be carried out we'd ask you to ensure that the site is free of obstacles that could cause delay. We also need you, or a nominated contact, to be available on the day to ensure we have access to our equipment inside the property.



## Contacting us

If you need more help you can call your project designer, you will find their name and number on your quotation. Alternatively, you can contact us via the details below:

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**Email:** [gettingconnected@scottishpower.com](mailto:gettingconnected@scottishpower.com)

**Central and Southern Scotland:**

SP Energy Networks  
320 St Vincent Street, Glasgow, G2 5AD  
Tel: 0800 389 1785

**Cheshire, Merseyside, North Wales and North Shropshire**

PO Box 290  
Lister Dr, Liverpool  
L13 7HJ

**Tel:** 0800 389 1783

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