

# Your guide to applying for a new connection

Relevant for new builds and renovations with:

- Up to four domestic supplies
- One small commercial supply



# Introduction

The purpose of this guide is to help you understand what is involved in getting electricity to your property and how we, Scottish and Southern Electricity Networks, can help make this happen as smoothly and as quickly as possible.

We help to connect thousands of customers to our network every year and our experience has shown that keeping our customers well informed helps them to manage their new build or renovation much more successfully with their contractor.

Please read the following carefully as it includes important information about the responsibilities of the different parties who will be involved in your connection, including the most important person, you.

## Making it happen

The process is very simple. Here is a rundown of the connection process:

1. Request a new connection from us

2. Complete your application form, site plan and location plan

3. We will prepare your quotation

4. Sign and pay off your quotation (valid for 90 days)

5. We will help settle any wayleaves and give you a works schedule

6. Our men will arrive on site

7. We will give you a Meter Point Administration Number (MPAN)

8. Choose an electricity supplier

9. Arrange a meter installation with your chosen supplier

10. Your chosen supplier will install your meter and energise your supply

Every project is different so it is difficult to give exact timescales. However we will – from application form to full installation – make sure that you know how things are progressing.

# 1. Requesting a new connection

## What do you require?

We offer two types of quotations depending on what stage you are at in your build, this is either a budget estimate or a formal quotation.

### Budget Estimate

If you are not yet at a stage to make a formal application, we can provide you with a budget estimate which will give you an indication of the potential costs involved.

### Formal Quotation

To allow us to prepare a formal quotation for you, we require the following information and documents:

- ✓ Your name, correspondence address, billing details and any other contact details
- ✓ Site address and postcode
- ✓ Site location plan showing the site boundary
- ✓ Site layout plan (scale 1:500)
- ✓ Electrical load requirements and heating type within the property

## 2. Complete your application form, site plan and location plan

### Where can I find an application form?

In order to obtain an application form, please visit the Useful Documents page on our website:

[ssen.co.uk/Connections/UsefulDocuments](https://ssen.co.uk/Connections/UsefulDocuments)

Once complete, the application form can be emailed back to us, along with any site plans and photos using the email address below:

📧 [connections@sse.com](mailto:connections@sse.com) (Scotland)

📧 [connections@sse.com](mailto:connections@sse.com) (England)

Alternatively, you can call our Connections and Engineering Team who will arrange to post out an application form to you.

☎️ (England) **0800 048 3516**

☎️ (Scotland) **0800 048 3515**

# Load details

We will calculate your quotation based on how much electrical capacity you require for your new supply. We recommend you discuss this with your electrician.

## Typical service connections

A standard single phase service connection is capable of providing a maximum capacity of 23 kW although many domestic connections require less. This would be sufficient for a house with 5 bedrooms, 1 electric shower and no significant\* loads.

A 3-phase service connection is capable of providing a maximum capacity of 69 kW.

These figures are for guidance only and are subject to local network capacity.

### \*Significant loads

A significant load is anything that does not plug in through a normal 13A socket, for example, a heat pump, electric storage heaters, hot tub, swimming pool, photovoltaic panels or a wind turbine, electric vehicle charge point.

If you are planning to install any of these significant loads, we will need further details from you. Heat pumps have motors which have an impact on our network as they draw a large amount of power during their starting sequence. This can cause problems to other customers who are connected to our network.

If you are intending to install any of these you will need to provide us with the relevant electrical details. Manufacturers can provide data sheets with this information. If you are unsure what your load requirements will be please contact a registered electrician who will be able to help you.

# Site layout plan

The site layout plan provides more detail on how the site is laid out. Copies of the site layout plan which were submitted to your local planning authority for planning consent would be suitable. A suggested scale for the layout plan is 1:500.

Please include the following information on the site layout plan:

- ✓ The plan should show all of the proposed buildings and access routes onto the site, showing accurate measurements in relation to permanent features, e.g. existing buildings, boundaries, footpaths and roads.
- ✓ The plan should show any existing buildings that will be demolished.
- ✓ Please indicate where you would like the supply cable to enter the building and where you would like your meter to be located.
- ✓ Please mark the boundary of your property, and if known, the contact details of the adjacent landowners. This helps us to identify other landowners that may be affected by your work and who we may need to approach.

# Location plan

Please supply a location plan which identifies the proposed site for the new connection. The site location should be highlighted on the plan.

We require this plan to determine where your property will be located in relation to our network.

Suggested scale for a rural location – **1:5000 to 1:10000**

Suggested scale for an urban location – **1:500**

Suitable location plans can be obtained by using an A-Z of street maps or through websites such as:

- [multimap.com](http://multimap.com)
- [streetmap.co.uk](http://streetmap.co.uk)
- [maps.google.co.uk](http://maps.google.co.uk)
- [ordnancesurvey.co.uk](http://ordnancesurvey.co.uk)
- A – Z of street maps

The nearest postcode as well as a grid reference will also be helpful in assisting us to locate the area concerned.

## What do we do with your application?

On receipt of your application we will assess it to ensure we have all the information we require in order to progress. We will contact you to confirm we have received your application and provide a date when you should expect to receive your quotation. We will also provide you with a unique job number (unless you have already been issued one) which you should keep for future correspondence.

## 3. We will prepare your quotation

We will prepare a quotation based on your requirements. This work will be carried out by one of our designers, who may contact you if they require any further information.

Please note it is not always necessary for a design engineer to visit your site in order to provide you with a quotation. Where we can, we produce our designs from the desktop, which helps to keep our charges low.

We will provide you with a quotation within 5 working days to 3 months, depending on what is involved to connect you to our network.

## 4. Sign and pay your quotation (valid for 90 days)

The process does not start until you have accepted your quotation, signed and returned your acceptance form and completed the payment. You have 90 days to accept the quotation and pay the final balance from when it was issued.

We currently accept payments via cheque or bank transfers (BACS) the details of which will be provided in your quotation.

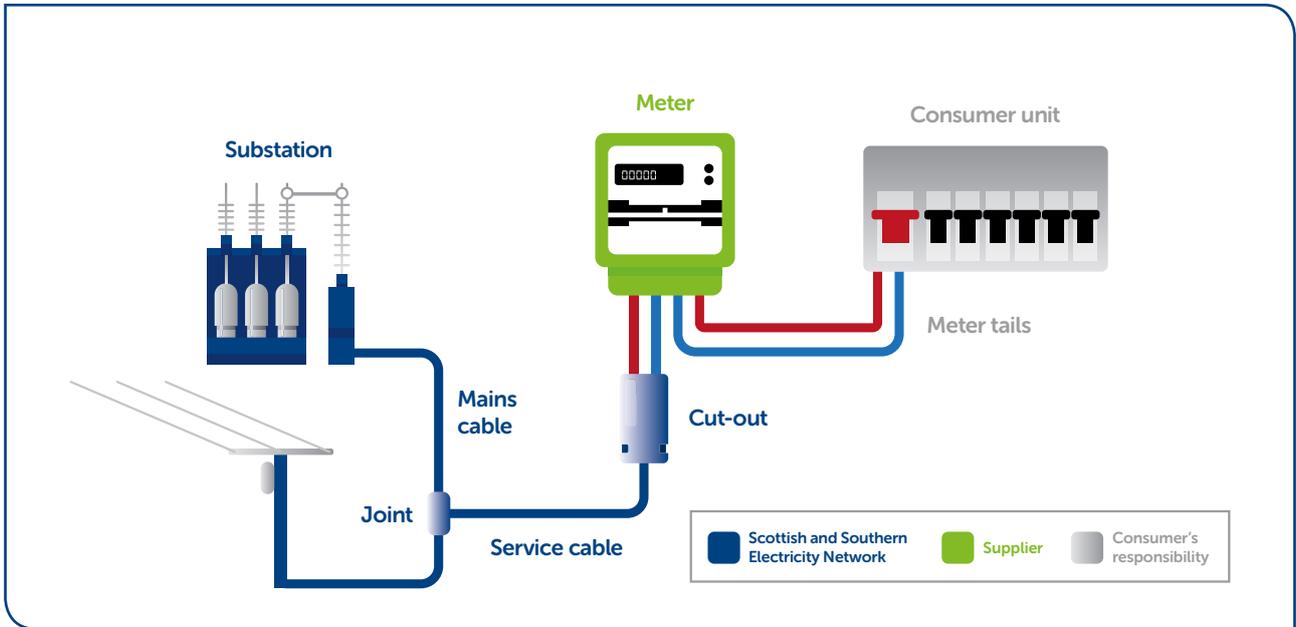
### What happens next?

Please refer to our guide "Part 2 – Getting Connected" which can be found on our website:

[ssen.co.uk/Connections/UsefulDocuments](https://ssen.co.uk/Connections/UsefulDocuments)

Alternatively please contact our Connections and Engineering Team who will be able to send you a copy by post.

# How it all fits together



# Contact us

If you require any further advice or help from us during your connection or just wish to find out a little bit more about what you need to do then please feel free to contact us and we will be more than happy to help.

Visit us at [ssen.co.uk](https://www.ssen.co.uk)

or contact us on:

Scotland

 0800 048 3515

 [connections@sse.com](mailto:connections@sse.com)

England

 0800 048 3516

 [connections@sse.com](mailto:connections@sse.com)

All links and information contained in this booklet are correct at time of publication.