

Getting connected

Relevant for new builds and renovations with:

- Up to four domestic supplies
- One small commercial supply



Getting Connected

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

The following pages will cover steps five and six. If you would like more information on steps one to four, download 'Your guide to applying for a new connection' that is available at ssen.co.uk/connections/usefuldocuments/

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

We recommend applying for your new connection before you start building in case you need to get permission to lay or erect cables. This is particularly important if you need to get permission from a neighbour to cross their ground. This is usually called a wayleave.

There may also be a need to seek consent from statutory organisations and other authorities with an interest in the land. Whilst every effort is taken to obtain wayleaves as quickly as possible, we are reliant on the cooperation of your neighbours or other third parties.

In order to progress your application as quickly as possible it would be useful if you could indicate and provide details of adjacent landowners to your plot.

If your new connection includes the building or modifying of an overhead line, or construction of a substation site, this will involve surveys, planning permission, purchase of land, and possibly permission from other authorities, hence the need to start the process as early as possible.

Please keep the following points in mind while you plan your project:

- We will not start this process until you have accepted your quotation and made payment.
- The time it takes to obtain wayleaves from your neighbours or other third parties, may affect your project's delivery. Some third parties can typically take between 12 and 16 weeks to grant us the necessary consents and in other cases considerably longer. The Wayleave Officer responsible for your project will progress these consents and keep you fully informed.
- The price on our quotation is given subject to all wayleaves being agreed. However, you may incur additional costs for specific wayleave issues.
- A new design and quotation will be required if wayleaves are refused.
- No works can be undertaken on third party land until wayleaves have been agreed.

6. Our men will arrive on site

Within 7 working days of receiving your signed acceptance and payment, a local Team Manager will contact you to discuss the scheduling of your works. At this point we will order any equipment required to connect you to our electricity network. This is subject to any wayleaves and consents being obtained, if required.

Once materials and all necessary legal documents have been obtained your Team Manager will contact you to discuss your requirements, your onsite responsibilities, and agree a date to begin construction works on site. During this time we will also give you your MPAN(s). You need to give this to your chosen supplier for them to arrange for your meter to be installed.

(See our guide: Part 3 – Getting your meters installed and the big switch-on)

Your site responsibilities

- ✓ Ensure that the premises are securely locked and weather tight
- ✓ Appoint an electricity supplier and supply them with your MPAN
- ✓ Ensure the proposed cable route is clear of any obstructions
- ✓ Carry out any agreed excavation or reinstatement work within your site boundaries.

Safe excavation

We want you stay safe - especially when you are working near overhead lines and cables. Contact your Team Manager before you start work to make sure everything is secure and in accordance with health and safety regulations.

Overhead lines

Particular care must be taken in the handling of mechanical plant, cranes, scaffolding or ladders in the vicinity of our overhead lines. You should always seek guidance before any work takes place on site from your appointed Team Manager, who will ensure that all your works are carried out safely and in accordance with Health and Safety Guidance Instruction GS6 – Avoidance of Danger from Overhead Electric Power Lines.
hse.gov.uk/pubns/gs6.htm

Underground cables

The plan which was issued with your quotation may not be suitable for locating cables on site. To obtain the latest copies of our cable records please send a plan of the area in question together with your contact details to the address below, requesting details of any Scottish and Southern Electricity Networks plant and cables in the area.

Scottish and Southern Electricity Networks Mapping Services
PO Box 6206
Basingstoke
RG24 8BW

Or call us on

 **01256 337 294**

Safe excavation (continued)



You must excavate hand-dug trial holes to establish the actual positions of all cables before any mechanical excavation works commence. Please contact your Team Manager who will help you to ensure that all your works are carried out safely and in accordance with Health and Safety Guidance Instruction HSG47 – Avoiding Danger from Underground Services.

books.hse.gov.uk/hse/public/saleproduct.jsf?catalogueCode=9780717617449

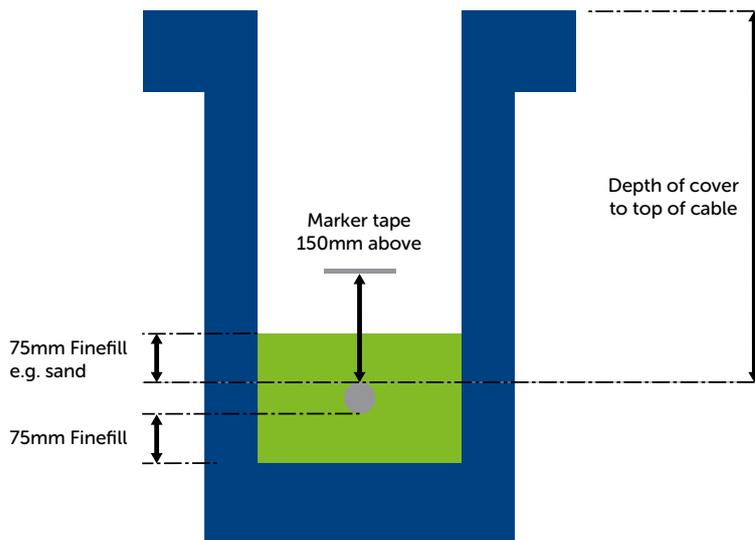
You can obtain Safety leaflets from our website or from your Team Manager.

ssen.co.uk/safetyleaflets/

Cable trenches, routes and depths

Single low voltage mains and service cables

Depth of cover to top of cable or duct "Dimension X"



Depth of cover for cable and cable ducts

Dimension X				
Location / Voltage	LV Service	LV Main	11kV	33kV
Unmade & cultivated ground	450mm	450mm	600mm	800mm
Footpaths	450mm	450mm	600mm	800mm
Roadways	600mm	600mm	750mm	900mm
Agricultural land	1000mm	1000mm	1000mm	1100mm

New Roads and Street Works Act (1991)

Any excavation works required in the public highway will be carried out by Scottish and Southern Electricity Networks or our designated contractors. The New Roads and Street Works Act 1991 require us to notify Local Authorities and other Utility companies before we begin work to install our equipment. This is to ensure works are carried out to nationally agreed standards¹.

Please note we will only raise notifications after you have accepted our quotation and we have agreed a scheduled date to deliver the works with you.

The following are minimum periods of notice we are required to give.

- 3 days for minor works (works with a planned duration of three days or less)
- 10 days for standard works (works with a planned duration of between four and ten days)
- 3 months for major works (works requiring a temporary traffic order and with a planned duration of 11 days or more)

¹ Our quotation will not include any charges under a Local Authority Permit Scheme. Charges will be obtained and passed on to you through a separate invoice after quotation acceptance and will include a charge of £25+ VAT to cover our administrative costs.

Meter board location

The service termination and metering equipment for each property will be at the position shown on your plan.

- We require you to provide a wall space of **600mm high x 450mm wide** complete with meter board, to accommodate our equipment.
- The bottom of your meter board will be fixed between **450mm and 1050mm** above the finished floor level.
- The meter position must not be situated in a kitchen, bathroom, toilet or any other location deemed to be unsafe for installation of our equipment.
- The length of interconnecting cable (tails) between the meter position and your consumer unit **must not exceed 3.0m**.
- If your gas meter will be in the same area as the electricity service, for safety, the gas meter must be at least **300mm away** from the electrical equipment and well ventilated.
- If you are unsure, please contact your Team Manager to discuss.

Ducting cables on site

Cable ducting is an essential part of a safe and neatly contained supply. The following section offers guidance for secure, design-friendly ducting.

Ducting into the house

The house service cable must be installed in 32mm internal diameter black polyethylene ducting (complying with the current edition of the ENATS specification 12-24) from our mains cable to the meter position. You must install this ducting as you carry out your site works.

It's important that you provide a draw wire or rope in the ducting. You will be responsible for clearing the ducting if it gets blocked. It's also your responsibility to install cable marker tape over all service ducting, directly above the ducting at a depth of 250mm below finished ground level. Your Team Manager will be able to give you compliant cable marker tape.

Ducting associated with road crossings

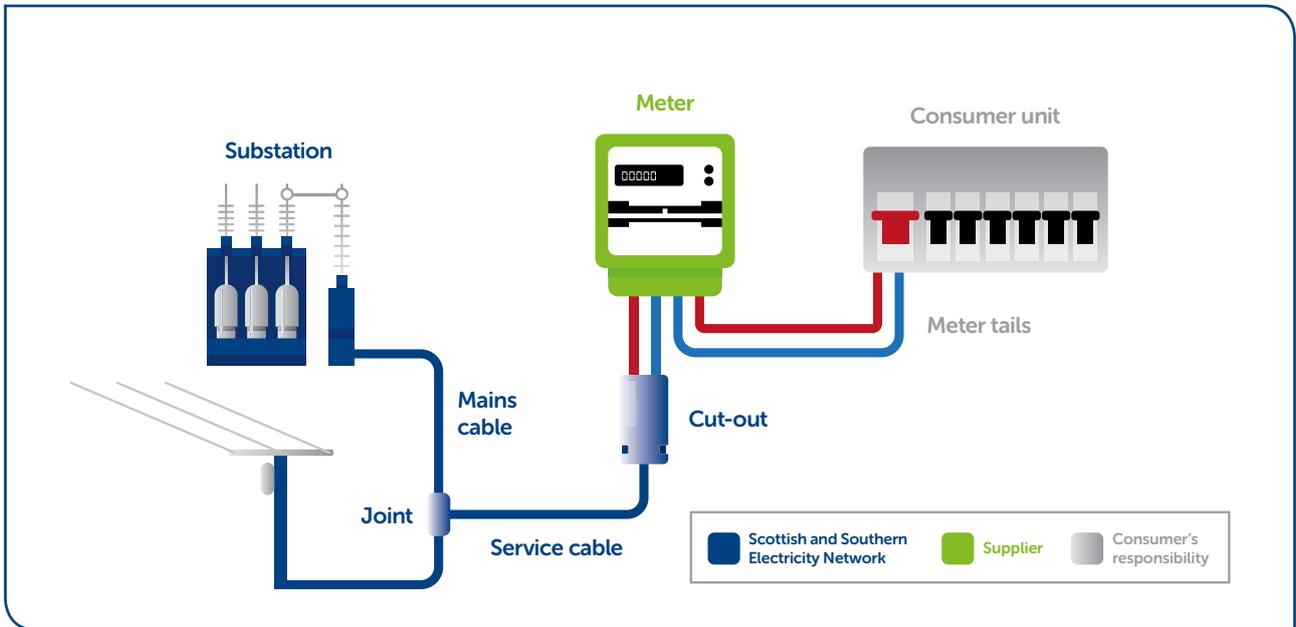
Depending on your design, you will need to provide either a 32mm internal diameter black polyethylene ducting, a 150mm diameter black Ridgiduct or an earthenware duct. This must be laid in a straight and level alignment terminating at the end of a pit. You will find more information about depth of cover for cable and cable ducts on page 7.

Pit dimensions

The standard pit dimension is:
2m long x 0.75m deep x 1m wide

If you need to alter the pit dimensions, please provide these details to your Team Manager before construction starts. We will provide you with a live connection point(s) when work is completed.

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

England

 0800 048 3516

 connections@sse.com