



SITE REQUIREMENTS – CONNECTION OFFER GUIDANCE

REF-NET-COM-024	Site Requirements – Connection Offer Guidance		Applies to
			Distribution ✓
Revision: 1.00	Classification: Public	Issue Date: July 2026	Review Date: July 2034

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1 Introduction

This Guidance Note provides supporting information on 'Site Requirements' for the Distribution System Connection Offer provided to the Customer by the Company. This Guidance Note applies to large and major 'Demand' and/or 'Generation' Connection Offers.

Reference to this Guidance Note when reviewing and interpreting Connection Offers is essential to ensure consistent interpretation and approach.

2 References

The documents detailed in Table 2.1 – Scottish and Southern Electricity Networks Documents should be used in conjunction with this document.

Table 2.1 – Scottish and Southern Electricity Networks Documents

Reference	Title
REF-NET-COM-004	SSEN Standard Terms and Conditions for Large and Major Demand Connections
REF-NET-COM-019	SSEN Standard Terms and Conditions for Large and Major Generation Connections
REF-NET-COM-020	Connection Offer – Glossary of Defined Terms
REF-NET-COM-021	Alternative Providers – Connection Offer Guidance
REF-NET-COM-022	Reinforcement Works – Connection Offer Guidance
REF-NET-COM-023	Transmission Works – Connection Offer Guidance
REF-NET-COM-025	Land Rights – Connection Offer Guidance
REF-NET-COM-026	Metering – Connection Offer Guidance
REF-NET-COM-027	Flexible & Curtailable Connections – Offer Guidance
REF-NET-COM-028	Change & Variations – Connection Offer Guidance
REF-NET-COM-029	Project Programming – Connection Offer Guidance

3 Background

The Company is a regulated Distribution Network Operator (DNO) owning and operating electricity distribution networks through its companies Southern Electric Power Distribution plc in southern England and Scottish Hydro Electric Power Distribution plc in the north of Scotland.

This Guidance Note clarifies, supports and should be read with the Connection Offer made by the Company to the Customer. The Customer should contact the Company if it has any queries about the information contained in this Guidance Note.

This Site Requirements Guidance Note gives details about site works the Customer and, where applicable its Alternative Provider, may need to complete when carrying out works related to the Connection to allow the Company's Distribution Works to progress smoothly. It identifies some standards and specifications the Customer (and its Alternative Provider) must meet and the processes the Customer (and its Alternative Provider) should follow to allow the Company to provide the Distribution Works. The Customer (and its Alternative Provider) should read this Guidance Note carefully as any problems with the Customer's Works and Premises may result in additional charges, changes and/or delays to the Customer's Connection.

The Guidance Note sets out some standard information. Where the specific circumstances of the Customer's Connection mean that a non-standard or site-specific approach is required, the Company will advise the Customer of those requirements.

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4 General Requirements

The Connection Offer is issued early in a project by the Company. Much of the detail of a project is not known at the Offer stage, as understanding of the project will develop through Customer meetings, detailed design development and contractor interfaces on site. Accordingly, the Company's site requirements for the Customer to deliver will be updated as the project progresses and more detail is known. Where the Customer has any queries about these site requirements the Customer should contact the Company as early as possible.

The site requirements will differ project by project, by generation/storage type and by location, but in general the key for the Company is that:

- it has full access to the Customer's Premises to carry out the Distribution Works;
- it has sufficient space, including in the Customer's buildings (substations, switch rooms, etc.), for Company Equipment to be installed and maintained. That includes space around the Equipment to carry out necessary works;
- the Customer's Premises are suitable and feasible for the Distribution Works to be carried out and the Connection to be operated and maintained;
- the Customer's Premises are safe and free from contamination, so the Distribution Works can be carried out safely and the Connection maintained safely;
- The Premises, any substation sites, cable routes and any associated overhead line positions are clear of all encumbrances and ready for on-site construction;
- the Customer provides the necessary facilities for the Distribution Works to be carried out, as identified by the Company;
- the Customer provides full details of the Customer Works and any Alternative Provider's Contestable Works to the Company in good time, so that interfaces can be managed by the Company;
- the Customer engages early and fully with the Company to ensure that its Premises are ready and suitable and in compliance with the Company's standards and specifications; and
- the Customer (and its Alternative Provider) provides technical information to the Company to ensure the Connection can progress without harm to the Distribution System and other customers.

These Customer site requirements sit alongside other requirements in the Connection Offer, such as the need for the Customer (and its Alternative Provider) to ensure the necessary Land Rights and Consents are in place to allow the Company's Distribution Works to take place. The Customer site requirements must be carried out at the Customer's cost. Early engagement by the Customer with the Company's contract managers and project managers is critical for the smooth progression of the project.

5 The Company's Standards

The Customer and its Alternative Provider (where applicable) will find detailed information about the site requirements needed for the project in the Company's G81 Library – which sets out the standards and specifications needed for the Customer's Works (including any Alternative Provider Contestable Works) and the site requirements of the Company. The Energy Networks Association (ENA) Engineering Recommendation (EREC) G81 for Contestable Works is a suite of engineering documents published by the ENA that sets out a national framework of standards. The Company's G81 Library can be accessed on the Company's Website at: [G81 Library - SSSEN](#). The Customer and,

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where applicable, its Alternative Provider must comply with the Company's G81 standards and other specifications. We strongly recommend that the Customer (and its Alternative Provider) spends some time familiarising itself with the resources in this library. This should be the Customer's (and its Alternative Provider's) first point of reference. The Company may occasionally be able to agree deviations to its G81 standards and other specifications but does not guarantee to do so. The process of reviewing repeated requests for deviations will be lengthy and costly. Where there is a conflict between documents, the Company's standards, specifications, policies and procedures take precedence.

Some additional useful documents for the Customer's reference can be found on our Website at: [Connections - useful documents - SSEN](#), as updated from time to time. Further information can be found at: [Large new connections - SSEN](#); [Generation Connections - SSEN](#); [G98/G99 Generator requirement documents - SSEN](#); [Generation connection at or above 50kW - SSEN](#); and [Microgeneration connections - SSEN](#). These include for example (but not limited to): the [Delivery Information Pack](#); the [Site Readiness Guide for Large Connections](#); and the ENA's [Distributed Generation Connection Guide \(G98 & G99\)](#). These are intended as helpful guides generally, but what is needed at a specific site, for a particular project may be different and the Customer should check this with the Company. The largest connections are likely to have unique site-specific requirements, reflecting the complexity of those projects.

Other standards, specifications and technical and general requirements may be applicable for the Customer Works such as the British Standard BS 8313 "Code of Practice for Accommodation of Building Services in Ducts", the British Standard 6004: 'Electric Cables – PVC insulated, non-armoured cables for voltages up to and including 450/750 V, for electric power, lighting, and internal wiring', the Health and Safety Executive Guidance Note GS6 for Overhead Lines, the Health and Safety Executive Guidance Note HSG47 and National Joint Utilities Group (NJUG) Guidelines for Positioning of utilities, underground cables and trenching requirements. The Customer should refer to the following ENA's Engineering Recommendations (where applicable) (as amended or replaced from time to time): G5, G78, G83 or G98, G59 or G99, G100, and P28. The Customer (and its Alternative Provider) should identify and comply with all relevant requirements.

Where the Customer and/or its Alternative Provider does not comply with the necessary standards, specifications and requirements in its design, installation and testing of Customer Works and Contestable Works and its site preparations and works to meet the Company's requirements for the Distribution Works this will increase the time and cost of the Connection.

6 Safe Working Practices

6.1 Safety Standards

When the Company carries out any job, safety is the first priority. The Company's approach is, "*If it's not safe we don't do it*". The Customer should read the following information carefully and if in any doubt, please ask the Company to explain.

The Customer is required to comply with at its own cost and expense with all health and safety requirements reasonably required by the Company and shall comply with all applicable health and safety legislation, including but not limited to the Health & Safety at Work Act 1974 and its associated regulations. The Customer (and anyone carrying out design or works on its behalf) must design and carry out any works it is required to undertake in accordance with the Electricity Safety, Quality and Continuity Regulations 2002, the current Institution of Engineering and Technology ("IET") wiring regulations, and the Construction (Design & Management) Regulations 2015.

The Customer should ensure that all works on its own electrical installation are carried out by a qualified electrical contractor who is registered. Statutory qualification schemes, for Building Regulation purposes, are currently run by National Inspection Council for Electrical Installation Contracting (NICEIC), Electrical Contractors' Association (ECA), National Association of Professional

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Inspectors and Testers (NAPIT), SELECT (Electrical Contractors' Association of Scotland), British Standards Institution (BSI) and Building Research Establishment (BRE) Certification. For Government approved organisations that register electricians the Customer may refer to The Electrical Safety Council (TESC).

Under the Electricity at Work Regulations, the Customer must provide an emergency trip to disconnect all supplies to the site in an emergency. Please note this trip can only be reset on site by the Company's staff. All switchgear must be commissioned on site prior to energisation by the Company pending a safety clearance document.

6.2 Working Safely in Proximity to the Company's Assets

The Customer should refer to and comply with the requirements set out in the section on "Standards" above in relation to safe working practices, for example but not limited to works around overhead lines, underground cables and under the New Roads and Streetworks Act and as set out in the Health and Safety Executive Guidance Note GS6.

Overhead lines, underground cables and other electrical plant must be regarded as being "live". The Customer is required to take every precaution to ensure that its plant, equipment and works are kept at a safe distance from overhead electric lines and their supports and that such supports are not disturbed by excavations. Goal posts with height restriction will need to be placed at appropriate locations for vehicles passing underneath the Company's overhead lines. Before commencing work in proximity to Company plant, written notification must be given by the Customer to the Company. The Customer must also take care when digging in proximity to underground cables, particularly if mechanical excavators are used.

6.3 HV and EHV Connection Safety Responsibilities and Obligations and Joint Operating Agreement

For High Voltage ("HV")(6.6kV, 11kV) and Extra-High Voltage ("EHV")(22kV, 33kV, 66kV and above – e.g., 132kV in England and Wales) connections, the Electricity at Work Regulations 1989 require any customer with a supply at EHV/HV to appoint a "Competent Person" of sufficient technical knowledge or experience to prevent danger or injury. Up to date information and guidance on fulfilling this responsibility is available at www.hse.gov.uk/electricity.

The industry wide Distribution Code ([Home](#)) requires the Company and EHV/HV connected customers jointly to establish the following:

- A Safety Management System for work at / across Ownership Boundaries;
- Control Persons to operate the Safety Management System;
- A Documentation System for inter-system safety precautions;
- Authorisation of staff operating the Safety Management System;
- Site Hazard Management Procedures;
- An Ownership, Control, Operation and Maintenance Schedule;
- Control Diagrams;
- Control Log (12 months); and
- Communications.

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An EHV/HV connected Customer will require to enter into Joint Operating Agreement (“JOA”) with the Company to address some of these requirements. This JOA will consist of three parts:

1. the procedures to be adopted;
2. either an Operational Diagram for simple networks showing the ownership, operation and control boundary, or in the case of more complex networks an Operational Diagram supported by a signed Site Responsibility Schedule. In the case of networks where the boundaries for ownership, operation and/or control are at different positions, or are complex, then a separate Site Responsibility Schedule is required; and
3. an addendum which contains supporting information, e.g., contact telephone numbers, authorised persons, etc.

The JOA will be completed and signatures obtained by the Company staff responsible for energising the Connection. They may also require a copy of the Customer’s EHV/HV network diagram. The Company will not be able to energise the Customer’s Connection until the JOA is in place.

Any changes which affect the JOA, including changes to the Customer’s EHV and/or HV network, should be notified to the Company. The Company will consider if the Customer’s Connection Offer accommodates this or whether it requires to be amended. The Company may also revise the Customer’s existing JOA where required. The Customer will be liable for any additional costs this may incur.

7 Technical Considerations

There are various technical considerations which the Company needs to be aware of when carrying out the Distribution Works and for the Connection. Interfaces with third parties may add to complexity, for example with NESO and the TSOs in relation to the National Electricity Transmission System and the whole electricity system. The Customer should ensure that it has communicated with the Company at an early stage about these technical issues.

7.1 Special Loads

The Company needs to know if the Customer proposes to install any motors, welders, control gear or other equipment which might generate harmonics. Such equipment may affect electricity supplies to other customers in the area, as well as damaging the Company’s own equipment.

If the Customer connects this type of equipment without the Company’s prior agreement and inclusion in the Company’s designs, the Company may insist upon disconnection until the situation has been resolved. The Customer will be liable for any additional costs this may incur.

7.2 Motor Starting

A motor when starting causes a voltage depression which may affect electricity supplies to other customers and the Company’s Equipment. To manage this, these depressions must not exceed the limits set out in the ENA’s Engineering Recommendation P28 "Planning Limits for Voltage Fluctuations and the Connection of Disturbing Equipment to Transmission Systems and Distribution Networks in the United Kingdom".

When two or more motors start together the combined starting currents must not exceed the maximum allowable starting current under P28. To stay within these limitations, the Customer may need to fit staggered starting control to its motors. The Customer may also need to limit its other electrical use as other load also being used while a motor is being started will result in the volt drop at the terminals being increased.

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Allowance should be made within the Customer's electrical installation for swings in voltages of up to 10% under motor starting conditions. The Customer must check that these fluctuations can be tolerated by the motor control gear and any other electrical or electronic equipment which it may install.

The Customer should confirm these requirements with the Company. The Company will provide estimated values on request, if these are not sufficient for your requirements, the Customer should contact the Company immediately. If the Customer connects equipment without the Company's prior agreement or that equipment does not comply with P28, the Company may insist upon its disconnection until the situation has been resolved.

7.3 Welding Equipment

Welding equipment can disturb supplies of electricity to other customers in the area. The Customer should advise the Company of the nameplate and welding kVA rating of any welders being used by the Customer, the maximum welding current and confirm if point-of-wave switching is provided. The Company also needs to know the input voltage and number of phases for the equipment. The Company will then be in a position to advise the Customer on the suitability of the equipment for the proposed Connection.

7.4 Harmonic Distortion Limits

The Customer's complete installation must strictly comply with the requirements detailed in the ENA's Engineering Recommendation G5 ("Planning Levels for Harmonic Voltage Distortion and the Connection Harmonic Sources and/or Resonant Plant to Transmission Systems and Distribution Networks in the United Kingdom"). The Connection must comply with the Stage 1, Stage 2 or Stage 3 limits as specified by G5. In the event of non-compliance with G5, the Company reserves the right to disconnect the Customer's installation from the electricity Distribution System until compliance can be guaranteed. This is to prevent unwanted disturbance to other customers connected to the Distribution System.

7.5 Technical Requirements for the Point of Connection

The Point of Connection voltage will be specific to each site and can be at Low Voltage ("LV"), HV or EHV and above. The technical requirements will depend on a variety of factors for example whether it is a new supply or an increase in load, whether it is a demand site or a generation/energy storage site, or both, or whether the Connection involves multiple phases with a need to balance electrical load evenly across the phases to avoid overloading, what the fault current is, etc. Where this is not set out in the Connection Offer, the Customer should request further detail from the Company as early as possible.

7.5.1 LV Point(s) of Connection

For LV, the Company includes information in the Connection Offer and can provide on request further information about the assumptions it has made/values which will apply for the Connection, including for example voltage drop, earth loop impedance, fault current, alternating current, details on terminations and maximum capacity. These will be specific to each site, depending on a number of factors, such as voltage levels, whether it is a new supply or increased load, whether it is a generation site, etc. The Customer's design (and any Alternative Provider design) should reflect this information. Where the Customer's connection involves multiple phases, it will need to balance the electrical load evenly across the phases to avoid overloading. The Customer should advise the Company if the site is a 'Hot Site', that is where its earth potential rise exceeds 650V, to ensure that appropriate equipment can be installed by the Company.

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7.5.2 HV and EHV Point(s) of Connection

For HV and EHV (and above), the Company includes information in the Connection Offer and can provide on request further information about the assumptions it has made/values which will apply for the Connection. These will include for example fault current and maximum capacity. The Customer's design (and any Alternative Provider design) should reflect this information. More detail will be available as the design phase of the Distribution Works progresses.

7.6 Multiple Points of Supply

Where the Company is providing more than one Point of Supply to a site (for example where the ownership boundary transfers in a switchroom) the Customer must not allow the interconnection of the Points of Supply.

7.7 Protection

Where required by the Company the Customer must install protective devices and associated control systems on the Customer's electrical network which meet the Company's requirements to protect the Distribution System and other customers. The Customer will require to make provision for the Company to house any protection equipment (including communications, batteries, etc.) which it needs to install.

8 Practical Site Requirements

The provision of the Connection by the Company is dependent on the Customer undertaking the necessary site works for the Distribution Works and providing the required access and facilities, as and when required by the Company, at no charge to the Company. When the Company attends to undertake the Distribution Works, the Customer must ensure that the site is safe, free from obstruction and ready for on-site construction. The Customer must let the Company know if it has any delays or changes in getting the site ready as this may mean the Estimated Connection Date for the Distribution Works may change and there may be an associated cost.

Some initial detail of the site requirements may be set out in the Connection Offer. Further information will be provided in the initial meeting with the Company after acceptance. More detail will be provided by the Company to the Customer during the Distribution Works design phase. Further meetings may be required with the Customer and/or the Customer's Alternative Provider (where applicable) and with the Company's Works contractor. It is frequently an iterative process, in particular for the larger EHV (and above) and HV projects. Some details are set out below to give an indication of the factors that the Company and the Customer will need to discuss to prepare for and progress the Connection, but other issues may arise and the details will be specific to each project. It is essential that the Customer (and its Alternative Provider) reviews the "standards" referred to above, to get the details of what the Company requires and that the Customer has early discussion with the Company to ensure that the necessary practical site requirements can be achieved by the Customer as required and in accordance with the Distribution Works programme.

8.1 Access

Full access will be required for all Distribution Works. Where there are new substation locations this will need to be unrestricted vehicular access for all operational and maintenance requirements. In addition, the Company will require a level and stable platform area adjacent to the substation location to allow for the delivery and potential replacement of equipment (such as transformers and/or switchgear). The size and location of the platform must be agreed by the Customer with the Company's Project Manager. The roadway giving access to a substation should be capable of sustaining the axle weight of a lorry in transit and whilst undertaking unloading activities up to 32 tons

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and should be level, with room to deploy outriggers. Where the Customer cannot provide 24-hour unrestricted access it should discuss this with the Company.

8.2 Excavation and Reinstatement

The Customer should agree with the Company who is to carry out on-site excavation and subsequent back-filling and reinstatement. Where the Customer carries out these works, this is to be done at the Customer's cost and should be carried out to enable the Company to carry out its Distribution Works as planned – in accordance with the Company's and other applicable standards, as stated above. The Customer must provide supporting photos of its works if requested by the Company. The Customer should agree with the Company cover who is to blind the cables. The Company requires that this is done using suitable material – which must be free of sharp stones and rocks etc. Where the excavated material is not suitable, the Company will require an alternative material for this purpose, typically sand.

The Customer should contact the Company's Project Manager well in advance of the start of Distribution Works on site to discuss any additional requirements. What trenching is required will vary significantly from project to project, depths, dimensions, etc.

8.3 Site Planning

The site must be suitable for the Company to deliver its Distribution Works in accordance with the design and its standards and specifications – for example with sufficient space for Company Equipment and access, on a level, etc. Some thought should be given by the Customer to the location of the Premises – where this is more easily accessible it will reduce the cost and complexity of the Distribution Works. Early engagement with the Company will improve the project feasibility.

On a new development or at a changing site, the Company will require clarity as to what the development plan is. For example, before the Company can lay the Company cables, the Customer will need to set out kerb lines, and levels for roads, tracks or footpaths which have not yet been constructed. The Company will require routes for its works which are clear of obstructions or building materials. The Company will charge the Customer for any alterations to the Company cable routes because of changes to the site layout.

8.4 Tree Cutting

Where there are trees on the land the Customer may require to prune or remove these for the Distribution Works to allow access. Following construction of the Connection, the Company will usually maintain a tree cutting regime around electric lines and works to prevent interference and will require rights and access to do so.

8.5 Ducting

Where agreed by the Company, the Customer may install ducting for the Connection. This requirement will be reflected in the design. The ducting must be in accordance with the Company's G81 standards and other specifications as applicable. The Customer must confirm the ducting detail with the Company – for example the depth will usually vary depending on whether the ducting is for LV, HV or EHV (and above) cable and depending on project type and location.

For example, for HV ducting typically ducts must be laid at a depth of not less than 600 mm and not more than 800 mm below the finished road surface. The duct crossings should extend approximately 150 mm beyond the kerb line on either side of the road, and the ends should be blanked off to prevent ingress of spoil. Ducts for the Company's use should typically be spaced at least 1.0 m clear of inspection pits and other duct lines to ensure working clearance at the ends of the ducts. Where the Customer is required to install 150 mm diameter road crossing ducts these must be twin walled black polyethylene ducting such as Ridgiduct, complying with the Company's standards and specifications

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as set out in the Company's G81 Library. In each case the specific detail for that project must be as required by the Company.

8.6 Civil Works

Where the Customer is carrying out civil works on which the Company's Equipment will sit, the Customer should refer to details of the Company's Foundation Arrangements and Substation Civil Engineering Standards and other relevant requirements set out in the Company's G81 Library.

8.7 Substations

A new substation may be needed for the Connection. The type, scale and size of substation and where it should be located will depend on the particular project requirements and should be agreed with the Company after acceptance of the Connection Offer. The dimensions of the substation site, the foundations and the detail of the substation enclosure must be agreed with the Company. The Company will need unrestricted access to the substation during the Distribution Works and afterwards for operational purposes. The substation site must be suitably enclosed, secure and be kept in good condition, both during and after the Distribution Works. Substations will require to be in accordance with the Company's Engineering Standards and other relevant requirements set out in the Company's G81 Library.

Land rights are likely to have to be negotiated for substations. It is important to avoid delays with the legal transactions. The Company will ask its land and consents team to pursue this when the Company receives the Customer's acceptance of the Company's Connection Offer and payment. For major connections land arrangements may be progressed during the detailed design phase, but for smaller connections the Customer should ask its solicitor to write to the Company as soon as possible, enclosing a copy of the Registered Title for the substation site where appropriate. The Company will be unable to start its substation site works until the legal formalities have been completed. There are certain details and plans that third parties, such as Local Authority Planning, will need to approve and/or agree. The Customer is responsible submitting the appropriate documentation to these third parties to obtain approvals. Again, such approvals may delay the Distribution Works if the Customer is delayed in obtaining them. Information about substation construction and installation requirements are set out in the relevant section in the Company's G81 Library and as set out in the "Standards" section above. The detail should be confirmed by the Customer with the Company prior to the Works.

So, for example, where a new HV substation is needed for the Connection typically the Customer should provide the site for the substation to the scale required by and in the location identified by the Company. The Company usually requires a site 4.5 m wide x 4.5 m deep (if situated in England and Wales) or 5.0 m wide x 5.0 m deep (if situated in Scotland) for the substation and its equipment. The subsoil must be capable of withstanding a load of 8.0 tonnes per square metre to avoid settlement. Where the Company supplies an HV substation fully enclosed in a glass reinforced plastic (GRP) housing, the Customer will be responsible for providing the foundation for this housing. Where the Customer elects to provide its own HV substation building this should be fully enclosed with a door and a fully hipped roof. A more substantial substation may require brick walls. The Company can provide drawings showing its outline requirements for these types of building. There are certain details that the Company will need to agree, such as the positioning of the door, vent, and location of cable ducts. The Customer must let the Company's Project Manager have copies of the Customer's plans for the Company's agreement. The use of a hipped roof will require Local Authority Planning Approval. The Customer will be responsible for obtaining this approval and submitting the appropriate documentation to the Company.

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8.8 Housing for the Company's Connection Equipment

The Customer may be required to provide housing for the Company's Connection Equipment in its buildings at its own cost, for example the Company may require space in the Customer's indoor switchroom. The Customer needs to provide this space in accordance with the Company's G81 standards and other specifications and should discuss the Company's requirements as early as possible, to ensure delays in providing the space the Company requires does not hold up the time or add to the cost of the Connection. The requirements tend to be very much site and project specific.

For example, for HV Equipment the Customer might require to provide a minimum wall space of 800 mm x 2800 mm within its indoor switchroom in a position specified by the Company for the location and positioning of that Equipment, complying with the Company's G81 Library and other Company's requirements. Additionally, the Company will require space around that Equipment to allow its teams access to install and maintain the Equipment.

8.9 Housing for the Company's Active Network Management (ANM) or other flexibility scheme Equipment

The Customer must provide and install any works at the Customer's Premises required to accommodate the Company's ANM control equipment in the switch room. The Customer will require to work with the Company and its ANM supplier(s) to incorporate the Customer's Facility into the ANM Scheme(s), responding to instructions to Curtail within the specified timescales. Where an Independent Distribution Network operator (IDNO) is appointed, they will also require to accommodate ANM control equipment and to respond to instructions to Curtail.

The Customer must install the communications link(s) from the Customer's local control system to the Company's marshalling kiosk or ANM controller (as applicable) in the Customer's substation. This is required for monitoring the Customer's parameters, status indication and to deliver control instructions to the Customer.

If all works at the Premises of the Customer (and any IDNO as applicable) which are necessary to accommodate and install required ANM System(s), including control equipment, cables and accessories are not completed in sufficient time this may delay the Connection and add to the cost of the Connection.

8.10 Earthing

Protection against earth leakage is at all times the responsibility of the Customer and the Customer must provide the necessary earthing arrangements in line with the latest Institution of Engineering and Technology (IET) Wiring Regulations. All earthing must comply with statutory requirements and national standards.

Earthing arrangements will vary depending on the site and voltage level of the Connection. The Company will only be able to provide an earthing terminal (e.g., PME (TN-CS) or SEN (TN-S) terminal at the meter position when this is agreed in advance with the Customer. Where provided the Company strongly recommends the Customer makes use of this facility. The Customer will usually require to make its own arrangements for protection against earth leakage currents, for example by the adoption of an earth electrode and a suitable residual current device (RCD) – TT system. Particular attention should be given to earthing of 'Hot Sites' which must in accordance with the Company's G81 Library. Where the earthing is for existing premises continuing the existing earthing arrangements may be acceptable, but this must be agreed in advance with the Company.

All electrical installation and earthing must comply with the Company's standards and specifications as set out in the Company's G81 Library, the ENA's Engineering Recommendation G59 or G99 (where applicable) (as amended or replaced from time to time), and the latest Institution of Engineering and Technology (IET) Wiring Regulations (e.g., for bonding of the electrical installation) and other applicable statutory requirements and national standards.

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For EHV (and above) projects, specific arrangements for earthing will need to be agreed with the Company as part of the design process. Where an HV earthing system is required the Company recommends that the Customer's HV earthing system is connected to the Distribution System at the intake substation. Where Connection is provided at HV the Customer must ensure that its HV and LV earth systems meet statutory requirements and national standards. If a connection to the Company's HV earth system is desired, the Customer must contact the Company promptly and agree in writing how this will be done.

8.11 Service Terminations

The Customer will also need to accommodate the Company's Equipment for cable termination in accordance with the Company's standards and specifications as set out in the Company's G81 Library. The Customer should contact the Company early to establish what access space, wall space, width, height and location the Company requires.

For LV supplies, for example, the Company typically terminates the service cable at the Customer's LV switch panel. Where the Service Termination is for Commercial Supply, supply typically will be given using bunched wavecon cables terminating within the Customer's main LV switch panel. The Company will provide a drawing which shows the suggested arrangement. The cables used to provide the Customer supply will cause electromagnetic interference to sensitive electronic equipment (including computers) for example display screen flicker. To minimise this effect the cable run must be as short as practicable. The Company typically will install the Company cables in trefoil formation to reduce the interference, but the Customer should be aware this will not eliminate the electromagnetic effects along the run of these cables. The Company will not accept any liability for any interference caused by these cables. Connection Offers typically assume the maximum length of the bunched wavecon cables running between the Company equipment and the Customer's panel for such projects is 15.0m. Should the Customer require a cable length in excess of this distance it should discuss this with the Company as soon as possible. The Company will need to provide different equipment to enable cable runs in excess of 15.0m which will result in additional charges and may result in timing changes. Where the service termination is for housing/flats, the Service Termination and metering equipment for each property require to be at the positions shown in the design.

The Customer and its electrical contractor must comply with the Company's standards and specifications as set out in the Company's G81 Library and other industry documentation. For example, for LV supplies the Customer must consult with the Company before supplying and compression lugs, required to terminate the Customer's supply tails. The Company sets out requirements for Customer's supply tails, which typically should not be beyond 3.0m, must be single core and if they are enclosed in trunking are to be single insulated in accordance with BS 6004 Table 4 and exposed cables are to be insulated and exposed cables are to be insulated and sheathed to BS 6004 Table 7. The Customer needs to provide an extension chamber, with removable links below this main switch panel for the Company's metering current transformers (CT chamber). The Company's requirements are precise, and the Customer needs to familiarise itself with these requirements.

8.12 Transformers

The Company has a number of requirements in relation to transformers. For EHV (and above) transformers there are considerations in relation to noise, fire risk, conductors, oil containers, etc. The Customer (and its Alternative Providers) must refer to the Company's G81 Library, including specifications for substation design, and to discuss its proposals with the Company.

For HV some overhead line transformers have additional safety requirements due to their exposed conductors. Where these transformers are used, the Customer typically must maintain a clearance of 4.3m at all times from the transformer and its conductors to any object on which a person may stand (this includes ladders, access platforms, etc. as well as any buildings). The advice contained within the Health & Safety Executive Guidance Note GS6 must be followed during construction work. The Customer must also ensure that trees and vegetation are not planted in a way that may interfere with a transformer or its support; consideration should also be given to the future growth of a tree or

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vegetation that may fall or encroach on the clearance. For underground cables different arrangements for transformers are required in substations and the Customer should refer to the Company's G81 Library for more detail and raise any queries with the Company.

8.13 Metering

In order for the Customer's connection to be energised the Customer will require to ensure that metering arrangements are in place in accordance with the "Standards" section above. Meters need to be installed in a positions which allow the Company to carry out its Works. They must be installed before connection, and the Customer must complete all necessary declaration forms. Meter positions must allow unrestricted access for the Company's personnel.

Meter cabinets and meter boards are the responsibility of the Customer, and the Company will not be responsible for their maintenance, repair, or replacement. Internal meter cabinets are only allowed on prior agreement with the Company. Where metering cabinets are located on escape routes the Customer must supply and install National House Building Council (NHBC) approved fire-resistant type cabinets.

Some connections may be unmetered. Details of the arrangements for unmetered connections are also covered in the "Standards" section above.

8.14 Connections to Tower Mast Sites

The Company has specific requirements for connections to Mobile Phone Base Stations ("MPBS") at electricity towers. These require to follow the general guidance contained within the ENA's Engineering Recommendation G78 "Recommendations for low voltage supplies to mobile phone base stations with antennae on high voltage structures" (except as varied by the Company).

Typically, the connection will be provided from a pad or pole mounted transformer which will be dedicated to supply customers at this location only. The transformer typically will require to be located approximately adjacent to the MPBS with both lying between 10 and 20 metres from the electricity tower. No earth connection will be provided with the supply (TT system), and the Customer should therefore make appropriate provision for the design of its electrical protection arrangements. The Customer must connect its own earthing system to that of the electricity tower and the Company will connect the Company's own earthing system to both of these. All civil works required by G78 will be the responsibility of the Customer including the plinth for the Company pad mount transformer. Typically, the Company LV supply cable will be ducted from the Company transformer to the MPBS, and the Customer should provide a slow radius 100mm intake to the meter position.

The placing of an MPBS near to an electricity tower could result in the rise of "Earth Potential" contours being extended (G78 4.1.6). The Company will take steps to mitigate these effects back to acceptable levels (currently quoted within the ENA's Engineering Recommendation S36 "Identification and recording of 'hot' sites – joint procedure for Electricity Industry and Communications Network Providers") for those affected, for example electricity customers, British Telecom, Local Authorities, etc. The Customer will be required to pay for such mitigation measures as may be deemed necessary in accordance with G78.

9 Temporary Supplies

For some projects the Customer may require a temporary supply in advance of its Connection. This can be agreed with the Company. The Customer must comply with different requirements depending on the type of temporary supply, as set out in the "Standards" section above.

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9.1 Temporary Supply Cabinets for connections < 70kVA

If a temporary supply <70kVA is required by the Customer, the Company will install the temporary supply to the permanent supply position or to a cabinet supplied by the Customer. These positions must be secure and weatherproof. If the Customer is using a temporary supply cabinet, it should be mounted on robust supporting legs, typically at a nominal height of 1500mm. The Company typically requires internal space of 600mm high x 450mm wide with a depth of 300mm. The Customer will also require space for its own equipment. Service termination and metering equipment for a temporary supply must be contained in a secure, non-metallic, and weatherproof building provided by the Customer. The Company can provide further details on request.

9.2 Temporary Supply > 70kVA

For temporary supply >70kVA the Company typically requires an internal space of 2100mm high x 800mm wide with a depth of 500mm. The Company will not provide an earthing terminal, and no earthing / bonding connections are permitted to be made to the Company's metering panel. This can be achieved by locating the Customer's equipment in a physically separate compartment within the building it provides. Typically, the Customer must provide a 150mm diameter black Ridgiduct or earthenware duct, as specified by the Company, through the footings of the building, at a nominal depth of 500mm below external finished ground level. It should terminate in an easy radius bend at inside floor level against the specified wall space. The Customer's electrical contractor must supply and fit compression lugs, required to terminate the Customer's supply tails, after consultation with the Company's team manager and in accordance with the "Standards" section above including BS 6004.

9.3 Removal of a Temporary Supply

When the Customer no longer requires a temporary supply it should contact the Company as soon as possible to discuss its requirements and arrange a disconnection. The Company will prepare a disconnection offer which will be sent to the Customer. Following receipt of payment, the Company will contact the Customer to agree a date for the disconnection to be carried out. After payment the Company is able normally to carry out disconnect work within a 6-8 week period, although this may vary for specific works. The Company is obliged to inform the Customer's Supplier of the Company's intention to disconnect, giving the Supplier notice of at least 10 working days. The Customer should factor time for this into its programme of works. Once the Company has agreed a date for the disconnection to take place, the Company will inform the Customer's Supplier of the programmed date. Your Supplier will need to arrange for its/ the Customer's Meter Operator to remove the meter. The Meter Operator may attend on a different date (before or after) from the Company's programmed date.

10 Removal of the Company's Equipment

Where there is Company Equipment on the Customer's Premises this is the Company's property, even where that equipment has been disconnected from the Company Distribution System. The Customer may not remove any disconnected plant or cables without the Company's prior agreement.

11 Traffic Management Act – Street Works Permit Schemes

The Company requires to carry out works in roadways to progress connections. Local Authority charges for these works are not included in the Connection Offer charges as these Local Authority charges are unknown at the date of the Connection Offer and may be subject to change. Any such charges which are relevant to this project will subsequently be passed on to the Customer, plus the Company's administrative costs. Accepting the Connection Offer means that the Customer also

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accepts these additional charges. The Customer may wish to seek clarification on how these charges may affect it from the relevant Local Authority.

12 Connection Agreements

For ongoing use of the Connection once energised, the Customer will require to enter into a Connection Agreement with the Company. This Connection Agreement sets out the terms applying to the Customer's ongoing connection to the Company's electricity Distribution System, including in relation to technical requirements and charges such as availability, demand and unit charges. The Customer should discuss charges with its Supplier prior to accepting the offer for Connection to ensure that it fully understands the running charges. The Company will not energise the Connection until the Customer has entered into the Connection Agreement. The Customer must comply with the Connection Agreement.

13 Revision History

No	Overview of Amendments	Previous Document	Revision	Authorisation
01	New Guidance Document	Not Applicable	1.00	Rob Gladstone
02				