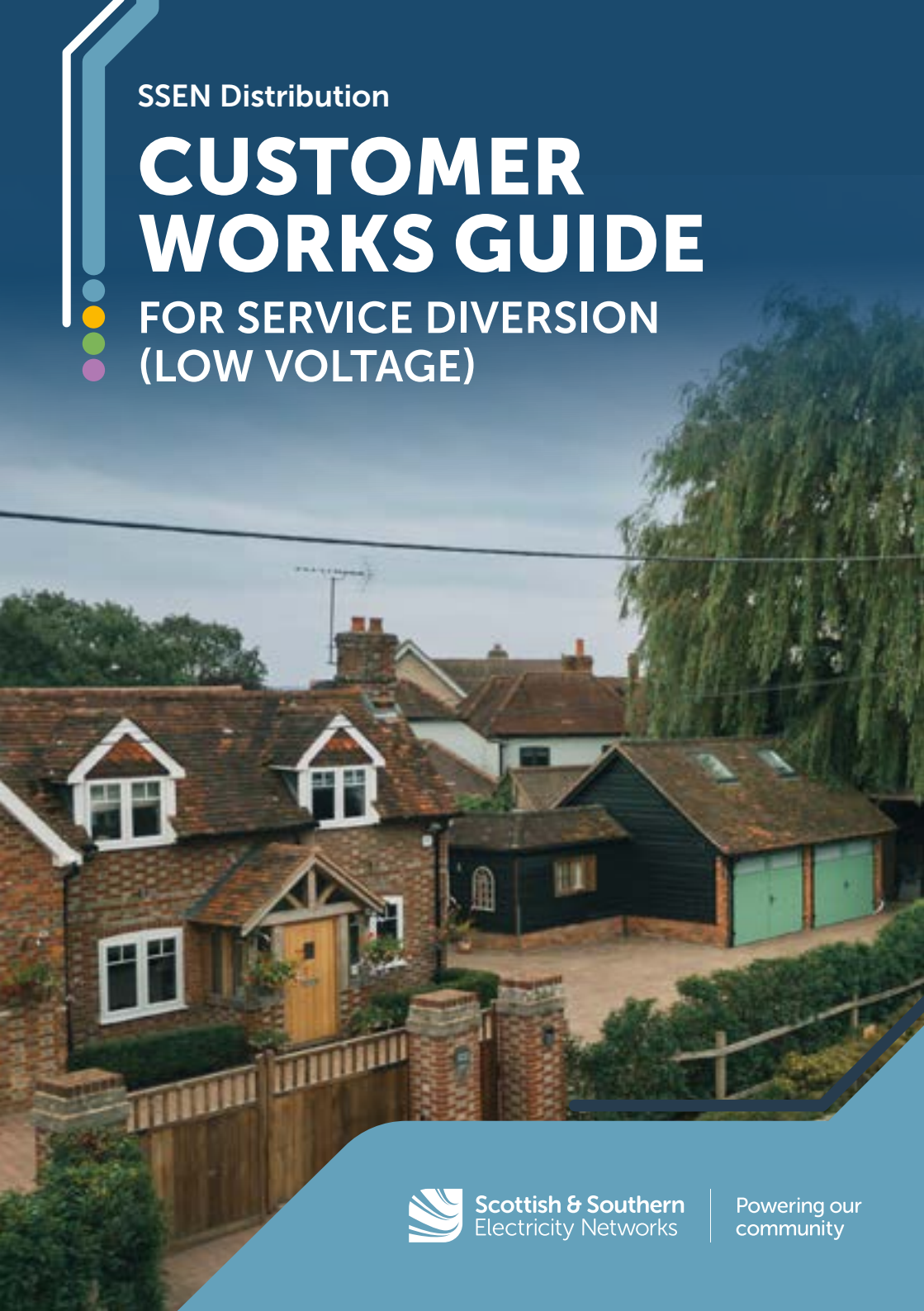
SSEN Distribution

CUSTOMER WORKS GUIDE

FOR SERVICE DIVERSION (LOW VOLTAGE)



Scottish & Southern Electricity Networks

Powering our community

WELCOME TO YOUR CUSTOMER WORKS GUIDE

This guide provides information for the steps you may need to take to get ready for your service diversion. Read through this guide along with your quote letter and design document.

All site specific information will be discussed with your Project Manager. Click on each step to find out more.

WHY NOT PRINT THIS PAGE AND TICK EACH STEP ONCE COMPLETE

PLANNING

STEP 1 - Book us in

Book an appointment with us to divert your service cable. See pages 4 - 5 to see what equipment we will move as part of your single service diversion.

PREPARING YOUR SITE

STEP 2 - Prepare to dig

Read our guidance around preparing to dig safely if you or your contractor will be digging. See pages 6 - 7.

STEP 3 - Onsite digging

If you have chosen for you/your contractor to complete your onsite digging, more information can be found here. See pages 8 - 9.

STEP 4 - Onsite ducting

Buy and install your ducting, for further information click here. See pages 10 - 11.

STEP 5 - Send us your site photos

Once your site is ready for us to start work, send your photos to your project manager. See pages 12 - 13.

STEP 6 - Refilling trenches and joint holes

You or your contractor will need to refill the holes you have dug onsite. See pages 14 - 15.

BOOK US IN

STEP 1

Your Project Manager will contact you to discuss your job in more detail, including dates, next steps and possible site visits.

Need to contact us?
see page 16

The diagrams show the equipment we will move as part of your service diversion. If your supply is underground, we will move the section shown in blue in Diagram A; if it is overhead, we will move the section shown in blue in Diagram B. Your project manager will take you through each step that applies to you and your project.

DIAGRAM A

Underground service cable

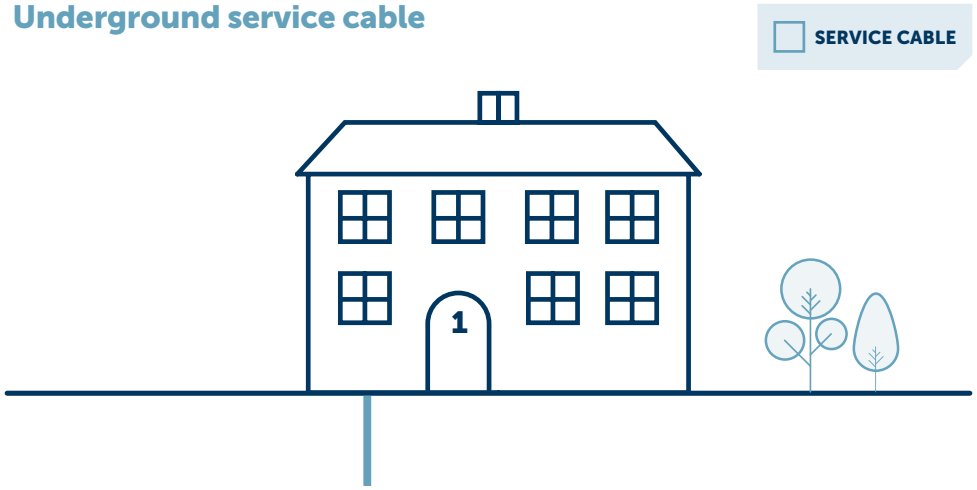


DIAGRAM B

Overhead service cable

All start dates are subject to required legal permissions, including access to third-party land and council permits for working on the road. These ensure the work is safe, coordinated, and keeps disruption to a minimum. More information can be found on pages 6 and 7 of this guide.

Your Project Manager will guide you through each step and keep you updated on the progress of obtaining these.

STEP 2

PREPARING TO DIG

Working together safely is our highest priority. Before any digging or site activity begins, your Project Manager will advise you of the planned work area, ensure all safety standards are in place, and confirm compliance with the New Roads and Street Works Act (NRSWA).

They will also support you with permissions, notifications, land rights and any safety arrangements needed for work near underground services, overhead lines or public highways. Although your Project Manager provides this guidance, you MUST still complete your own checks to keep yourself and others safe.

1. WORKING UNDERGROUND

PLAN - Before You Dig Follow HSG47 – Avoiding Danger from Underground Services **hse.gov.uk/pubns/priced/hsg47.pdf**. Obtain up-to-date utility plans via Linesearch BeforeUdig (LSBUD): **lsbud.co.uk**. Ensure all workers review utility plans before starting. If plans do not match site conditions, contact the relevant utility provider before digging.

SCAN - Before and During Excavation Use a calibrated CAT to scan the full work area before breaking ground. Identify potential service indicators such as meters, covers, ducts, entry points or street furniture. Mark all detected services clearly so all workers understand risk areas. Rescan continuously during excavation, watching for: Warning tape, Ducts or covers, unexpected materials or obstructions.

2. WORKING AT HEIGHT

PLAN - Equipment Safety Near Excavations and Overhead Lines - This applies to all long or extendable equipment, including Scaffolding, Ladders, Poles, and Extendable or telescopic tools. Key rules:
Keep all such equipment at least 3 metres from any excavation.
Do not work beneath active scaffolding or unstable structures.

SCAN - For Overhead Electricity Cables Follow GS6 – Avoiding Danger from Overhead Power Lines **hse.gov.uk/pubns/gs6.htm**.
Treat all overhead lines as live unless formally confirmed otherwise.
Maintain required exclusion zones. Use goalposts, barriers and signage where overhead hazards exist.

IMPORTANT

YOU MUST - Complete your own checks of safe routes to dig before you start digging.

3. WORKING ON THE PUBLIC HIGHWAY AND NRSWA REQUIREMENTS

Only SSEN, SSEN-approved contractors, or NRSWA-licensed contractors may carry out excavation in the public highway. The New Roads and Street Works Act 1991 require us to notify local councils and other utility companies before installing equipment. If your contractor is completing the excavation, they are responsible for raising the notifications.

SSEN will only submit our notifications after you have accepted your quote and your appointment date is confirmed.

Minimum Notice Periods:

3 days	Minor works (planned duration 3 days or less)
10 days	Standard works (planned duration 4–10 days)
3 months	Major works (requires a temporary traffic order, duration 11+ days)
3 months	Road closures.

All approved permits must be available for SSEN teams to check on arrival. Correct barriers and signage must also be in place. If these requirements are not met, we will be unable to carry out the work, and an abortive charge may apply.

4. DIGGING ON LAND THAT DOES NOT BELONG TO YOU

You or your contractor must obtain all required land rights before excavation begins. These may include Planning permissions, Wayleaves, Environmental approvals, and Landowner permissions. For more information, visit **ssen.co.uk/our-services/land-rights**.

STEP 3

ONSITE DIGGING

If you or your contractor are completing the onsite digging and groundwork, this step will give key information on what dimensions you need to dig to and what materials you need to buy.

Your project manager will be able to tell you which of the below applies to you.

JOINT HOLES AND TRENCH SIZES

Joint holes and cable trenches must be dug to the size and depths shown in the diagrams. Depths will be dependent on the ground type.

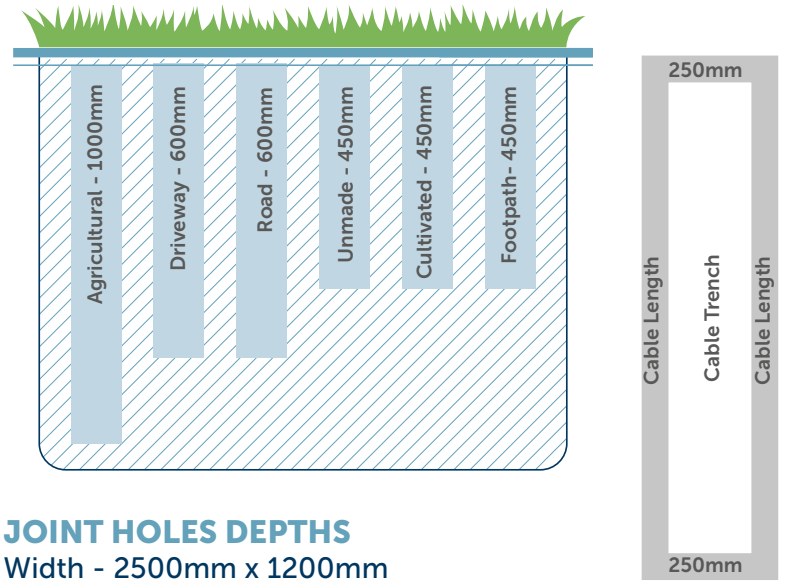
When digging down to the cable, it's important to carefully dig around the cable and a further 300mm below the bottom of the cable to make sure we have enough room to safely and successfully make the connection.

YOU MUST

- Complete your own checks of safe routes to dig BEFORE you start to dig.
- Place barriers around all holes that have been dug to help prevent anyone from falling in.
- Have a water pump available to remove any water from the holes you have dug.
- Make sure all soil dug out is at least 1 meter away from the joint bay/ trench, so it doesn't fall back in.
- If digging near an electricity or BT pole, leave a 1m space between the pole and the hole you have dug. If your cable is being moved next to or up the pole, please dig the remaining 1m out the day before we are due to arrive.

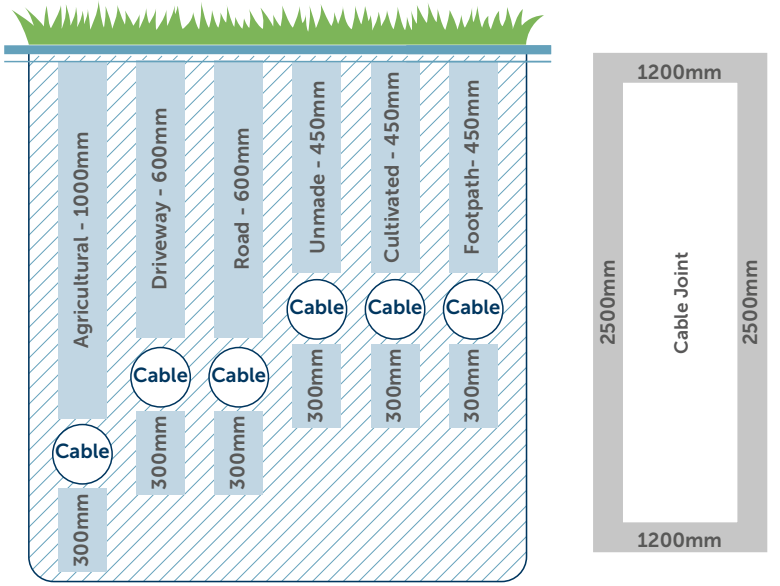
CABLE TRENCH DEPTHS

Width - 250mm



JOINT HOLES DEPTHS

Width - 2500mm x 1200mm



ONSITE DUCTING

If you or your contractor will be completing your own on-site digging and groundwork.

This page will tell you important information such as how to duct the trenches, what material you need to buy, when and how to refill the trenches.

BUYING YOUR DUCTING

Ducting requirements will be discussed with your project manager. Do not buy or install your ducting until you have discussed your site specific needs. Minimum internal diameters of ducting are given in the table below:

CABLE TYPE	MINIMUM INTERNAL DUCT DIAMETER
SINGLE PHASE SERVICE CABLE	**32mm**
SPLIT/THREE PHASE SERVICE CABLE	**100mm**
MAIN LOW VOLTAGE CABLE	**150mm**

YOU MUST

- Buy and install Black electrical ducting manufactured to the ENATS 12-24 standard, minimum class 2.
- Buy and install 6/8mm BT cord/blue nylon cord, laid ducting so that we can pull the cable through.
- Provide the builders' sand to surround the cable or duct by 75mm on all sides. You need to purchase 4 tonnes of sand per 100 meters.
- Mark ducting with unbranded yellow vinyl tape or SSEN branded vinyl tape.

Do not use the drawstring that comes with the ducting, this is not strong enough to pull the cables through. You will be responsible for clearing the ducting if it gets blocked.

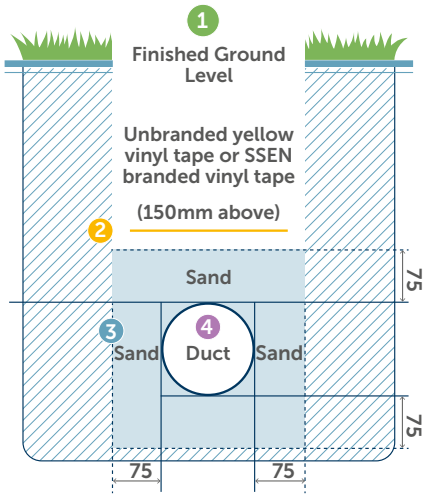
The ducting and the BT/Nylon pull cores are available to buy from any builders' merchants.

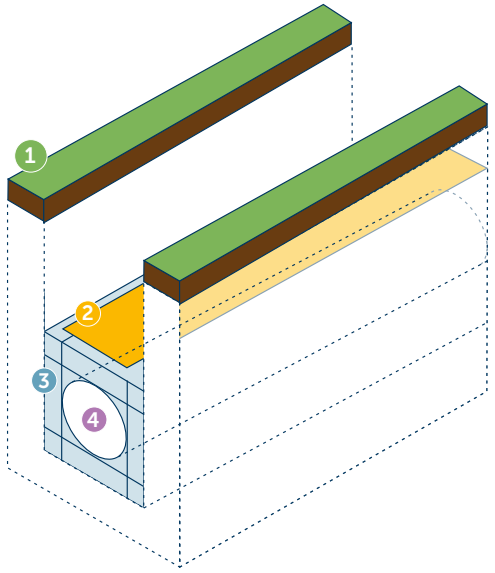
STEP 4

INSTALLING YOUR DUCTING

You are required to install the ducting from the joint position at the mains cable to the meter box/meter board.

Ducts should be laid straight where possible with a minimum number of bends. Where bends are required, please discuss this with your project manager.





1. Finished Ground Level
2. Electrical warning tape a minimum of 150mm above duct (unbranded yellow or SSEN-branded)
3. Sand - At 75mm of fill to all sides of the laid duct
4. Cable joint

ONCE DUCTING IS INSTALLED

We will need to check that the ducting and marker tape have been installed correctly. If you wish to refill your trench before we visit, you can do so. However, please see guidance on step 11 and leave the end of the ducting exposed for us to check it has been installed correctly, including the drawstring. If this hasn't been completed correctly, you will need to correct this, which may include you re-digging the hole and could be subject to a cancellation fee. Following cable installation, the ducts should be sealed by you or your contractor.

SEND A PHOTO OF YOUR SITE

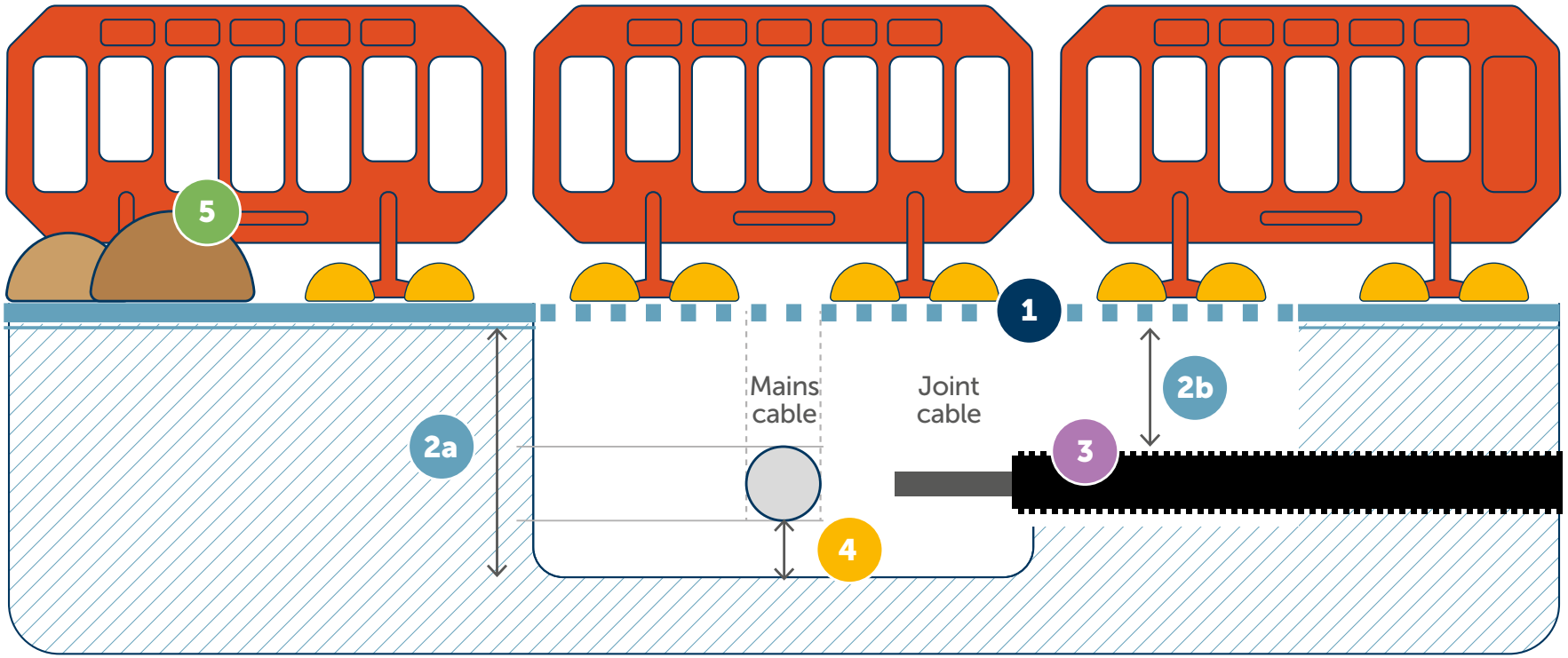
STEP 5

Send your project manager a photo of your site showing your completed digging ready for our arrival.

This diagram is a guide to the type of information your photo may need to show.

Requirements may vary depending on your site.

Your project manager will discuss what applies to your individual project.



- **1** Joint hole surrounded with barriers and sandbagged.
- **2a** Depths of the Joint Hole will vary as per the diagram dependent on the ground type.
- **2b** Depths of the Cable Trench will vary as per the diagram depending on the ground type.
- **3** Black ducting supplied for us to pull the service cable through.
- **4** 300mm dug out under the mains cable.
- **5** Soil at least 1 metre away from the joint hole/trench.

IMPORTANT

If your site is not ready, we won't be able to complete our work, and a cancellation fee of at least £150 (+VAT) may apply. To avoid this fee, let your project manager know as soon as possible, at least 2 working days' notice before we are due to start work.

REFILLING TRENCHES AND JOINT HOLES

You or your contractor will be responsible for refilling the holes you dug onsite.

Here is some guidance on preparing and refilling your trench/joint hole.

PREPARING TO REFILL

Following cable installation, the ducts must be sealed by you or your contractor before you start to refill your trench/joint hole.

YOU MUST

- Provide the building sand to surround the cable or duct by 75mm on all sides. You need to purchase 4 tonnes of sand per 100 meters.

REFILLING TRENCHES WITH DUCTING

When ducting is used and you wish to refill your trench before we visit, you can do so as shown in the diagram on page 31. However, please leave the end of the ducting exposed, for us to check it has been installed correctly, including the drawstring.

If this hasn't been completed correctly you will need to correct this which may include you re-digging the hole and could be subject to a cancellation fee.

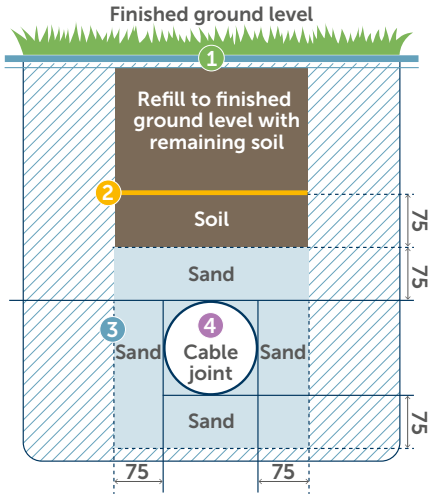
REFILLING TRENCHES WITH NO DUCTING

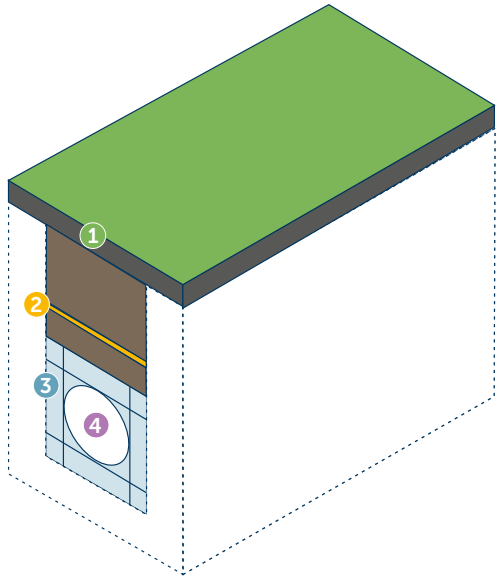
When ducting is not used, after we (SSEN) have laid the cable cover with sand to the dimensions specified, install the marker tape and refill to ground level.

REFILLING THE JOINT HOLE

You should wait at least 3 hours before refilling the joint hole. We will cover the laid mains cable with the sand you have brought before leaving the site.

STEP 6





1. Finished Ground Level
2. Electrical warning tape a minimum of 150mm above duct (unbranded yellow or SSEN-branded)
3. Sand - At 75mm of fill to all sides of the laid duct
4. Cable joint

REFILLING PUBLIC FOOTWAYS AND HIGHWAYS

All reinstatement in public footways and highways must comply with the New Roads and Street Works Act 1991, 'Specification for the Reinstatement of Openings in Highways' and National Joint Utilities Group:

England:
Specification for Reinstatement of the Opening in Highways:
assets.publishing.service.gov.uk/media/6839b437210698b3364e86f7/reinstate-works-after-doing-streetworks.pdf

Scotland:
Specification for the Reinstatement of Openings in Roads:
transport.gov.scot/media/44955/sror-specification-for-the-reinstatement-of-openings-in-roads-2019.pdf

WHO CAN I ASK FOR HELP?

For any questions or to request further information about your new connection, please speak with your Project Manager or:

Call us on
0800 048 3516

Visit our website
ssen.co.uk/diversions

Email us
connections@ssen.co.uk

HAVE YOU HEARD ABOUT OUR PRIORITY SERVICES?

Priority Services is a free service for customers who may need extra help during a power cut or have specific communication needs.

This includes priority updates during a power cut, proactive 24-hour alerts when we know the power is off and providing information in different languages.

Call us on
0800 294 3259

Textphone
0800 316 5457

More information
ssen.co.uk/psr