



Scottish & Southern  
Electricity Networks

Powering our  
community



# Customer Works Guide

For up to 4 low voltage  
connections

# Working together to make your connection work

If you damage any of our underground cables you must report it to the Emergency Service Centre immediately, by calling 105.



## If it's not safe, we don't do it

We believe that all work can and should be done safely. You should assume that all our overhead lines, underground cables, and electrical plant are live.

Please follow the Health and Safety Executive (HSE) Guidance Note GS6 if working near overhead lines, and the HSE Guidance Note HSG47 if working near underground cables.

**POWER CUT?  
CALL 105**



## Customer Works Guide

This guide provides information on the works you need to arrange in preparation for your connection to be made.

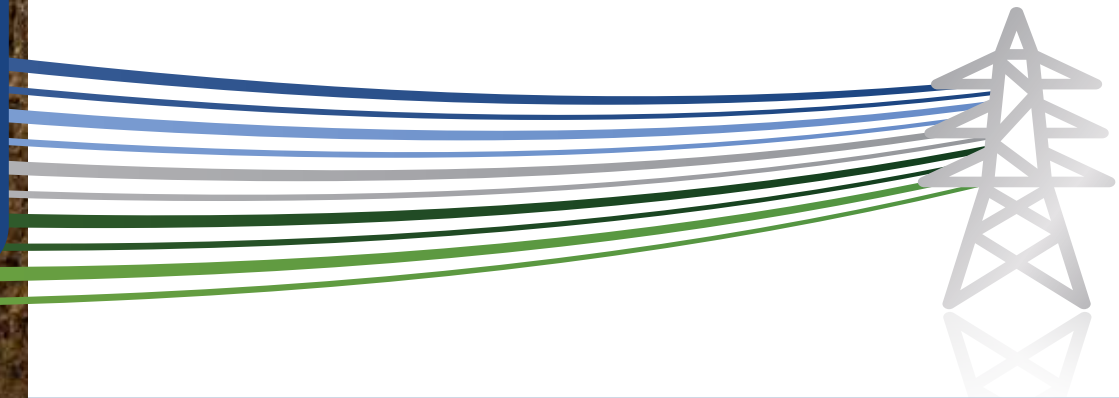
Your Customer Connections Manager will be happy to arrange a site visit if required to answer any questions about the works you need to carry out before we come to make the connection.

## Register your postal address

Please register your postal address (if a new build) with the Royal Mail or local authority. Once your address is registered we can issue your Meter Point Administration Number (MPAN).

## Choose a supplier

Once we have issued your MPAN please choose an electricity supplier, register your MPAN with them and arrange installation of the meter. You should allow 28 days in advance of your preferred connection date. Please note that Scottish and Southern Electricity Networks is not licensed to install meters and cannot be involved in this step of the process. You can compare suppliers at <https://energycompare.citizensadvice.org.uk>



The drawing included with our connection offer may not be suitable for locating cables on site. To obtain up to date cable records for your site please contact our Mapping Services team **01256 337294** or **mapping.services@sse.com**. You must hand-dig trial holes to establish actual positions of existing cables before using a mechanical excavator.

## Cable trenches and joint holes

The drawing included with our connection offer shows where you are required to dig and fill cable trenches and joint holes. Cable trenches must be dug to the dimensions shown in the drawing and table below. You need to supply the fine fill material (for example builders sand) to surround the cable or duct by 75mm on all sides.

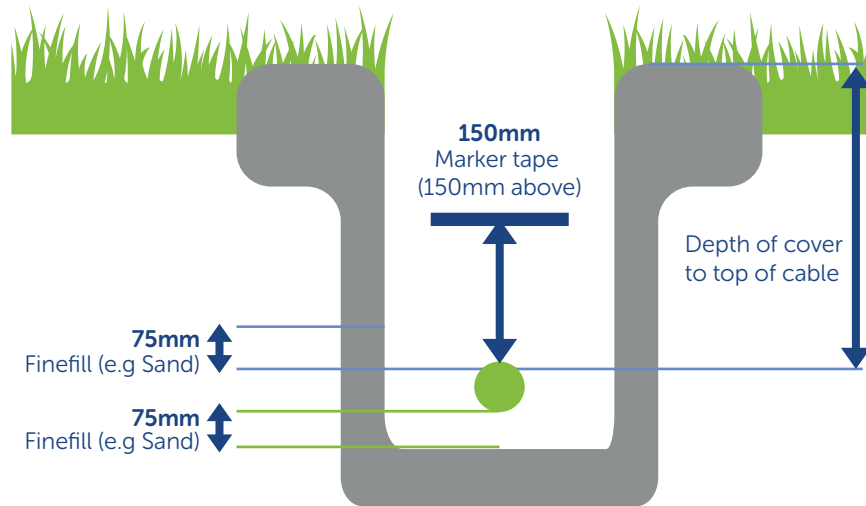


Figure 1: Cable trench depth

Ground type	Depth to top of cable / duct
Unmade, cultivated, or footpath	450mm
Driveway or road	600mm
Agricultural	1000mm

Dimensions for joint holes are given in the table below. The drawing included with our connection offer shows which joint(s) we will be making.

Straight joint	Breach joint	Pot end
1.2m by 1.2m	2.5m by 1.2m	0.9m by 0.9m

## Ducting

The drawing provided with our connection offer shows where you are required to install ducting. You must supply and use black ducting manufactured to the ENATS 12-24 standard, minimum Class 2. Ducting can be purchased from any builders merchants. Minimum internal diameters of ducting are given in the table below. Please make sure you provide a draw wire or rope within the laid ducting so that we can pull the cable through.

Cable type	Minimum internal duct diameter
Single phase service cable	32mm
Three phase service cable	50mm
Main low voltage cable	125mm

## Service terminations at upper levels

Where connections are to be made to premises on the first floor or above, you must provide and install suitable external or internal containment for the service cable to the termination position. Internal containment must be routed through common areas of the building so that the cable is always accessible, without the need to enter a third party's property, in case of the need for fault repair.

We will not run our cable in walls, lofts, lift shafts, or other cavities not specifically designed to contain cables.

## Internal termination positions

If you prefer an internal meter position, please follow our handy hints below.

### Internal meter position - Quick Guide

#### It must be:

- ✓ Located on the inside face of an external wall
- ✓ If applicable, gas meters must be located at least 300mm away from electrical equipment, and the space must be well ventilated

#### Must not be:

- ✗ In a cellar, toilet, bathroom, kitchen, bedroom, under stairs with headroom less than 2m
- ✗ Over a doorway
- ✗ On a partition stud dry-lined wall
- ✗ Or any other position not complying with the IET Wiring Regulations.

The wall space for the service termination and meter must have the minimum dimensions shown in the following drawings. These requirements ensure that terminations and meters can be safely accessed by personnel for future readings or replacements.

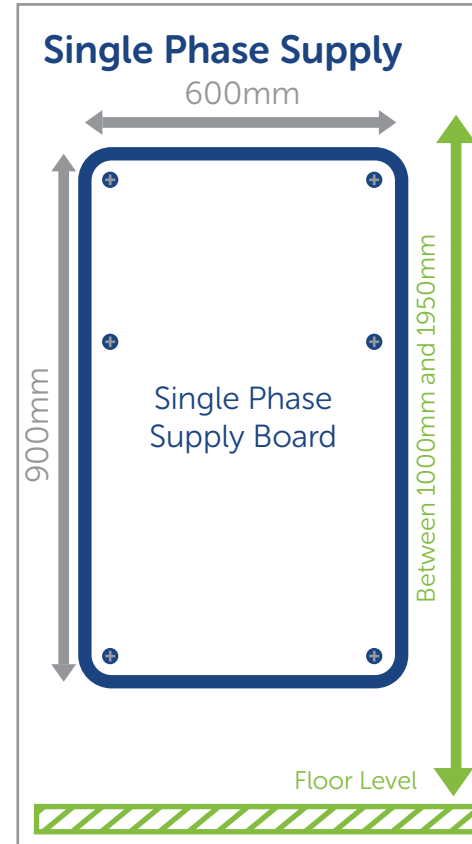


Figure 2: Wall space required for a single phase supply

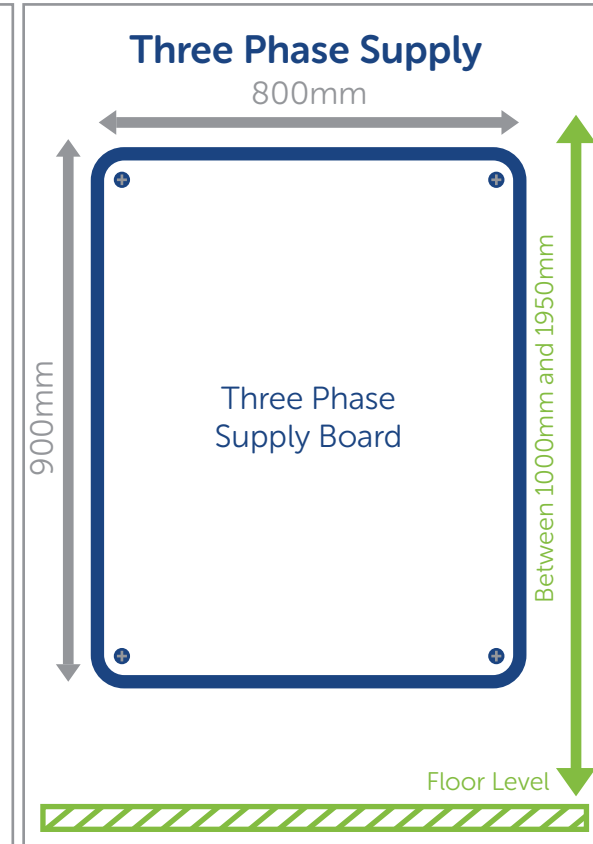


Figure 3: Wall space required for a three phase supply

Please note: Heights can be anywhere between 1000mm and 1950mm above floor level to the top of the board

## External termination positions

If you prefer an external meter cabinet, please follow our helpful notes below

### External meter position - Quick Guide

- ✓ You must supply the meter cabinet. They can be purchased from any builders merchants, and come complete with a "hockey stick" duct for the service cable.
- ✓ The service cable duct must be securely coupled to the "hockey stick". A surface mounted cabinet must be used for timber framed buildings.
- ✓ Meter cabinets located next to each other should have labels fitted inside to identify which premises they feed.

#### Must not be:

- ✗ Installed where it could be enclosed, such as behind locked gates or in bin stores.
- ✗ Installed in passageways that are designated fire escapes.

The drawings to below illustrate how cabinets should be installed to enable safe access.

### External surface mounted meter cabinet

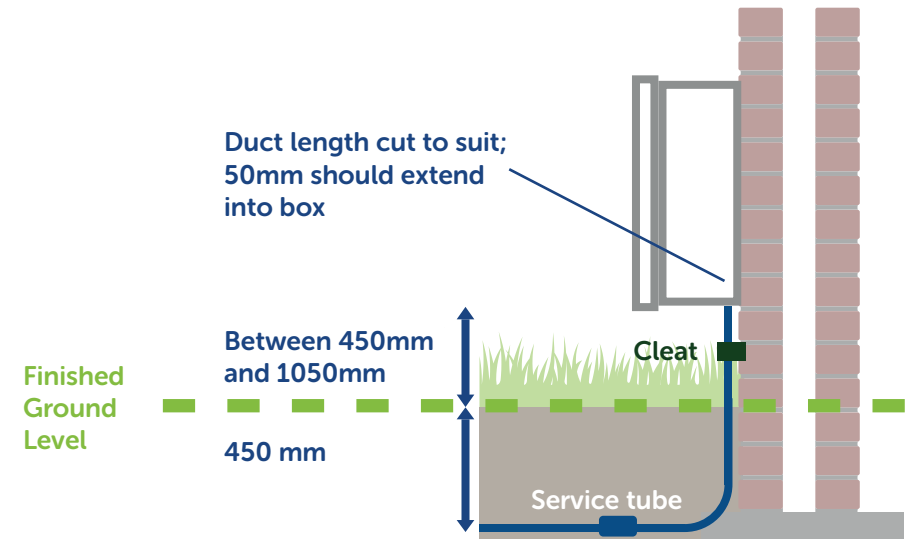


Figure 4: External surface mounted meter cabinet

### External recessed meter cabinet

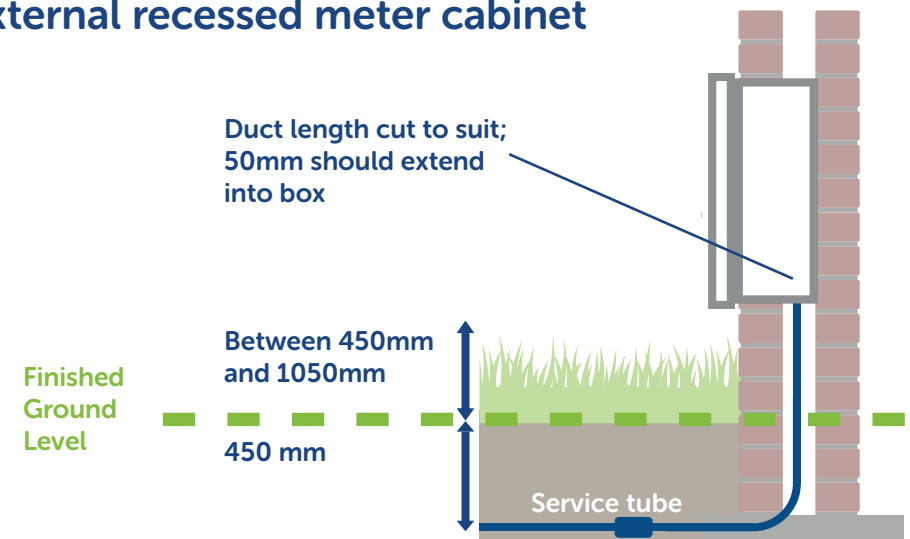


Figure 5: External recessed meter cabinet

## Consumer unit and internal wiring

The length of cable between your supplier's meter and the consumer unit must not exceed 3m. You must ensure that any electrical installation work beyond your supplier's meter is carried out by a qualified electrical contractor to the requirements of the current IET Wiring Regulations.

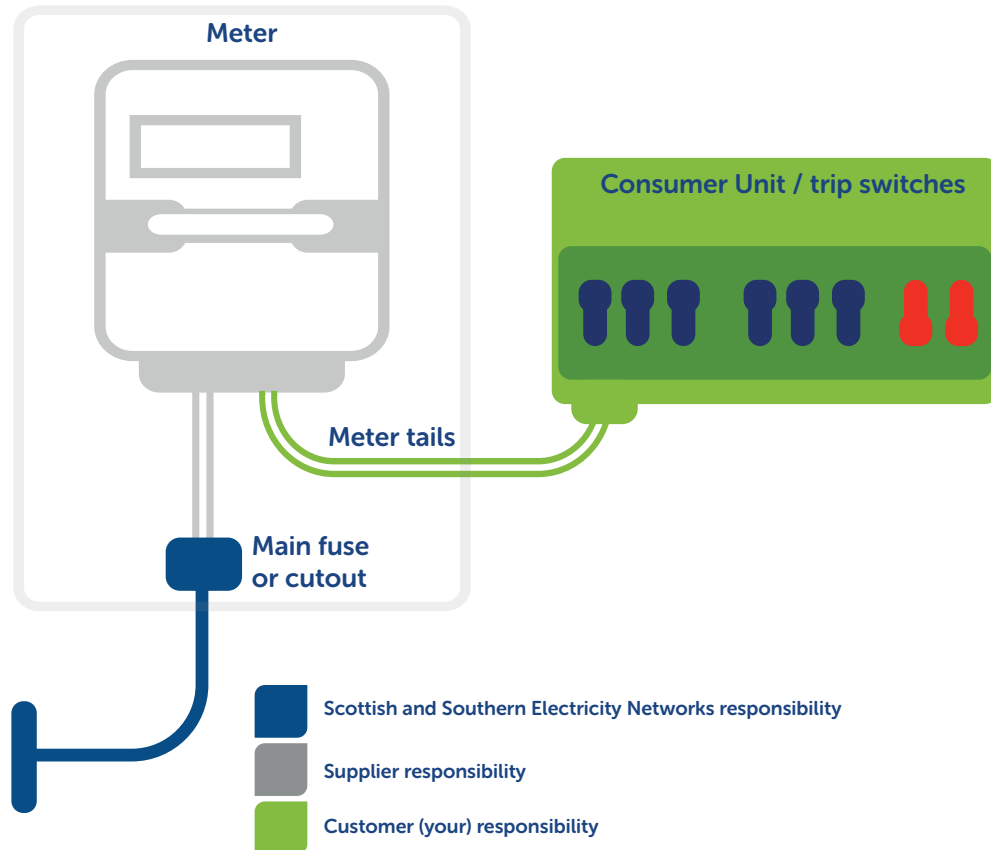


Figure 6: Consumer unit

## How to reach us



More information

[www.ssen.co.uk/connections](http://www.ssen.co.uk/connections)



Call us

0800 048 3516



Email us

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

In an emergency situation  
call 105 immediately for help

POWER CUT?  
CALL 105



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