

SSEN Distribution

CUSTOMER WORKS GUIDE

FOR DISCONNECTIONS



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 electricity Disconnection. 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



STEP 1

Book us in

Book an appointment with us to disconnect your electricity connection, [see pages 4-5](#) to see what we are responsible for removing.



STEP 2

Book your meter removal

Book an appointment with your energy supplier to have your meter removed. [See pages 6-7.](#)



STEP 3

Prepare to dig

Read our guidance around preparing to dig safely if you or your contractor will be digging. [See pages 8-9.](#)



STEP 4

Digging onsite

If you have chosen for you or your contractor to complete your onsite digging, more information can be found 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

Refill digging

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



STEP 7

Confirmation of Disconnection

Once our work is completed we will send you your confirmation of Disconnection letter. [See pages 16-17.](#)





BOOK US IN

Once you have accepted the quote and made payment, your Project Manager will contact you to discuss your job in more detail. This will include key dates, next steps, and any required site visits.

There are two important stages to disconnecting your electricity supply.

We will be responsible for disconnecting your service cable and main fuse/cut-out as shown in yellow on the diagram below. We will notify your supplier of the date we will complete our work.

STAGE 1 – SSEN DISTRIBUTION

- 1 Service cable
- 2 Main fuse/cut-out

This is the work we complete for you. We will permanently disconnect your service cable and remove the main fuse/cut-out.

Once we've agreed on an appointment date with you, we will send a notice to your energy supplier (the company you pay your bills to and who owns your meter) to confirm the planned disconnection date. Your supplier must receive this notice from us before the disconnection can go ahead.

They require:

- 10 working days' notice for a single MPAN disconnection
- 25 working days' notice for multiple MPAN disconnections

We will confirm your appointment for the earliest date that meets these required notice periods.

SITE CONTACT ATTENDANCE

A site contact must be present on the day of the disconnection to give our teams access to the equipment. If the site contact is someone other than yourself, please make sure they have all the appointment details

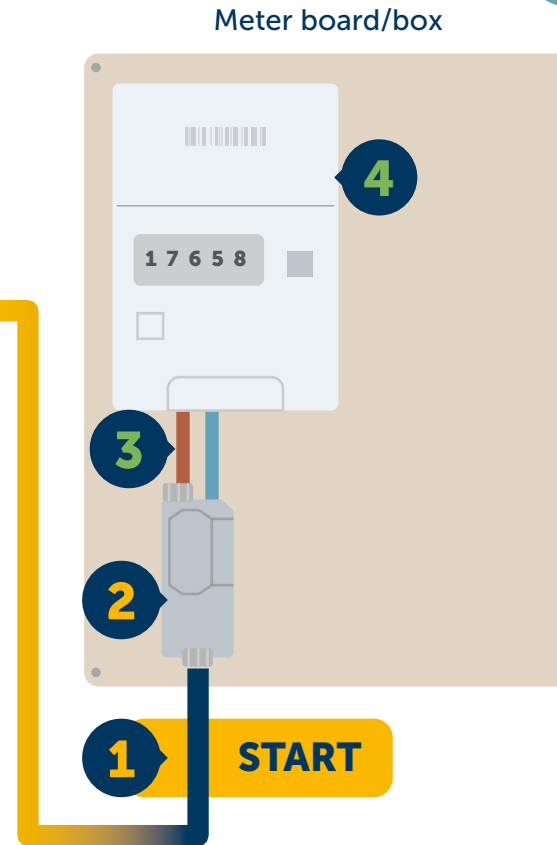
CONFIRMATION OF DISCONNECTION LETTER

We will issue you a confirmation of disconnection letter once our work is completed. See pages 16-17.

STEP 1



Need to contact us?
see page 20



STAGE 2 – YOUR ENERGY SUPPLIER

- 3 Energy supplier meter tails
- 4 Electricity meter

You will need to contact your energy supplier to book an appointment to have your meter removed. For more information see pages 6-7.



BOOK YOUR METER REMOVAL

It's time to book an appointment with your energy supplier to remove their equipment.

Once we have agreed on a date with you for disconnecting your electricity supply, we will notify your energy supplier of the scheduled disconnection. Your energy supplier is responsible for contacting you directly to arrange the removal of their meter, shown in green on the diagram. If you do not hear from your energy supplier, we recommend contacting them directly to arrange the meter removal.

They may remove the meter either before or after we complete our disconnection work.

STAGE 1 – SSEN DISTRIBUTION

- 1 Service cable
- 2 Main fuse/cut-out

This is the work we complete for you. We will permanently disconnect your service cable, remove the main fuse/cut-out. For more information see pages 4 - 5.

STAGE 2 – YOUR ENERGY SUPPLIER

- 3 Energy supplier meter tails
- 4 Electricity meter

You will need to contact your energy supplier to book an appointment to have your meter removed.

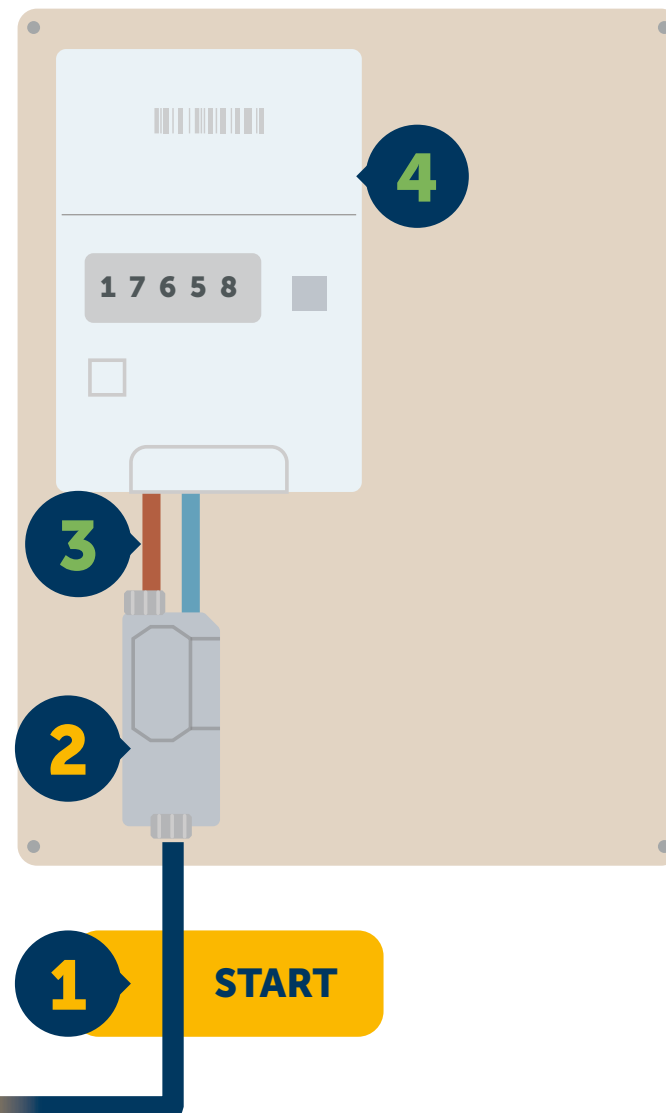
WHO IS YOUR ENERGY SUPPLIER?

Your energy supplier is who you pay your electricity bill to. To find out who your supplier is visit

ssen.co.uk/supplier-search/



Meter board/box





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](https://www.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](https://www.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.



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

Joint holes must be dug to the size and depths shown in the diagrams.

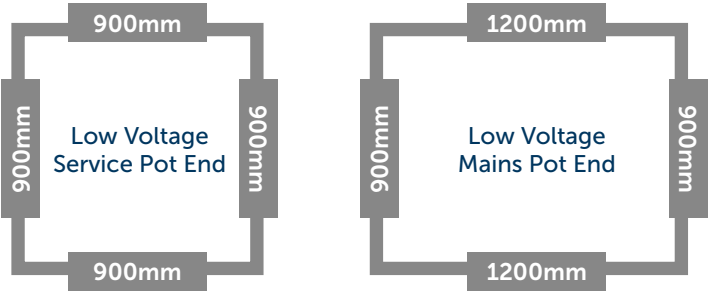
Depths will be dependant on the ground type. When digging down to a cable, it's important to carefully dig around the cable and a further 300mm below the bottom of the cable to make sure we have enough room to safely and successfully complete our work.

YOU MUST

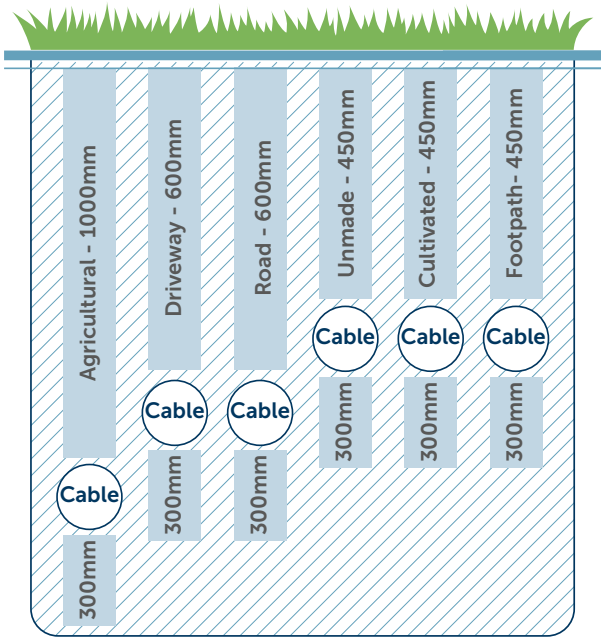
- Complete your own checks of safe routes to dig BEFORE you start to dig. See step 3 on pages 8 - 9.
- Place barriers around all holes that have been dug to help prevent anyone from falling in.
- Have a water pump available to remove any water from the holes you have dug.
- Make sure all soil dug out 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.

JOINT HOLES SIZES

The joint hole sizes shown are the minimum required for our work. Before you start digging, you must check the conditions at your site, as some locations may need larger joint holes. If a larger joint hole is needed for your project, your project manager will let you know.



JOINT HOLES DEPTHS



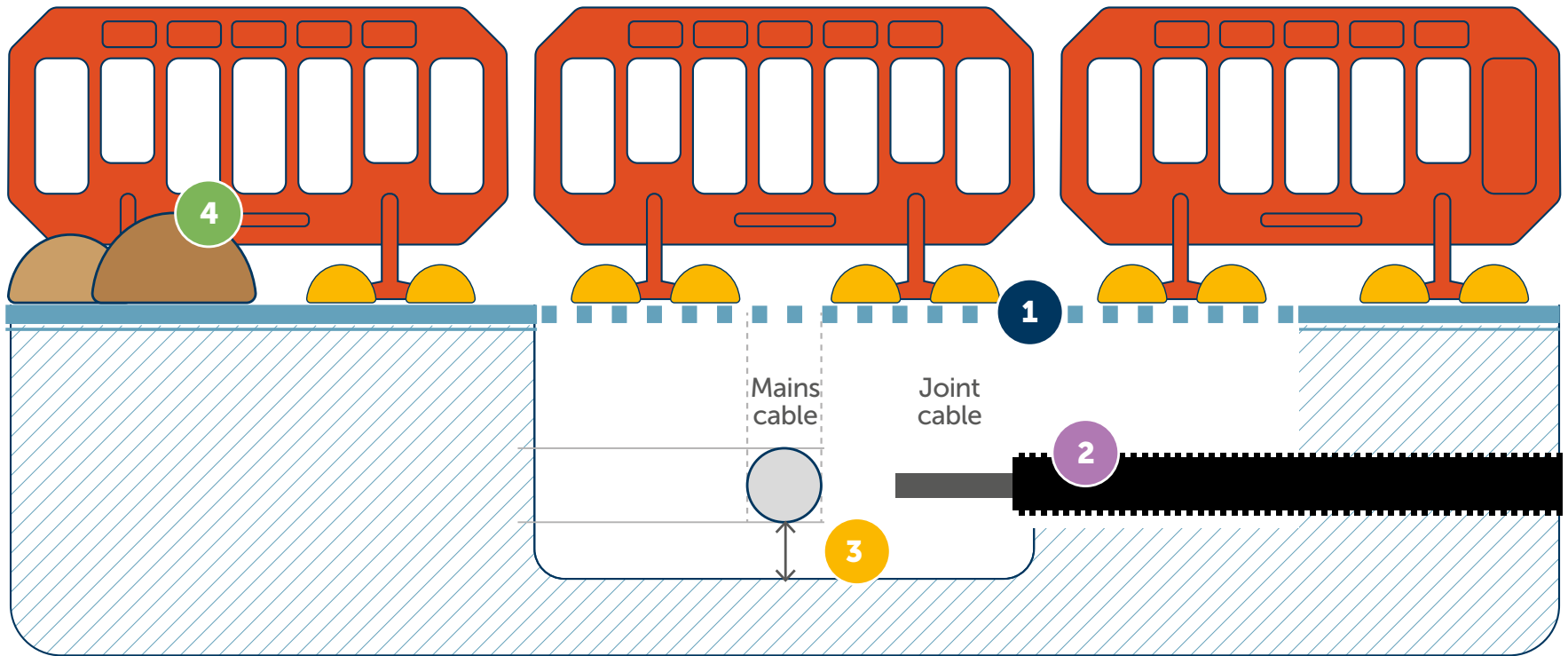
SEND A PHOTO OF YOUR SITE

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.

3 300mm dug out under the mains cable.

2 Black ducting exposed for us to access the cable (if applicable)

4 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 the cable disconnection, the ducts must be sealed by you or your contractor before you start to refill your joint holes.

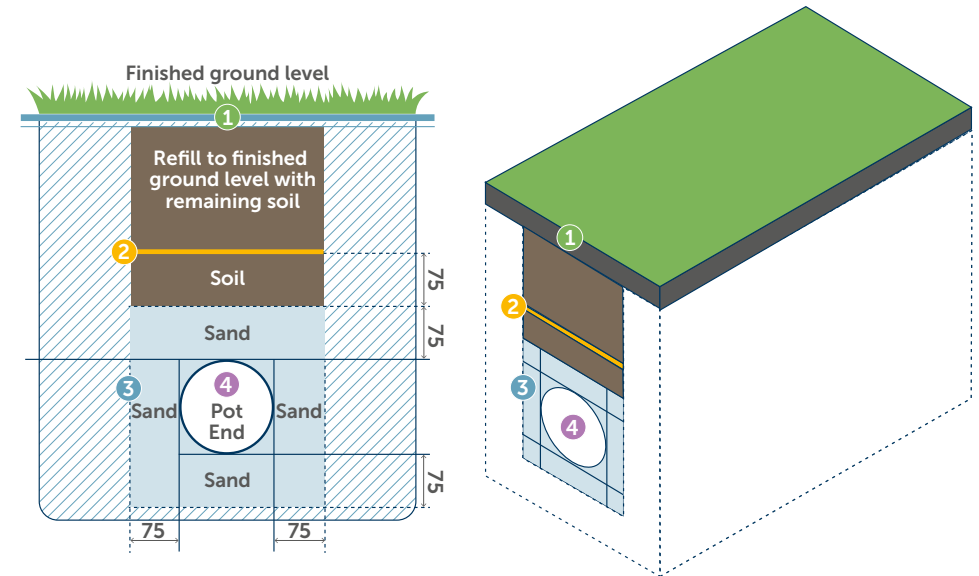
YOU MUST

- 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 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 Pot End

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



CHECK YOUR EMAIL FOR YOUR CONFIRMATION OF DISCONNECTION LETTER

We will email you with your confirmation of disconnection letter within 5 working days from the date we complete our works.

We will send your confirmation of disconnection letter to the email address you provided in your application.

If you do not receive this email within 5 working days, please speak with your project manager.

STEP 7



Customer/Company Name	Depot Address:
Customer/Company Address	
	Phone :
	E-mail:
Date :	
Our Ref : ABC123	
Your Ref :	
Dear Customer / Company full name,	
Confirmation of Electricity Disconnection at: Site addresses (Site Address).	
With reference to the above property, we can confirm that the electricity supply was disconnected from our network on Date of Disconnection is 20.11.2024	
Please note: Both cable avoidance tools and safe digging techniques should be employed whilst undertaking any site works, as there is the possibility of other live cables being present in the vicinity.	
All cables should be proven dead before commencing work. The following Health and Safety Executive Council Notes provide excellent advice within these areas:	
HSG 47: Avoiding Danger from Underground Services	
GS 38: Electrical Test Equipment for Use by Electricians	
A map indicating the approximate location of the disconnection has been provided with this letter, however, we would like to take this opportunity to again remind you other live cables may remain.	
If a supply is required for this site in the future, please contact our Engineering Department on 0800 048 3516.	
If you have any queries, please do not hesitate to contact the local depot on the number at the top of this letter.	
Yours sincerely,	
Southern Electric Power Distribution plc	



NOTES





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 (Option2, then option 3)



Visit our website

ssen.co.uk/disconnections



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

