

SSEN Distribution

LOOPED SERVICES



Scottish & Southern
Electricity Networks



WHAT IS A LOOPED SERVICE?

A looped service is when more than one property shares a single electricity service cable from the main network. We no longer install looped services but many remain on our network. This type of connection is typically found in terraced, or semi-detached homes. The electricity service cables enter the first house, as shown in the diagrams. A second cable, the looped service, then runs from the meter position in the first house to the meter position in the second house.

An example of a underground looped service between two semi-detached homes is shown in Diagram A.

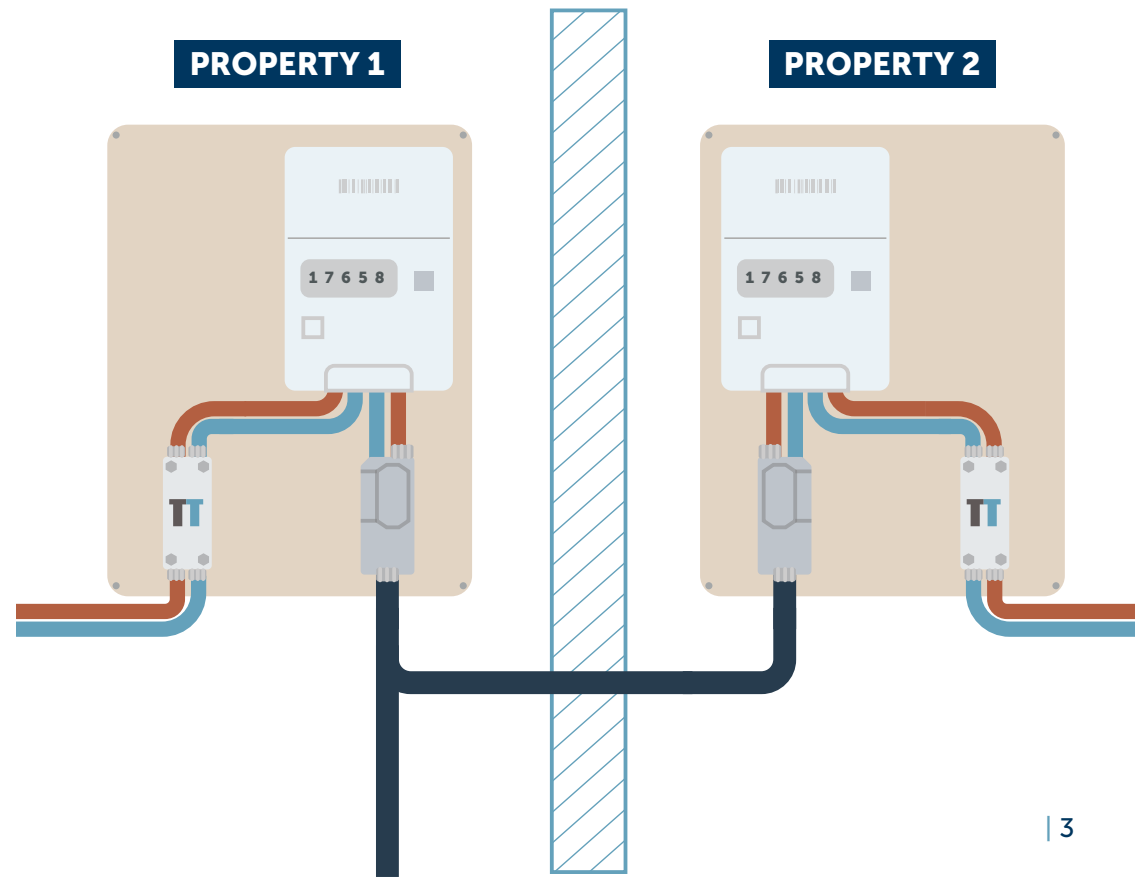
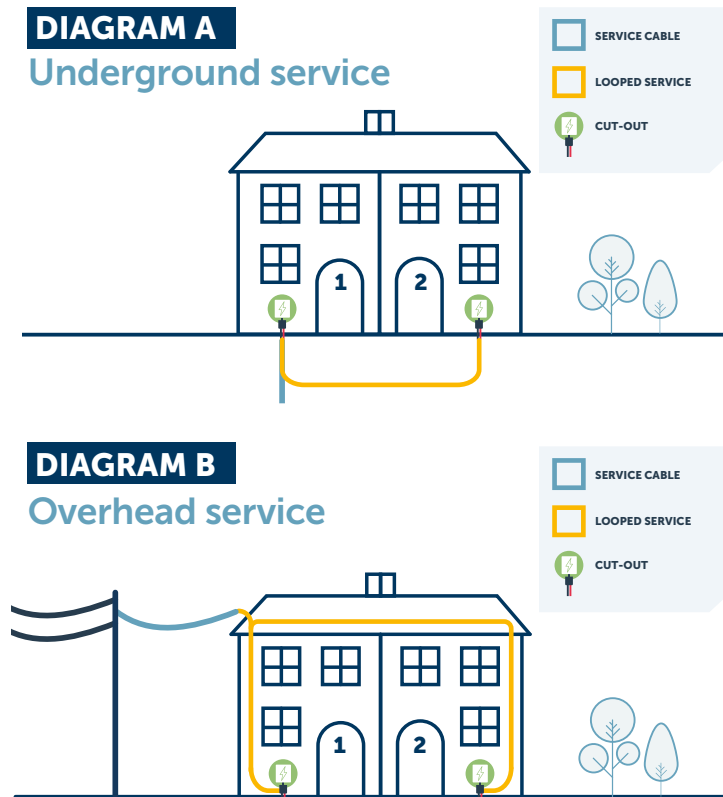
A looped service can also be on our overhead network as shown in Diagram B.

WHAT DOES A LOOPED SERVICE LOOK LIKE?

You can check if your electricity service is looped to your neighbour's house by looking at the meter setup. If it's looped, you'll see two cables going into the bottom of your cut-out fuse as shown in the diagram.

Usually, the looped service is buried underground and may run under your garden or path in front of your house.

If you only see one cable going into the bottom of your cut-out as shown on the right, you either don't have a looped service to your neighbour's property or you are at the end of the loop.





WHY WOULD A LOOPED SERVICE NEED TO BE REMOVED?

On its own a looped service is safe, however if more power is needed by you or your neighbour then this could mean there is not enough power to run all of the electrical items in both houses which may cause other appliances not to work properly or even power cuts.

A looped service will need to be removed if you or your neighbour:

- Need more power, due to installing additional electrical equipment, such as an electric car charger or a heat pump.
- Want to move your electricity supply to a new position.

If you or your neighbour are applying for one of the above and you suspect you may be part of a looped service. Please let us know and provide photos of your service cable/cut-out/meter set up. If your service cable is overhead, and it is safe to do so, please send a photo of where your service cable connects to your property. Our contact details can be found on page 7 of this guide.

HOW IS A LOOPED SERVICE REMOVED?

Usually we will remove the looped cable and install a new cable from the main network so each property has its own service cable and cut-out as shown in Diagrams C and D.

We may need to dig on your or your neighbours land and require access to both properties for us to remove looped cables and install new cables/cut-outs. We will refill the holes we have dug and restore the area to its original state.

Every job can be different so your project manager will discuss the work with you in more detail. We will always talk to you and your neighbour to confirm everyone is happy before we start any work.

DIAGRAM C

Underground supply after unlooping



DIAGRAM D

Overhead supply after unlooping





WHAT DO I NEED TO DO?

If you suspect you have a looped service, send a photo of your meter set up to your project manager who will check this for you. We may need to complete a site visit for further checks.



SEND US A PHOTO

If you suspect you have a looped service, send a photo of your meter set up to your project manager who will check this for you. We may need to complete a site visit for further checks.



SPEAK TO YOUR NEIGHBOUR/LANDOWNER

It is important to let your neighbours know of your plans and share this guide with them. We must meet with the landowners of both properties onsite to discuss the work involved, confirm everyone is happy and obtain the required land rights before any work can take place. If you or your neighbours do not own the property or land, please provide us with the owner's name, telephone number, email address and postal address for us to contact them.



HOW MUCH WILL IT COST

We'll pay for the changes to remove the looped service and install a direct cable from the main network. You won't have to pay for this. However, if there are any changes needed for your own connection such as you want this moved or the power increased, you'll need to cover those costs yourself. One of our helpful quoters will discuss the costs involved in this.



PRIORITY SERVICES

How can Priority Services help you?

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.

Customers can register for the PSR if they:

- Are deaf or hard of hearing.
- Have a disability.
- Live with children under five.
- Are blind or partially sighted.
- Have a chronic illness.
- Use medical equipment/aids reliant on electricity.
- Are over 60.
- Temporarily need extra support.



Call us on
0800 294 3259



Textphone
0800 316 5457



More information
ssen.co.uk/psr



CONTACT US

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



Email us

connections@ssen.co.uk



Call us on

0800 048 3516



Visit our website

ssen.co.uk/looped