

How to get connected to a electricity supply

Using a Distribution Network Operator (DNO)

A DNO is an entity licensed to distribute electricity through cables and has a duty to provide connections to premises.

Central Networks plc	Herald Way, Pegasus Business Park, Castle Donnington, Derbyshire, DE74 2TU
EDF Energy Networks	Atlantic House, Henson Road, Three Bridges, Crawley, West Sussex, RH10 1QQ
CE Electric UK	98 Aketon Road, Castleford, West Yorkshire, WF10 5DS
Scottish Hydro Electric Power Distribution plc	Inveralmond House, 200 Dunkeld, Perth, PH1 3AQ
Southern Electric Power Distribution Ltd	Westacott Way, Littlewick Green, Maidenhead, Berkshire, SL6 3QB
SP Distribution	Corporate Office, 1 Atlantic Quay, Glasgow, G2 8SP
SP Manweb plc	3 Prenton Way, Prenton, CH46 3ET
United Utilities plc	Dawson House, Great Sankey, Warrington, Cheshire, WA5 3LW
Western Power Distribution plc	Avonbank, Feeder Road, Bristol, BS2 0TB

The DNO is obliged to provide and install assets necessary for the connection of your premises to its distribution network. The DNO is entitled to make a charge for providing this service.

The methods and principles of which a DNO will rely on when making its charge for a connection are outlined in its Licence Condition 4 Connection Charging statement which is available on each DNO's website. This charging statement also outlines the DNOs policy on reinforcement charges and the criteria for possible reimbursements to the customer through the Connection Charging Regulations.

General information

- To obtain a connection from a DNO you need to notify the DNO within a reasonable time of the details of the premises to be connected, the time the connection is required and to the best of your knowledge the maximum power needed from the connection
- A DNO should give you a quotation for connection to its distribution system, but will not usually fit a meter until instructed to do so by your chosen electricity supplier. When providing a quotation it is best practice for the DNO to advise the customer that he needs to nominate a supplier before the connection can be made and preferably before accepting the quotation. It is

advisable that you appoint and sign a contract with a electricity supplier at least 28 days before the date you want electricity to flow.

- When accepting a connection from the DNO you or your supplier will be obliged to enter into a connection agreement. A connection agreement outlines the rights and obligations associated with the connection.
- On connecting your premises to the electricity distribution network the DNO is obliged to maintain that connection for as long as it is required and to repair and replace any electrical lines or plants when necessary except where you or your agent is responsible for any damage to its equipment.
- If you are unhappy with any aspect of the service including any terms of the connection agreement provided you should, in the first instance, contact the company with whom you have contracted for work to be done. If you remain dissatisfied you can then contact energywatch. In certain cases it may be appropriate for disputes to be referred to Ofgem by energywatch for determination.

Using an Accredited Electricity Connection Service Provider.

You can employ an independent electrical engineering company that is competent to carry out electricity connections work. Although some of these companies carry out domestic connections, they tend to specialize in larger non-domestic connections at present. The work must be carried out in accordance with the standards and procedures laid down by the distribution company that will ultimately adopt and maintain the connection. In addition, the DNO Licence Condition 4 Connection Charging statement outlines what area of works a suitably approved independent electrical engineer can undertake usually refereed to as contestable work, work that only the DNO can undertake is usually refereed to as non-contestable.

You can obtain a list of independent electrical engineering companies able to carry out this type of work from your local DNO.

The DNO companies intend to introduce a registration scheme, operated by Lloyds Register, for companies engaged in independent connections work. Registered companies would have demonstrated competence in particular areas of connection work and would be subject to ongoing audit and inspection by Lloyds Register. For more information on this scheme go to

[http://www.lr.org/Industries/Utilities/Standards/Schemes/National+Electricity+Registration+Scheme+\(NERS\).htm](http://www.lr.org/Industries/Utilities/Standards/Schemes/National+Electricity+Registration+Scheme+(NERS).htm)

Cables and wires from Meter to Your Electrical Appliances

Cables and wires from your meter to your electrical appliances would not be covered by your connection agreement with the DNO and the electricity supplier, a qualified electrician would have to install them for you. Customer protection equipment such as fuse boxes and switches are also not covered by the connection agreement.