

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	Customer Application Team, Central Networks, 3rd Floor, Toll End Road, Tipton, DY4 0HH Web: http://www.eon-uk.com/distribution/connections.aspx Ph. 0845 072 7270
EDF Energy Networks	Atlantic House, Henson Road, Three Bridges, Crawley, West Sussex, RH10 1QQ Web: http://www.edfenergy.com/products-services/networks/connection-services/index.shtml Ph. 0845 234 0040
CE Electric UK	CE Electric UK, Network Connections, Cargo Fleet Lane, Middlesbrough, TS3 8DG Web: http://ceelectricuk.com/page/connections2.cfm Ph. 08450 702 703
Scottish Hydro Electric Power Distribution plc	Inveralmond House, 200 Dunkeld, Perth, PH1 3AQ Web: http://www.hydro.co.uk/ Ph. 0800 048 3515
Southern Electric Power Distribution Ltd	Westacott Way, Littlewick Green, Maidenhead, Berkshire, SL6 3QB Web: http://www.southern-electric.co.uk/ Ph. 0800 048 3516
SP Distribution	SP Energy Networks, Customer Connections, 55 Fullerton Drive, Cambuslang, Glasgow, G32 8FA Web: http://www.sppowersystems.co.uk/NewConnections/ Ph. 0141 614 9997
SP Manweb plc	SP Energy Networks, Customer Connections, PO Box 290 Lister Dr, Liverpool, L13 7HJ Web: http://www.sppowersystems.co.uk/NewConnections/ Ph. 0151 221 2110

Electricity North West Ltd	United Utilities Electricity Services, Limited, Oakland House, Talbot Road, Manchester, M16 0HQ Web: http://www.unitedutilities.com/electricityconnections.htm Ph. 0845 050 0108
Western Power Distribution plc Wales	Business Support, Western Power Distribution, Phoenix Way, Swansea Enterprise Park, Llansamlet, Swansea, SA7 9HW Web: http://www.westernpower.co.uk/New-Connections.aspx Ph. 0845 601 3341
Western Power Distribution plc South West	New Connections Enquiries, Bodmin Records Team, Western Power Distribution, Lostwithiel Road, Bodmin, Cornwall, PL31 1DE Web: http://www.westernpower.co.uk/New-Connections.aspx Ph. 0845 601 2989

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 14 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 provided you should, in the first instance, contact the company with whom you have contracted for the connection and raise a complaint in accordance with their published procedures. If after 8 weeks (or before if both you and the DNO agree nothing can be done) you remain dissatisfied you can contact the Energy Ombudsman¹ (www.energy-ombudsman.org.uk) who provide a redress scheme to deal with unresolved disputes. In certain cases it may be appropriate for disputes to be referred to Ofgem by the Ombudsman for formal determination.

Using an Independent Distribution Network Operator (IDNO)

IDNOs are licensed entities who own and operate electricity distribution networks, predominately network extensions connected to the existing distribution network, e.g. to serve new housing developments. Currently OFGEM have issued six distribution licences to IDNOs:

Independent Power Networks Limited	Ocean Park House, East Tyndall Street, Cardiff, CF24 5GT Web: http://www.independentpowernetworks.co.uk/index.php Ph. 0845 055 6199
Energetics Electricity Ltd	International House, Stanley Boulevard, Hamilton International Technology Park, Glasgow, G72 0BN Web: http://www.energetics-uk.com/electricity/
The Electricity Network Company Ltd	Energy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP.
ESP Electricity Limited	Hazeldean, Station Road, Leatherhead, Surrey, KT22 7AA Web: http://www.espelectricity.com/index.htm Ph. 01372 227560
ECG (Distribution) Ltd	Sterling House, Langston Road, Loughton, Essex, IG10 3FA http://ecgdistribution.com/
EDF Energy (IDNO) Ltd	40 Grosvenor Place, Victoria, London, SW1X 7EN, SW1X 7EN http://www.edfenergy.com/products-services/networks/index.shtml

Applications from other companies are currently being considered.

¹ From 1 October 2008, new arrangements for consumer representation came into force with the passage of the CEAR Act 2007. The Energy Ombudsman will settle disputes between energy companies and domestic and micro business consumers. Micro businesses are defined as a person supplied or requiring to be supplied at premises with an annual consumption of: electricity of not more than 55,000 kWh; or gas of not more than 200,000 kWh; or fewer than 10 employees and an annual turnover not exceeding €2m.

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 License Condition 14 Connection Charging statement outlines what area of works a suitably approved independent electrical contractor can undertake usually referred to as contestable work, work that only the DNO can undertake is usually referred to as non-contestable.

You can obtain a list of independent electrical engineering companies able to carry out this type of work from the [Lloyds register website](#)².

The DNO companies have introduced a registration scheme, operated by Lloyds Register, for companies engaged in independent connections work. Registered companies have demonstrated competence in particular areas of connection work and are subject to ongoing audit and inspection by Lloyds Register.

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.

² <http://www.lloydsregister.co.uk/ners.html>