

Guide to applying online



ADDITIONAL LOAD APPLICATION FORM

If you need any more help to complete this form, please contact us: getconnected@northernpowergrid.com

0845 070 2703 Opening hours: Monday - Friday 8:00am - 8:00pm
Saturday 9:00am - 5:00pm

HELP WITH SECTION 1 Login or Registration

If you have used our online connections services before, please login using your email address and password.

Don't worry, if you have forgotten your password we can help you to reset it, just click on the 'forgotten your password' link.

If this is the first time you have applied online please register to create an online account.

CONNECTIONS ENQUIRIES: 0845 070 2703 MON - FRI: 8am - 8pm SAT: 9am - 5pm [LOGIN OR REGISTER](#)

You are applying for a New Connection Full Quotation

TIME REQUIRED TO APPLY ONLINE: APPROX 30 MINS

WE JUST NEED TO TAKE SOME DETAILS...

Already got an account with us? Login here:

Email address*
example.123@northernpowergrid.com

Password*

[LOGIN >](#)

[Forgotten your password?](#)

NOT REGISTERED?

Take a few moments to register and get access to our full range of online self service applications.

[REGISTER HERE >](#)

DON'T WANT TO APPLY ONLINE?
Download our application form here

HELP WITH SECTION 1a Registration

Please provide your full correspondence address including any street number and your full postcode. It is often easier to contact you by email or mobile phone. Please provide these details if you are happy for us to contact you via these methods.

You are applying for a New Connection Full Quotation

TIME REQUIRED TO APPLY ONLINE: APPROX 30 MINS

* Signifies mandatory fields

[LOGIN HERE >](#)

YOUR DETAILS

Title

First Name*

Surname*

Your Company name

Nature of Business

Your Phone Number*

Your Mobile Number

YOUR ADDRESS

Property name/number*

Address Line 1*

Address Line 2*

Address Line 3*

Address Line 4

Postcode*

Country*
United Kingdom

LOGIN DETAILS

Your Email Address*

Create a Password*

Confirm Password*

[REGISTER](#) [CANCEL](#)

HELP WITH SECTION 2 Your site address

For each application, we will provide you with a unique Northern Powergrid reference number.

If you have multiple applications with us, you may want to provide a different reference for each. This will help with identifying each one if we need to discuss them with you.

If the site address is different to the address provided in section 1 then please provide us with the full address including street number and full postcode.

Additional Connection Full Quotation

Application ID: NC35298 | TIME REQUIRED: APPROX 20 MINS

Before you start to apply, you will need...

Your Site Address

STEP 1 of 10

* Signifies mandatory fields

Do you have your own internal reference that you would like us to use to refer to your project?
E.g. Project 123abc

Site Address
This is where you want the new connection

Site name / Plot number*

Site street*

City / Region

Postcode*

Would you like to use your correspondence address as your site address?

[CHANGE MY ADDRESS](#) (opens in new window)

[USE MY CORRESPONDENCE ADDRESS](#)

Your correspondence address

121
Alston Road
Wakefield
WF10 5DS

[SAVE AND CONTINUE](#) [SAVE FOR LATER](#) [REQUEST A CALLBACK](#)

Guide to applying online



ADDITIONAL LOAD APPLICATION FORM

HELP WITH SECTION 3 Your connection

So that we can determine the work you need and pass the application to the right team, we need you to provide the following:

- the type of property where you require the bigger supply;
- The Meter Point Administration Number (MPAN) this should begin with either a 23 or 15;
- the size of the supply currently used in the property, this can usually be found on your electricity bill (you may need an electrician to provide this information); and
- the size of the new supply required for the property.

If you do not need to increase the size of your supply but want to request permission to connect generation then please enter the same value in the existing and increased load boxes

It would help us if you could explain the reason you need a bigger supply, for example installing new equipment, changing the use of the property

HELP WITH SECTION 4 Electrical Equipment you are going to connect

All the questions in this section are to help us identify if there is anything that you will be installing that could affect the type or size of connection you require. If you answer 'no' to any of these questions then please go straight to the next question, if the answer is 'yes' then please provide the details requested below the question. More information is available in the help and information guidance.

HELP WITH SECTION 5 Existing Generation

Generating equipment includes PV cells installed on your roof, wind turbines, CHP units, hydro and biomass units.

If you already have generation connected we need to know about this so we can complete an assessment to understand the affect this may have on our network.

If you do not have generation equipment connected then select 'no' and progress to section 6 'New Generation'

Guide to applying online



ADDITIONAL LOAD APPLICATION FORM

HELP WITH SECTION 6 New Generation

If you are not installing any generation equipment, i.e. PV cells, wind turbines, then answer 'no' to the first question and then go to section 7 'your site plan'. If you are planning to install a generator, or multiple generators, we need the full technical details of the equipment and its location. The connections process can change depending on the size of generation equipment to be installed. We need you to provide:

- details of the type of generation you are installing (photovoltaic panels, wind turbines, hydro, biomass or combined heat and power);
- how many generator sets you are installing;
- the size and the max export;
- rated current and rated voltage of each set (you only need to populate this information once if all sets are the same size).

Please also provide a single line diagram of each proposed generation installation with your application.

HELP WITH SECTION 7 Your site plan

For us to be able to provide you with an estimate you only need to provide us with a site location plan showing the site boundary/ownership, you can do this using our handy online mapping tool.

For us to be able to provide you with a quotation you will need to provide us with:

- a site location plan showing the site boundary
- a plan, at an appropriate scale (preferably scaled 1:500) which indicates the layout of buildings, roads and proposed metering points and for a larger site such as industrial units, then you may require a substation installed on your site, if you do we will contact you to request a plan showing the proposed location.

HELP WITH SECTION 8 Contact Preferences

It is often easier to contact you by email or mobile phone, but it is your choice. Please tell us how you would like us to contact you if we have a query and how you would like to receive your quotation.

Guide to applying online



ADDITIONAL LOAD APPLICATION FORM

HELP WITH SECTION 9 Additional information

Please let us know if there anything else that you can tell us that may help us when preparing your quotation, and if you have additional documentation that may assist us then upload this here.

HELP WITH SECTION 10 Site information

The questions in this section will help us assess if there are any environmental issues that we will need to consider while completing your connection. We recognise that a proportion of our activities have an effect on the environment and we, are therefore, committed to complying with relevant environmental legislation, other important environmental obligations and a policy of pollution prevention.

HELP WITH SECTION 10 Your connection date

Please provide us with the date you would like us to carry out your connection and the date you expect to complete the work on site. We will use these dates as a guide but we will contact you on acceptance of a quotation to arrange and confirm a suitable connection date.

HELP WITH SECTION 11 Review and submit

Please check that all the information you have entered is correct. If you are happy with your answers then submit your application.

What happens next?

We will check your submission and contact you to confirm your requirements.

We will update your online account with the name and contact number of the designer who will prepare your quotation.

Visit your online account to track your application: <https://www.northernpowergrid.com/my-account>

Call us: **0845 070 2703** Opening hours: Monday - Friday 8:00am - 8:00pm Saturday 9:00am - 5:00pm

Further help and guidance

HELP AND GUIDANCE FOR - SECTION 3 YOUR CONNECTION

What is an MPAN and how do I find it?

An MPAN (Meter Point Administration Number) is a unique number to the property's electricity meter, essentially a reference number for your meter. It is found on your electricity bill issued by a supplier. If you don't have a bill you can call your supplier and ask for your MPAN number, they should be able to either tell you the full 13 digit number or arrange to send it to you

How much should I increase my load by?

For most domestic properties, a 18kW single phase connection will be sufficient unless you are installing anything that does not plug into a 13Amp socket; for example, a heat pump, storage heaters, a hot tub, a swimming pool, PV panels, wind turbine or electric vehicle charging point.

A typical small three phase connection will provide you with an 80Amp supply.

We would recommend that you discuss this with your chosen electrician.

HELP AND GUIDANCE FOR - SECTION 4 WHAT ELECTRICAL EQUIPMENT ARE YOU CONNECTING?

Why do we need to know about electrical heating?

Electric showers, water heaters and electric heaters require more electricity than appliances such as TVs, washing machines, cookers etc. and your connection needs to be capable of providing this. What is the right load for my unit?

What are ground source heat pumps?

Ground source heat pumps extract heat from under your property to heat radiators, underfloor or warm air heating systems, and hot water. We need to know about heat pumps as they have a motor which uses a lot of power on start-up.

Does the ground source heat pump comply with BS-EN 61000/3/2 and 61000/3/3?

Your installer will need to provide us with the harmonic information for the ground source heat pump. This information is normally contained on the manufacturers product guide. If you are unable to provide this information it may delay in the processing of your quotation.

Why do we need to know about motors and welders?

Any equipment that uses a large amount of power can sometimes cause dips in supply for other customers connected to our network. Electric motors and welders usually will cause this on start-up.

HELP AND GUIDANCE FOR - SECTION 4 WHAT ELECTRICAL EQUIPMENT ARE YOU CONNECTING?

What equipment causes distortion?

Typical equipment that could cause a problem if you are installing large numbers of them: - Computers - Uninterrupted Power Supplies - Discharge Lighting (fluorescent, mercury, sodium, etc.) - Battery Chargers These types of electronic equipment cause harmonic currents which can cause a variety of problems that are sometimes difficult to attribute and eliminate. The heating effects of harmonic currents can cause destruction of equipment, conductors, and fires. The results can be unpredictable legal and financial ramifications. Voltage distortions can lead to overheating of equipment, electronic equipment failure, expensive downtime, and maintenance difficulties.

What is G5/4?

The G5/4 document was produced to protect electrical networks from VOLTAGE DISTORTION. It details the maximum levels of harmonic distortion that electricity consumers are permitted to export onto the distribution network. Therefore, consideration must be given to the regulatory requirements of ER G5/4 - 1 and the practical application of LV Harmonic mitigating equipment. The document forms part of the supply agreement between the Electricity Company and the consumer. Enforcement of the limits can include a refusal to supply your premises until it can be demonstrated that harmonic levels have been adequately addressed, which remains the responsibility of the consumer.

HELP AND GUIDANCE FOR - SECTION 5 Existing GENERATION

How does this information help?

If you already have generating equipment connected, you must tell us, we need to allow for this when we complete our technical assessment.

We require the information on the maximum export amount, the rating of the equipment and what type of equipment, i.e. PV, Wind Turbine

HELP AND GUIDANCE FOR - SECTION 6 NEW GENERATION

How does this information help?

If you are planning to install a generator, or multiple generators, we will need the full technical details of the equipment and its location. The connections process can change depending on the size of generation equipment to be installed.

HELP AND GUIDANCE FOR - SECTION 7 SITE PLANS

What plans must I send with my application?

Estimate

For an estimate you only need to provide us with a site location plan showing the site boundary, you can use an ordnance survey or a land registry plan. If you don't have a site plan we may have one on record, please contact our connections team on 0845 070 2703.

Quotation

For a quotation you need to provide us with a site location plan showing the site boundary, you can use an ordnance survey or a land registry plan. If you don't have a site plan we may have one on record, please contact our connections team on 0845 070 2703 A Plan, at an appropriate scale (preferably scaled 1:500) which indicates the layout of buildings, roads and proposed metering points and for a larger site such as industrial units, then you may require a substation installed on your site, if you do we will contact you to request a plan showing the proposed location.

HELP AND GUIDANCE FOR - SECTION 9 SITE INFORMATION

Are you applying on behalf of someone else?

If you are not the owner or occupier of the premises; or an authorised supplier acting with the consent of the owner or occupier of the premises, then you are acting on behalf of somebody else. An example of this would be an electrician applying for their customer.