

Guide to making service alterations

when moving your
electricity service



Welcome to Northern Powergrid

We are responsible for delivering electricity safely and reliably to 3.9 million customers across northeast England, Yorkshire and northern Lincolnshire.

Electricity is a central part of everyone's life and we are proud of our role in delivering a secure electricity supply to our customers.

Safety is of paramount importance to Northern Powergrid. We are fully committed to promoting the safe use of electricity and electrical equipment, both outside and within the home.

We are also committed to our five promises that guide our efforts to satisfy our customers:

- Putting safety first;
- Respecting you, your time and your property;
- Doing a really good job;
- Being there when you need us; and
- Caring for our local environment.



Making service alterations when you move your electricity supply

This guide makes it clear which equipment belongs to who and outlines what Northern Powergrid and you are responsible for. It also provides guidance on installing outside meter cabinets and the service duct as well as other notes for electrical contractors carrying out work on your behalf.

Responsibilities - Who does what?

Northern Powergrid will:

- Remove the top surface material (flags, tarmac, concrete, etc.) and expose our **service cable**¹ on your property (only if Northern Powergrid excavate).
- Reposition the service fuse unit (**cut-out**)² and equipment^{3,4}, (not the meter).
- Cut our **service cable**¹ and carry out live jointing.
- Test and energise the new installation.
- Recover all redundant equipment.
- Backfill excavations and make good the top surface material (flags, tarmac, concrete, etc.) on your property (only if Northern Powergrid excavate.)

We will not make any alterations to your wiring or move the meter.

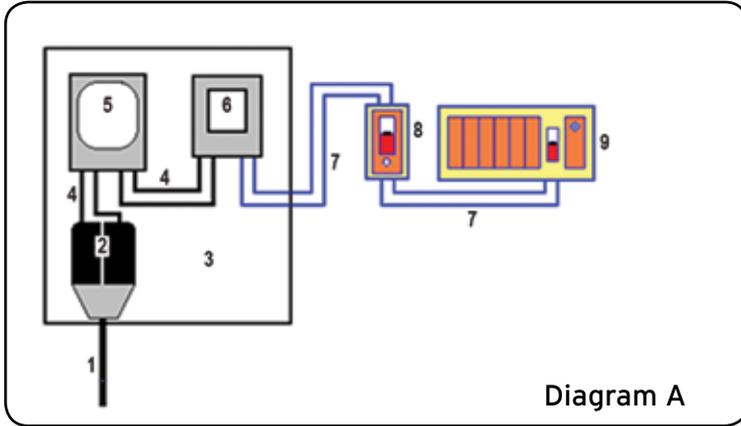
You must:

- Have installed an Outside Meter Cabinet in accordance with the guidance notes and diagrams in this guide, by you or your electrical contractor prior to our arrival.
- Install the service duct/hockey stick in accordance with the guidance notes and diagrams in this guide.
- Have **meter tails**⁷ and earth conductor installed to the new meter position.

• Contact your supplier to arrange the movement of your **electricity meter**⁵ and **timeswitch**⁶.

^{1,2,3,4,5,6,7,8,9} Refer to diagrams on page 4.

Which is our equipment and which is yours?

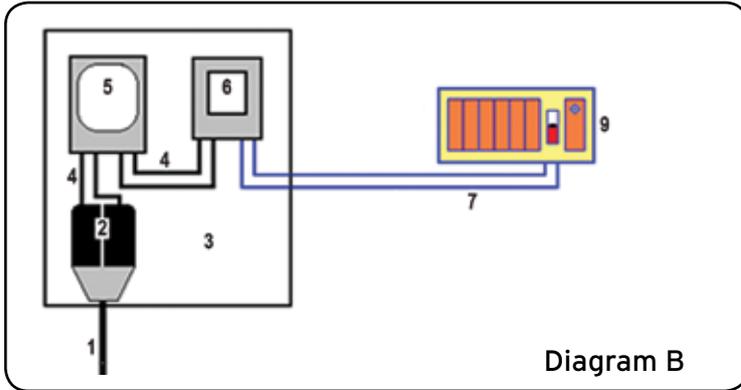


We are responsible for:

- 1. Service cable
- 2. Cut-out
- 3. Meter board

Your Supplier is responsible for:

- 4. Double-insulated cables
- 5. Meter
- 6. Timeswitch



You are responsible for:

- 7. Double-insulated cables
- 8. Switchfuse
- 9. Fusebox

The **service cable**¹ which comes into your house terminates in a **cut-out**², usually mounted on a **meter board**³. **Two double-insulated cables**⁴ run from the cut-out to the **meters**⁵ and sometimes on to a **timeswitch**⁶.

If any of the items^{1,2,3}, need moving or replacing, the work must be carried out by us.

If the **meter**⁵ or **timeswitch**⁶ need moving or replacing you need to contact your electricity supplier to arrange for this work to be done.

The supply cable and service equipment are the property of Northern Powergrid. Unauthorised interference with them could result in a serious accident or prosecution.

The **double-insulated cables**⁷ that run from the meter or timeswitch to the **fusebox**⁹, sometimes via a **switchfuse**⁸, are part of your installation.

In situations where a **switchfuse**⁸ is installed (as shown in diagram A on page 4) then moving or replacing any of the items or cables between the **switchfuse**⁸ and **fusebox**⁹ must be done by a competent electrical contractor, appointed by you.

If any work is to be undertaken or carried out on the apparatus up to the **switchfuse**⁸ then you or your competent electrical contractor must consult your supplier before undertaking any work.

In situations where no **switchfuse**⁸ is fitted (as shown in diagram B on page 4), prior to moving or replacing any of the items, you or your competent electrical contractor must contact your supplier for guidance.

If a meter cabinet is needed - please arrange the following:

- Provide and fit the meter cabinet in accordance with the appropriate Meter Cabinet installation diagrams on pages 10 & 11. Cabinets, ducting and hockey sticks can be obtained from your local Builders Merchants. Cabinets must be to ENATS 12-23 and ducting to ENATS 12-24 standards.
- Installation of suitable meter tails and earth lead, in line with our Guidance Notes for Electrical Contractors on pages 8-11, into the cabinet ready for connection when the meter has been moved.

General guidance notes

What Northern Powergrid will do:

- We will arrange and complete any works that are required to our equipment on a third party's (neighbour's) land.

When Northern Powergrid work is complete:

- You will need to arrange to make good your own plaster work and walls etc.

It is important that your work is finished when we arrive to do ours.

If the new service position is to be inside, you must install suitable ducts through walls and solid floors so that we can pull the cable into the building.

- The only acceptable cable duct is in accordance with Energy Networks Association Technical Standards (ENATS) 12-24 coloured black and embossed 'Electric Cable Duct'.
- Ducting should be installed at the correct cable depth and a 150mm width tile tape installed 75mm above the service ducting or 100mm above mains ducting to meet the safety requirements of the Electricity Safety, Quality and Continuity Regulations 2002.
- Failure to install the correct ducting or tile tape will result in our refusal to lay the cables and therefore delay your connection.
- All ducts should be laid so that the top of the duct is a depth of **450mm (18 inches) below pathways** and **600mm (24 inches) under driveways**, below the final surface level with tile tape as described above.

If you are currently serviced via an overhead cable and require your service moving to an internal position, you must provide a suitable service entry hole through the fabric of the building to allow the service to be routed to the new internal position.

- The site for the meter should be both secure and waterproof before the work can be carried out.
- If you are providing a meter cabinet to terminate the incoming electricity connection please be certain to install the appropriate cabinet for the method of service cable access.
- Those meter cabinets where service cable access is provided by a 'hockey stick' up the cavity are not suitable for a service cable run up the fascia of the dwelling covered by cable sheathing and vice versa.
- Failure to install the right meter cabinet for the circumstances may result in delays in the relocation of your service.
- All space within the cabinet is reserved for use by the Distribution Company and the Supplier.

- The meter tails must enter the cabinet at the correct position; this will be through the knockouts provided at the right hand side and the bottom right hand corner.
- Under no circumstances should any cabinet or backboard be altered, modified, drilled or damaged; if this occurs the service will not be connected and the cabinet will have to be replaced.
- Basic diagrams and sample pictures have been provided at the back of this guide.

Should for any reason the date of your service alteration become unacceptable, e.g. failure of your builder or electrician to complete your work, please contact us on the telephone number given on the covering letter so that we can agree a new date. Should we attend your property and you are not ready, you may be charged.

Guidance notes for electrical contractors

Type of supply

There will be no change in the supply, which is:

- Single phase • 230 volts • 50 hertz •

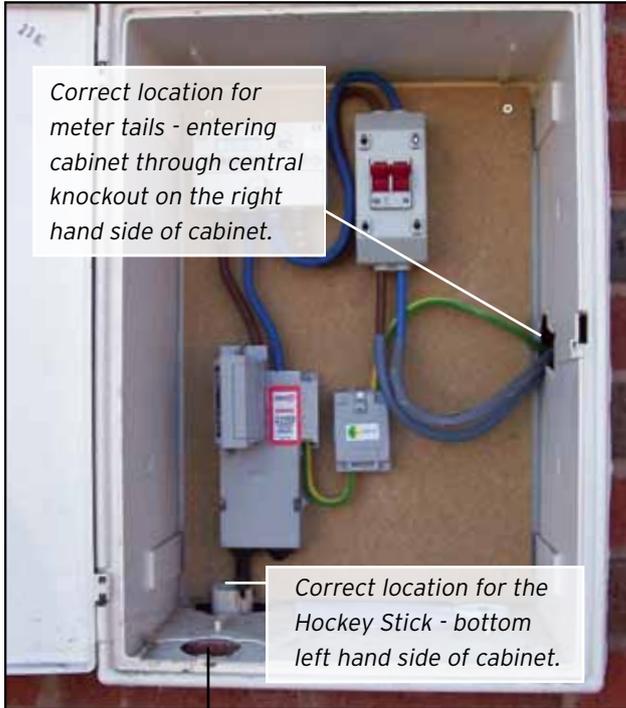
Internal wiring

- You should ensure that any changes to your own internal wiring comply with the current edition of the Institute of Electrical Engineering (IEE) Wiring Regulations (BS 7671).
- For connection to the metering equipment you should provide 25mm² double insulated meter tails for connection into the meter, together with a 16mm² earth conductor.
- The meter tails between the meter position and your consumer unit should not be longer than 3 metres. If the length is more than 3 metres, you should install an additional protective device at the nearest point to the supply inside the customer's premises, as specified in the current IEE Wiring Regulations.

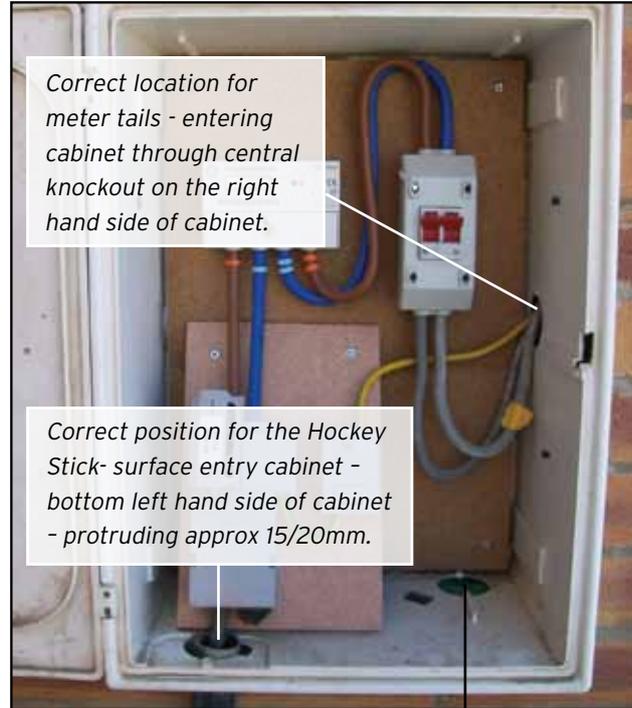
Earthing

- The present earthing arrangements will be maintained unless you or your electrical contractor asks us to change them. This will require further technical assessment and may incur additional charges to you.
- Any changes in the bonding connections should meet with The Electrical, Safety, Quality and Continuity Regulations 2002.

Typical electric meter cabinet installations



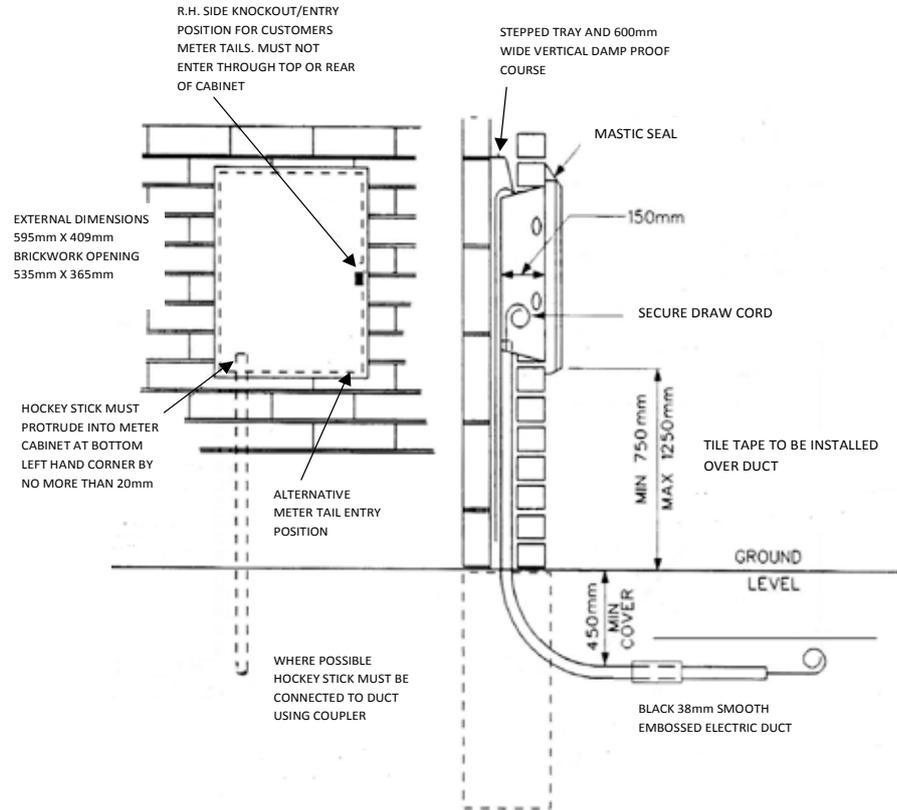
Alternative entry position for surface mounted.



Alternative entry position for meter tails - entering cabinet through bottom knockout on the right hand side of cabinet.

electrical contractors

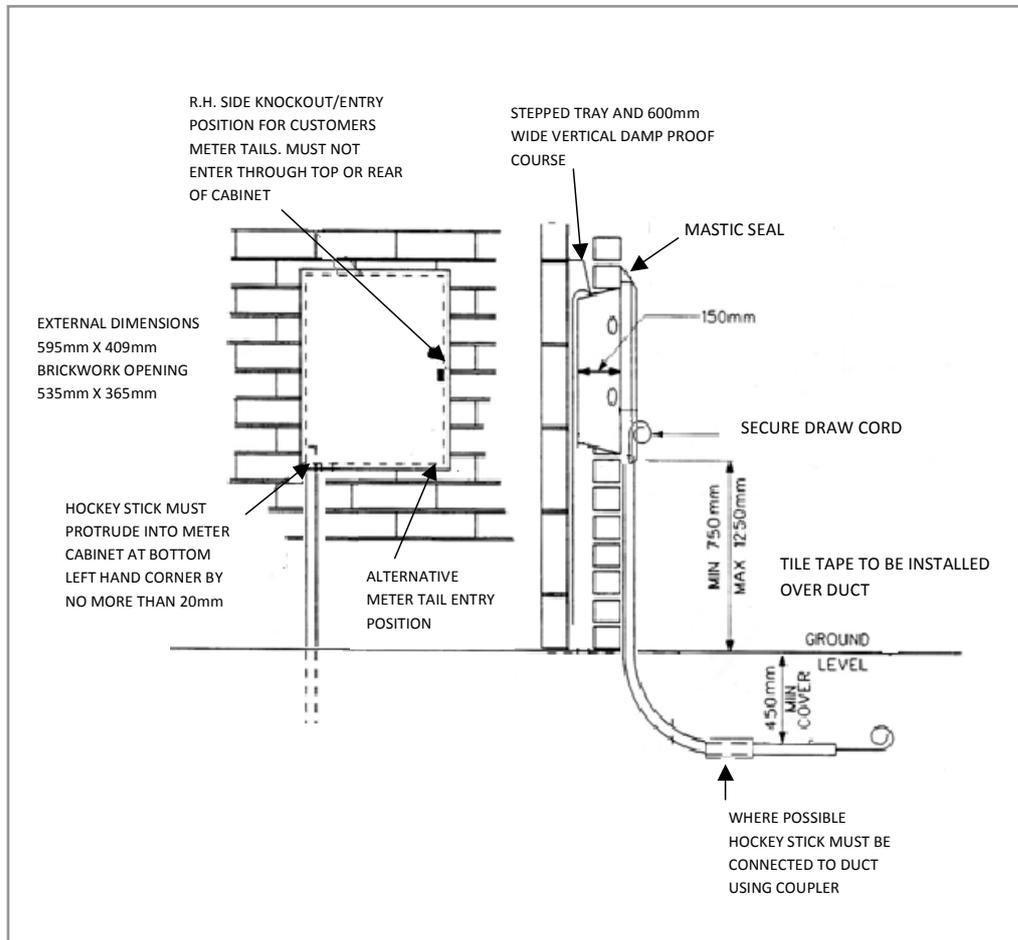
The correct installation of a standard domestic electric meter cabinet



Typical installation with hockey stick inside cavity

Typical installation with a surface mounted cable entry

- All space inside the standard meter cabinet is required for Northern Powergrid equipment or reserved for Supplier use and dependent upon the end users tariff agreement.
- The cabinet is to be securely held by fixings through the sides of the cabinet into the fabric of the building.
- A draw cord is to be installed through all ducting and secured inside the cabinet and at the remote end of the ducting.
- The Hockey stick must protrude into the meter cabinet (approximately 15mm) to allow for sealing against gas.
- Gas and electricity meter cabinets **must not** be mounted one above the other.





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