

Service Alteration - Guide to applying online for a Quotation



If you need any more help to complete this enquiry, please contact us:

getconnected@northernpowergrid.com

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

Before you start to complete your enquiry online we recommend you read this guide and understand the information we require from you before applying. Your electrical contractor may be able to help you.

HELP WITH [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

The screenshot shows the 'MY SERVICE ALTERATION' page. At the top, there is a navigation bar with the Northern Powergrid logo and the text 'MY SERVICE ALTERATION'. Below this, there is a section titled 'WE JUST NEED TO TAKE SOME DETAILS...' with a sub-heading 'Already got an account with us? Login here:'. There are two input fields for 'Email address*' and 'Password*'. A red 'LOGIN' button is below these fields. A link for 'Forgot your password?' is also present. Below the login section, there is a 'NOT REGISTERED?' section with a sub-heading 'Take a few moments to register and get access to our full range of online self service applications.' and a red 'REGISTER HERE' button. At the bottom, there is a footer with various links like 'ABOUT US', 'CONTACT', 'YOUR INFORMATION', 'ACCESSIBILITY', 'FOODS', 'TERMS & PRIVACY POLICY', and 'LEGAL'. There are also social media icons for Twitter, Facebook, YouTube, and LinkedIn.

HELP WITH [Pre-Registration](#)

At this stage we only require a minimum amount of information. Please provide your name, email address and a contact telephone number

The screenshot shows the 'MY SERVICE ALTERATION' page for pre-registration. The header is the same as the previous screenshot. The main section is titled 'MOVING YOUR ELECTRICITY SUPPLY' with a sub-heading 'To enable us to give you a quote for your job, please provide us with the following details.' There are several input fields: 'Forename*', 'Surname*', 'Email Address*', 'Re-type Email Address*', and 'Your Phone Number*'. At the bottom, there are two red buttons: 'BACK' and 'NEXT >'. There is also a 'LOGIN OR REGISTER' link in the top right corner.

HELP WITH [Question 1](#) Your site address

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

Input your postcode into the postcode field and then select 'find address', view the address list for the postcode then select 'use' for the correct site address.

All four address fields must be populated before you can continue.

The screenshot shows the 'MY SERVICE ALTERATION' page for 'YOUR PROPERTY'. The header is the same as the previous screenshots. The main section is titled 'MOVE YOUR ELECTRICITY SUPPLY' with a sub-heading '1 YOUR PROPERTY' and a note 'Please tell us where the work will take place'. There is a note '* Signifies mandatory fields'. There are four input fields: 'Property Name / Number*', 'Address 2*', 'Address 3*', and 'Postcode*'. The 'Postcode*' field has 'NE27 0LP' entered. At the bottom, there is a red 'FIND MY ADDRESS' button and a search box with the text 'Please choose your address:' and a dropdown menu showing 'New York Road Strassen Tavesville upon Tyne NE27 0LP - Use >'. There is also a 'LOGIN OR REGISTER' link in the top right corner.

Service Alteration - Guide to applying online for a Quotation



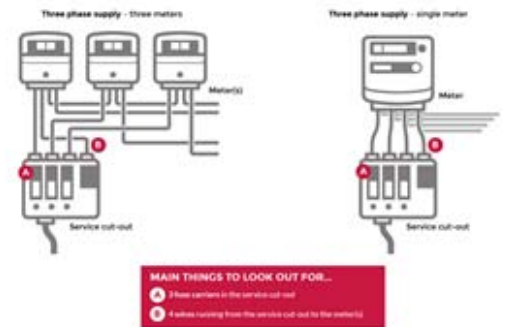
HELP WITH Question 2 - Your Property

So that we can calculate a price for you we need to understand your requirements. Please indicate what type of property you want the work carried out at. You cannot proceed until you have indicated.

HELP WITH Question 3 - Your Supply - What type of supply is it?

In order for us to progress your enquiry through to quotation, we need you to identify whether the cable supplying your property is single or three-phase. Don't worry if you're unsure as your electrician should be able to assist you with this.

These are two different types of three-phase meter and if your meter doesn't look like this then it's probably single phase.



HELP WITH Question 4 - How is it connected?

Your electricity supply will be connected either directly to our underground cable network or directly to our overhead network. In order for us to quote you correctly we need to understand how your property is supplied. This can be easily identified by carrying out a few simple visual checks. Don't worry if you're unsure as your electrician should be able to assist you with this, or you can use the information below to help.

In towns and cities the majority of properties will be fed directly from our underground cable network. In these cases the cable feeding your property will be buried and only visible at your meter position.

In some rural areas however the cables providing your electricity supply may be fed directly from our overhead cable network. In these cases the cables providing your electricity supply could be fastened to the outside of your property in a number of ways.

Service Alteration - Guide to applying online for a Quotation



HELP WITH **Question 5** - Is the connection 'looped'?

In the majority of cases your electricity supply cable will be direct from our network, however in a relatively small number of cases it could be looped with a neighbouring property. Don't worry if you're unsure as your electrician may be able to assist you with this, or you can use the information below to help.

If your supply cable is looped, we can still provide you with a quotation and it will not affect the price. However we may need to agree and carry out works at a neighbour's property to maintain their supply. If you choose to proceed with the works we will carry out a technical site survey and if we confirm the cable is looped, we will begin negotiations with your neighbour to agree the works .

If your meter doesn't look like the drawings then it won't be looped

4 YOUR SUPPLY
How is it connected?

Overhead Underground

5 YOUR SUPPLY
Is the connection 'looped'?

Yes No

Looped supply - single meter

Meter

Service cut-out

MAIN THINGS TO LOOK OUT FOR...

- A** fuse carrier in the service cut-out
- B** 2 equal sized cables entering the bottom of the service cut-out

HELP WITH **Question 6** -Your Supply - How far does the supply need moving?

OVERHEAD SUPPLY

For an overhead supply, from the ground, a visual estimate of the distance should be taken from the overhead anchor bracket on you or your neighbour's property in a straight line across the eaves, fascia or wall to a point directly above the entry point of where the new service position will be (this route must not in any way be obstructed by windows etc.) The route should then be measured vertically in a straight line down to the new entry point in to your property or new meter cabinet.

UNDERGROUND SUPPLY

For an underground supply the measurement should be taken from the assumed underground entry point outside your property along the proposed cable route to the new meter cabinet position.

Your Builder or Electrical contractor may be able to assist with this.

5 YOUR SUPPLY
Is the connection 'looped'?

Yes No

6 YOUR JOB
How far does the supply need moving?

0 To the nearest metre?

Service Alteration - Guide to applying online for a Quotation



HELP WITH **Question 6B** Your Job - Do you want to dig your own trench and joint bay?

If you do not want Northern Powergrid to carry out the trench works on your behalf, you will be given the option to do this yourself.

If you do choose to carry out your own excavation (on your own property / land only) please refer to the information provided behind the 'unsure' button We advise that if you wish to carry out your own excavation works please follow the guidance offered in the Health & Safety Executives document HS(G)47 entitled "Avoiding danger from underground services". This document can be found on the [Health & Safety Executive website](#)

To obtain electricity safe dig plans please call 0870 1600 910 Mon-Fri 8:30am-4:45pm. Alternatively, please fax details of your request to 0191 229 4287. For more information go to [check before you dig](#)

When you've completed the questions select 'NEXT'

HELP WITH - Your Quotation

Your job details will be displayed and you can go back and change them if required by selecting the 'Edit details' button. The indicative price will be displayed based on your details.

If you are happy and want to proceed select the 'Get a formal quotation' button.

HELP WITH - Your Formal Quotation

Your formal quote and details will be displayed and a copy will automatically be sent to you. You can also print a copy.

You can view our Terms and Conditions associated with your quote.

Data Protection

We have an obligation to Ofgem (the electricity Regulator) to conduct customer satisfaction surveys and if you do not wish to be contacted by our appointed Market Research Company as part of these surveys please tick the box.

Service Alteration - Guide to applying online for a Quotation



HELP WITH **Would you like to go ahead**

Please select the button to indicate if you want to go ahead



Option 1 -No thanks

Your quotation will be cancelled and should you decide to go ahead in the future you will need to complete a new enquiry.

Option 2- Not at the moment -

Your quotation will be saved to your account and will be valid for 90 days. You will be asked to complete the registration for your account and create a password to allow you to login in the future to accept your quote and make arrangements for payment and schedule your works.

You can logon to your account anytime @

<https://www.northernpowergrid.com/my-account>

Option 3 -Yes please

You will be asked to complete the registration for your account and create a password to allow you to progress you quotation to acceptance, provide provision for payment by token and schedule your work dates.

You can logon to your account anytime @

<https://www.northernpowergrid.com/my-account>

SAVE FOR LATER

To allow us to save your job, we need to collect the following contact information to create your Northern Powergrid user account.

If you were sent from a Northern Powergrid form upon completion please close this job and return to the form.

*Signifies mandatory fields

YOUR DETAILS	YOUR ADDRESS
Title	Property connection**
First Name *	New York Road
Last Name *	Address Line 2*
Surname *	Stromox
Your Company name	Address Line 3*
Nature of Business	NewAddToOpen Time
Your Phone Number *	Address Line 4
1234567890	Postcode*
Your Mobile Number	NE27 0LP
LOGIN DETAILS	Country*
Your Email Address *	United Kingdom
j.bagg@npg.com	Create a Password*
	Confirm Password*

REGISTER **CANCEL**

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

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