

For up to four domestic connections or a single small commercial connection

It's our job to get you connected as safely and as quickly as possible in five easy steps:



**1.** Applying for your new connection



**2.** Your pre-quote site visit (if needed)



**3.** Getting your quotation



**4.** Preparing your site for construction



**5.** Work begins on site

Learn more about what happens next [www.northernpowergrid.com/our-connections-process](http://www.northernpowergrid.com/our-connections-process)

## Connection Timescales

Your application is individually assessed based on your requirements - please see below for average timescales:

Connection Type	When will I receive my Quotation or Budget Estimate?	Average time to get connected (from payment)
1 standard domestic connection	Within 5 working days	10 weeks
Up to 4 domestic connections	Within 15 working days	13 weeks
Typical small commercial connection	Within 15 working days	19 weeks

*The guide to timescales are to assist you with your connections application. They give a general illustration of what your new connection might entail. Timings to connect are dependant on an assessment of the terms of connections for specific premises and current indicative prices are available on our website.*

**There are six key pieces of information that we need from you. Without them we won't be able to progress your application. Please ensure you have everything to hand before you begin:**

- ✓ Your name and correspondence address
- ✓ Site address (address where you want your connection)
- ✓ Site location plan clearly showing your site boundary and preferred meter position
- ✓ Date when the connection is required
- ✓ Maximum electrical capacity at each property in kVA (KiloVolt Ampere)
- ✓ Details of any other electrical equipment (if applicable)

**Need some help? Just give us a call. Our experienced Connections team can help you with your application:**



**0800 011 3433**

**Opening hours:**

Monday - Friday

Saturday

8:00am - 8:00pm

9:00am - 5:00pm

Alternatively, you can visit our website and apply online at [www.northernpowergrid.com/get-connected](http://www.northernpowergrid.com/get-connected)

## Section 1 – Your Details

Are you the current owner/occupier of the site address?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you applying as an agent on behalf of the current owner/occupier of the site address?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you the future owner/occupier of the site address?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Are you applying as an agent on behalf of the future owner/occupier of the site address?*	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

**i** *If you are acting as an agent applying on behalf of the owner/occupier (or future owner/occupier) of the site address we may request a copy of the letter of authority and a copy of the land registry confirming you have the right to represent the customer if required. If you have a copy of this letter and/or a copy of the land registry documentation available, please include it with this application.*

If you have answered **No** to all of the above questions, a member of our Connections team will contact you following receipt of your application to discuss further

### a. Owner/Occupier Details

This is the name and address of the owner/occupier of the site – fields marked with a \* are mandatory

Title	First Name*	House/Flat No*	Building Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name*	Street*		
<input type="text"/>	<input type="text"/>		
Company (if applicable)	Town*	Postcode*	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Daytime Telephone	Mobile	Email	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

### b. Site Address

Where you want your new connection – please leave blank if the site address is the same as the address in Section 1a

House/Flat No*	Building Name	Street*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Town*	Postcode*	
<input type="text"/>	<input type="text"/>	
Daytime Telephone	Mobile	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Section 1 – Your Details

### c. Representative Details

If you are acting as an agent on behalf of the owner/occupier, please complete the details below

Title	First Name	House/Flat No.	Building Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last Name	Street		
<input type="text"/>	<input type="text"/>		
Company (if applicable)	Town	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Daytime Telephone	Mobile	Email	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

## Section 2 – Your Connection

Please select the option which is right for you:

#### Firm Quotation

This is a quotation that once accepted, will set out detailed terms and conditions and will be binding on both parties. The quote will be valid for 90 days.

#### Budget Estimate

This will provide indicative costs and will not require a technical assessment or site visit. This is non-binding and cannot be accepted.

**i** *If you're at the early stages of a project and do not have a connection date in mind, or are the prospective future owner of the site address, you should apply for a Budget Estimate*

When would you like us to provide your connection?\* (MM/YY)

This is the date you would ideally like your connection to be made. If you're unsure, we can accept an estimated date. We'll agree a definite date with you after you've accepted the quotation.

**Type of Property** – please select one of the following options:

Single domestic connection

Multiple domestic connections (up to 4)

Single commercial connection

Proceed to Section 3

Proceed to Section 3

Proceed to Section 4

**Section 3 – Domestic Connection(s)**

**How many connections do you require?**

Property Type	Number of connections* (up to 4 maximum)	Total load per connection* (kVA)
House	<input type="text"/>	<input type="text"/>
Flat/Apartment	<input type="text"/>	<input type="text"/>

**i** *A typical domestic property will require an 18kVA (which is equal to 18 kW) single-phase connection. This would be ample for a five-bedroom house with no significant or disturbing loads. Your electrician can provide you with this information*

**Do you require a landlord supply? (Included in maximum 4 connections)**

Yes  No  Total load  (kVA)

**Will your connection need to accommodate motors, welders or other disturbing equipment?\***

Yes  Proceed to Section 5 No  Proceed to Section 6

**i** *Disturbing equipment is anything that may exert excessive load and affect other customers' supply*

**Do you require a temporary supply?**

Yes  Please detail below No  If Yes and you also require a domestic connection, this will be included on the same quotation

Load (in kVA)  Type of supply  
 Single Phase  Three Phase

**i** *Typically, your temporary supply will either be disconnected or made permanent via a service alteration*

**Let us know why you need a temporary supply e.g. for a construction site**

### Section 4 – Commercial Connection

Do you require a single or three phase connection?

Single Phase  Three Phase  Total load\*  (kVA)

**i** A typical single phase connection is capable of supplying up to 18kVA (which is equal to 18 kW). A typical three phase connection is capable of supplying up to 55 kVA – your electrician can calculate your required capacity. For connections above 55kVA please see our website for a Large Works application form

Will your connection need to accommodate motors, welders or other disturbing equipment?

Yes  Proceed to Section 5 No  Proceed to Section 6

### Section 5 – Disturbing Loads

**i** If you are connecting any electrical equipment which may cause a disturbance on the electricity network (e.g. motors, welders), please provide the details. The manufacturer or equipment installer should be able to help you with this

#### Motors

Single Phase  Three Phase  Direct Online  Star Delta  Soft Start

Starting Current (AMPS)  Number of starts per hour

**i** Need to tell us more about your electrical equipment? Please detail in our Additional Information (Section 9)

#### Welders

Single Phase  Three Phase  Input Voltage  Rating  Number of welds per minute

#### Heat Pumps

Air Source  Ground Source  Starting Current (AMPS)  Rating  Make and model

Single Phase  Three Phase

#### Electric Vehicle (EV) Charging Points

Single Phase  Three Phase  Rating

## Section 6 – Power Requirements

Are you installing any type of electric heating?\*

Yes  Please detail below

No  Proceed to Section 7

Electric Shower  (kVA)

Water Heater  (kVA)

Storage Heater  (kVA)

Other  (kVA)

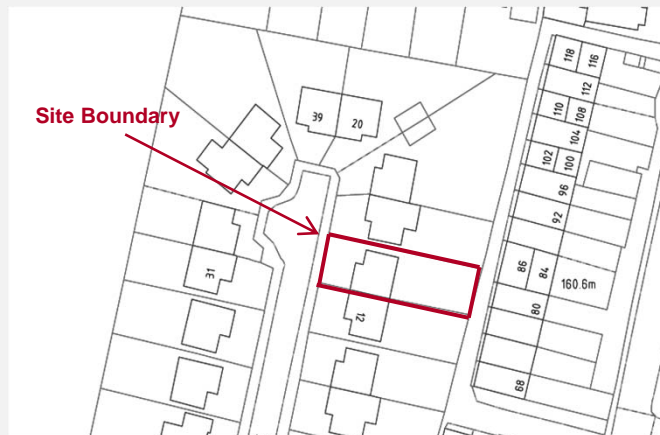
Space Heating  (kVA)

**i** Please note that kVA is equal to kW (kilowatts) for power requirements of up to 4 premises or one small commercial premise

## Section 7 – Site Plans

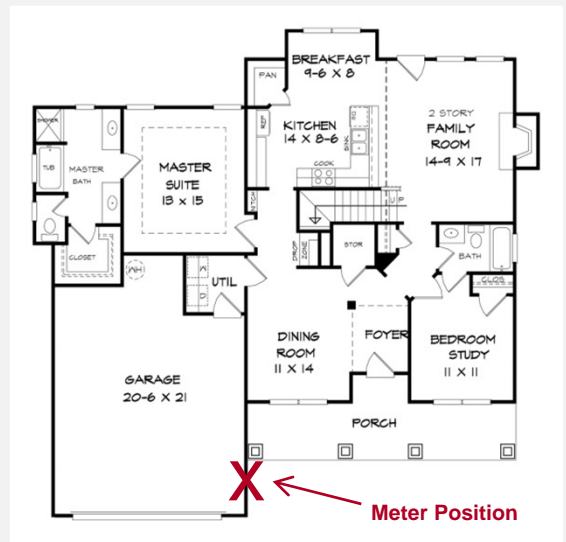
### Site Location Plan\*

In order to provide a quotation we require a site location plan indicating your **site boundary** and the **position of your property** within this boundary. This should be on an ordnance survey or land registry background.



### Builders Plan

We also require a builders plan indicating your preferred **meter position** marked with an **X**.



**i** Plans can be found at [www.ordnancesurvey.co.uk](http://www.ordnancesurvey.co.uk) or give us a call and we can provide you with a site location plan

## Section 8 – Generation

Do you plan to install any new generation? (one per application)

Yes  Please detail below      No  Proceed to Section 9

What is the intended installed generation capacity?  (kVA)

**i** Typically, if your generation is rated at 3.68 kVA or less you can send us a notification – anything above this will require a separate application. Your generation installer can provide you with this information. More information regarding generation is available on our website.

Solar Panels       Wind       Battery

Other (please specify)

## Section 9 – Additional Information

Please provide any additional information you feel may be relevant to your application

For example:

- My site is part of a conservation area
- The property is at high risk of flooding from a nearby river
- Additional motor details

## Application Checklist

**!** Have you included the six key pieces of information that we need to progress your application?

Please use this checklist to ensure you have enclosed all the required information:

- Your name and correspondence address
- Site address (address where you want your connection)
- Site location plan clearly showing your site boundary and preferred meter position
- Date when the connection is required
- Maximum electrical capacity at each property in kVA (KiloVolt Ampere)
- Details of any other electrical equipment (if applicable)

## Signature

**Signature of Applicant**

**Print Name**

**Date**

## What's Next?

Each application is individually assessed to ensure you receive the best service.

You'll receive your quotation within 5 to 15 working days. This is dependant upon the complexity of your project and may change if additional works are required.

Please send your completed application form and supporting documentation to:

**Northern Powergrid  
Network Connections  
Alix House  
Falcon Court  
Stockton-on-Tees  
TS18 3TU**

**Alternatively, you can email your application to us at**  
[getconnected@northernpowergrid.com](mailto:getconnected@northernpowergrid.com)



## Did you know?

We're not the only company that can provide a quotation for your new connection. You can compare our prices and service levels with other companies that provide connections services, called Independent Connections Providers (ICPs), then choose what's best for you. For more information visit

[www.northernpowergrid.com/alternative-providers](http://www.northernpowergrid.com/alternative-providers)

## Data Protection

We take data protection seriously and, when we obtain your personal information for the purpose of providing our connection service to you, we will keep that information secure and process it in accordance with our privacy policy, which is available for you to read at [www.northernpowergrid.com/privacy-policy](http://www.northernpowergrid.com/privacy-policy).

If we speak to you on the telephone about your connection, those telephone calls may be recorded for quality assurance purposes and we may collect personal information about you during those calls.

We will use the personal information you give us in order to process your connection request (including to process your payment), enter into a contract with you to provide the new or altered connection, deliver the work required and to monitor the standard of the service we provide to you when we undertake the Works. We will not use any of your personal information for marketing purposes.

However, to ensure that we provide our customers with a high standard of service, we use an independent research company, Explain Market Research Limited, to carry out customer satisfaction surveys on our behalf. Consequently, if the service we provide to you falls within one of the categories in respect of which we are required by our electricity distribution licence to carry out a customer satisfaction survey, we will share your personal information with Explain Market Research Limited who may contact you to carry out that brief survey.