



Scottish & Southern
Electricity Networks



Unmetered Connections Guide

Contents

- Introduction 3
- Unmetered customers 4
 - Application 4
 - What is needed in your application..... 6
 - How to apply 7
 - Quotation 8
 - SHEPD/SEPD Completing the works 8-9
 - Inventory Management..... 10
 - Meter Point Administration Number (MPAN)..... 12
 - Temporary and permanent Disconnection of an unmetered supply 13
 - Supply Restoration..... 14
 - Competition in Connections 15
- Alternative Providers 16
 - What is needed in your application..... 16
 - How to apply 17
 - Working in our distribution area 18
 - Quotation 19
 - Completing the works on behalf of Unmetered Customers 20
- Contact Details 22



Introduction

An unmetered connection is any street furniture that draws a predictable current and is connected to the Distribution Network without a meter recording its energy consumption.

Unmetered connections can include street lights, traffic signals or CCTV cameras.

Unmetered connections can be carried out on the route of an existing LV main as long as the distance between the main and the street furniture is less than 3 meter's.

When there is no distribution main present the length of the new service shall be no more than 30 meter's. All lengths are measured from the service joint to the item of street furniture.

For any services that exceed these measurements Scottish and Southern Electricity Networks must be contacted and will assess the options.

This guide covers both Unmetered Customers in pages 3-15 and Alternative Providers on page 15-20.

Unmetered customers

Application

Scottish and Southern Electricity Networks will consider providing an unmetered connection where the point of load, defined as the point at which the item connected consumes electrical energy is 500w or less. Consideration will also be given to applications where it is not practical for a supply to be given through a meter due to one or more of the following:

- Anticipated metering costs being significantly higher than usual metering costs associated with the size of the electrical load.
- Technical difficulties associated with providing a meter.
- Operation of law so as to prohibit or make excessively difficult the provision of such a meter.

Based on the information provided Scottish and Southern Electricity Networks may refuse an unmetered application if the information provided does not meet the requirement set out above.

Every unmetered application we receive is reviewed on a case by case basis and you may be contacted by us prior to any work being booked to verify details you have provided.

www.ssen.co.uk/UnmeteredSupplies/

www.ssen.co.uk/UnmeteredConnectionsFlowchart/



Unmetered customers

What is needed in your application

With your application, you are required to provide the following:

- A completed application form with all relevant information as listed below:
 - Applicant type – i.e. Asset Owner/End User type (such as: Local Authority / PFI / Other – Developers/Housebuilders/Broadband Providers);
 - New or existing adopted Highway;
 - Works required (estimated quantities for: new connections / transfers / disconnections) and if including any road crossing(s);
 - Other works (if any) such as: 3-phase unmetered connection(s), etc.;
 - Date the Unmetered Connection(s) is/are required;
 - List of existing inventory where applicable – Associated MPAN / MSID (thirteen digit number starting with 17 if in SHEPD area, or 20 if in SEPD area);
 - Name and address of Contracting Party for Quotation and billing;
- Accurate, clear location plan (suggested scale 1:10000 or smaller as appropriate), showing existing identifiable landmarks;
- Accurate, clear site layout plan(s) (suggested scale of 1:500) marked up with locations for the works, and showing identifiable public highway; or
- List of locations for multiple Unmetered Connections in various areas (if deemed more appropriate).

Unmetered customers

How to apply

You can apply:

- Online - www.ssen.co.uk/UnmeteredSupplies/

To do this you need to register on our website at www.ssen.co.uk/Forms/Registration/

- Offline Applications are available on our website www.ssen.co.uk/connections/usefuldocuments/ Please send your completed applications (as detailed above) either by email to connections@sse.com or by post to Connections and Engineering, Scottish and Southern Electricity Networks, Walton Park, Walton Road, Cosham, PO6 1UJ;
- You may also apply by phone
Central southern England - 0800 048 3516
North of Scotland - 0800 048 3515

If you are a Local Authority, a Parish Council or a Private Finance Initiative (PFI) you can now build your own quote online and pay for it in minutes.

To build your quote you need to start by clicking on the 'Online self quoting' link on our website www.ssen.co.uk/UnmeteredSupplies

Unmetered customers

Quotation

Connections & Engineering (C&E) will register your application and provide you with a project number. Once your application is deemed 'Competent' (when we receive all the information as detailed on page 6), the project will be passed onto a Connections Designer. The Designer will provide you with a quotation within 25 working days as per the Guaranteed Standards of Performance – set by Ofgem the industry regulator.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works

When you receive your quotation it is valid for 90 days from the date of issue.

To accept your quotation, please sign the attached acceptance form and return with the applicable payment.

Unmetered customers - SHEPD/SEPD Completing the works

Works on a New Site

We will agree a date to complete the requested works. Once a date is agreed to complete the works, this may be varied by your request or agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).



Unmetered customers -
SHEPD/SEPD Completing the works

Works in an Existing Adopted Highway

We will complete the requested works within 35 working days provided that any prerequisite works for which you are responsible have been completed (e.g. erecting street light columns). This may be varied by your request or agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

Unmetered customers

Inventory Management

One of the criteria in agreeing to forgo the use of a meter and install unmetered services is that the named customer is responsible to the maintenance and provision of accurate inventory records.

This is not only important at the commencement of any works being carried out but also when either the street furniture is upgraded, disconnected or handed over to a new owner.

Prior to any connection taking place you will need to complete and return an Unmetered Connection Agreement providing the following information:

- Location.
- Unique reference (where applicable).
- Elexon Charge Code.
- Elexon Switch Regime.
- Number of items.

What are charge codes and switch regimes

All approved equipment connected via an unmetered supply will have a recognised industry charge code assigned to it. This will be a 13 digit reference number and will be used alongside a switch regime to calculate the estimated kilowatt Hour (kWh).

Switch regimes are 3 character alpha-numeric codes that identify the number of hours the equipment will operate for on an annual basis.

For all unmetered connections an approved charge code and switch regime must be in declared for each type of equipment being installed.

All new street furniture equipment must comply with all relevant Electricity Industry standards and specifications.

Prior to carry out any unmetered connection please ensure you have obtained from either your supplier or the manufacturer providing the lanterns, signage, traffic signals or other street furniture that they can provide you with the relevant Elexon charge Code

Elexon are responsible for ensuring that unmetered processes are carried out effectively. Elexon are also responsible for issuing charge codes and switch regimes to customers such as product manufacturers, county, borough councils that have an Unmetered Supply inventory.

For more information relating to Elexon please use the web link below

www.elexon.co.uk/reference/technical-operations/unmetered-supplies/

Unmetered customers

Meter Point Administration Number (MPAN)

Every new unmetered supply connection made on our distribution networks will be assigned a unique Meter Point Administration Number (MPAN) that will be issued by us once we are in receipt of a fully completed Unmetered Connection Agreement.

Once the MPAN(s) have been issued it is the responsibility of the named customer on the certificate to ensure registration of all MPANs displayed on the certificate **with an energy supplier of their choice**. Once registration notification has been received from the appointed energy supplier we will notify all relevant parties informing them that work can be carried out.

Upon completion of the works we will arrange for the appointed energy supplier to energise each MPAN and commence billing for the energy consumption calculated, based on the inventory the customer has declared to us.

For connections raised in Scottish And Southern Electricity Networks SEPD area the Distributor ID will be '20' and for MPAN raised for services in SHEPD area the Distributor ID will be '17'.

www.ssen.co.uk/MPAN

Unmetered customers

Temporary and permanent Disconnection of an unmetered supply

A temporary disconnection will be carried out to pot end the supply at least 0.5m from the street furniture in order to enable its safe removal and reconnection to the original service via a straight joint. The time scale shall be no more than 2 weeks between the disconnection and reconnection relating to a request for a temporary disconnection.

If the time scale exceeds two weeks the works should be treated as a permanent and new connection request.

Where a permanent disconnection of an item of street furniture is required the service cable shall be tracked back to the service joint. The service cable shall then be cut and pot ended alongside the service joint.

For more information on the following;

- New Services
 - Earthing
 - Alterations
 - Temporary disconnection
 - Permanent disconnection
 - Earth loop impedance
 - Protection, marking or indication of the presence of a cable
 - Documentation.
-

Unmetered customers

Supply restoration

All distribution network operators in England, Wales and Scotland adhere to published Ofgem performance standards provided below relating to unmetered connections.

Regulation Number	Service Area	Performance level, timescales and payments		
10	Fault Repairs	If you notify us of a fault repair affecting your unmetered equipment that needs to be carried out by us we will respond in the following timescales, if we fail we will make a payment.		
		Type of repair	Timescale	Payment
		Works to remove immediate danger to the public or property arising from the electricity distribution network	Attend on site within 2 hours	£65
		High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£15 per working day late
		High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£15 per working day late
		Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£15 per working day late
		Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£15 per working day late

Scottish and Southern Electricity Networks would advise anyone considering carrying out connection of any private or un-adopted highway street furniture to consider a metered connection rather than an unmetered supply. As the timescale response for metered services is 12 hours to rectify a fault under normal operating conditions.

www.ssen.co.uk/CustomerService/PerformanceStandards/



Competition in connections

Did you know you have a choice? Just because we own the network doesn't mean you have to accept a quotation from us. There are Alternative Providers who can carry out all or certain aspects of work relating to unmetered connections for either new or existing distribution networks.

If an alternative provider carries out your works, their assets will be adopted into our network provided they meet our specifications.

For a full list of accredited ICPs please visit the Lloyd's Register Website. Alternatively, you can find ICPs and IDNOs who operate in our distribution area on our website at

www.ssen.co.uk/AlternativeProviderSearch

More information on Choice can be found on our website at www.ssen.co.uk/ConnectionsYouHaveaChoice/

More information on ICPs and IDNOs can be found on our website at www.ssen.co.uk/competitioninconnections

Alternative Providers

What is needed in your application

With your application, you are required to provide the following:

- A completed application form with all relevant information as listed below:
 - A Letter of Authority (LOA) from the Asset Owner/End User, authorising you from making this application on their behalf;
 - Applicant type – i.e. Asset Owner/End User type (such as: Local Authority / PFI / Other – Developers/Housebuilders/Broadband Providers);
 - New or existing adopted Highway;
 - Works required (estimated quantities for: new connections / transfers / disconnections);
 - List of existing inventory where applicable – Associated MPAN / MSID (thirteen digit number starting with 17 if in SHEPD area, or 20 if in SEPD area); **[This is to be provided to you by your Customer as evidence that an Unmetered Connection Agreement (UmCA) is in place between us and your Customer.]**
 - Name and address of Contracting Party for Quotation and billing;
- Accurate, clear location plan (suggested scale 1:10000 or smaller as appropriate), showing existing identifiable landmarks; **[not mandatory at application stage]**
- Accurate, clear site layout plan(s) (suggested scale of 1:500) marked up with locations for the works, and showing identifiable public highway; **[not mandatory at application stage]** or
- List of locations for multiple Unmetered Connections in various areas (if deemed more appropriate). **[not mandatory at application stage but good to have with whereabouts]**

Alternative Providers

How to Apply

You can apply:

- Online - www.ssen.co.uk/UnmeteredSupplies/
To do this you need to register on our website at www.ssen.co.uk/Forms/Registration/
- Offline Applications are available on our website www.ssen.co.uk/connections/usefuldocuments/
Please send your completed applications (as detailed above) either by email to nc.connections@sse.com or by post to Connections and Engineering, Scottish and Southern Electricity Networks, Walton Park, Walton Road, Cosham, PO6 1UJ;
- You may also apply by phone:
 - Central southern England - 0800 048 3516
 - North of Scotland - 0800 048 3515

To access to our specifications (including G81 documents), network information and GIS which are stored on our secure area of the website, for which you need to have an account associated with a company email address.

This access to our secure area is via the Competition in Connections webpage.

www.ssepd.co.uk/CompetitionInConnections/

Once logged in, you will then be able to download our specification PR-PS-770 Underground Services to Unmetered Street Furniture.

www.ssepd.co.uk/Forms/SignIn/?ReturnUrl=CompetitionInConnectionsSecureDocuments

Alternative Providers

Working in our distribution area

Before applying for unmetered connections, Alternative Providers need to confirm which Distribution Safety Rules (DSRs) / Operational Safety Rules (OSRs) they wish to work under, as per the Competition in Connections Code of Practice (CiCCoP).

Alternative Providers have to tell us which of the Authorisation options they will work under:

- **Option 1** – ICP authorisation of ICP Employees and Contractors: ICPs shall operate under their own Safety Management System (Safety Rules), which shall be of an equivalent relevant standard to SSEN's Distribution Safety Rules (DSRs) / Operational Safety Rules (OSRs).
- **Option 2** – SSEN authorisation of ICP Employees/Contractors: ICPs shall operate under SSEN's version of the Model Distribution Safety Rules.
- **Option 3** – Transfer of Control (Ref PR-PS-910): The transfer of control of a specified part of the Network from SSEN Control to an ICP for the purposes of the ICP's activity.

If you would like to work under your own safety rules, so you will need to send a copy of these to Distributionsafetyrules@sse.com. Your DSR's will be reviewed (but not approved). Your NERS Accreditation will also be checked. Once we know what safety rules you are going to work under, you will be able to apply for an unmetered connection.



Quotation

Connections & Engineering (C&E) will register your application and provide you with a project number. Once your application is deemed 'Competent' (when we receive all the information as detailed on page 16), the project will be passed onto a Network Connections Designer. The Designer will quote for the Unmetered Adoption agreement only.

When you receive your quotation it is valid for 90 days from the date of issue.

To accept your quotation, please sign the attached acceptance form and return with the applicable payment. Please be aware that even if you receive a zero-cost quote, you must sign and return your acceptance.

Alternative Providers

Completing the works on behalf of Unmetered Customers

After you have Accepted the Quote (and paid the annual administration fee where applicable), a new annual Combined Network Access Agreement and a new annual Unmetered Connection Adoption Agreement, will be produced by the Network Connections Designer and will be issued to you for signature.

Note: The annual admin fee is depending on the size of the project for the calendar year.

The annual administration fee is to process, manage and issue the Unmetered Connection Adoption Agreement, which is valid for one year for works done for one customer (e.g. one specific Local Authority).

We don't charge for the annual Combined Network Access Agreement and it is valid for one year. You require one for the SHEPD area and another for the SEPD if you work in both our distribution areas. The access agreement is required so you can work on our network. the Access and Adoption Agreements are valid for one calendar year from date of issue.

You will have to provide us with your whereabouts at least 5 working days before connections delivery, so we can plan inspections of your work. your whereabouts can be sent to:

For Scotland

North Caledonia: north.east.depot@sse.com

Highlands and Islands: HighlandAdmin@sse.com

South Caledonia: tayside.and.central.depot@sse.com

For England

umicpwhereabouts.south@sse.com



When you provide your whereabouts, please refer to your assigned project number for the Unmetered Adoption Agreement you will be delivering works under.

At this point in time we do not charge any ICPs or Customers for inspection and monitoring for Unmetered Connections.

If you intend to work for different Customers (e.g. different Local Authorities), you will have to apply for each one and get an annual Unmetered Adoption Agreement for projects done per Customer.

Contact details

For information relating to the following:

- Existing inventory declared to Scottish and Southern Electricity Networks
- Provision of a new inventory declaration.
- Issuing of new unmetered MPANs.
- Registration of unmetered MPANs (please ensure you have submitted these to your energy supplier prior to contacting us).
- Questions relating to suitable charge code and switch regimes for the equipment you wish to install.

Please contact the Unmetered Supplies Section.

Email: Unmetered.distribution@sse.com

Tel: 0345 0700301

Address: Scottish and Southern Electricity Networks
Unmetered Supplies Section
Walton Park
Walton Road
Cosham
Portsmouth
Hants
PO6 1UJ



To contact us to discuss either ICP or IDNO connections please email nc.connections@sse.com

To apply directly to Scottish and Southern Electricity Networks to carry out your connection(s) please contact our connections team.

Email: connections@sse.com

Tel: 0800 048 3516 – Central Southern England

Tel: 0800 048 3515 – Northern Scotland

Engage with us online

Stay updated with the latest news and improvements by following us online:



www.ssen.co.uk



Search 'SSEN Connections Engagement'



twitter.com/ssencommunity



facebook.com/ssencommunity



Scottish & Southern
Electricity Networks