Guide to Moving Your Electricity Service

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NORTHERN POWERGRID
Keeping your power on

POWER CUT?
CALL 105

Welcome to Northern Powergrid

You may not know who we are but we keep the lights on, the kettles boiling and the phones charged for 8 million people across the North East, Yorkshire and northern Lincolnshire.

Put simply, we make sure the electricity you buy from your energy supplier gets to you safely, whenever you need it. And, if your power ever gets interrupted, for whatever reason, be it extreme weather or emergency maintenance we'll be there immediately to fix it - giving 100% day and night, rain and shine, Sundays, Mondays and Christmas days.

We are Northern Powergrid, we live in your communities and we're proud to play an essential role in keeping the power flowing to all the homes and businesses we serve.

We have produced this easy step-by step guide to explain how to move your electricity service.

To ensure we complete your work to the highest possible standards, we only use contractors who meet with our own very high standards, so that you continue to receive a safe and reliable service from us.

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.

Moving your electricity service

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, the service duct and tile tape 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).

1,2,3,4,5,6,7,8,9 refer to diagrams on page 3.

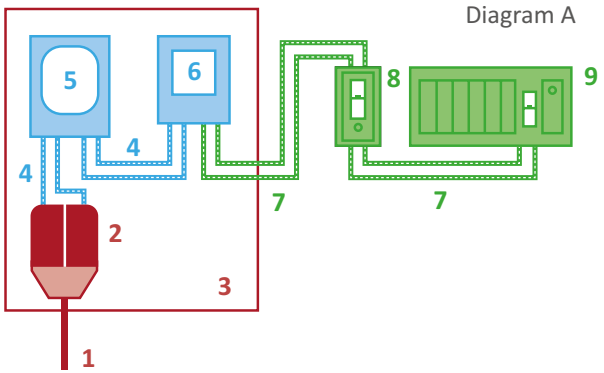
We will not make any alterations to your wiring or move the meter.

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 and tile tape in accordance with the guidance notes and diagrams in this guide. **The duct must be indelibly and clearly marked with the legend 'ELECTRIC CABLE DUCT.' and the tile tape must contain the legend 'Northern Powergrid' as illustrated on page 9.**
- 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]

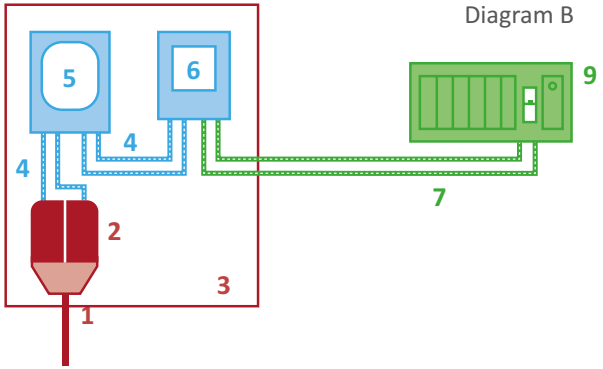
Which is our equipment and which is yours?



We are responsible for:
1. Service cable
2. Cut-out
3. Meter board

Your energy supplier is responsible for:
4. Double-insulated cables
5. Meter
6. Timeswitch

You are responsible for:
7. Double-insulated cables
8. Switchfuse
9. Fusebox



Explaining the basics

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**[2] 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 9 & 10. Cabinets, ducting, hockey sticks and tile tape 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 7-10, 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. **All ducts intended for 230 volt service cables shall be black, 38mm for single conductors (125mm for three phase cables) with a smooth outer wall and manufactured in uPVC or HDPE.**
- 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.
- All cables and ducts installed by the 'open cut' trench method shall be protected by a tile tape. The tile tape is intended, during any future work, to give a clear visual warning of the presence of underground cable, joints or cable ducts.

- The tile tape must be laminated with suitable identification complying with ENATS standard 12-23 and meet impact requirements of BS-2484. **It must contain the legend 'Northern Powergrid'.**
- It should be installed 75mm above the service electric duct.

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.
- 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 on pages 10 and 11

If for any reason you need to change your appointment date, please contact the Connections telephone number provided on the back of this booklet.

Guidance notes for electrical contractors

Type of supply

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

- **80 amps**
- **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.

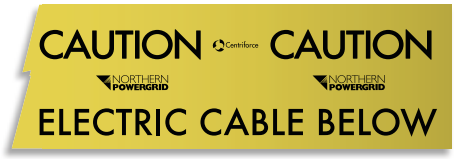
Guidance notes for self excavation

If you choose to carry out your own excavation (on your own property only) we require a trench that is 300mm wide x 500mm deep along the whole of its length. The trench bottom should be level and free from any sharp stones or objects that may cause damage to the service cable. We will also require a joint bay that is 800mm wide x 1000mm long. This should be adjacent to the existing cable point of entry into your property.

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.

Safety warning

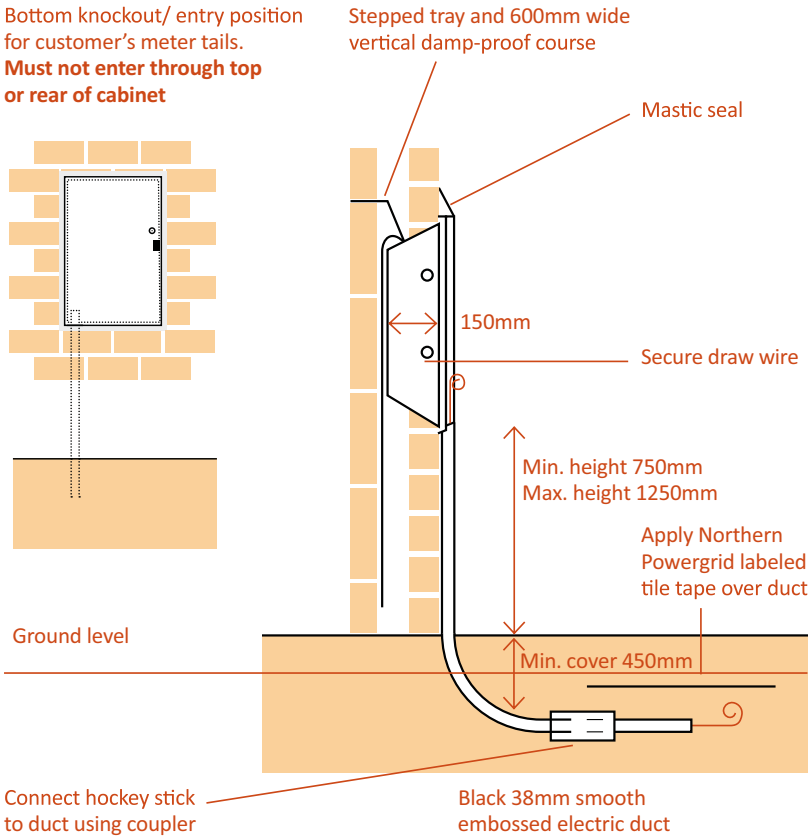
You may be digging in very close proximity to your existing, “live” electricity service cable. There may also be other equipment nearby including gas pipes, water pipes, telecommunication cables, etc. We advise that if you wish to carry out your own excavation works please follow the guidance offered 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.



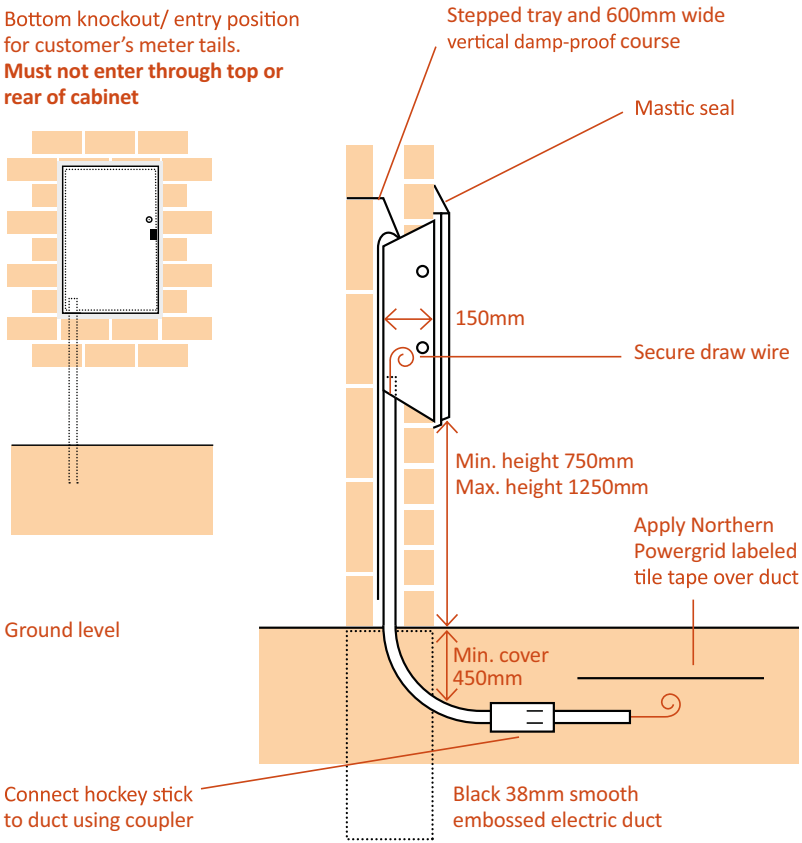
You can request a copy of our cable records at:
www.northernpowergrid.com/servicesdirectory/check-before-you-dig

Typical single phase installation with a surface mounted cable entry

- 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.



Typical single phase installation with hockey stick inside cavity



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Find out more about our additional services below:

Connections

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Priority Services

0800 169 2996

Need additional support during a power cut?

You might be able to benefit from our Priority Services Register.

Power Cuts

105

General Enquiries

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Other services we provide:

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All of this information is available in audio description and different languages on our website using the 'browsealoud' service.
If you require this booklet in alternative formats, such as Braille or large print, please contact the General Enquiries number above.