

# Application for a Disconnection of Electrical Service

**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 details (of all premises to be disconnected)
- ✓ MPAN number(s)
- ✓ Meter serial number(s)
- ✓ Date when the disconnection is required
- ✓ Site location plan showing the position of each supply (preferably scaled 1:500)

## Disconnecting your Electrical Service



Please note we will disconnect the electricity cable from our distribution system. It is your responsibility to contact your electricity supply company to arrange for the meters to be removed.

For your own safety please treat all of our electrical equipment at the premises as electrically energised until you are in possession of our written confirmation that it has been disconnected from all sources of supply.

## Who is my Electricity Supplier?

To find out your current electricity supply company, go to [myservices.northernpowergrid.com/supplier](https://myservices.northernpowergrid.com/supplier) on our website. All you need is your property name/number, your full postcode and your email address.

**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](https://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 Contact 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 Contact Details

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 (continued)

### 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 – Service Disconnection Details

**i** Works required in the public highway may be subject to a 30 day notice period

When do you require your service disconnection?\* (MM/YY)

When do you have responsibility for the site?\* (DD/MM/YY)

The lead time to complete these works is typically four to six weeks from your acceptance. We will then agree the final disconnection date with you.

Type of electricity supply:

Temporary

Permanent

How many premises are to be disconnected?

Let us know why you need a disconnection(s) e.g. site due for demolition

Have you notified the supplier and arranged for the meter to be removed?

Yes

No



*If 'No' you will need to contact your supplier and arrange for your meter to be removed. Northern Powergrid are unable to remove meters.*

### Section 3 – Site Address to be Disconnected

Please fill in details below:

	Premise 1	Premise 2	Premise 3
Address (including postcode)			
MPAN			
Meter serial number or Date meter removed*			
Single or three phase?			
CT metered? (Yes/No/Unsure)			

\*The meter serial number can be found on the meter. If the meter has already been removed please specify and, if known, include the date of removal

**i** The MPAN number for each supply can be located on the electricity bill and should begin with 23 or 15. If you cannot find the correct MPAN, please call MPAS on **0845 6013268**

*Please note that if a 'Green Deal Scheme' is present for the address you will need to discuss this with your supplier, as a disconnection cannot take place where an active Green Deal is in place*

### Section 4 – Additional Information

Please provide details of any additional premises or any other information you feel may be relevant to your application:

## Section 5 – Demolition

Do you require service disconnection(s) due to building demolition?

Yes  Please detail below      No  Proceed to Section 6

**i** Please note that it is your responsibility to have the relevant notices in place as required by the Building Act (1984)

Are you the owner of the property?      Yes       No

If No, do you have authority to act on behalf of the owner of the property?      Yes       No

Will Section 80 and 81 notices be in place prior to demolition?      Yes       No

What is the planned demolition date? (DD/MM/YY)

When do you have responsibility for the site? (DD/MM/YY)

## 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 details (of all premises to be disconnected)
- MPAN number(s)
- Meter serial number(s)
- Date when the disconnection is required
- Site location plan showing the position of each supply (preferably scaled 1:500)

## Signature

Signature of Applicant

Print Name

Date

## What's Next?

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

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)**

## 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.