

For 5+ domestic connections, multiple small commercial connections or a single large 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 and paying for your quotation



4. Preparing your site for construction



5. Work begins on site

## 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)
5+ domestic connections	Within 25 working days	19 weeks
Multiple small commercial connections	Within 25 working days	19 weeks
Typical large commercial connection	Within 35 working days	29 weeks
Extra high voltage connection	Within 65 working days	2 years

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 and if appropriate, the Owner/Occupier details
- ✓ Site address (address where you want your connection)
- ✓ Scaled site location plan clearly showing your site boundary and preferred meter position(s)
- ✓ 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? You may want to seek advice from an electrical contractor before you apply. Our experienced Connections team can also 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 (The customer)

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 (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 – Your Connection

**i** *The type of work you require may be subject to Connection Offer Expenses. Our website provides further information along with indicative charges [www.northernpowergrid.com/connection-offer-expenses](http://www.northernpowergrid.com/connection-offer-expenses).*

### Who should be invoiced for the Connection Offer Expenses?

<input type="checkbox"/> <b>Owner/occupier</b> (details provided in section 1)	<input type="checkbox"/> <b>Representative</b> (details provided in section 1)
<input type="checkbox"/> <b>Other</b> (please give details)	<input type="text"/>

### Who should your Single Point of Contact correspond with?

<input type="checkbox"/> <b>Owner/occupier</b> (details provided in section 1)	<input type="checkbox"/> <b>Representative</b> (details provided in section 1)
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### Please select the option which is right for you:

<input type="checkbox"/> <b>Firm Quotation</b> 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.	<input type="checkbox"/> <b>Budget Estimate</b> This will provide indicative costs and will not require a technical assessment or site visit. This is non-binding and cannot be accepted.
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**i** *If you're at the early stages of a project and do not have a connection date in mind, or are not the owner/occupier 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.

### Section 2 – Your Connection (continued)

**Do you require a temporary supply?**

**Yes**  Please detail below      **No**       If **Yes** and you also require domestic/commercial connections, these will be included on the same quotation

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

**i** *If you require a temporary site supply in advance of your permanent connections please complete the Temporary Connection Application Form which can be found online*

### Section 3 – Domestic Connections

**How many connections do you require?**

**i** *If your connections are for a large housing development that will take an extended time period to complete, you may want to consider splitting your application into phases*

Property Type	Number of connections* (minimum of 5)	Heating source	Total load per connection* (kVA)
House	<input type="text"/>	<input type="text"/>	<input type="text"/>
Flat/Apartment	<input type="text"/>	<input type="text"/>	<input type="text"/>
Landlord Supply	<input type="text"/>	<input type="text"/>	<input type="text"/>

**i** *A typical single phase domestic connection is capable of supplying up to 18kVA. You can use our [Demand Calculator](#) to work out the load you require per connection (this is also available on our website)*

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

**Yes**  Please detail in Section 5 and proceed to Section 4      **No**  Proceed to Section 4

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

### Section 4 – Non-Domestic Connection(s)

How many connections do you require?

Number of connections\*  Total combined load\*  
(actual rate in kVA)

Single Phase

Three Phase

**i** Your electrician can calculate your required capacity. If power requirements differ significantly between supplies please provide a breakdown of all connections in Additional Information (Section 11)

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 please provide the details. The manufacturer or equipment installer should be able to help you with this

#### Motors

How many motors do you plan to install?  We only need the technical details for the two largest motors

#### • Motor 1

Single Phase <input type="checkbox"/>	Three Phase <input type="checkbox"/>	Split Phase <input type="checkbox"/>	Starting Current (AMPS) <input type="text"/>	Rating <input type="text"/>	Number of starts per hour <input type="text"/>
Direct Online <input type="checkbox"/>	Star Delta <input type="checkbox"/>	Soft Start <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### • Motor 2

Single Phase <input type="checkbox"/>	Three Phase <input type="checkbox"/>	Split Phase <input type="checkbox"/>	Starting Current (AMPS) <input type="text"/>	Rating <input type="text"/>	Number of starts per hour <input type="text"/>
Direct Online <input type="checkbox"/>	Star Delta <input type="checkbox"/>	Soft Start <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Section 5 – Disturbing Loads (continued)**

**Welders**

How many welders do you plan to install?  We only need the technical details for the two largest welders

• **Welder 1**

Single Phase	<input type="checkbox"/>	Three Phase	<input type="checkbox"/>	Input Voltage	<input type="text"/>	Rating	<input type="text"/>	Number of welds per minute	<input type="text"/>
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• **Welder 2**

Single Phase	<input type="checkbox"/>	Three Phase	<input type="checkbox"/>	Input Voltage	<input type="text"/>	Rating	<input type="text"/>	Number of welds per minute	<input type="text"/>
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**Heat Pumps**

How many heat pumps do you plan to install?

Air Source	<input type="checkbox"/>	Ground Source	<input type="checkbox"/>	Starting Current (AMPS)	<input type="text"/>	Rating	<input type="text"/>	Make and model	<input type="text"/>
Single Phase	<input type="checkbox"/>	Three Phase	<input type="checkbox"/>						

**Electric Vehicle (EV) Charging Points**

How many EV charging points do you plan to install?

*If you are installing EVCPs at a premises which is already connected to our network, we will not provide an additional connection - please contact us to discuss your options*

Single Phase	<input type="checkbox"/>	Three Phase	<input type="checkbox"/>	Rating	<input type="text"/>
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**i** *Need to tell us more about your electrical equipment? Please detail below, or in our Additional Information (Section 10). You may be asked to provide further information about your electrical equipment at a later date*

### Section 6 – Power Requirements

Are you installing any type of electric heating?\*

Yes  Please detail below      No  Proceed to Section 7

	Number of	Total load (kVA)		Number of	Total load (kVA)
Electric Shower	<input type="text"/>	<input type="text"/>	Water Heater	<input type="text"/>	<input type="text"/>
Storage Heater	<input type="text"/>	<input type="text"/>	Other	<input type="text"/>	<input type="text"/>
Space Heating	<input type="text"/>	<input type="text"/>			

**i** Please provide the number per connection

### Section 7 – Generation

Do you plan to install any new generation? \*

Yes  Please detail below      No  Proceed to Section 8

Is this generation for standby purposes?

Yes  Proceed to Section 8      No

Will your generation run for more than five minutes per month?

Yes       No  Proceed to Section 8

Would you like to apply in Kilowatts (kW) or Megawatts (MW)?

kW       MW

How many generator sets are you installing?      Are all generator sets the same size?

     Yes       No

**i** If your generation sets are not all the same size, please provide details of each generation set at each premises in our Additional Information (Section 10).

What type of generation are you installing? e.g. solar panels, wind, battery

     Generation set

**Section 7 – Generation (continued)**

**What type of generation set will this be?**

	Number of Generating Units	Type of Prime Movers	Energy Source Availability	Technology Production Site
Synchronous Power Generating Module	<input type="text"/>	<input type="text"/>	<input type="radio"/> Intermittent <input type="radio"/> Non-intermittent	<input type="text"/>
Fixed Speed Induction Generating Unit	<input type="text"/>	<input type="text"/>	<input type="radio"/> Intermittent <input type="radio"/> Non-intermittent	<input type="text"/>
Double Fed Induction Generating Unit	<input type="text"/>	<input type="text"/>	<input type="radio"/> Intermittent <input type="radio"/> Non-intermittent	<input type="text"/>
Series Inverter Connected Generating Unit	<input type="text"/>	<input type="text"/>	<input type="radio"/> Intermittent <input type="radio"/> Non-intermittent	<input type="text"/>
Electricity Storage Generating Unit	<input type="text"/>	<input type="text"/>	<input type="radio"/> Intermittent <input type="radio"/> Non-intermittent	<input type="text"/>
Other (Please Specify)	<input type="text"/>	<input type="text"/>	<input type="radio"/> Intermittent <input type="radio"/> Non-intermittent	<input type="text"/>

**i** For more information please see the [generation connection guide](#) on our website

**Please complete one of the following:**

What is the sub-transient (X"d) - unsaturated / saturated? (Per unit)

What is the maximum fault level contribution? (MVA)

**Generation set Active Power capability:**

Rated terminal voltage (generator) (volts)

Rated terminal current (generator) (amps)

Generation set registered capacity (net) (MW/kW)

What will be the maximum active power export (MW/kW)

Section 7 – Generation (continued)

What security is required for your connection?

- |   |   |
|---|---|
| <input type="checkbox"/> <b>Single circuit connection</b>   | <input type="checkbox"/> <b>Manually switched alternative connection</b>          |
| <input type="checkbox"/> <b>Automatically switched alternative connection</b>                                     | <input type="checkbox"/> <b>Firm connection</b> (secure for first circuit outage) |
| <input type="checkbox"/> <b>A flexible or Active Network Management connection</b> (discussion with DNO required) |   |

What will be the maximum active power import? (kW)

What will be the maximum reactive power import? (kW)

**!** Please include a single line diagram of your proposed generation installation with this application

Are you installing an interface transformer?

Yes  Please detail below                      No

Rated (apparent) power (MVA)	<input type="text"/>	Maximum ratio tap (%)	<input type="text"/>
Rated voltage ratio (on principal tap) (kV/kVA)	<input type="text"/>	Minimum ratio tap (%)	<input type="text"/>
Positive sequence resistance (per unit)	<input type="text"/>	Method of voltage control	<input type="text"/>
Positive sequence reactants at principal tap (per unit)	<input type="text"/>		

Do you require an export Meter Point Administration Number (MPAN)?

Yes     No

**i** If your generation supply will distribute power back to our network, you will need an export MPAN

**Section 8 – Site Plans**

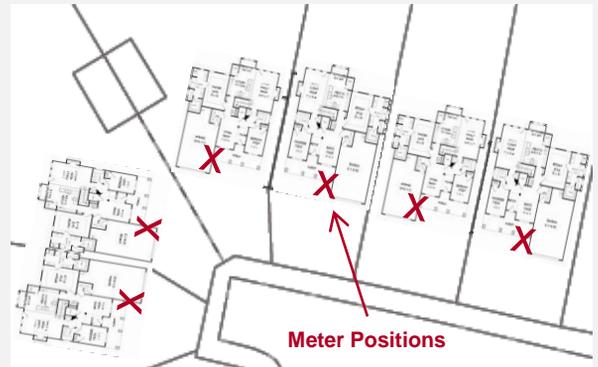
**Site Location Plan\***

In order to provide a quotation we require a suitably scaled site location plan (preferably 1:500) indicating your **site boundary** and the **position of your properties** 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(s)** marked with an **X**. Meters should ideally be located on the inside of an outside facing wall or in an outside cabinet (for domestic premises only)



**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 9 – Site Information**

Is the site classified as a site of specific interest e.g. historical site, conservation area, listed building?

Yes  No

Are there any existing water courses, culverts or drainage ditches on or adjacent to the site?

Yes  No

Does the site contain hazardous substances e.g. Asbestos, Hydrocarbons?

Yes  No  If **Yes** for any of the above please detail in Additional Information

Do you require us to do any on-site digging or excavation?

Yes  No

What is the likelihood of flooding from rivers and the sea on your development?

Low  Medium  High

**i** You can check your level of flood risk at [www.flood-warning-information.service.gov.uk](http://www.flood-warning-information.service.gov.uk)

## Section 10 – Additional Information

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

For example:

- *Further details of disturbing loads e.g. motors, welders*
- *A full breakdown of all required connections and their individual loads*

Please use additional sheets of paper if necessary

## 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)
- Scaled site location plan clearly showing your site boundary and preferred meter position(s)
- 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 firm quotation within 25 - 65 working days or your budget estimate within 10 – 20 working days. This is dependant upon the complexity of your project and may change if additional works are required. Your Single Point of Contact will aim to call you within 5 working days of receipt of your application.

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.