

A helpful customer guide

Connecting your Low Carbon Technology



Connecting your low carbon technology

This leaflet will provide you with further information and advice in relation to a new low carbon connection at your property. This could be to connect new technology such as an electric vehicle (EV) or heat pump.

Who we are

Here at SP Energy Networks, we own and operate the electricity transmission and distribution network in Central and Southern Scotland, Merseyside, Cheshire, North Wales and North Shropshire. We do this through the network of overhead lines and underground cables, which we own and maintain.

No matter who you pay your electricity bill to, we're the people to contact if you have a power cut, need a new or upgraded power connection or spot an issue with our equipment. For more information on who we are and what we do, visit our website at spenergynetworks.co.uk or find our contact details at the back of this leaflet.

We're here to help

You may have recently purchased an EV or a heat pump, known as a low carbon technology (LCT). Thank you for playing your part in supporting a Net Zero future.

Connecting your low carbon technology

If you have had work carried out at your property to install your new LCT, we may need to carry out modernisation work to allow you to safely connect to our electricity network. Any work required is to make sure our network is ready to deliver the transition to Net Zero and ensure we keep the power flowing to homes and businesses.

What does this mean for you?

To make sure you can connect to the network safely, our dedicated assessment team will carry out an office-based review on your supply, however, one of our Service Partners may also need to visit your property to assess whether it's safe to connect, or if network modernisation work may be needed. This work is free of charge, and we will work with your installer to make the process as simple as possible.

Overview of the process

To explain this process in more detail, we have created a simple flow chart of what may be involved and the key steps required.





Potential modernisation upgrades

If our assessment team has determined the network supply does not meet the minimum requirements, we will notify your installer and contact you to advise that further network modernisation work may be required in and around your home. This work must be carried out before you can begin using your EV charger or heat pump, to make sure they can be used safely and reliably.

What is 'network modernisation works' and what is involved?

Network modernisation work focuses on upgrading parts of our electricity distribution network to make sure it can manage any additional capacity or 'load'. With new technology being introduced to the market, such as electric vehicles and heat pumps, the demand for more power has increased. By upgrading parts of our network we can deliver more power to your home or business to support your new low carbon technology.

SP Energy Networks' nominated Service Partner will aim to complete the survey of your property within 90 days of receiving the ENA application form.

Once the survey is complete, we will contact you to discuss the most efficient way to carry out this work quickly, safely and agree a suitable timeline with you and any other impacted properties.

There are different types of network modernisation we may need to carry out:

		Time in property
1	Upgrading an electricity fuse – it's common for older properties to have a 30 or 60amp main electrical fuse. We can upgrade your existing fuse to a larger size (80amp) to help manage the additional load.	Up to half a day**
2	Fuse cut-out – also known as service head, this work takes place inside your property near your electricity meter.	Up to one day**
3	Service upgrade – this involves everything in item 2 as well as replacing a cable immediately outside your house – this could be under your driveway or garden. We will always aim to minimise any disruption and reinstate properties to the same condition, prior to any work being completed.	Up to three days**
4	Unlooping of service cables from associated neighbouring houses – this is a larger piece of network modernisation and will require more extensive excavation works. This will provide individual supplies to you and your neighbouring properties by removing any shared 'looped' connections. We may also need to obtain a permit from the local authority to allow us to carry out work on the road or pathway. They will set out timelines on when this can take place which may delay us commencing work for up to 90 days. We will also need to co-ordinate access to all other neighbouring properties on the same day that share the same connection.	5-10 days**

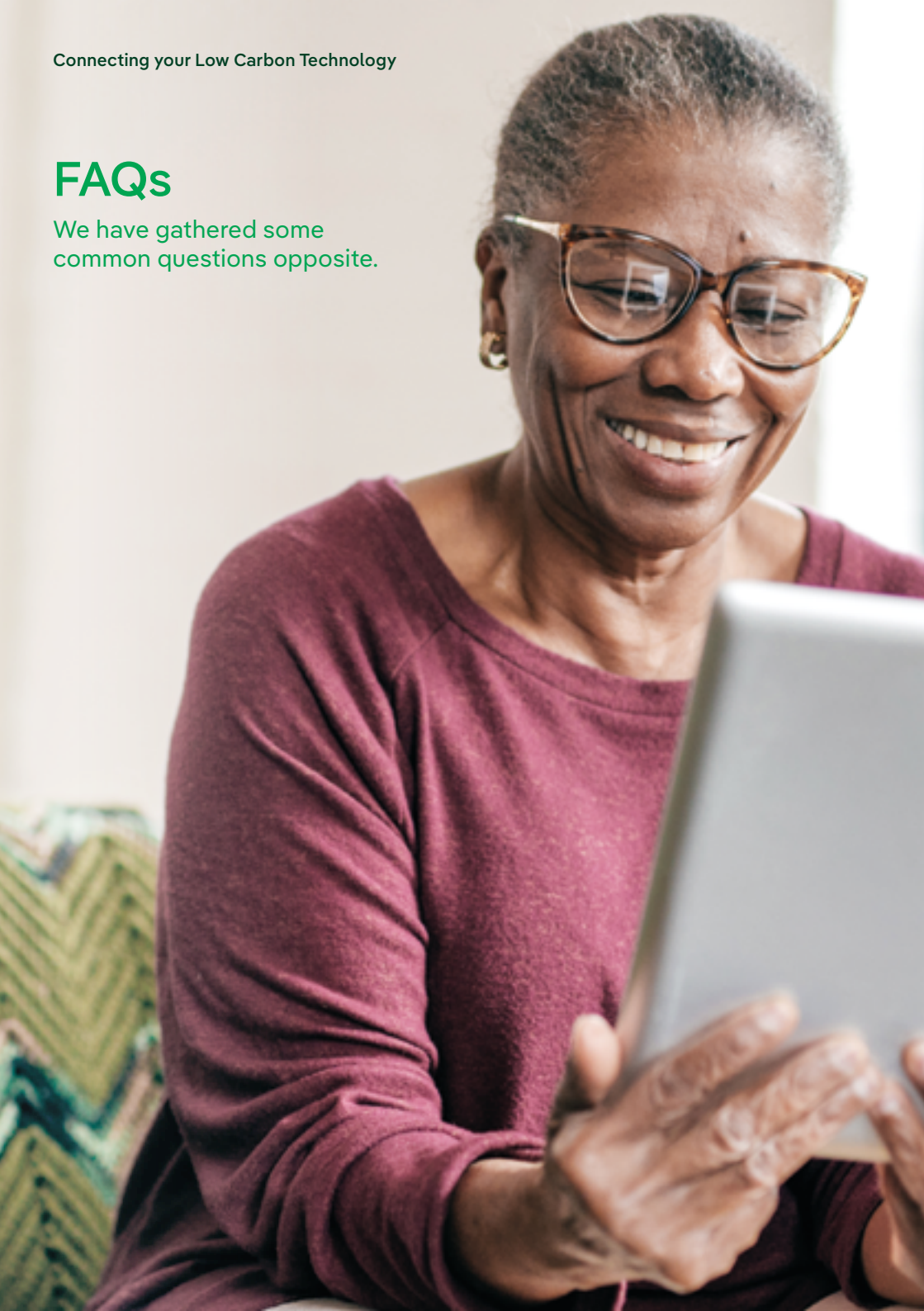
**These are indicative timelines for a standard property, timescales may vary depending on your property type.

SP Energy Networks will provide you with a dedicated point of contact, who will be available throughout the process and will be able to answer any questions you may have. Once the physical assessment has been conducted by our nominated Service Partner, a design proposal will be created - this is normally within 10 days post site survey.

SP Energy Networks' nominated Service Partner will contact you (and any impacted neighbours) to agree a suitable date to complete the works.

FAQs

We have gathered some common questions opposite.



Q I have been using my heat pump/ electric vehicle charging point with no issues, why is work required now?

A We need to carry out a review of your property to make sure the supply is capable of managing any additional load so you can continue to use your LCT safely and efficiently. This also allows us to balance the electricity load requirement to you and your neighbours and support all low carbon technologies which are being adopted.

Q What is the Energy Networks Association (ENA) form?

A The ENA form is a standard industry form for electric vehicle charge points (EVCP) or heat pumps (HP) being installed in a premises with an existing Distribution Network Operator (DNO) electricity connection. The form should always be reviewed prior to installing any new EVCP or HP to determine whether the installation requires an application or whether it is eligible for the notification process.

Q Will you charge me if modernisation works are required?

A This work is free of charge, nothing will be owed by you or the installer. The equipment we need to upgrade is part of our network which we maintain to deliver the electricity supply to your home.

Q What is the potential impact to my property?

A This depends on the type of work we need to carry out. It could be very limited work carried out inside your property, to excavating your garden or driveway. Where any works are carried out, we will always aim to minimise any disruption and reinstate properties back to the same condition, prior to any work being completed. We will ensure that we discuss this with you when we complete the survey at your property.

Q Do I need to be in when an engineer visits?

A Yes, we will require you and any impacted neighbours to be present to allow access to your property so we can coordinate works required.

Contact us:

SP Energy Networks

Central and Southern Scotland

ictapplicationnorth@spenergynetworks.co.uk

Merseyside, Cheshire, North Wales, and North Shropshire

ictapplicationsouth@spenergynetworks.co.uk

