

# Understanding Distribution Network Operators

- 20 June
- 27 June
- 09 July
- 11 July

# Purpose of the webinar

- Understand what the DNO is and why it is relevant to your project
- Support grant recipients to successfully deliver projects involving the DNO
- Knowledge sharing best practice, hear from DNO guests
- Opportunity to ask questions directly to the key stakeholders



# Introduction



| [salixfinance.co.uk](https://salixfinance.co.uk)

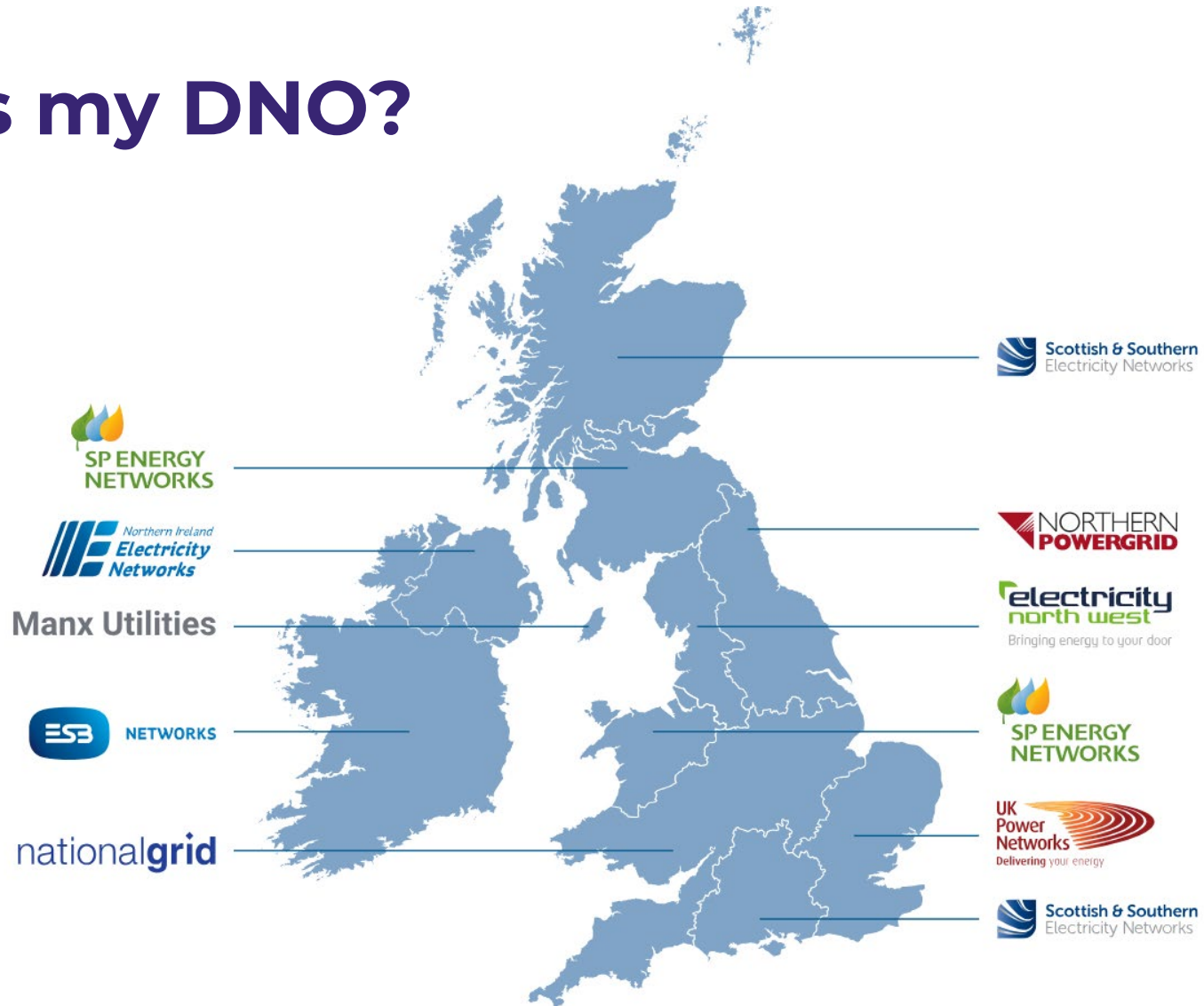


# What is a Distribution Network Operator?

- Own and operate the network of towers, transformers and cables that carry electricity from the national transmission system and distribute it across Britain.
- Gatekeeper to the national transmission grid.
- 11 Distribution Network Operators (DNO) across 14 regions of Great Britain.

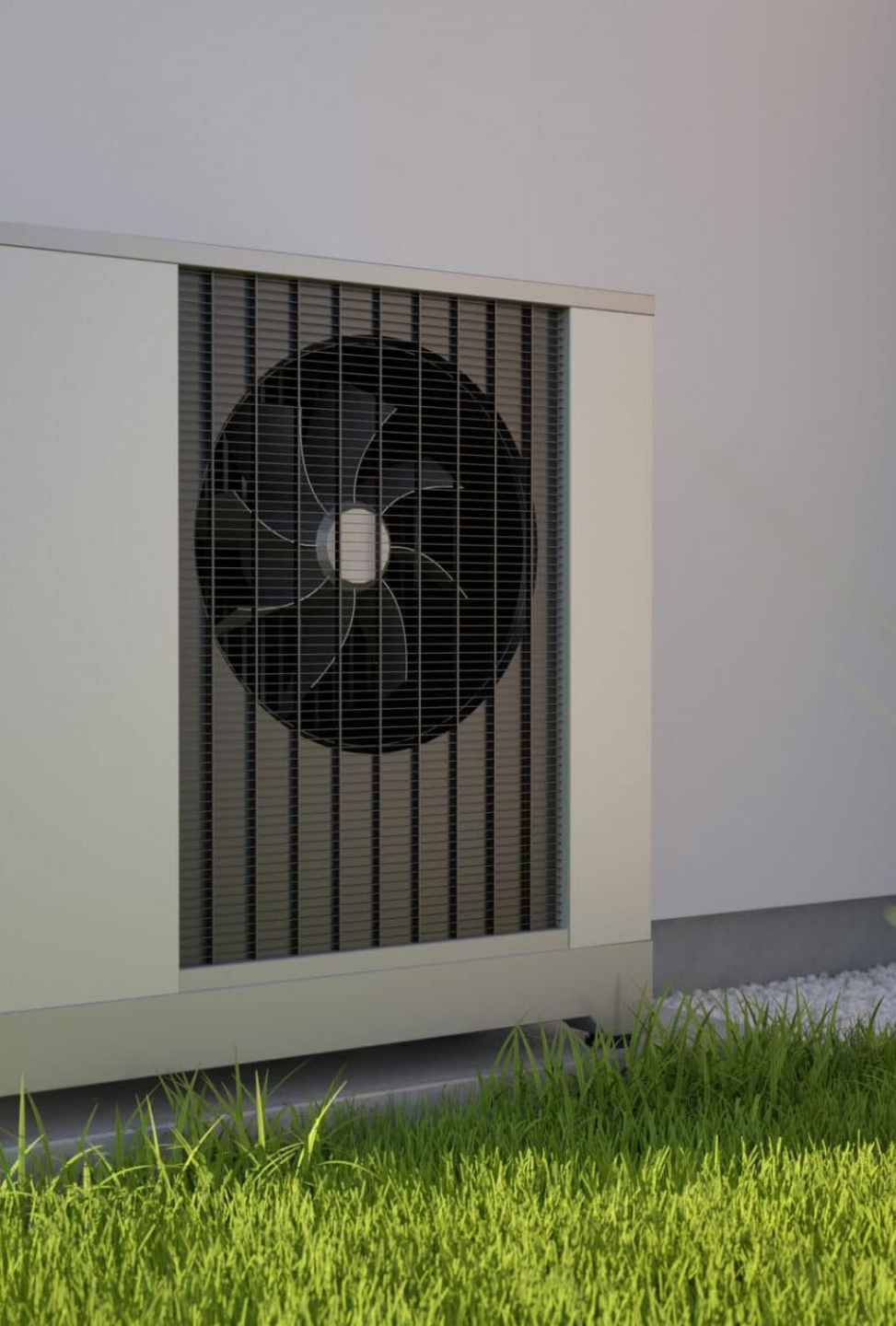


# Who is my DNO?



Source: [Who's my energy supplier or network operator? – Energy Networks Association \(ENA\)](#)





## Why do I need to contact my DNO?

- To confirm electrical capacity on site
- To request an upgrade in your electricity supply
- If installing a heat pump or EV charger
- If installing micro-generation (G98 or G99)
- To enable the DNO to ensure that the local grid can cope with demand of the new heat pump.

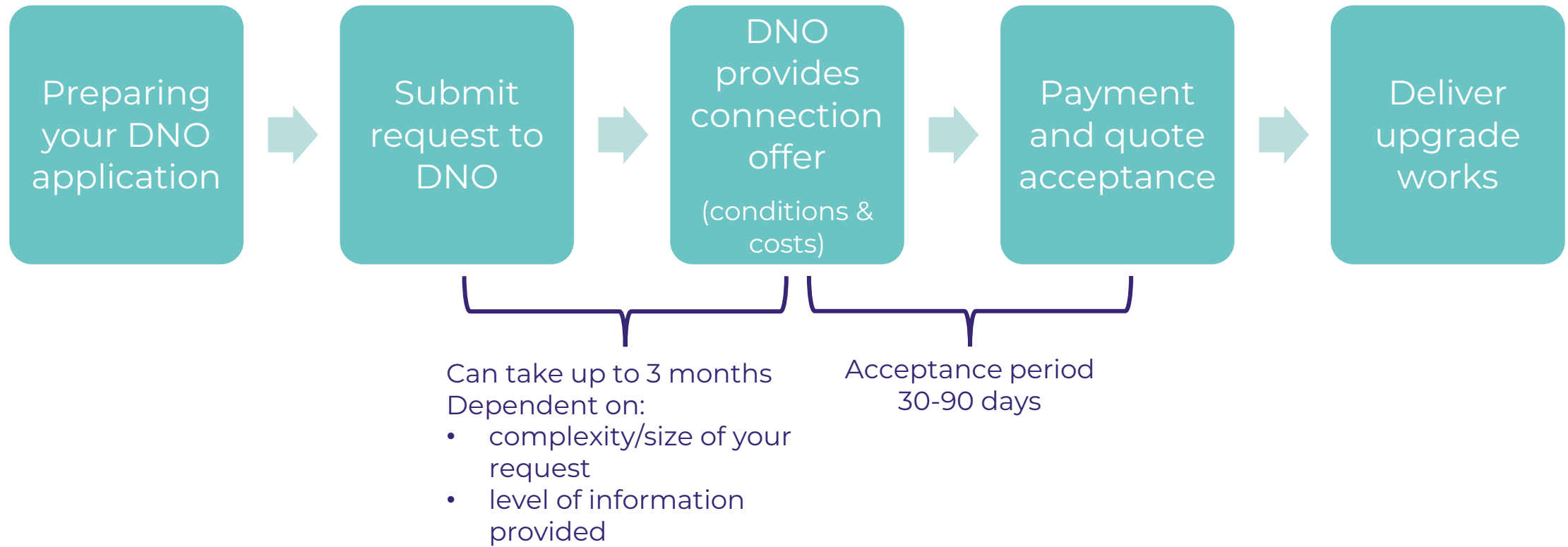
# When do I need to contact the DNO?

- Even if you think you have sufficient capacity - notify of new equipment/connection **prior to installation**
- Where upgrades are needed - apply for your **quotation** now (or as soon as you can)
- If you do not have all the information needed, you can book a surgery
- Recommended that DNO costs should be included in Salix applications\* unless internal budget secured

***\*not applicable in Scotland***



# Process summary for increased capacity demand





# Preparing your application



| [salixfinance.co.uk](https://salixfinance.co.uk)



# Information required in the application



Your contact details



The MPAN number of the property



The full address of the site



The total current load at the property – this means the capacity already available at the address you are asking for



The total load you will need – this value represents the total capacity needed after the upgrade



A letter of authority if you do not own the land



A drawing or a plan showing the location of the property

# What is important to know

---

**Details:** be accurate when writing contact details, make sure that the email address and phone number in your details are active and used regularly.

---

**Site address:** if your project is taking place at a single site, use the site address. If your project includes a series of locations, to avoid any confusion, make sure that you have a conversation with your DNO's customer service to address what is the best way to submit your request.

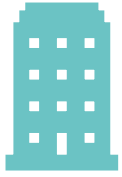
---

**Comments:** it can be useful to note the Salix funding scheme for the project e.g. PSDS.

---

**Type of quotation:** we recommend asking for a formal quotation. However, you will need to be clear on how much capacity you need and where.





# Know your estate portfolio

- Planning requirements
- Current capacity across the estate
- Required upgrades across the estate
- **Discuss the above with your DNO**
- Take into consideration supply chain lead times



# Key stakeholders

- DNO
- Site manager – current load at the property
- Energy supplier – MPAN number
- Technical solution supplier – load of the new asset
- Energy Networks Association (ENA) – approved and tested appliances database

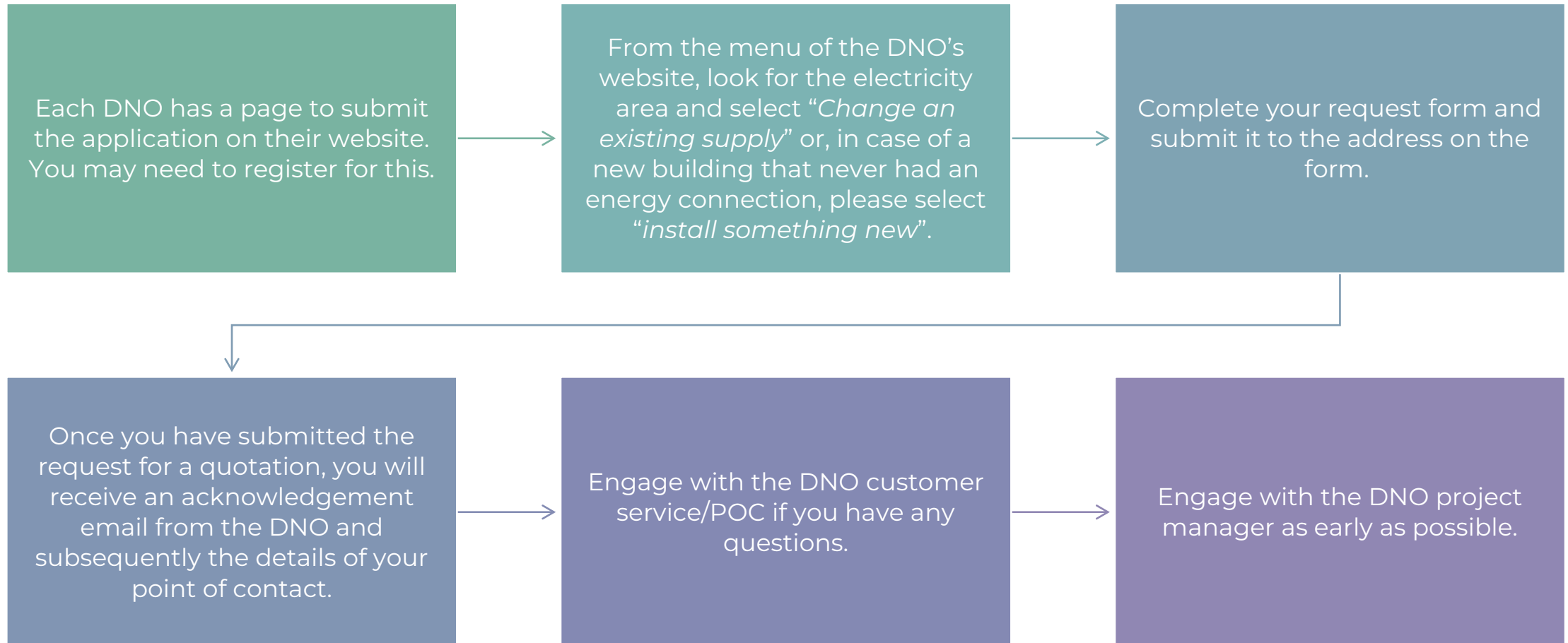
# Submitting the request



| [salixfinance.co.uk](https://salixfinance.co.uk)



# Submitting your request



### Need support before you apply?

#### Popular connections

1-4 Properties

Moving your electricity meter

Three phase power connection

#### Apply for a new connection

1-4 Properties

5+ Properties

Large connections

Generation and storage

Electric vehicles

Heat pumps

Three phase power connection

Unmetered connections

Flexible connections

### Contact connections

#### Changing your supply

Moving your supply

Upgrade or reduce your supply

Three phase power connection

Disconnect your supply

Updating your LoM protection

#### Our services

Diversions

#### Competition in connections

G81 policy

#### Incentive on Connections

### Connections Guide

#### Data portal

#### Releasing capacity and enabling connections

#### Frequently asked questions

#### Online application service

Use our online application service to get an estimate for the work you need



#### Contact connections

Find out who best to contact for your project



#### Who is my supplier?

Check who supplies electricity at your property using the postcode.





# Connection offer



| [salixfinance.co.uk](https://salixfinance.co.uk)



# Connection offer



Acceptance period of 30-90 days before expiry



Details of works needed to increase your power



Quotation of costs (contestable and non-contestable works)



Timeline



List of client obligations

# Example of a quotation



Registered Office  
Newington House  
237 Southwark Bridge Road  
London SE1 6NP

Company:  
UK Power Networks  
(Operations) Limited

Registered in England and Wales No: 3870728

Date: [REDACTED]  
Our Ref: [REDACTED]  
Customer Ref: [REDACTED]

Dear [REDACTED]

Site Address: [REDACTED]

I am writing to you on behalf of South Eastern Power Networks plc the licensed distributor of electricity for the above address trading as and referred to in the Quote as "UK Power Networks". Thank you for your recent enquiry regarding the above site. I am pleased to be able to provide you with this Quote to carry out the work requested.

The Works will enable the provision of an import capacity of 276 kVA and a maximum export capacity of 0 kVA.

## Summary of Your Request

UK Power Networks propose to disconnect the existing service and install a new 400amp CT Metered Supply. This can be achieved as per plan ukpn/8500231780/hj/1a.

UK Power Networks would like to carry out all of the requested work for you. However, other companies can do some or all of the work for you; these are known as Independent Connection Providers (ICPs). You can approach NERS accredited ICPs directly, or you can approach an Independent Distribution Network Operator (IDNO) to request this work and they will arrange for an ICP to carry out the Contestable Works. To find out more about which ICPs work in our area and what work they can undertake please [click here](#).

To give you as much choice as possible we are able to offer you the following options for getting your work done:

|   | Price excluding VAT | Price including VAT |
|---|---------------------|---------------------|
| <b>A</b> UK Power Networks carries out all of the requested 'contestable' and 'non-contestable' works required for your connection                                    | £15,405.91          | £18,487.09          |
| <b>B</b> UK Power Networks carries out all the 'non-contestable' work and the 'contestable closing joint'. The ICP carries out all other requested 'contestable' work | Not Applicable      | Not Applicable      |
| <b>C</b> UK Power Networks carries out the 'non-contestable' works only. The ICP carries out all of the works classified as 'contestable'                             | £9,907.10           | £11,888.51          |

A short guide is available to help you understand the three different Prices (options A, B and C). To see this guide please [click here](#).

## Terms and Conditions

The Quote is subject to version 7 (September 2016) of our **Terms and Conditions For Connection and Diversification Works** (the "Terms and Conditions") which you can view [here](#). Alternatively, please let me know if you would like me to send you a copy in the post. **The Terms and Conditions create legally binding obligations and, amongst other things, contain caps and exclusions on UK Power Networks' liability to you and grounds for variation and termination. Therefore, it is important that you take the time to read and understand them.** They also contain definitions of terms used in this document and in the linked pages on our website, which you may find helpful such as "DNO" and "DNO Works".

## Special Conditions

The Quote is subject to and conditional upon the following conditions:-

- No allowance has been made for these works to be carried out Out of Hours.
- This Quote includes the cost to disconnect one or more existing services. If you are also having a new service installed the existing supply will need to be disconnected prior to the new service being established. In either case, you must provide UK Power Networks with the Meter Point Administration Number (MPAN) of each service that needs to be disconnected as soon as possible, and before the disconnection(s) work is required. Without the MPAN(s), UK Power Networks will not be able to carry out the disconnection(s) and you may continue to be charged by your Electricity Supplier

## When can you expect your electricity connection?

Once you have accepted the Quote we will call you to discuss a programme of Works. Subject to the terms of the Quote, the DNO Works referred to in the Quote will be completed on or before 03 October 2023.

We will try to meet your requested dates wherever possible but the completion date will be dependent on: The date that the Quote is accepted;

- How much of the Works you wish UK Power Networks to complete;
- Any further discussions we may have with you regarding the programming of the DNO Works;
- The completion of work by other people or companies that must be done before we can complete our DNO Works;
- Approval of your design and programme for the Contestable Works by UK Power Networks (if applicable);
- Obtaining full access to the Site;
- UK Power Networks obtaining all necessary Consents and Land Rights in a timely manner;
- Any delay to the Works due to: unplanned outages (i.e. breakdown or failure of electric power); or availability of planned outages (i.e. temporary suspension or withdrawal of electric power) to carry out certain works on UK Power Networks' distribution system;
- Completion of all cable route feasibility studies;
- All conditions precedent being met by you and/or your appointed ICP where applicable;
- Your Site being ready for energisation before the target energisation date; and
- Energisation falling suitably within the outage period.

## Indicative mobilisation and delivery timeline

Please find attached a generic indicative mobilisation and delivery timeline for a typical project of this type. This provides a generic indication of the approximate usual time taken to undertake the activities described in the timeline. This timeline is provided as a generic guide only and is subject to change so you should not consider it as the actual programme of works. Any reliance that you place on this indicative timeline is at your own risk.

## Interactivity

UK Power Networks has not received a request from any other customer for connections to the same part of our Distribution System, but to find out what happens if they do, please [click here](#).

## Variation of Works

If there is a variation to the scope of the Works where the Price is expected to increase, then an additional payment will be due. Your on-site representative, who must have your authorisation to agree variation to the Works, will be asked to sign a variation form or send an email agreeing to this variation. If this is not received, then this could result in a delay to the Works and further charges due to remobilising of resources to complete the Works.

Please note that subject to any variations and changes to the Price as a result of other conditions set out in the Quote, the Price as identified in the Quote will remain valid for 12 months from the date of acceptance of the Quote. As stated in clause 6.2.3 of the Terms and Conditions, any DNO Works delivered after this date may be subject to a variation in Price reflecting any increase in Costs that will be incurred by UK Power Networks to deliver the DNO Works.

## Post quote call

I will contact you within the next few days to discuss the Quote, to ensure you understand the works we will carry out for the quoted Price, your responsibilities, any dependencies and the likely timescales for the work. UK Power Networks is always looking to improve the service it provides to its customers and, therefore, the post-Quote call may be recorded for training purposes. UK Power Networks will not share the recorded call with anyone outside of its connections business and it will be deleted as soon as we have completed the training review. However, if you do not want me to record the call please do let me know at the beginning of the call.

## What you need to do next

Before you decide to proceed it is very important that you take note of our **Terms and Conditions**, any **special conditions** detailed above as well as the details in **Your Information Pack** including the information contained within the hyperlinked text, all of which constitute the **Quote**.

If you would like to accept the Quote you will need to ensure that the requested payment is in UK Power Networks' nominated bank account in full and cleared funds and that we have received your signed Acceptance Form from section 5 below by 5pm on 01 April 2023.

If you would like UK Power Networks to carry out all of the Contestable Works and Non-Contestable Works please accept option A. If you would prefer to use an ICP to carry out the Contestable Work (or an IDNO to arrange for an ICP to carry out the Contestable Works), you can pass the Quote to them and they can accept either option B or option C. Alternatively, you can accept option B or option C yourself, but you will need to ensure that your appointed ICP or IDNO understands what they must do, and what UK Power Networks will do for these options. **You can only accept one option.**

## Do you need more information?

If you have any questions about the Quote or need more information, please do not hesitate to contact me.

Yours sincerely

Harley Jeavons

Telephone: [REDACTED] 01622 352511  
Mobile: 07875 113877  
Email: [Harley.Jeavons@ukpowernetworks.co.uk](mailto:Harley.Jeavons@ukpowernetworks.co.uk)



To download your free safety leaflets and resources visit



salixfinance.co.uk



# Non-contestable and contestable works

- **Non-contestable works**

- Elements of the connection work which **must be** completed by the DNO or their appointed agents (ICPs).
- Includes bringing the power to the substation.

- **Contestable works**

- Elements of the connection work which can be undertaken by the DNO or IDNO.
- The works to connect your property to the substation.

# Payment and quote acceptance



| [salixfinance.co.uk](https://salixfinance.co.uk)



# Payment and quote acceptance

1

Secure the available capacity

- Pay amount quoted – payment is in advance of works
- Quote acceptance

2

PSDS projects can make a Salix payment claim with DNO quotation and proof of payment

3

Maintain contact with the DNO and your DNO project manager

# Project delivery



| [salixfinance.co.uk](https://salixfinance.co.uk)



# Delivering the project



Ensure you know what your obligations are from your DNO project manager



Schedule and carry out your obligations



Engage with other suppliers and delivery partners



Agree and begin process to agree permissions e.g. road closures or insurances



Engage with DNO/ICP/IDNO if required for contestable works



Ensure all involved parties are aware prior to 'energisation day'



# Summary

- Engage and prepare with your DNO early
- Payment secures the quoted capacity
- Plan for your project delivery

