



## **De-Energisation - Frequently Asked Questions**

### **1. Scope**

This advice is intended for competent electricians working on domestic or small commercial installations with single or three phase supplies, fused up to 100amp. The advice is applicable to the majority of installations. If there are any exceptional arrangements or concerns that the advice is not applicable then please contact the relevant electricity Supplier for specific advice. The cut-out and metering equipment should not be interfered with by electricians.

### **2. How to get equipment connected/disconnected from the metering equipment?**

Electricians do not have permission to break equipment seals, interfere with the metering equipment, or work 'live', so electricians may require the Meter Operator to visit to enable them to safely complete their work.

#### **2.1 Double pole isolator already fitted**

Where a double pole isolator is fitted after the metering equipment then an electrician can work on the tails of the outgoing side of the double pole isolator without any further permission but normal Health and Safety procedures should be followed.

#### **2.2 Fit a double pole isolator**

A double pole isolator is fitted after the meter and prior to the consumer unit. A double pole isolator can be fitted prior to wiring work, enabling the electrician to schedule subsequent work without any dependency on the electricity industry. Contact the Supplier to arrange a Meter Operator visit.

#### **2.3 Temporary de-energisation/re-energisation**

If an electrician wants a *temporary* de-energisation and re-energisation, generally on the same day, then the Meter Operator attends and disconnects the old equipment, and reconnects the new equipment. Ideally the electrician will have prepared the new equipment so that the Meter Operator can complete the work in one visit, but alternatively will call back later in line with your arrangements. Contact the Supplier to arrange a Meter Operator visit.

The electrician or customer should contact the electricity Supplier to make arrangements for the Meter Operator to attend the premises. This may be a chargeable service.

### **3 What are the arrangements for Appointments?**

Suppliers can arrange appointments in advance and for many requests this can be arranged within seven days. Appointment lead times will depend upon the level of activity and staff availability in the particular area. Suppliers can arrange urgent appointments - there may be an additional charge, e.g. for a 'next day' call out.

Where requested, Suppliers are required to agree an appointment within a two hour time-band. Failure to attend within this time will result in a default payment to the Customer. Conversely if the work cannot be completed at the pre-arranged meeting due to lack of preparation by the Customer/electrician then the Supplier may charge for an aborted call.

Prior to speaking to an electrician the Supplier will need to be satisfied that the information they provide will not breach their obligations under the Data Protection Act and / or Utilities Act. They will do this by asking questions or seeking certain evidence.

#### **4 How do I identify the Supplier to a property?**

The Suppliers name and contact details will be provided on the customers' electricity bill.

Where the customer bill is not available e.g. a tenant who has left the property without leaving details with the landlord, contact the appropriate Distributors' enquiry number (see numbers below). Given the property address, the Distributors' enquiry line will be able to provide the MPAN, Supplier name and contact number.

#### **5 What are the arrangements for new connections?**

It is common practice in many areas of the country to fit a double pole isolator after the meter when fitting the metering at a new connection. This allows the metering installation to be completed and for the electrician to subsequently finalise the electrical installation in the premises.

Where no meter has been installed, or no double pole isolator exists, the electrician should contact the customers chosen electricity Supplier to arrange energisation.

An earth connection will normally be made available at a new connection, although there are exceptions for premises like farms and building sites.

#### **6 What if the metering equipment needs to be moved?**

The metering equipment and cut-out must remain close together for safety reasons. If the cut-out can remain in the same position and the meter needs to be moved (e.g. to relocate a kitchen cupboard), and the distance from the cut-out to the new consumer unit location is less than 3 metres cable length, the Meter Operator may attend and relocate the metering equipment. Contact the Supplier to arrange a Meter Operator visit.

#### **7 What if the cut-out and metering equipment need to be moved?**

If the cut-out and metering equipment need to be moved, e.g. to accommodate building work, or to move them to an outside meter box, you must contact the Distributor to obtain a quote for the work (see numbers below). The Meter Operator may need to attend at the same time to move the metering equipment.

#### **8 How close to the meter does the consumer unit need to be?**

The meter tails should be as short as possible. Different distribution and metering companies have different policies but the length should always be less than 3 metres of cable from the cut-out through the metering equipment to the consumer unit. An example may be 1m of cable from the cut-out to the meter, followed by 1.5m from the meter to the consumer unit. The meter tail cable size must be consistent ([BS7671](#) Reg. 434.2.1 gives some guidance). A switch-fuse unit close to the meter and a sub-main compliant with [BS7671](#) should be installed when the distance to the consumer unit requires more than 3m of cable.

#### **9 The customer requires additional load connecting?**

Prior to connecting additional load the electrician should contact the Distributor to ensure that the service cable is adequate. Please contact the Distributor using the relevant number below. This may necessitate an application in writing for an increased supply which may incur an additional charge.

#### **10 What is de-energisation and re-energisation?**

If the premises are to be unused for a period, but are due to be re-occupied, the main cut-out fuse can be removed by the Meter Operator. This is appropriate for vacant

premises likely to be empty for several months and where there will be no electricity being consumed as it keeps the premises safe. Please contact the Supplier to arrange for the Meter Operator to attend to remove/replace the cut-out fuses. Unoccupied premises may have been de-energised and require re-energisation by contacting the Supplier.

### 11 What is permanent disconnection?

If the premises are to be demolished or the supply point is never going to be used again, the cut-out and metering equipment will be removed and the service cable disconnected. Please contact the Supplier to arrange for this work to be completed. If a supply is required in the future, this will be treated as a 'new connection'.

### 12 There is a dangerous situation or the cut-out fuse has blown

A dangerous situation or blown cut-out fuse is dealt with by the Distributors' 24 hour emergency service. Call the relevant Distributors emergency number which is printed on the customer's electricity bill (or below) and they will attend to 'make safe'. Wherever possible the Distributors' emergency staff will 'make safe' and restore the electricity supply. When further work is required to safely restore the supply this may mean the supply being left de-energised so that repairs can be made over following days.

### 13 Glossary

Distributor	Company licensed to distribute electricity, install and maintain the cut-out at each customer's premises.
Meter Operator	Company authorised to install and maintain metering equipment and perform de-energisation and re-energisation.
MPAN	Meter Point Administration Number, or Supply Number, unique number used by electricity industry to identify each supply point. The first two digits of the number identify the relevant distributor (see list below).
Supplier	Company licensed to supply electricity and arrange de-energisation and re-energisation.

### 14 Supplier Contacts<sup>1</sup>

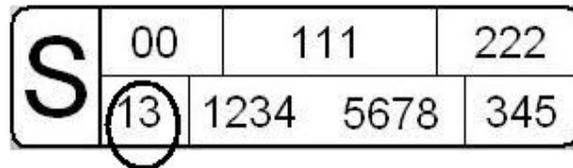
E.ON Energy	Metering work: 0845 300 6598
EDF Energy	Metering: 0800 096 9000
Scottish & Southern Energy	Supplier Sites: 08457 444 555
British Gas	Metering work: 0800 316 1779
Scottish Power	Metering work: 0845 2700 700
Npower	Residential Customers: 0845 166 3494 Small and Medium Enterprises: 0845 166 3360
Good Energy	Industry Operations team: 01249 766090

<sup>1</sup> This is not an exhaustive list of Suppliers – for further information refer to the customer's electricity bill

Total Gas & Power (TG&P)	Metering work: Richard Humphreys 01737 275599 Andrew Lee 01737 275549 Vijay Chikoti 01737 275742
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## 15 Distributor Contacts

Simple MPAN:



First two digits that identify Distributor

First two digits of MPAN	Area	Enquiry Line Identify MPAN and Supplier	New Connections Additional Load	Fault Line 24 hour emergency calls only
10	Eastern England	0845 6015 467		0800 783 8838
11	East Midlands	0845 603 0618		0800 056 8090
12	London	0845 6015 467		0800 028 0247
13	Merseyside and Northern Wales	0845 270 9107		08452722424
14	West Midlands	0845 603 0618		0800 328 1111
15	North Eastern England	0845 330 0889		0800 668877
16	North Western England	0870 751 0093		0800 195 41 41
17	Northern Scotland	0845 744 4555		0800 300 999
18	Southern Scotland	0845 270 9107		0845 2727999
19	South Eastern England	0845 6015 467		0800 783 8866
20	Southern England	0845 744 4555		08457 70 80 90
21	Southern Wales	0845 601 5972	0845 601 3341	0800 052 0400
22	South Western England	0845 601 5972	0845 601 2989	0800 365 900
23	Yorkshire	0845 330 0889		0800 375 675
<b>Independent Distribution Network Companies (operate nationally)</b>				
24	Independent Power Networks	0845 055 6199		0800 0130849
25	ESP Electricity	01372 227 560	01372 227 243	0800 731 6945
26	Energetics Electricity Ltd	01698 404646	01698 404646	0800 804 8688
27	The Electricity Network Company	01359 243292		0800 0326990

Disclaimer: The details provided in this document were correct at time of publication and provided by the Companies named in the document. Any changes to the document should be submitted to [dcusa@electralink.co.uk](mailto:dcusa@electralink.co.uk)

The following links provide further information and were the source references for this document:

[http://www.energynetworks.org/01/map\\_elec\\_suppliers\\_postcode\\_large.asp](http://www.energynetworks.org/01/map_elec_suppliers_postcode_large.asp)

[http://en.wikipedia.org/wiki/Meter\\_Point\\_Administration\\_Number](http://en.wikipedia.org/wiki/Meter_Point_Administration_Number)

<http://www.consumerdirect.gov.uk/EnergySupplyandPost/energysupply/>

For further information on Multi site premises please follow link:

<http://www.ena-eng.org/ENA-Docs/EADocs.asp?WCI=DocumentDetail&DocumentID=8025>