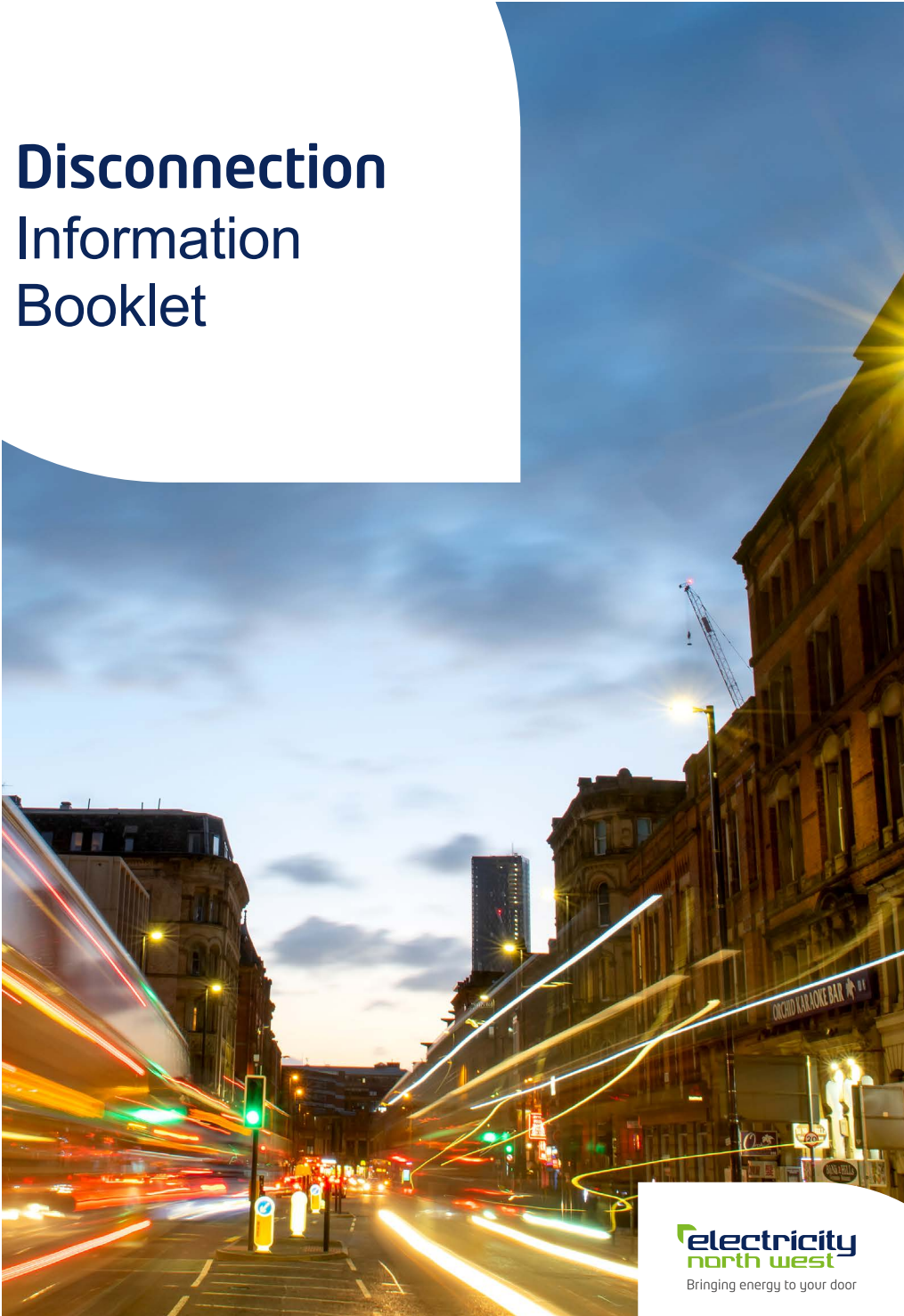


Disconnection Information Booklet





Welcome to Electricity North West and thank you for choosing us to carry out your electricity disconnection. Within Electricity North West our main focus is safety and to deliver world class customer service.

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SAFETY FIRST

Never attempt to disconnect a service yourself and do not commence demolition or site clearance until the service has been confirmed as disconnected.

Treat all cables and services as LIVE unless they have been confirmed DEAD.

Thank you for your recent application for an electricity disconnection.

Included in this booklet you will find details of our process and some useful information to help plan and prepare for the service removal.

Please take time to read the booklet as it gives you some important information about the whole process and some of the timescales involved.

To make your experience with us as simple as possible, your project will be handled by a dedicated Coordinator who will manage the job from quote to completion.

Your Coordinator will be allocated to you once the job is accepted and paid for and they will have overall responsibility for your project. If you have any queries, please discuss these with your coordinator.

We hope you find the information in this booklet useful and we look forward to working with you.

If you need to contact us at any time during your enquiry, or throughout the process, please email us at Disconnections@enwl.co.uk



1

Quotation

Following your initial application, we will prepare a tailored quotation based on your requirements. This price is valid for 6 months and is subject to site survey following acceptance. If anything changes following the survey, we will update you. Please check the content of the quotation and the drawing to ensure it meets all of your requirements. If you have any queries, please contact us.

2

Accept and Pay

Once you have received the quote and are happy to proceed, you can accept the work by signing and returning the acceptance form included with your quotation letter. Please ensure you have read and understood all the information in this booklet and if you have any queries, please email us. Payment terms are detailed on your acceptance form and payment is required at acceptance stage.

3

Notify supplier

Once you have accepted and paid for the disconnection, we will notify your supplier on your behalf and give statutory notice to allow removal of their metering equipment. **The minimum notice period is 10 days for a single meter and 25 days for multiple meters.** If the meters are still on site when we arrive to carry out your disconnection, we will take note of the readings but will leave the meters on site.

4

Schedule work

We will try to schedule the works to meet your desired dates, but allowing for meter removal and streetwork permits may mean that it's not always possible. However, we will contact you shortly after your payment is received to discuss and agree the dates. **Do not commence demolition or site clearance until we have disconnected the supply cable and you have received our confirmation of disconnection letter.**

5

Works on site

Prior to the electricity supply being disconnected, our delivery team will attend site to assess the work content. A further visit will be made to expose the cable, which will leave a barriered, open excavation on your site. Our jointing team will then attend to cut the cable and remove any Electricity North West equipment from the building. Once the cables are cut, we will require safe access to the property in order to prove the service position is dead. Any open excavations will normally be backfilled within 10 working days of the disconnection.

6

Project closure

After the work is completed on site, we will send you a Disconnection Confirmation Letter to confirm that the disconnection is complete and to provide you with some additional safety information. You should not commence demolition or site clearance until you have received the confirmation letter.



SAFETY FIRST

NEVER ATTEMPT TO MOVE OR ALTER ELECTRICITY CABLES YOURSELF.
DO NOT COMMENCE DEMOLITION OR SITE CLEARANCE BEFORE YOU HAVE RECEIVED OUR CONFIRMATION OF DISCONNECTION.

Timescales

In general, a single disconnection takes place within six to eight weeks from your payment.

The time to disconnect is dependent on permission from the local authority to excavate in the footway or carriageway and also on the notice period we must give your supplier to allow them to remove meters.

During busy periods these times may vary.

Removing the meter

Your electricity meter should be removed by your supplier before we disconnect the service.

On receipt of your signed acceptance and payment we will contact your supplier and give them notice to remove the meter.

Your supplier should make contact with you to agree a suitable date and time for removal.

If the meter has not been removed when we arrive on site, we will note down the meter details and readings and leave it on site.



Please note it is your responsibility to ensure that the site is safe for our team to attend.

Please make sure no demolition is underway and that there are no obstacles that may delay the disconnection from being completed on the agreed dates. The area should be cleared of any stored items or scaffolding and the cable must not have been altered by any party ahead of our visit.

What happens on site?

Your disconnection will usually involve a number of site visits by our team:

1. Pre site inspection

An inspector will visit the site to assess the works required.

2. Excavation* the team expose the cable to be disconnected.

3. Jointing the jointer will disconnect the service from the Electricity North West network and remove the service position in the property.

4. Reinstatement* the closure team will backfill and reinstate the excavation.

*Overhead supplies will not normally require any excavation or reinstatement.

Our scheduling team will agree all of the dates with you in advance and keep you updated on the day. We aim to complete the works over 3 working days where possible but it should not exceed 10 days.

What and where

To minimise future risk, our policy is to cut the service cable as close to the mains cable as possible, which is usually outside the boundary of your site. This is not always possible, but the as-laid jointers sketch will show the location of the cable cut.

Certifying dead

Our jointer will need to access the inside of the property to check the service and confirm the supply is dead. Either you or a nominated contact must be available on the day of the disconnection to ensure we have access to our equipment inside the property.

This disconnection project will only make dead the services identified. All other cables and services should be treated as LIVE unless they have been proved DEAD.

Project closure

After the work is completed on site, we will collect all of the paperwork from the jointing and excavation teams and send you a Disconnection Confirmation Letter for your records. This can sometimes take up to two weeks from the actual date of disconnection. During this period, we will also notify your supplier of the disconnection so that they can amend your billing details.

The Disconnection Confirmation letter will also include:

- A copy of the As-Laid sketch showing the location where the cable has been disconnected.
- Confirmation of any meter readings taken & sent to the supplier (if meter was still in place).
- Confirmation if we were able to certify the cable dead at the service cut out or not.
- Summary of any data flows sent to your supplier following disconnection.

Safe working practises

We understand that service disconnections often precede building works and site clearance and you may well be undertaking further works on site. As such we recommend that you and / or your contractors refer to guidance information to make sure you are working safely before starting any excavation on site.

The Electricity Networks Association (ENA) have produced a helpful publication called 'Watch It' to provide guidance when digging in the vicinity of underground cables.



There is comprehensive information from the HSE in Guidance Note HS(G)47 "Avoiding danger from underground services".

In the event of a cable strike within the Electricity North West network, clear the area and call us urgently on **105** or **0800 195 4141** Option 1

Example As Laid drawing

Included in your Disconnection Confirmation letter is a copy of the jointers sketch; this is the record they make on the day.

The As-Laid sketch shows the location where the cable has been disconnected. This is for reference only and is not to be used as proof of disconnection.

ALL WORK TO BE DISCONNECTED AND TO BE REINSTATED FROM EXISTING OR FEATURES. WE REQUIRE TWO MEASUREMENTS PER JOINT AND RETRANSMITS MEASUREMENTS FOR CABLE LAY.

electricity north west		
<i>Please copy/print all details below.</i>		
T&E Number		
Project / Cost Code	SEARCHER/070	
Joint Code	C-0025 40	
Date of Work	28/01/12	
Address	1 & 3 MAAMWOOD SQUARE M13 5BW	
P&L UK Reference		
	8/5	9443-32
Contractors Order No.	Order Ref.	
Disconnection Order No.	Order Ref.	
Disconnection Order No.	Order Ref.	

Electricity North West Sales Management L100g Housat Cheshire Street Manchester M1 5LP Tel: 0843 867 5564	Please Connect	L1 L2 L3 (Three)	Job Description / Project Title	Disco	Disco	Disco
	Order Unit	Quantity	Cost (Joint, Cable, Meter, etc.)	6.6 KV	11.0V	30/30 KV
	6'	1	LV			



SAFETY FIRST

- Never attempt to disconnect or alter a service yourself.
- Do not commence demolition or site clearance before you have received confirmation of disconnection from ENWL.
- Treat all cables and services as LIVE unless they have been confirmed DEAD.



Please refer
to our website
www.enwl.co.uk

for our Terms and
Conditions and any
other information
you require.

Contact details

The best way to contact us about your disconnection is to use our email address Disconnections@enwl.co.uk. Send us an email and one of the team will be in touch with you as quickly as possible.

Get connected

- Electricity connections
- Diversions
- Disconnections
- Service alterations
- Add loads

0800 988 1730

General enquiries and updates regarding your electricity connection requirements and general enquiries about the electricity distribution services we provide such as diversions, disconnections, service alterations and additional loads.

You can contact our team:

Monday to Thursday 8am-5pm
Fridays 8am-4.30pm

Electricity fault information and emergencies

- Loss of electricity supply

0800 195 4141
or 105

For customers who need to report a power cut, an emergency or dangerous situation.

Our contact centre is open 24 hours a day, seven days a week.

Signage around street works

- Electricity streetworks

0800 195 4141

To report a problem with signage or barriers around work being carried out on site.

Our website and useful links

www.enwl.co.uk

- www.enwl.co.uk/disconnect-your-supply
- www.enwl.co.uk/diversions

