



Disconnections

For Independent Connection Providers (ICPs) and
Independent Distribution Network Operators (IDNOs)

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1 Introduction

Electricity North West own, operate and maintain the North West’s electricity distribution network but this doesn’t mean all the connection work has to be approved and carried out by ourselves.

The industry regulator, Ofgem, approved a new code of practice for connections in July 2015. Under the new code of practice, all Distribution network Operators (DNOs), including Electricity North West, will be required to reduce the extent to which competitors rely on the DNO for connection services. This is designed to encourage competition in the market between DNOs and their competitors.

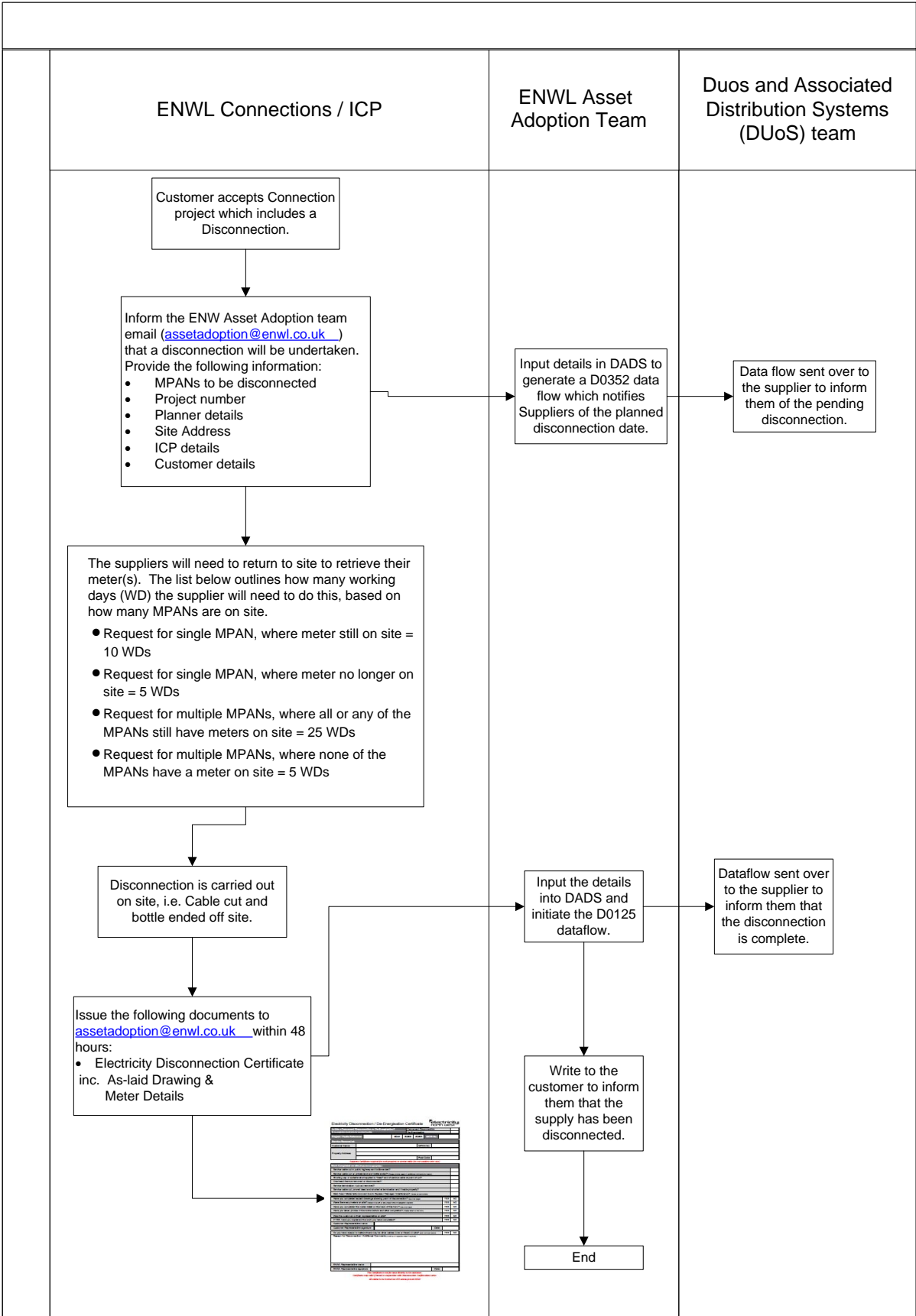
As part of this, disconnections as part of new connections has been reviewed and identified as a service that can be opened up to the market.

This guide covers the new process Electricity North West has developed to enable Independent Connection Providers (ICPs) to carry out the disconnection themselves.

If you are an ICP and you are carrying out any disconnection then you should read this guide carefully.

2 Process

2.1 Flow process



3 Information required

Prior to conducting the disconnection works, you need to provide the following information to us within 48 hours of signing a contract with the end customer:

- MPANs to be disconnected – all Meter Point Administration Numbers to be disconnected
- Meter serial number
- Project number – for the new connection
- Contact details – for:
 - Planner
 - Independent Connection Provider (ICP)
 - End customer
- Site details – address and contact details (if different to ICP)
- Planned demolition date (if applicable)
- Confirmation of whether an Active Green Deal is associated (if applicable)
- Earliest dates for meter removal and disconnection (if meters are on site)

Within 48 hours of disconnection works, you need to provide the following information to us:

- Electricity Disconnection Certificate – Recording the details of the disconnection completed and any meter details and readings.
- As-Laid drawing – Drawing to show the locations of any Disconnection carried out for input onto ENW network diagrams.

All information should be sent to us at assetadoption@enwl.co.uk

4 Timescales for suppliers

The electricity supplier will need to return to site to retrieve their meter(s). Whilst we will notify the supplier of the planned disconnection date, you must ensure that this information is provided to us in a timely manner to ensure that the supplier has sufficient time to return to site. The time the supplier requires to return to site depends on the number of meters left on site prior to the disconnection.

Please note that the timescales provided below start from the date the supplier receives the D0352.

No. of Meters	Location	Time requirements
Single MPAN/Meter	On site	10 working days
Single MPAN/Meter	Off site	5 working days
Multiple MPAN/Meters	Some or all onsite	25 working days
Multiple MPAN/Meters	Off site	5 working days

5 Commercial implications

Please note that it is your responsibility to conduct a complete and safe disconnection and to ensure that the relevant energy supplier has been granted sufficient time to collect their meters. We will not inspect a disconnection carried out by an ICP and we will not be held accountable where a supplier has not been able to retrieve meters due to insufficient notice provided by you.

ENWL will not accept responsibility for any liabilities and damages related to a disconnection completed by an ICP.

6 Contact

Please provide information on planned/completed disconnections to assetadoption@enwl.co.uk