



# Guidance on Moving Your Electricity Supply

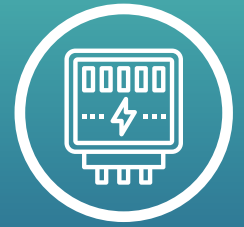
A guide to costs and procedures for customers  
wishing to move their electricity supply

April 2021

**WESTERN POWER**   
**DISTRIBUTION**

*Serving the Midlands, South West and Wales*

# Guidance on Moving Your Electricity Supply



A guide to the procedures for customers wishing to move their electricity supply

## What information is contained within this guidance?

This guidance will provide you with all the information you need to complete an application form to move your electricity supply.

### 1. Where can I find my MPAN?

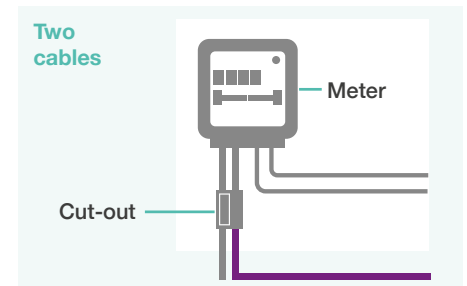
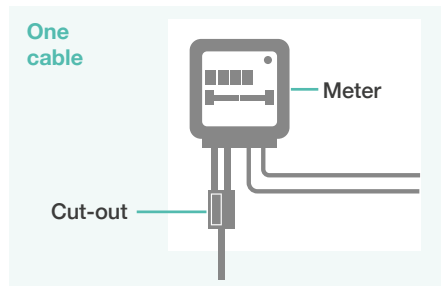
Your MPAN is your unique supply reference number found on your electricity bill. It is usually found in this format:

You may also visit our website [supplier.westernpower.co.uk](http://supplier.westernpower.co.uk)

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### 2. How many cables enter the bottom of your cutout?

If there is a second cable entering the bottom of your cutout you will need to contact us to discuss the works required. This will not normally affect the price you pay but may require additional works to be organised.



### 3. Is your existing supply overhead or underground?

#### If your supply is overhead

If your supply is overhead it will terminate on a bracket on your house. To alter the position of an overhead supply we will joint a new cable near the bracket or on your wall.

The bracket can be moved so long as the supply will not run over another person's house. The bracket must be fixed to a strong point (e.g. brick wall) but cannot be attached to a chimney. It cannot be clipped to a wall to which we cannot gain access, e.g. above a conservatory. An overhead supply can, in some instances, be replaced with an underground service.



#### If your supply is underground

If your supply is underground the cable will be buried and will normally run from your existing meter position direct to the highway. To alter the position of an underground supply we will normally cut the existing cable at a convenient position on your property and joint a new cable which will be routed to the new meter position.



Please note we cannot make joints or extend a cable inside or under the footprint of a building.

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## 4. What type of meter do I have?

There are different types of meters, including those with a separate timeswitch and smart meters. Smart meters usually have a separate in-home display. If you are unsure what type of meter you have installed at your property, your supplier will be able to advise you. You can find out who your supplier is at [supplier.westernpower.co.uk](http://supplier.westernpower.co.uk)



Please be advised that WPD are unable to move smart meters. Where you have a smart meter installed, you will need to make arrangements with your supplier to move the equipment to your meter location on the same day as we move your supply.

## 5. Where can I position the meter?

### Permissible Meter Locations

- ✓ In an external meter box (recommended)
- ✓ Inside the property on an EXTERNAL wall
- ✓ In a suitable weather proof meter cubicle

### Meters should not be located:

- Inside a dustbin, coal or refuse store
- Above doorways
- In a bathroom, toilet or shower room
- In a basement or cellar
- Under stairs where the headroom is less than 2m
- On partition walls made of plasterboard, drywall or similar
- Close to a source of water that could damage the equipment or cause an electrocution risk
- In any location which is in breach of the current edition of BS7671 "Requirements for Electrical Installations"

An external meter box offers the benefit of providing easy access meter reading and maintenance works being carried out with little or no inconvenience to you. An external meter box must be placed on the external side of a wall where it is accessible from the front of the property. It is advisable that a meter box does not open out onto a footpath or right of way. We can provide a standard flush fit or surface mounted meter box on request.

### Which type of meter box do I need?

There are two types of meter box available to you, flush fit or surface mounted. Where we have included provision of a meter box, cable guard, cable ducting and/or electricity warning tape within your Connection Offer, you will be able to collect these from your local WPD office once you have made payment.

#### Flush Fit

This is best built into new brickwork but can be fitted afterwards.

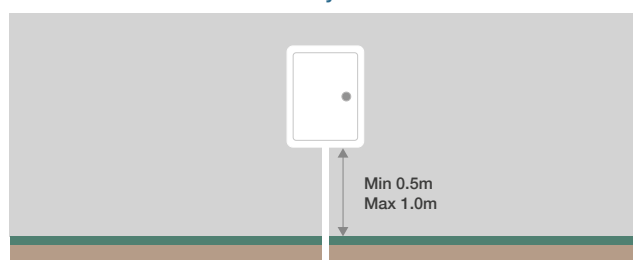
#### Surface Mounted

This fits directly onto the outside wall. A surface mounted box protrudes by 230mm so you need to ensure this will not cause an obstruction or be likely to be damaged.

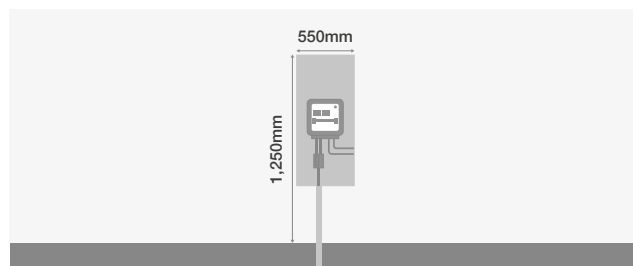


Please note once we have completed our works the meter box and cable guard becomes your property and it is your responsibility to ensure it is maintained in good condition. However, please contact us before any repair or maintenance work is carried out.

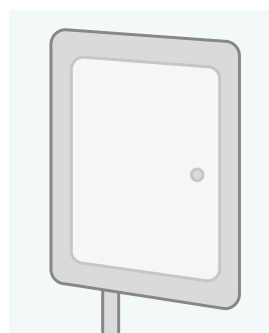
### In a meter box located externally on an outside wall



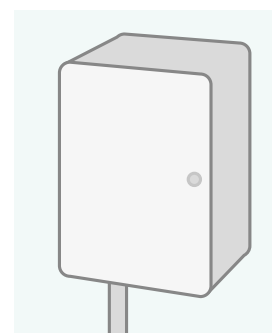
### Inside the property on an external wall



### In a suitable meter cubicle with ducted cable entry



Flush fit back



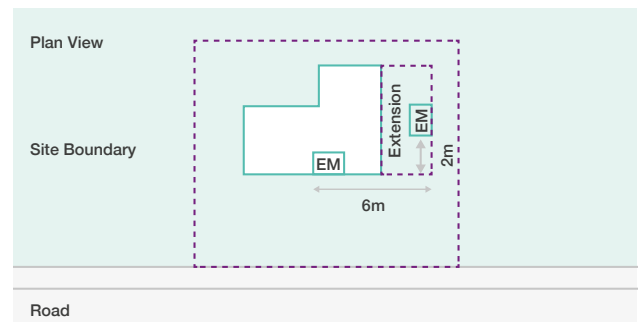
Surface mounted back

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## 6. Example relocation drawing

Once you have decided on the route you want the new cable to take, you need to accurately measure the distance between the existing cable and the new meter location.

It is important you take note of any obstructions such as drains or other services along the route. There is a space on the application form for you to draw the route. You may include photographs if you prefer with the cable route marked on them.



## 7. Working out the cost

In most cases for a single phase supply, once you have decided on your new meter position and whether or not you wish to undertake the excavation yourself, you can calculate the cost using our simple 4 step process.

**Step 1** You need to choose which option applies:

1. Connecting your supply overhead to a pole or on the wall
2. Connecting your supply underground, digging a jointhole yourself to expose your existing electricity cable; or
3. Connecting your supply underground, with WPD digging the jointhole to expose your existing electricity cable.

This will need the options numbering in the application form to relate.

**Step 2** You need to calculate the amount of cable needed between the existing location and the new meter position. If any of the cable route requires clipping to a wall, you will also need to add an additional cost for cable clipping.

**Step 3** Additional costs should be included for any trenchwork to be provided by WPD between the existing cable location and the new meter position.

**Step 4** The price you will pay is the total when adding together all of the costs required for steps 1-3.

### The cost of moving your electricity supply will usually include the following:



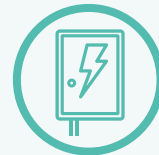
**Installation of the electrical equipment**  
We will provide the connection to your new meter position.



**Excavation**  
You have the option to dig on your own land if you wish. We will carry out any excavations on the public highway.

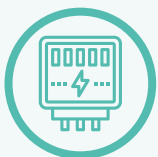


**Traffic Management**  
Local Authority and set up fees if we need to dig in the public highway.



**Meter Cabinet**  
We can supply this. Your builder will need to install it before we carry out the alteration works.

### Other services you will need to budget for may include the following:



**Meter Installation**  
Fee from your energy supplier to move your meter. In some instances we may be able to move this for you.



**Electrician**  
You will need to arrange for a suitably qualified electrician to carry out any internal wiring.



**On Site Excavation**  
If you have chosen to carry this out yourself.



**Builder**  
To install your meter cabinet.

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## What happens if the works vary from my plan?

On the day of the visit our team will assess the practicalities of completing the works as you have planned. If it is not possible to follow your plan, they will suggest an alternative option. In some cases we will be able to accommodate this change within the price you have paid, but if the changes are materially different we will agree a new cost with you at the time. Once you have signed to accept the new cost we will continue with the works.

Please remember that any preparatory works, such as installation of your meter box, need to be completed before we visit to move your supply. If you are not ready we may have to cancel your job and charge you for an aborted visit or any additional work we do.

## 8. Example cost calculations

If you wish to move your electricity supply you need to submit an outline drawing or suitably marked photo of the proposal and, where possible, calculate their incurred costs. Below are example cost calculations and drawings for typical supply alterations using the Step by Step calculation system available within the "Application to move your electricity supply" form.

Please note there are some circumstances where you will be unable to calculate the cost of your works using the application form, in these instances we will issue a Connection Offer. Examples of works which will require a bespoke connection offer are listed to the right:

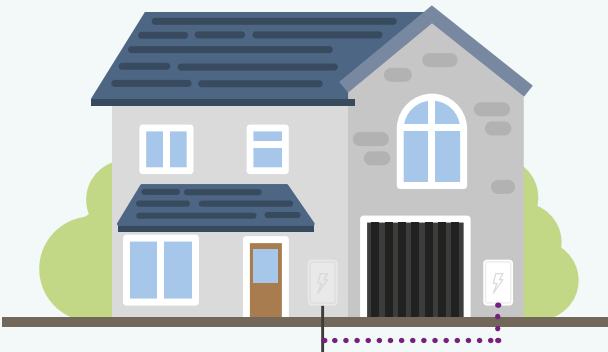
- Applications to move a three phase supply
- Applications to replace an overhead cable with an underground cable
- Cable routes requiring permissions from third party land owners
- Cable routes requiring traffic lights or road closures

### Example 1 Overhead supply



<b>Step 1</b>	
Overhead re-connection	£845
<b>Step 2</b>	
7m @ £11/m for cable	£77
7m @ £9 for clipping	£63
<b>Step 3</b>	
No trench	-
<b>Total Cost</b>	<b>£985</b>

### Example 2 Underground supply



<b>Customer Excavation</b>	
<b>Step 1</b>	
Underground re-connection	£826
<b>Step 2</b>	
10m @ £11/m for cable	£110
<b>Step 3</b>	
Trenching by customer	-
<b>Total Cost</b>	<b>£936</b>

<b>WPD Excavation</b>	
<b>Step 1</b>	
Underground re-connection	£1,453
<b>Step 2</b>	
10m @ £11/m for cable	£110
<b>Step 3</b>	
5m @ £31/m grass 5m	£155
5m @ £76/m for tarmac	£380
<b>Total Cost</b>	<b>£2,098</b>

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## 9. Can I carry out the excavation works?

You may carry out any excavation and reinstatement works on your own property.

Remember that you may be digging near your existing electricity services and possibly other services like gas, water and telephone. Further guidance is available at [www.westernpower.co.uk/customers-and-community/health-safety/public-safety-advice](http://www.westernpower.co.uk/customers-and-community/health-safety/public-safety-advice)

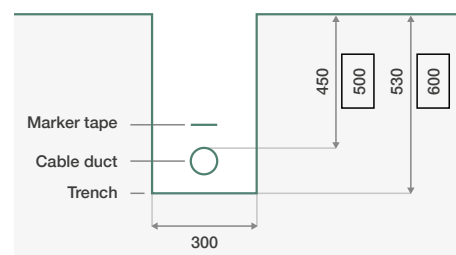
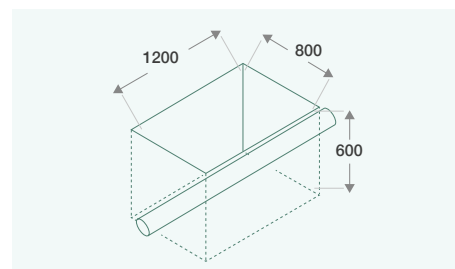
### Joint hole

Once we have agreed a suitable location for the reconnection, we will require a joint hole to expose the existing service cable. The diagram to the right shows the minimum dimensions required but there should be at least 200mm of excavated ground below your existing cable.

We require a trench between your existing cable and the new proposed meter position.

This diagram to the right shows the minimum dimensions required for trenches. The unboxed measurements are for trenches within footpath, grassed areas or unmade ground. The boxed dimensions are for trenches within roads and driveways.

Cables are normally laid in black electric ducting and all cables should have an electrical warning marker tape laid for the entire length 75mm above the cable depth. You may collect ducting and marker tape from your local WPD office.



## Cable routes on third party land

We would prefer you to plan a route which is wholly on your property. Where this is not possible and cable routes are likely to enter land owned by a third party, e.g. your neighbour, we need to obtain specific permissions for this called "Wayleaves" prior to carrying out any works. Please speak to the owner about this and include their contact details and land boundary on your plan. More information and guidance is available on our website: [www.westernpower.co.uk/connections-landing/legal-permissions-and-consents](http://www.westernpower.co.uk/connections-landing/legal-permissions-and-consents)

## 10. Payment Options

The ways in which you can make payment to move your electricity supply are set out below. Cheques may be enclosed with your completed application form but if you wish to use one of the alternative payment methods you will need to obtain your reference number from us beforehand.

### Cheque

Cheques should be made payable to:  
'Western Power Distribution' and posted to:  
Western Power Distribution, AR Payments Team,  
PO Box 231, Elliott Road, Plymouth, PL4 0YU.

### Telephone

We accept most major credit & debit cards (charges may apply). Please note, for security reasons, the person making the call must be the registered card holder. Please call 01752 502187 during office hours and quote your WPD reference number.

### Internet Banking/Bank Transfer (BACS)

You can also make a payment from your bank account using the following details:

Account Name: Western Power Distribution  
Bank Account Number: 22410923  
Sort Code: 40-14-13

**Please quote your WPD reference number. If applicable please send remittances to Western Power Distribution, AR Payments Team, PO Box 231, Elliott Road, Plymouth, PL4 0YU or email: [wpdremit@westernpower.co.uk](mailto:wpdremit@westernpower.co.uk)**

## 11. How do I progress my application?

Please send your completed application form with supporting documentation to your regional office:

### Midlands

Western Power Distribution  
Records Team  
3rd Floor, Toll End Road  
Tipton, DY4 0HH

**T: 0121 623 9007**

(Lines are open Mon to Fri, 8:30 to 5pm)  
[wpdnewsuppliesmids@westernpower.co.uk](mailto:wpdnewsuppliesmids@westernpower.co.uk)

### South Wales

Western Power Distribution,  
Records Team,  
Phoenix Way, Llansamlet  
Swansea, SA7 9HW

**T: 0179 278 4509**

(Lines are open Mon to Fri, 8:30 to 5pm)  
[wpdnewsupplieswales@westernpower.co.uk](mailto:wpdnewsupplieswales@westernpower.co.uk)

### South West

Western Power Distribution  
Records Team  
Lostwithiel Road  
Bodmin, PL31 1DE

**T: 0120 889 2288**

(Lines are open Mon to Fri, 8:30 to 5pm)  
[wpdnewsupplies@westernpower.co.uk](mailto:wpdnewsupplies@westernpower.co.uk)

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## 12. What happens next?

### Western Power Distribution:

1 Assess the information you have provided, contact you to provide details of the local team responsible for the connection and, if required, request any additional information.

2 If a self-quotation is not suitable, we will send you a Connection Offer which is valid for 90 days.

3 On receipt of payment, contact you within 7 working days to agree a date for the works. We aim to complete the works within 90 days of acceptance.

4 We will obtain permissions for access to install and maintain our equipment, if required.

5 Advise you on whether or not we are able to move the metering equipment.

6 Complete all works to move your supply to the new location.

### Customer:



Provide additional information where requested.



To accept the Connection Offer, sign and return the Letter of Acceptance together with any payment due.



Prepare your site for our arrival in accordance with the requirements set out in the guidance document. This may include meter box installation and onsite excavation.



To ensure the legal process runs smoothly, provide any information possible about the land through which the cable may be routed. More information and a guidance document is available on our website: [www.westernpower.co.uk/connections-landing/legal-permissions-and-consents](http://www.westernpower.co.uk/connections-landing/legal-permissions-and-consents)




Where we are unable to move your meter, contact your supplier to arrange this. To prevent being without power, it is advisable to book an afternoon appointment the same date WPD are attending to complete the works.



Appoint a suitably qualified electrician to carry out any internal wiring and connect this to your new location.

## 13. Scheduling the works

We require 4 weeks minimum notice to schedule the works. We can normally move a supply in one visit on a single day. If you have asked us to carry out the excavation works, we may do this in advance and our reinstatement team may not visit until a few days after completion to finish off reinstatement works.

 **Please bear in mind** that your electricity supply will be switched off before we start work. So long as your electrician has provided wiring to the new position and your meter can be moved the same day, your electricity can be reconnected by your electrician once the works have been completed.

## 14. Can WPD move my meter?

In some circumstances your Energy Supplier may permit WPD to move your meter. We are unable to move smart meters. We will need to confirm what type of meter you have and who your supplier is before we agree to move your meter.



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If you have any queries about your application or require a copy of this booklet in large print, braille, on audiotape, in Welsh, in another language, or in any other format, please contact:

**Midlands**  
**T: 0121 623 9007**  
(Lines are open Mon to Fri, 8:30 to 5pm)  
wpdnewsuppliesmids@westernpower.co.uk

**South Wales**  
**T: 0179 278 4509**  
(Lines are open Mon to Fri, 8:30 to 5pm)  
wpdnewsupplieswales@westernpower.co.uk

**South West**  
**T: 0120 889 2288**  
(Lines are open Mon to Fri, 8:30 to 5pm)  
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