



# Your new electricity supply

A guide to procedures for customers requiring  
**A NEW ELECTRICITY SUPPLY**

**WESTERN POWER**   
**DISTRIBUTION**

*Serving the Midlands, South West and Wales*

## **YOUR NEW ELECTRICITY SUPPLY**

This booklet will provide you with all the information you need to help us plan and cost your new supply, It is set out in an easy to follow question and answer format.

Please read it carefully as it includes important safety information and outlines the choices available to you.

Should you have any further queries at this stage, please call one of the following helpline numbers:

South West: 01208 892288  
South Wales: 01792 784509  
Midlands: 0121 6239007

**THIS BOOKLET CAN ONLY BE USED FOR A STANDARD  
SINGLE PHASE DOMESTIC SUPPLY OF 15kW**

## Can my service cross my neighbour's land?

It is simplest if you plan a route which is wholly on your own property. If you plan to cross your neighbour's land we need to obtain their consent before we visit the site. Please speak to your neighbour about this and include their contact details and boundary on your plan. We will contact them for permission before we set a date for your works to be completed.

## What does the installation look like?

The diagram to the right shows the different parts of a domestic electricity installation.

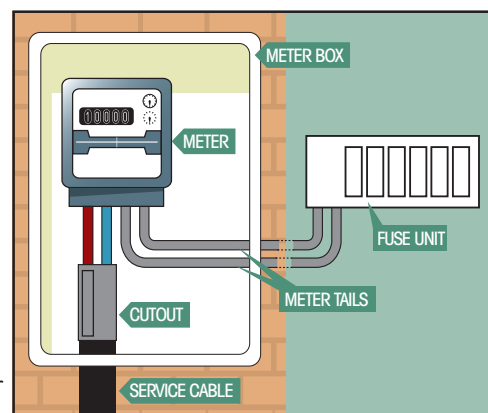
All the items shown except the fuse unit need to be kept together. The fuse unit can be positioned elsewhere, but we would recommend that your meter tails are no more than 2m long.

**SERVICE CABLE** - this is the cable which connects your property to the local mains. It will either go under the ground to our main, or will be clipped to your house and go overhead to one of our poles.

**CUTOUT** - this is our main fuse and needs to be adjacent to the meter.

**METER TAILS** - these are your cables and connect the meter to your fuse unit. As the cables are yours, you need ask your electrical contractor to include them in the scope of the wiring of your property.

**FUSE UNIT** - this contains the fuses or trip switches which control the circuits in your house, probably lights, sockets, cooker and immersion heater. This is your property and again, needs to be dealt with by your electrical contractor.



## Where can I position the meter?

The first thing to think about is whether you would like an external meter box or not. Most new properties are built to include a meter box. A meter box offers the benefit of meter reading and maintenance works being carried out with little or no inconvenience to you.

Where a meter box is used there are a choice of styles. See the next section for further information. A meter box must be placed on the external side of a wall where it is accessible from the front of the property and is unlikely to be damaged. It must not open out onto a footpath or right of way. It can go beside, but not above or below, a gas meter box. No other utility equipment (gas, telephone etc) should be below our box.

Where a meter box is not used you need to provide a space big enough for us to fit our equipment. A space 600mm tall x 400mm wide is recommended. The space needs to be easily accessible to us and ideally should be between 0.5m and 1.0m above floor level and on or adjacent to an external wall.

The meter must be positioned where it will not be damaged and as near as possible to the point our service cable enters your house. It is allowable for meters to be sited as listed right:

### PERMISSIBLE METER LOCATIONS:

- ✓ In a Meter box
- ✓ Meter compartment Inside or outside the property
- ✓ Inside the property on an EXTERNAL wall

**Please note wherever you decide to position the meter, it will be your responsibility to install suitable private sub mains as required, complete with tails ready for connection.**

## Which type of meter box do I need?

There are two types of meter box available to you, flush fit or surface mounted. Once we have received your application you will be able to collect a box and “Hockey Stick” entry tube from your local WPD office.

### FLUSH FIT

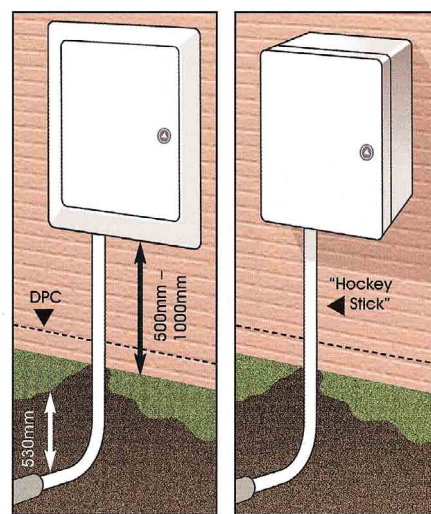
This is best built into new brickwork, but can be fitted afterwards. You are responsible for fitting the box before we visit site. The base of the box must be between 500mm and 1000mm above finished ground level and above the damp proof course.

### SURFACE MOUNTED

This fits directly onto the outside wall and, again, you are responsible for fitting the box before we visit. The base of the box must be between 500mm and 1000mm above finished ground level. A surface mounted box protrudes by 230mm so you need to ensure this will not cause an obstruction or be likely to be damaged.

- For all types of meter box the meter tails must enter from the lower right hand side of the box, and holes must not be made in the top or back of the box. Our cable enters the bottom of the box on the left hand side and this is where you must fit the hockey stick. The stick must be surface mounted with the bend 530mm below ground level.

- **Once our works are complete the meter box and hockey stick 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.**



FLUSH FIT BOX SURFACE MOUNTED BOX

## Does it matter if my supply is overhead or underground?

### IF YOUR SUPPLY IS UNDERGROUND

If you request an underground supply the cable will be buried in your garden and will normally run from your property direct to the road. If our network is overhead we will need to trench along the pavement or verge to our closest pole. You can carry out any excavations on your property yourself, which will help reduce our charge. Works needing excavations on the public highway or footpath require a licence and we must complete these excavations ourselves. In some cases where a street is narrow, we may be required to set up traffic lights or close the road. There is a charge for this which we will discuss with you if appropriate. Our start date may be delayed on busy streets where we have to give the Highway Authority more notice.

### IF YOUR SUPPLY IS OVERHEAD

If you request an overhead supply it will terminate on a bracket on your property. The cable may be clipped along the wall until it reaches the point where it enters your property. We will not normally clip to the fascia or under eaves as it could inhibit any future repairs or maintenance that you may need to undertake. It is only possible to make an overhead supply available where we have an existing overhead network. Where the route from your property to our pole crosses another person's land we may need to site a pole on your property.

## How do I progress my application?

The first thing to consider is the route you want the new cable to take. You need to accurately measure the distance between the road boundary and your proposed meter position. It is important you take note of any obstructions such as drains and other services along the route. There is a space on the application form for you to draw the route, but you may prefer to include a copy of your building plans with the route noted. A reasonable straight route with shallow bends will make the cable installation easier. This will give you the on-site cable length required which will allow us to work out your connection charge.

Please send us a copy of your building plans marked up with the route you would like our cable to take on your site. We prefer to work from 1:500 scale plans if available and would like a location plan showing neighbouring properties.

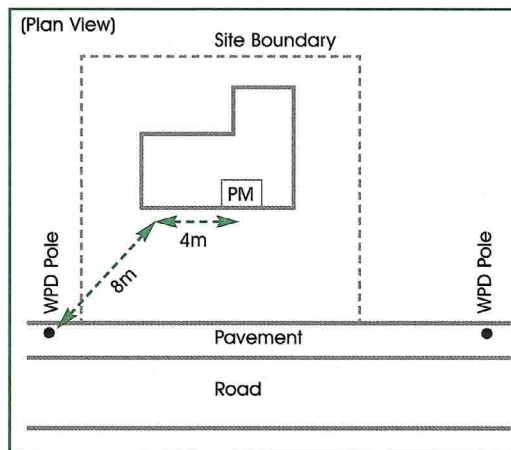
Two examples of new supply route plans are shown below for your guidance.

Please ensure that you show all distances in METRES when drawing your own route.

### Example 1

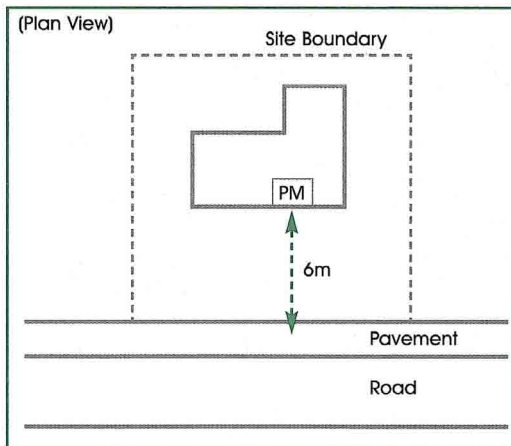
#### Overhead Supply

- from existing overhead network



### Example 2

#### Underground Supply



## *What happens next?*

Once you return your forms to us we will check your plans. If we spot a problem with your plan we will contact you to discuss the options available to you. We will then calculate your connection charge and send you a quotation.

Once you have accepted the quotation and paid the connection charge we will advise you of a planned date for the works to be completed.

## *What happens if the on-site works vary from my plan?*

On the day of the visit, our team will assess the practicalities of completing the on-site 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 charge but if the changes are materially different we will agree the 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 need to be completed in time for our visit. If you are not ready we may have to cancel your job, or charge you for any additional work we do.

## *How long will the works take?*

We can normally complete the on-site works for a single new supply in one day. We will discuss the duration with you when we plan our start date with you.

If you have asked us to do on-site excavation, we may do this in advance. We will also complete highway excavations in advance. Our reinstatement team may not visit until a few days after completion to finish off concrete or tarmac surfaces.

## *If I dig the trench, how deep does it need to be?*

We require a trench which is 530mm deep and 300mm wide along its whole length. You can only dig trenches on your own land.

The trench bottom should be level and free from any sharp stones or objects which may damage the service cable. Our cables are normally laid directly into the trench so need to be reinstated with 75mm of stone dust. In some cases ducting can be laid in advance of the new supply, and this ducting can be obtained from your local WPD office.

Also remember that you may be digging near other services like gas, water and telephone so you should refer to HSE Guidance note HS[G]47 entitled "Avoiding danger from underground services".

If you have any further queries regarding your electricity supply, please call one of the following helpline numbers:

South West  
01208 892288

South Wales  
01792 784509

Midlands  
0121 6239007

Please ask us if you would like a copy of this booklet in large print, braille, on audio tape, in Welsh or another language.

Western Power Distribution (East Midlands) plc  
Registered in England and Wales No. 2366923

Western Power Distribution (West Midlands) plc  
Registered in England and Wales No. 3600574

Western Power Distribution (South Wales) plc  
Registered in England and Wales No. 2366985

Western Power Distribution (South West) plc  
Registered in England and Wales No. 2366894

Registered Office: Avonbank, Feeder Road, Bristol BS2 0TB

**WESTERN POWER**  
**DISTRIBUTION**

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# Application for a New / Augmented Connection

For up to 4 domestic connections or a single small commercial connection up to 69kVA

On receipt of your application and all relevant information, we will provide you with a quotation for the works which will include costs for:



**Installation of the electrical equipment:** We will provide the connection from our existing network up to your 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 connection works.

Other services you may need to budget for:



**Meter Installation:**  
Fee from your energy supplier to provide and fit a new meter.



**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.

## Typical costs and timescales

Each application is individually assessed and costs are determined in line with our Connection Charging Methodology Statements. The table below provides an indication of the typical cost and timescales for connection:

Connection Type	When will I receive my quotation?	Typical cost	Typical time to get a connection from payment
1 standard domestic connection	Within 5 days	£1,600	4 weeks
Up to 4 standard domestic connections	Within 15 days	£4,000	5 weeks
Typical small business connection (up to 69kVA)	Within 15 days	£3,400 + VAT	5 weeks

For further information regarding the potential cost of your connection please consult our basic pricing tool at [www.westernpower.co.uk/Connections/Basic-pricing-tool.aspx](http://www.westernpower.co.uk/Connections/Basic-pricing-tool.aspx)

?

**Any questions?  
Call our Contact  
Centre on:  
0800 096 3080**

(8am to 6pm Monday to Friday)

## Did you know?

You can get a quotation from an Independent Connection Provider (ICP) or Independent Distribution Network Operator (IDNO) for your electricity connection. We can provide you with a complete connection service but you may also ask an ICP or IDNO to undertake some of the works (known as the 'contestable works').

**Find out more:**

[www.westernpower.co.uk/Connections/Competition-in-Connections](http://www.westernpower.co.uk/Connections/Competition-in-Connections)



(If you have any questions regarding how to complete this Application Form please contact us for assistance.)

**Section A – Your Details**

**1. Customer address details**

This is a correspondence address, enter the site address in section 2

Title:	First Name:	Last Name:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Company (if applicable):		Company Registered Number (if applicable):	
<input type="text"/>		<input type="text"/>	
House/flat number:	Building name:	Street:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Town:	City:	Postcode:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Daytime Telephone:	Mobile:	Email:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

**2. Site address details**

The location of the new connection(s)

Site name/plot numbers:

House/flat number:	Building name:	Street:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Town:	City:	Postcode:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

To help us locate your site please include the address of any adjacent properties:

**3. Representative details**

With your consent we can liaise with a contractor, supplier or agent acting on your behalf. If you want to nominate a representative please complete the details below

Title:	First Name:	Last Name:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Company (if applicable):		Company Registered Number (if applicable):	
<input type="text"/>		<input type="text"/>	
House/flat number:	Building name:	Street:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Town:	City:	Postcode:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Daytime Telephone:	Mobile:	Email:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

**Section B – Type of Connection Offer required**

**Do you require an indicative Budget Estimate or a firm Connection Offer?**

**Connection Offer:** A Connection Offer is a quotation which will set out detailed terms and conditions and once accepted will be binding on both parties.

**Budget Estimate:** A Budget Estimate is non-binding for indicative purposes only. This is useful at the early stages of a project, if you have not got final plans in place or a firm date in mind for the works.

**When would you like us to provide the connection(s)?**

Once you accept the Connection Offer we will contact you to agree dates which take account of team availability and Local Authority streetworks requirements:

DD/MM/YY

**Section C – Type of Connections Required**

**Temporary Supply**

Will a temporary supply be required?

Yes  No

Power requirement

Please enter your maximum power requirement of the temporary supply

kVA

Type of temporary supply

Single phase  Three phase

**New Connections**

Confirm the type of property requiring a new connection:

**Single domestic dwelling**  
– Proceed to Section D

**Multiple domestic dwellings (up to 4 maximum)** –  
Proceed to Section D

**Single commercial property (up to 69kVA)** –  
Proceed to Section E

**Section D – Domestic Connections**

How many connections are required?

(up to 4 maximum)

Power requirement:

The normal maximum capacity for individual domestic properties is 15kVA. If you require a different maximum power for each property please enter the kVA value here

kVA

**Landlord supplies:**

Will any landlord's supplies be required?

Yes  No

Number of landlord supplies

Power requirement:

Please enter your maximum power requirement for each landlords supply in kVA

kVA

Do you require your connection to accommodate motors, welders or other disturbing equipment?

Yes (Proceed to section F)  No (Proceed to section G)

**Section E – Business Premises**

Do you require a single phase or three phase supply?

Single phase  Three phase

Please enter your maximum power requirement, after diversity is applied.

kVA

If your enquiry is for an increase in power, please state the existing load

kVA

Power guidelines: An 80 amp single phase supply can provide up to 18kVA. A 100 amp three phase supply can provide up to 69 kVA.

**Earthing**

Protective Multiple Earthing (PME) is normally provided for each supply. However, some methods of building do not allow this means of earthing, in particular multi-occupancy steel framed buildings. In such cases alternative earthing solutions can be provided by your electrical contractor.

Is your building steel framed and subdivided into units?

Yes  No

Do you require your connection to accommodate motors, welders or other disturbing equipment?

Yes (Proceed to section F)  No (Proceed to section G)

**Section F – Disturbing Loads**

If you are connecting any electrical equipment which may cause a disturbance on the electricity system (e.g. motors, welders), please provide us with details. The manufacturer or equipment installer should be able to help you with this.

**Motors**

Single phase  
  Three phase  
  Direct Online  
  Star Delta

Starting Current (Amps)       Number of starts per hour

**Welders**

Single phase  
  Three phase

Input voltage       Rating       Number of welds per minute

**Other potentially disturbing equipment** (please provide details)

**! PROCEED TO SECTION G**

**Section G – Details of Electrical Load**

**Space Heating:**

To help plan for your connection, please indicate below the fuel type to be used:

Gas  
  Electric (Storage & Direct)  
  Electric Boiler  
  Ground/Air Source Heat Pump  
 Other (please specify)

**!** For electric boilers and heat pumps, please include the manufacturer’s specification sheet.

\*Off-peak means the heating that can only operate during a pre-arranged time (usually 7 hours) in the range of hours 23:00-07:00 and is usually controlled by a time-switch.

For electric storage heating, total off-peak\* load is: kW

For electric direct heating, total load is: kW

**Water Heating:**

To help plan for your connection, please indicate below the fuel type to be used:

Gas  
  Electric (Storage & Direct)  
  Electric Boiler  
  Ground/Air Source Heat Pump  
 Other (please specify)

**Electric showers:**      Number of instantaneous showers       Shower size (kW each)

**! PROCEED TO SECTION H**

**Section H – Meter Box/Excavation**

**What type of meter box do you want WPD to provide?**

We can provide the meter boxes but you will need to arrange for your builder to install them prior to WPD attending site for completion of the connections

Flush fit  
  Surface mounted  
  None required

**Do you want us to carry out the on site excavation?**

Yes  
  No

**! PROCEED TO SECTION I**

**Section I – Generation**

Will there be any on site electricity generation?

Yes  No

If yes, what is the intended installed generation capacity?

kW

Please indicate the type of generation you are installing

Solar panels  Wind  Battery storage

Other  
If other please specify:

Will the generators be capable of operating in parallel with WPD’s system?

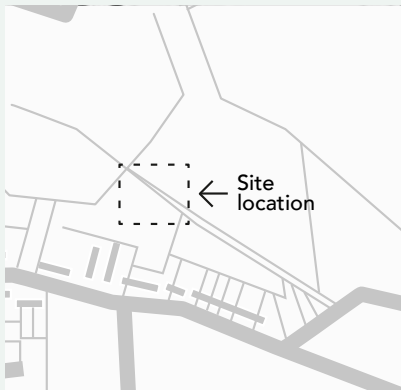
Yes  No

Please visit our website for more information on connecting electricity generation  
[www.westernpower.co.uk/Connections/Generation.aspx](http://www.westernpower.co.uk/Connections/Generation.aspx)

**! PROCEED TO SECTION J**

**Section J – Site Plans**

In order to provide a Connection offer, we require one copy of the Location Plan and one copy of the Site Layout Plan, together with your application form.



**Location Plan**

The Location Plan shows where to find the proposed site for the new connection. All applications should have one Location Plan enclosed. Please highlight the site location on the plan.

Location plans can be obtained by using A-Z street maps or via the internet, which is now available in most public libraries.

The following sites offer instant Location Plans:

- [www.multimap.com](http://www.multimap.com)
- [www.ordsvy.gov.uk](http://www.ordsvy.gov.uk)

**Site Layout Plan**

1. In the absence of an architect’s drawing, please draw on a separate sheet a layout showing all the proposed buildings and accesses onto the site.
2. The proposed meter position(s) should be marked onto the plan with an X.

**Section K – Additional Information**

Please provide any additional information you feel may be relevant to your connection 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)



**Important**

To prevent your application from being delayed, please ensure you have enclosed all the required information.

✓ **Completed application form**

✓ **Location plan**

✓ **Site layout plan**

✓ **Manufacturer's specification sheet**

(if you are installing electric boilers, heat pumps, generation, or similar electrical equipment)

**What happens next?**

**Western Power Distribution:**

**Customer:**



**WESTERN POWER DISTRIBUTION ("WPD")**  
**GENERAL CONDITIONS FOR CONNECTION WORKS ("the Conditions")**

1. These Conditions relate to the design, installation, reinforcement and alteration of WPD's connection equipment (being the equipment and plant which form WPD's electricity distribution system) ("the Connection Equipment") and other related matters ("the Works") at the premises to be connected ("the Premises"). WPD's offer for electricity connection Works ("the Offer") shall comprise the offer letter sent by WPD to the Customer, the Specific Conditions for Connection Works and these general conditions for Connection Works (together with any attachments). For self-quoted alterations, the completed application form, cost calculator and relocation drawing replace the Offer. Once accepted by the Customer, these documents will form WPD's contract with the Customer.

2. WPD shall use its reasonable endeavours to obtain all necessary easements, leases and consents in respect of any adjacent land to the Premises which is necessary to carry out the Works. If WPD is unable to obtain all the necessary consents then it may propose alternative routes for the Works which shall, together with any revised charges, be agreed with the Customer as soon as is reasonably practicable. WPD may, in its discretion, carry out the Works if it has obtained a wayleave to carry out the works in lieu of any easement. The acquiring of a wayleave shall not diminish the duties and obligations on the customer.

3. The Customer, as occupier of the site agrees to except and reserve out of the transfer/conveyance/lease to the purchaser/lessee of the premises full right and liberty for WPD to place electric lines through the property and to use the same provided WPD shall make good any damage caused and shall not break open the surface of land covered by a building.

4. The Customer, as owner/occupier of the site, agrees to indemnify WPD from and keep WPD fully indemnified against any proceedings, claims, demand, costs, charges and expenses WPD incurs as a result of the Customer's failure to grant or obtain for WPD the appropriate easement or property rights to carry out the Works, install and maintain its plant and apparatus on the site.

5. The Offer is open for acceptance for 90 days after which it will automatically expire. The Offer is made on the condition that the works are completed within 90 days of the date of acceptance. Should the works be incomplete after 90 days, WPD reserve the right to withdraw or amend this Offer.

6. WPD may, in its discretion, not commence the Works on the agreed date in the following circumstances:

- (a) if the Customer fails to provide suitable and adequate access to the Premises, or has failed to complete any necessary civil works, civil engineering or building work.
- (b) where there is a distribution system emergency.
- (c) if all the necessary permissions have not been granted to WPD.

in which event WPD shall agree with the Customer a new commencement date for the Works. For the avoidance of doubt WPD shall not be in breach of these Conditions due to the circumstances listed in this clause 6.

7. In addition to its obligations in clause 6(a) the Customer shall:

- (a) before the time specified for delivery of any of WPD's Connection Equipment to the Premises, obtain all consents and approvals in connection with the regulations and by-laws of any local or other authority which shall be applicable to the Works on the Premises.
- (b) provide all accommodation, equipment, buildings, structures, foundations, approaches or work equipment of the quality specified in any special terms for connection specified by WPD.
- (c) take all steps necessary to ensure the safety of WPD, its employees, contractors and agents while carrying out the Works.

8. The Customer warrants that either it is the owner and/or occupier of, or has legal entitlement to possession of the Premises and that it can fulfil its obligations as set out in these Conditions or it will procure the necessary rights from the landowner for WPD to carry out the Works.

9. If the Customer or a third party prevents WPD from entering the Premises, adjacent land or other land with the result that WPD is unable to carry out the Works, or the Works are suspended on the Customer's instruction for which WPD are not responsible, or due to alterations to the layout of the development, WPD will not be in breach of these Conditions and any additional cost reasonably incurred by WPD in consequence thereof shall be added to the charges set out in the Offer.

10. The property in the Connection Equipment shall remain with WPD unless stated otherwise in the Offer and WPD may use it to connect its other customers.

11. The connection charge is set out in, and may be subject to change as described in, the offer letter. The connection charge is due on the date the offer letter is accepted by the Customer and must be paid within 28 days of becoming due by one of the methods set out in the offer letter. WPD shall connect/energise the Works only once the connection charge has been paid. For self quote alterations the Customer must return full payment with the application. In the event that additional works are necessary to complete the alteration these shall be agreed with the Customer prior to completion and payment must be made within 28 days of the works date.

Should the Customer fail to agree to the additional works required they shall be deemed to have cancelled their request for an alteration and any monies paid shall be refunded.

12. Customers seeking an electrical connection from WPD may be asked for security before work is carried out.

13. WPD will use all reasonable endeavours to complete the Works by any specified or requested date, but each such date is to be treated as an estimate only and time shall not be of the essence.

14. A Customer may accept an Offer either online via the connections portal (if the Customer has selected this option) or by signing and returning the letter of acceptance sent with the Offer. As soon as reasonably practicable after WPD has received the Customer's acceptance of the Offer, WPD shall agree a date for the commencement of the Works with the Customer.

15. A Customer who is acting as a consumer (meaning 'acting for purposes wholly or mainly outside of their trade, business, craft or profession') may cancel any Offer within 14 days of acceptance without giving any reason ("Cooling-Off Cancellation Right"). Subject to the following:

- (a) The Cooling-Off Cancellation Right will expire 14 days from the date on which the Offer is accepted.
- (b) The Customer acknowledges that they may not cancel the Offer if the Works have been fully performed.
- (c) To exercise the right to cancel, the Customer must inform WPD of its decision to cancel by a clear statement (e.g. a letter sent by post, fax or email).
- (d) To meet the cancellation deadline, it is sufficient for the Customer to send their cancellation communication before the cancellation period has expired.
- (e) If the Customer requested WPD to commence the Works during the cancellation period under clause 13 of these Conditions and the Customer subsequently exercises its Cooling-Off Cancellation Right, the Customer shall pay WPD an amount which is in proportion to what has been performed until the time that the Customer communicated its cancellation to WPD, in comparison with the total connection charge.

16. The Customer may terminate the Offer at any time on 14 days' prior written notice to WPD, provided that the Customer has paid all actual costs incurred by WPD in carrying out the Works up to and including the date of termination. Without prejudice to any right or remedy WPD may have against the Customer for breach or non-performance of these Conditions WPD may, by notice in writing, suspend or cancel the Works with immediate effect on or at any time after the happening of any of the following events:

- (a) the Customer commits a breach of these Conditions provided that where such breach is capable of remedy the Customer has been advised in writing of the breach and has not rectified it within 30 days of receipt of such advice.
- (b) the Customer: is (i) wound-up or dissolved; (ii) an administration order is made; (iii) a receiver or an administrative receiver is appointed over, or the taking possession or sale by an encumbrance of any of its assets; (iv) an arrangement or composition being made with its creditors generally; (v) ceases to do business of any time for 30 consecutive days.
- (c) if WPD is unable for any reason to commence the Works within 2 months from the date of the Customer's acceptance of the Offer.

17. In carrying out the Works WPD will accept unlimited liability for death or personal injury caused by the negligence of WPD and limited liability for physical damage to the Customer's tangible property resulting from WPD's negligence limited to an amount equal to £1,000,000.

18. Where the Customer cancels the Offer in accordance with clauses 15 or 16, then WPD will reimburse all payments received (less any amounts that WPD may retain pursuant to clauses 15 or 16) within 14 days of the day on which WPD are informed about the decision to cancel, using the same means of payment as used for the initial transactions unless expressly agreed otherwise, as set out in the offer letter. The Customer will not incur any fees as a result of the reimbursement.

19. Save as provided for in clause 16 WPD will not be liable for any loss or damage:

- (a) to the Customer's property.
- (b) any defect malfunction or otherwise in the Customer's electrical equipment.
- (c) for defects in WPD's Connection Equipment and/or WPD's distribution system which are a result of any works having been carried out by the Customer.
- (d) any loss of profit, business, contract, revenues, reputation, customers, use of software or data, computer or other equipment and plant, wasted management/staff time, loss or liabilities in any other contract, goodwill or anticipated savings.
- (e) any special or indirect loss.
- (f) loss arising from any claim made against the Customer by any other person.

20. WPD shall not be liable for and the Customer shall indemnify WPD from and keep WPD fully indemnified against all proceedings, claims, demands, costs, charges, expenses in relation to death or personal injury or loss or damage arising directly or indirectly out of the Customer's or its employees, contractors and agents breach, negligent performance or failure in performance of obligations as set out in the Offer.

21. Neither party shall be liable to carry out any of its obligations under these Conditions due to circumstances beyond its reasonable control.

22. To the extent that any provision of these Conditions is found by any court or competent authority to be invalid, unlawful or unenforceable this will not affect the enforceability of the remainder of the Conditions.

23. No delay by either party in enforcing the provisions of these Conditions shall be deemed a waiver of that party's right to enforce that provision.

24. No person who is not a party to the agreement between the Customer and WPD shall be entitled under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

25. If a dispute arises out of or in connection with the Offer or any contract, the parties agree to try in good faith to resolve the dispute through negotiations between the Customer and WPD's Distribution Manager. Upon such notification of a dispute a meeting must be held between the Customer and the WPD Distribution Manager within 21 days. If we are unable to resolve your complaint, you will have the right to refer the matter to the Ombudsman Services: Energy for a decision. This is a free and independent dispute resolution service. Should you wish to pursue this route please contact Tony Taylor, Information Centre, Avonbank, Feeder Road, Bristol BS2 0TB, telephone number 0117 933 2081, who will advise you of the correct procedure.

26. The parties agree that the Offer will be governed by and construed in accordance with English law and to irrevocably submit for all purposes to the exclusive jurisdiction of the courts of England and Wales.

These Specific Conditions must be considered in conjunction with the General Conditions for Connection Works and any additional Specific Conditions provided on the Offer Letter or the Alterations Application Form.

#### SERVICE TERMINATION AND METERING

The exit point and metering will be at an agreed position, normally in an external meter cabinet. The exit point will be the outgoing terminals of WPD's fused cut-out or as otherwise defined. The meter tails and metering equipment will be the responsibility of the meter operator. The responsibility for the installation beyond the outgoing terminals of the meter is that of the Customer/Developer.

#### STORES

Where the Customer/Developer wishes WPD to supply the ducts and service tubing and the cost of these items have already been included in this Offer, collection may be made by prior arrangement with the WPD Construction Team at local offices.

Usual Collection times:-

Monday to Thursday: 0900 - 1530 hrs. Friday: 0900 - 1430 hrs.

(To avoid disappointment, please check with local offices for individual collection times)

Draw cords are not provided by Western Power Distribution

#### SAFETY

Any work in the vicinity of WPD equipment must be carried out in a safe manner including, as a minimum, compliance with the relevant Health and Safety Executive Guidance Notes available from HMSO. In particular:

GS6 Avoidance of danger from overhead electric lines.

HS(G)47 Avoiding danger from underground cables.

#### STREET WORKS BY CUSTOMER/CONTRACTOR

A Customer/Developer intending to carry out trenchwork in the public highway must obtain a licence from the relevant Highway Authority and will be responsible for the issue of Street Works Notices. All work, including reinstatement, must comply with the New Road and Street Works Act 1991.

#### ELECTRICAL DISTURBANCE

WPD's proposals and charge are based on the Customer not installing any equipment likely to cause disturbance to WPD's distribution system or other customers.

#### METER TAILS

The meter tails presented for connection must be clearly marked to indicate polarity (and phase colour where appropriate). Individual earthing conductors and main equipotential bonding conductors must be marshalled at a customer's main earthing terminal and only one main earthing conductor presented for connection to the WPD main earthing terminal. Where more than one set of tails is presented for connection due to tariff variations, each set must be clearly identified and only one set of tails presented for each tariff.

#### EARTHING

The Customer/Developer is responsible for providing and maintaining adequate arrangements for earthing the customer's Installation and WPD shall not be responsible for any such arrangements except in so far as any applicable regulations may place certain responsibilities on WPD and subject thereto the customer's use of an earth terminal provided by WPD shall be at the customer's own risk. No earth terminal shall be provided by WPD for a temporary connection and the installer should provide an RCD.

#### PHASE BALANCE

Where the connection is provided in two or more phases the customers load shall, as far as is reasonably practical, be balanced.

#### EXCAVATION AND DUCTS

Unless specifically included in the cost calculation, all on-site excavation, provision of a stonedust bedding and blinding material, installation of WPD approved ducts and reinstatement will be carried out by the customer/developer at no cost to WPD. Draw cords should be incorporated and the ends marked for ease of location. Trench depths in pavement or private land shall be 530mm (min. cover over cable 450mm) and in roadway shall be 600mm (min. cover 520mm). Where cables are not protected in duct they must be blinded with 75mm of crushed stone dust and approved yellow "electric cable" marker tape laid above.

#### SERVICE TUBING

Without charge to WPD the Customer/Developer will, where agreed by prior arrangement, install suitable 38mm internal diameter WPD approved tubing from the service position to the footpath or verge etc. as shown on the plan. Where an internal meter position is agreed a 500mm slow bend entry should be installed at the meter position. A draw cord should be incorporated and the end marked for ease of location. There should be a minimum of 520mm cover in the roadways and 450mm cover in pavements and private land.

#### STANDARD METER CABINETS

Where agreed by prior arrangement and without charge to WPD, the Customer/Developer will install and maintain a flush or surface mounted single phase meter cabinet to WPD specification into the structure of each dwelling at the agreed position. The cabinet will only house the service termination, metering equipment and isolation switch (if fitted). The bottom edge of the cabinet must be between 500mm and 1000mm from ground level. The tails for connection to the meter must enter from the lower right hand side of each cabinet, and holes must not be made in the top or back for any purpose. The WPD service cable will enter the bottom of the cabinet through a surface mounted hockey stick therefore no gas, water or telecom termination equipment must be installed below it.

#### CUSTOMERS INSTALLATION

It is the Customer's responsibility to ensure that the electrical installation to which the Customer requires an electricity connection from WPD is installed in such a manner that it will comply with Regulations 8(4) and 25 of the Electricity, Safety, Quality and Continuity Regulations 2002 ("Regs. 8(4) and 25") immediately prior to energisation.

The customer must grant WPD access to check compliance with Regs 8(4) and 25 when requested to do so.

**ISOLATING SWITCH OPTION** - where the Meter Operator allows WPD to provide this service.

1. It is the Customer's responsibility to ensure that the electrical installation in each property to which an electricity supply is required from WPD is installed in such a manner that it will comply with Regulations 8(4) and 25 of the Electricity, Safety, Quality and Continuity Regulations 2002 ("Regs 8(4) and 25") immediately prior to energisation.

2. By accepting the terms of WPD's offer the Customer confirms that it fully understands the requirements of Regs. 8(4) and 25.

3. The Customer must ensure that the electrical installation in the property is carried out by a competent electrical installer (the "Installer") and that the Installer provides the Customer with an Electrical Installation Certificate prior to energisation and complies with the Connection Procedure for Electrical Contractors.

4. The Customer must ensure that the Installer is bound by similar conditions in his contract with the Customer which have the same effect as these conditions 1 to 6.

5. The Customer must grant WPD access to check compliance with Regs. 8(4) and 25 when requested to do so.

6. The Customer must at WPD's request and at the Customer's cost provide documentation and any other information necessary to enable WPD to check that the Customer has complied with its obligations as set out in WPD's Offer.

#### ALTERATION OF METER POSITION

When a connection is made at the new meter position the existing service cable will be disconnected at the old position. It is the customer's responsibility to have installed suitable private sub-mains as required, complete with tails ready for connection.

#### NEW CONNECTION WORKS

The final connection is part of the "non contestable" works that can only be done by WPD. Other works such as the provision of materials to the job specification, trenching and other construction work is "contestable". This work can be carried out by WPD but could also be done by an agreed contractor employed by the customer/developer. In that case, following satisfactory final testing and connection, the ownership of the assets will be transferred to WPD who will be responsible for their ongoing operation repair and maintenance. An adoption agreement for this purpose would be entered into which includes a 2 year guarantee period and insurance provision. More detailed information is given in a guide and Customer Handbook available on request.