

Load Change

Did you know you have a choice?

From 28 March 2018 you can select NIE Networks to undertake all of the works associated with your connection or an Independent Connections Provider (ICP) to carry out some of the work known as contestable work. If you choose an ICP, NIE Networks will only complete the non-contestable elements of your connection. Get more information and check if there are ICPs working in your area of the market at nienetworks.co.uk/Competition-in-Connections

What do you need to do?

Prepare site

Prepare your site as required, which may include employing an electrician, or dig a trench within private property as required.

Contact a supplier

You should consider contacting your energy supplier to discuss tariff charges and new contracts for your amended supply.



Safety message

Contact NIE Networks at the planning stage to request an increased load.

Do not attempt to alter electricity services yourself.

Always treat electricity equipment as live unless it is confirmed dead by NIE Networks

If you have any queries you can contact us or call our customer helpline on 03457 643 643



















Application Checklist

- Signed & dated application form
- Breakdown of existing load - please consult your electrician or electrical consultant
- Breakdown of new load - please consult your electrician or electrical consultant
- Site Layout Plan: 1:500 - please show the outline of your house or business premises and your proposed meter position. External meter positions on new constructions must be on the front elevation or within 2m of the front elevation on a side elevation

How our process works? If you select option 1 in your dual offer quotation

To view the process if you choose option 2 in your dual offer quotation visit <http://nienetworks.co.uk/Connections>, choose the type of connection you would like and then select 'How the connections process works'.

	<p>Application & acknowledgement</p> <p>Submit your application including the attachments outlined in the checklist on page 3. It may delay your application if we don't receive this information. Once we review your application you will get a job reference number within 5 working days. We will then contact you to talk through your application.</p>	 YOU
	<p>Quotation</p> <p>We will provide you with a dual quotation with 2 options within 15 days provided we have all relevant information. Option 1 is for NIE Networks to undertake the full connection works, and Option 2 is for NIE Networks to complete the non-contestable works only. Your quotation will be valid for 90 days, after which time the quote will expire and if we need to re-issue a quote the costs may increase.</p>	 UP TO 15 DAYS
	<p>Accept terms & payment</p> <p>You can accept our terms online if using our online payment system or return your signed Acceptance of Terms by post to our Channel Wharf address listed on page 3. You can pay in multiple ways: Online payment (Debit/Credit), Online Banking (Bank Transfer / BACS) and by cheque.</p>	 YOU
	<p>Site visit & survey</p> <p>Site visits are usually carried out within 7-10 working days. On occasions a full site survey will be required which may take up to 3 months. Depending on the outcome of the survey costs we may have to issue you with a requote with revised terms.</p>	 10 DAYS
	<p>Legal consents</p> <p>If your connection requires electricity equipment to be sited on other people's land, we will need to get permission from the landowner or government bodies before work can proceed. Depending on your connection, we may need to obtain a lease or easement on your land and all these negotiations can take up to 9 months or longer. If there is any variation, we may need to issue you with a requote including revised terms for your job.</p>	 UP TO 9 MONTHS
	<p>On-site construction</p> <p>Once we've received full payment and all legalities have been obtained (if applicable) we will contact you to agree a date to start your work. Please prepare your site according to the design agreed and ensure your electrician's work is complete. If your supply requires NIE Networks to carry out the excavation, we will normally do so 1-2 days prior to connecting your meter.</p>	 6-8 WEEKS
	<p>Complete and return your connection card</p> <p>Download a connection card from our website at nienetworks.co.uk/connectioncard and get your electrician to complete. You can submit by email to connectioncard@nienetworks.co.uk</p>	 YOU
	<p>Installing or moving your meter</p> <p>Once you have submitted your connection card to us, we will contact you to arrange an appointment to make any changes to your meter setup.</p>	 3-5 DAYS

*Timescales listed are estimates and may vary depending on the requirements of your connection. Estimated total time excludes third party consents which may take up to 9 months to complete.

***Estimated total time**


12-14
WEEKS



Internal Use

Business _____
 Partner No: _____
 Notification: _____
 MRU: _____
 Planner GRP: _____
 Reg by: _____

Tell us about your project

Site details This is where you need the work done and who we will contact with regards to your site.

Name: _____ Company Name: _____

Address: _____

Postcode: _____ Email: _____

Telephone: _____ Mobile: _____

Customer correspondence details (if different from site address)

Name: _____ Company Name: _____

Address: _____

Postcode: _____ Email: _____

Telephone: _____ Mobile: _____

Who will be paying for the connection work? (if different from the customer details above)

Name: _____ Company Name: _____

Address: _____

Postcode: _____ Email: _____

Telephone: _____ Mobile: _____

MPRN/Serial number In order to process your application, please provide either your:
MPRN (this is an 11 digit number that begins with 8 and can be found on your electricity bill)

OR

Meter serial number (this can be found on the front panel of the meter (e.g. 03P1234))

* If you're in doubt about your MPRN or meter serial number, please include a photo of your meter.



Please ask your electrician or electrical consultant to complete this section.

Load Details

Existing power - in kVa or kW

Maximum Import Capacity MIC)* - in kVA or kW

*We will convert any MIC in kW to kVA equivalent by applying a conversion factor of $kVA = kW \times 1.05$.

Note: if this section is left blank we will assume your connection is either: 18 kVA (Single phase) / 69 kVA (Three phase)

Load details

Is your application a standard connection, i.e. a single phase connection with no equipment running a high load? *

Yes No

*Examples of equipment with a high load: power showers, heat pumps, water heaters, under floor heating, motors, refrigeration, welders, air conditioning, lifts, cranes, swimming pools, or any other pieces of equipment that are running high loads. Please continue on a separate page, if necessary.

If you answered No to the previous question, please list the equipment with a high load in the table below:

Type of appliance (e.g. motor, welder, heat pump, swimming pool)	Rating of appliance	How often will the appliance be started in one hour?	Single or Three phase?	Starting method (Star-Delta, Direct-on-line, Soft Start)	Starting Current
1.	kVA/kW			<input type="checkbox"/> Star-Delta <input type="checkbox"/> Direct-on-line <input type="checkbox"/> Soft start	amps
2.	kVA/kW			<input type="checkbox"/> Star-Delta <input type="checkbox"/> Direct-on-line <input type="checkbox"/> Soft start	amps
3.	kVA/kW			<input type="checkbox"/> Star-Delta <input type="checkbox"/> Direct-on-line <input type="checkbox"/> Soft start	amps
4.	kVA/kW			<input type="checkbox"/> Star-Delta <input type="checkbox"/> Direct-on-line <input type="checkbox"/> Soft start	amps

Quotation preference: Our quotations are issued by email. Please tick here if you would prefer to receive your quotation by post.

How would you like us to contact you? Email: Phone: Letter:

When do you need the work completed? Month: _____ Year: _____



Safety advice

Always be aware of overhead and underground electricity equipment on or near your property. Electricity can kill.
For advice visit www.nienetworks.co.uk/safety.

Anything else?

If you have any site specific information relevant to this application, please include it below:

Is this application related to an existing job?

If yes, please provide the reference number.

Is there any existing NIE Networks equipment (e.g. poles or cables) in close proximity to your property?*

*YES NO

*If YES please **also** complete an application for **an alteration to your existing supply**, available at:

<http://nienetworks.co.uk/Connections/Changes-to-your-supply>

Have I included everything? Here's a checklist:

- Signed & dated application form
- Breakdown of new and existing load - please consult your electrician or electrical consultant
- Site location plan - please mark your site in red on your plan so we can identify our equipment
- Site layout plan: 1:500 - please show the outline of your house or business premises and your proposed meter position. External meter position for new constructions must be on the front elevation or within 2m of the front elevation on a side elevation.

Signature* _____ Date: _____

*Before submitting this application form, please check that you have completed all relevant sections. The quote for your electricity connection will be based on the information provided including maps and drawings. NIE Networks may require additional information to provide you with a quote.

Feedback

For the sole purpose of evaluating your satisfaction with the services provided by NIE Networks and to help enhance our services we may forward your contact details to our nominated research company to contact you on our behalf. Please tick the appropriate box:

Yes, happy for you to contact me

No, please do not contact me

You can change your option at anytime by contacting NIE Networks on 03457 643643.

Data Protection

Northern Ireland Electricity Networks (NIE Networks) will use the information you have supplied to us on this form for the purposes of preparing a design and quotation. If you decide to accept our quotation and terms, your data will be used in the managing of your electricity supply connection and in our functions as a Distribution Network Operator. In performing these functions, NIE Networks may utilise the services of contracted third parties and may disclose your data to these third parties for the purpose of ensuring your connection. For more information, please visit www.nienetworks.co.uk/privacypolicy

Return by post to:

NIE Networks, Connections Customer Liaison,
Unit 3, 21 Old Channel Road, Belfast, BT3 9DE

03457 643 643

nienetworks.co.uk

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