

# Unmetered Connections

## Frequently Asked Questions



*This is the FAQ document relating to Unmetered Connections. It is split into queries for general unmetered connections and queries for ICP unmetered connections.*

### General Unmetered Connection Queries

#### What is an unmetered connection?

*An unmetered connection is any street furniture, such as a street lighting column, that draws a predictable current and is connected to the Distribution Network without a meter recording its energy consumption.*

#### What is the unmetered connections process?

*[Click here](#) to view a video in which we explain the unmetered connections process and to view our step by step guide and process flowchart.*

#### Who can I contact in relation to an unmetered connection application?

*If you have a general query regarding unmetered connections, please contact [nc.connections@sse.com](mailto:nc.connections@sse.com)*

*If you are unsure if the equipment to be installed is viable for an unmetered supply, please contact [unmetered.distribution@sse.com](mailto:unmetered.distribution@sse.com)*

#### How long does the unmetered connection process take from enquiry to connection?

*A quotation is provided within 25 working days from the date that we have all the details required. Once payment is received, the lead times are usually around 6-8 weeks.*

*Any connection is dependent on the asset owner having in place a registered portfolio of Unmetered Meter Point Administration Numbers (MPANs). For more information on MPANs, please refer to [our website](#).*

*As an example, a large local authority will have a registered MPAN relating to their street furniture. Once they have applied, accepted and paid for the works, the MPAN will be assigned to the job reference and authorisation will be given for the work to proceed. However, a new development will usually require the asset owner to enter in to an Unmetered Connection Agreement with SSEN. This means that new MPANs are issued to the asset owner in order for them to register the connection with an energy supplier of their own choice. Only once this action has been carried out will authorisation be given for the work to proceed.*

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## Is there a standard arrangement for unmetered connections?

Yes, a standard document is issued once the quotation has been accepted. If you have accepted a quotation for an unmetered job and have not received this document, please let us know by emailing [unmetered.distribution@sse.com](mailto:unmetered.distribution@sse.com)

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## How do I apply?

Apply for unmetered connection services (new connections, transfers and disconnections) by completing an application form. You can do this online or offline.

To submit an online application, you can use our [Online Application Portal](#). You'll need to set up an account on our website to do this.

To submit an offline application form, please download the relevant form [on our website](#) and email it to [connections@ssen.co.uk](mailto:connections@ssen.co.uk). For any support and queries about your application, please also use this email address.

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## What happens when I apply?

Once we receive your completed application, we raise a job and review the documentation you have provided. If your documentation is sufficient, we will forward the job to one of our Quoters who will issue you with a quotation. You will then need to accept and pay for the quotation. If new MPANs are required, a connection agreement is issued. Once MPANs have been either registered or established, the existing assets are part of an inventory with registered MPANs. We will then authorise the job and issue it to be connected.

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## How do I apply for a development with unmetered supplies? Together or separate?

We would need to know all the supplies being installed at the outset as this will determine where the connections come from and if new mains etc. are needed. That is not to say that changes cannot be made, but if significant changes are required, it would be necessary to issue a new quote which might incur additional costs. To find out more information on variations and requotes, please read the [Connections Variation and Requotes Guide](#).

If you are installing a mix of metered and unmetered supplies, this will be applied and quoted for separately. The metered application(s) would have the bigger load so these would usually be costed for first. If new mains is required, it will already be recorded/installed for the unmetered supplies to connect onto.

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## How much will it cost?

There is a set pricing structure for unmetered supplies. The cost is dependent on the type of job required.

Our website contains information about our Statement of Methodology and Charges for Connection to SEPD and SHEPD Electricity Distribution System. This is displayed under section F4 – Unmetered Supplies.

For Charging Statements in the Northern Scotland (SHEPD) licence area, [see this link](#).

For Charging Statements in the Central Southern England (SEPD) licence area, [see this link](#).

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## Will the connection be subject to additional costs?

*All our prices are set on the provision that this is a straight forward connection at the mains and in the footpath. If this is not the case, the cost will more than likely change (i.e. if we have to extend mains as the distance of an unmetered supply is 30m).*

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## I need to move and/or disconnect a number of existing unmetered assets. What do I do?

*SSEN only provide an incoming electrical supply to unmetered street furniture and as such, we do not own any unmetered assets on the existing highway. The current asset owner will most likely be the Local Authority, however unmetered assets can also be owned by others including housing developers, smaller town or parish councils, Ministry of Defence or media companies. Prior to applying for us to carry out work on existing assets, please ensure you have either arranged for their de-accrual through the council's highways department, or are able to provide a Letter of Authority from the existing asset owner giving us permission to carry out the work required.*

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## How can I monitor the progress of my connection?

*We have published a guide on how to track your project online which details how you can track your job if you applied online. This can be found [on our website](#).*

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## Can electric vehicles (EVs) charge from unmetered supplies?

*EVs can only be charged from an unmetered supply if the unmetered supply is of adequate capacity. For example, an existing supply cable to a streetlight may be limited to 25 A, or, is a new supply of up to 100 A. The EV charger however must be metered using an Elexon approved metering scheme (which may be inbuilt within the charger). For further information on Elexon charge codes, visit [their website](#).*

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## What is a charge code?

*All approved equipment connected via an unmetered supply will have a recognised industry charge code assigned to it. This will be a 13-digit reference number and will be used alongside a switch regime to calculate the estimated kWh.*

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## What is a switch regime?

*3-character alpha-numeric codes identify the number of hours the equipment will operate for on an annual basis.*

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## ICP Unmetered Queries

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### How am I informed of the one-year expiry for jobs? Is this done automatically?

*It is the ICP's responsibility to ensure the job number they are using on their tracker spreadsheet is correct and the adoption agreement is valid.*

*The tracker spreadsheet used by each ICP is valid for one year and runs from 1<sup>st</sup> April – 31<sup>st</sup> March each financial year and all information is submitted annually. The adoption agreements will usually overlap these dates depending on when the agreement is signed.*

*The timescale for the application process to renew these documents is currently 4-6 weeks. As a note, ICPs need to bear in mind the issuing process timescale, and that they must give SSEN 10 days' notice before commencing work.*

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### Where should I send the unmetered tracker information about my works and the proposed connection date?

*SSEN require daily Whereabouts spreadsheets to be sent to the relevant email addresses a minimum of 10 working days prior to commencement of works.*

*Email address for Central Southern England (SEPD): [umicpwhereabouts.south@sse.com](mailto:umicpwhereabouts.south@sse.com)*

*Email address for Northern Scotland (SHEPD): [Inspection.Scotland@sse.com](mailto:Inspection.Scotland@sse.com)*

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### How can I find associated documentation, such as design specifications and materials (i.e. maximum service length of a transfer, maximum service length of a new connection)?

*Our technical specification document TG-NET-CAB-014 Underground Service Connections to Unmetered Street Furniture – Design Standard would provide the most comprehensive response. This can be found on the [G81 Library](#) area of our website.*

*You will need to set up an account on our website to access this.*

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### Is earthing provided with my connection?

*This question is also answered in the document linked in the above question on documentation, TG-NET-CAB-014.*

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### Extensions – are there limitations on the meterage?

*This question is also answered in the document linked in the above question on documentation, TG-NET-CAB-014.*

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## **What are the requirements for a new ICP carrying out works under an ICP Unmetered Adoption Agreement?**

*Distribution Safety Rules need to be checked over to confirm they comply with SSEN's. Once this has been established, the ICP can apply via the Non-Contestable team ([nc.connections@sse.com](mailto:nc.connections@sse.com)) to get a job raised and passed to a Quoter. A Letter of Authority will need to be provided from the customer on whose behalf the ICP are carrying out the work. The amount of units of work will also need to be supplied.*

*A unit of work is a single unmetered job, i.e. 1 x Unmetered Transfer or 1 x Unmetered New Connection or 1 x Unmetered Disconnection.*

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## **How long is an Unmetered Adoption Agreement valid for?**

*12 months from the date it was raised.*

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## **Do I have to pay for an Unmetered Adoption Agreement?**

*If there are 4 or less units of work within the 12-month period of the Unmetered Adoption Agreement, you will not be required to pay for this. If there are 5 or more units of work within the 12-month period of the Unmetered Adoption Agreement, there will be an associated cost of £250 +VAT.*

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## **Do I need an Access Agreement?**

*Yes. This is also valid for 12 months from the date it was raised, however it is free of charge and allows the ICP to carry out any works within the SSEN distribution area.*

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## **Are NERS accredited ICPs allowed to work on an SSEN out of area network?**

*NERS accredited ICPs can work on our out of area networks, however they are not able to self-determine a Point of Connection (POC), self-approve designs or self-connect at any voltage (including highway electrical/street lighting connections). If an ICP wishes to connect to an out of area network, this will require a point of connection quote and design approval from SSEN.*