

Understanding Distribution Network Operators

Webinar 8 May 2025



Welcome

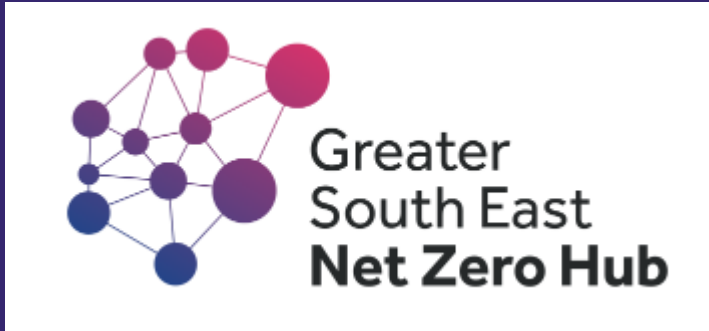
- Slides will be available on the website
- Presentation - 15-20 mins
- Q&A – following presentation
- Please note down questions in the chat

Introductions – Salix team

- Brandon Dillon – Client Support Officer
- Ellen Wingrove – Client Support Officer
- Zoe Hurst – Programme Manager
- Dean Firth – Portfolio Assurance Manager



Our guests



Paul Kemp – Greater South East Net Zero Hub
Public Sector Decarbonisation Programme Lead



Mark Taylor – SSEN
Business Relationship Manager

Margarita Bogatsjova - SSEN

Purpose

- Understand what DNOs are and why they are relevant to your project
- Support grant recipients to successfully deliver projects involving the DNO
- Knowledge sharing best practices
- Opportunity to ask questions



Introduction

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What is a Distribution Network Operator?

- Own and operate the network of towers, transformers and cables that carry electricity from the national transmission system and distribute it across Britain.
- Gatekeeper to the national transmission grid.
- Six Distribution Network Operators (DNO) across eight regions of Great Britain.



Who is my DNO?



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Source: Who's my energy supplier or network operator? – Energy Networks Association (ENA)

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Why do I need to contact my DNO?



- To **confirm** electrical capacity on site
- To request an **upgrade** in your electricity supply
- If you want to **install**
 - a heat pump
 - an EV charger or
 - micro-generation (G98 or G99)

To ensure that the local grid can cope with demand of the new heat pump



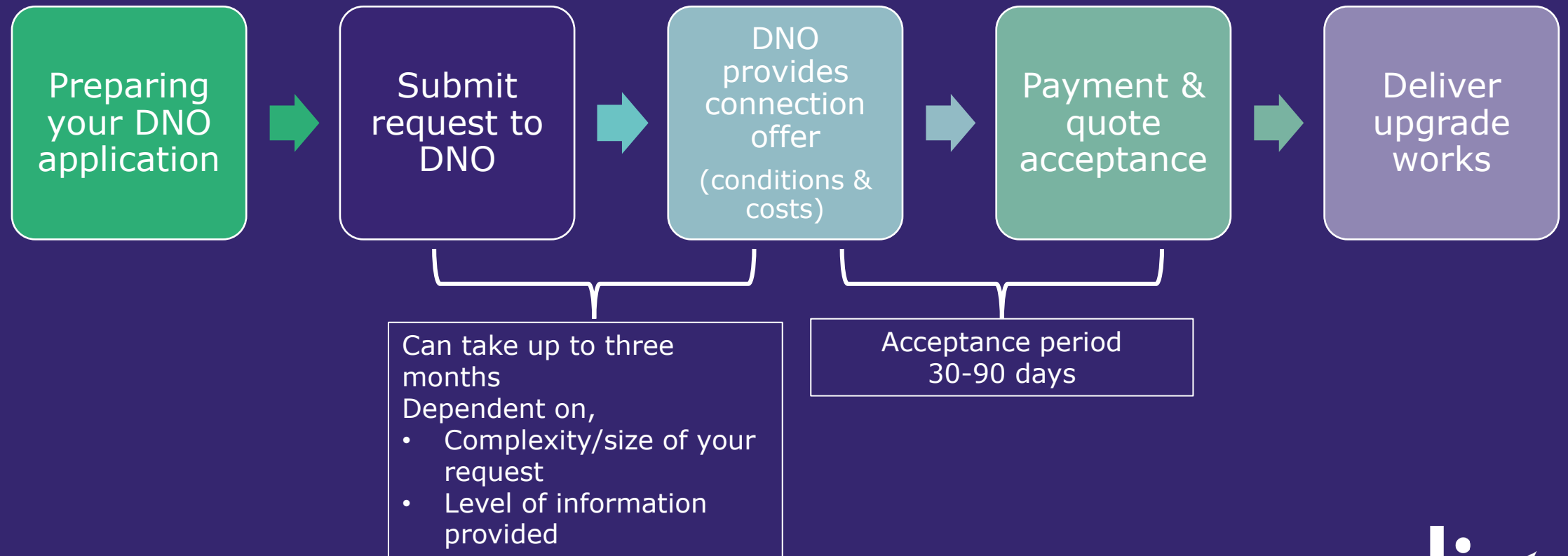
First steps

- Reach out to your DNO **prior** to installation of the heat pumps
- We recommend applying for a **formal quotation**
- If you do not have all the required information, you can request a **budget estimate**
- Book onto a **surgery** – opportunity to discuss a project when you do not have all the required information

It is recommended that DNO costs are included in Salix applications* unless internal budget has been secured.

* not applicable to projects in Scotland

Process summary for increased capacity demand





Preparing your application

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Information required for the application



Your contact details



The MPAN number of the property



The full address of the site



The total current load at the property. This means the capacity already available at the address you are asking for



The total load you will need. This value represents the total capacity needed after the upgrade



A letter of authority if you do not own the land



A drawing or a plan showing the location of the property

Know your estate portfolio

- Planning requirements
- Current capacity across the estate
- Required upgrades across the estate
- Discuss the above with your DNO
- Take into consideration supply chain lead times

Key stakeholders

- DNO
- Site manager – current load at the property
- Energy supplier – MPAN number
- Technical solution supplier – load of the new assets
- Energy Networks Association (ENA) – approved & tested appliances database

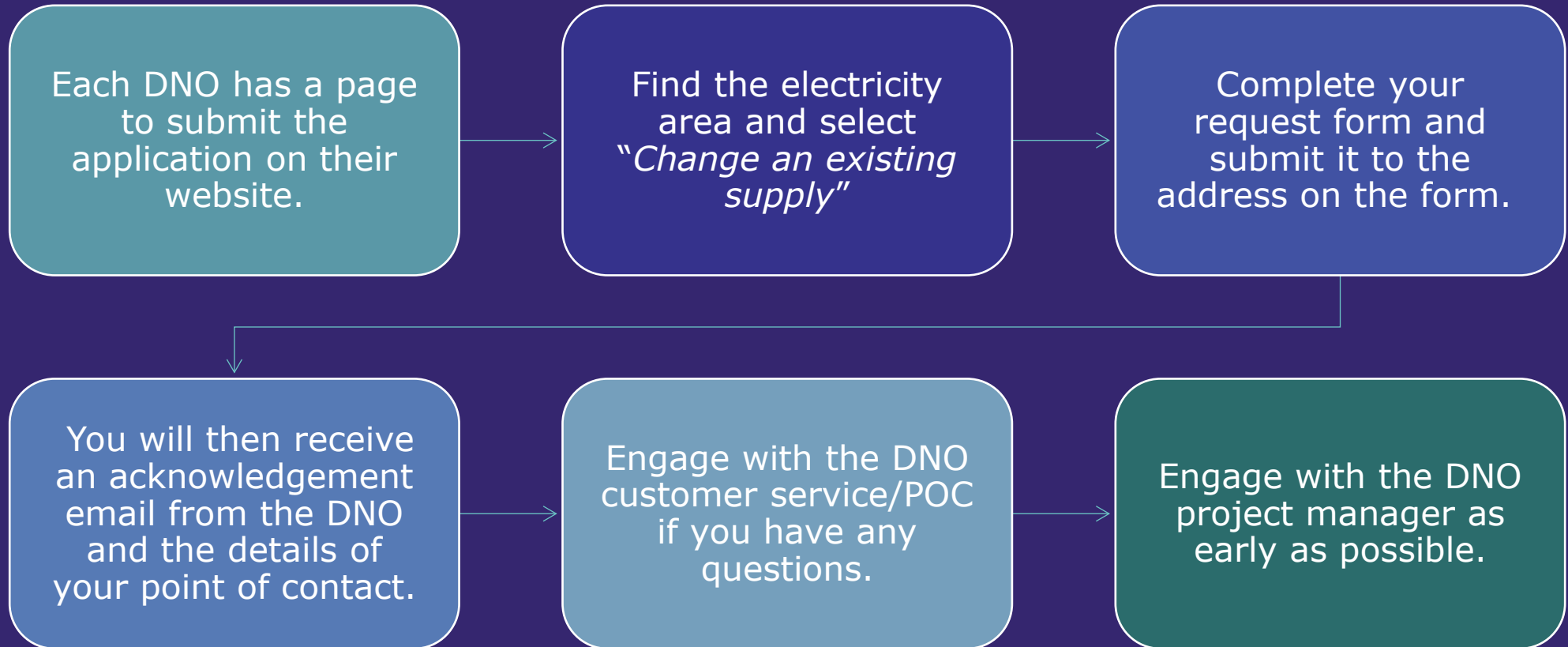


Submitting the request

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Submitting the application





Connection offer

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Connection Offer



Acceptance period of 30-90 days before expiry



Details of works needed to increase your power



Quotation of costs (Contestable & Non-Contestable works)




Timeline



List of client obligations

Example of a connection offer



UK Power Networks
Delivering your electricity

Registered Office
Newington House
237 Southwark Bridge Road
London SE1 6NP

Company:
UK Power Networks
(Operations) Limited

Registered in England and Wales No: 3870728

Date: [REDACTED]

Our Ref: [REDACTED]

Customer Ref: [REDACTED]

Dear [REDACTED]

Site Address: [REDACTED]

I am writing to you on behalf of South Eastern Power Networks plc the licensed distributor of electricity for the above address trading as and referred to in the Quote as "UK Power Networks". Thank you for your recent enquiry regarding the above site. I am pleased to be able to provide you with this Quote to carry out the work requested.

The Works will enable the provision of an import capacity of 276 kVA and a maximum export capacity of 0 kVA.

Summary of Your Request
UK Power Networks propose to disconnect the existing service and install a new 400amp CT Metered Supply. This can be achieved as per plan ukpn/8500231780/hj/1a.

UK Power Networks would like to carry out all of the requested work for you. However, other companies can do some or all of the work for you; these are known as Independent Connection Providers (ICPs). You can approach NERS accredited ICPs directly, or you can approach an Independent Distribution Network Operator (IDNO) to request this work and they will arrange for an ICP to carry out the Contestable Works. To find out more about which ICPs work in our area and what work they can undertake please [click here](#).

To give you as much choice as possible we are able to offer you **the following options** for getting your work done:

	Price excluding VAT	Price including VAT
A UK Power Networks carries out all of the requested 'contestable' and 'non-contestable' works required for your connection	£15,405.91	£18,487.09
B UK Power Networks carries out all the 'non-contestable' work and the 'contestable closing joint'. The ICP carries out all other requested 'contestable' work	Not Applicable	Not Applicable
C UK Power Networks carries out the 'non-contestable' works only. The ICP carries out all of the works classified as 'contestable'	£9,907.10	£11,888.51

A short guide is available to help you understand the three different Prices (options A, B and C). To see this guide please [click here](#).

Terms and Conditions

The Quote is subject to version 7 (September 2016) of our **Terms and Conditions For Connection and Diversification Works** (the "Terms and Conditions") which you can view [here](#). Alternatively, please let me know if you would like me to send you a copy in the post. **The Terms and Conditions create legally binding obligations and, amongst other things, contain caps and exclusions on UK Power Networks' liability to you and grounds for variation and termination. Therefore, it is important that you take the time to read and understand them.** They also contain definitions of terms used in this document and in the linked pages on our website, which you may find helpful such as "DNO" and "DNO Works".

Special Conditions

The Quote is subject to and conditional upon the following conditions:-

- No allowance has been made for these works to be carried out Out of Hours.
- This Quote includes the cost to disconnect one or more existing services. If you are also having a new service installed the existing supply will need to be disconnected prior to the new service being established. In either case, you must provide UK Power Networks with the Meter Point Administration Number (MPAN) of each service that needs to be disconnected as soon as possible, and before the disconnection(s) work is required. Without the MPAN(s), UK Power Networks will not be able to carry out the disconnection(s) and you may continue to be charged by your Electricity Supplier
-

When can you expect your electricity connection?

Once you have accepted the Quote we will call you to discuss a programme of Works. Subject to the terms of the Quote, the DNO Works referred to in the Quote will be completed on or before 03 October 2023.

We will try to meet your requested dates wherever possible but the completion date will be dependent on: The date that the Quote is accepted;

- How much of the Works you wish UK Power Networks to complete;
- Any further discussions we may have with you regarding the programming of the DNO Works;
- The completion of work by other people or companies that must be done before we can complete our DNO Works;
- Approval of your design and programme for the Contestable Works by UK Power Networks (if applicable);
- Obtaining full access to the Site;
- UK Power Networks obtaining all necessary Consents and Land Rights in a timely manner;
- Any delay to the Works due to: unplanned outages (i.e. breakdown or failure of electric power); or availability of planned outages (i.e. temporary suspension or withdrawal of electric power) to carry out certain works on UK Power Networks' distribution system;
- Completion of all cable route feasibility studies;
- All conditions precedent being met by you and/or your appointed ICP where applicable;
- Your Site being ready for energisation before the target energisation date; and
- Energisation falling suitably within the outage period.

Indicative mobilisation and delivery timeline

Please find attached a generic indicative mobilisation and delivery timeline for a typical project of this type. This provides a generic indication of the approximate usual time taken to undertake the activities described in the timeline. This timeline is provided as a generic guide only and is subject to change so you should not consider it as the actual programme of works. Any reliance that you place on this indicative timeline is at your own risk.

Interactivity

UK Power Networks has not received a request from any other customer for connections to the same part of our Distribution System, but to find out what happens if they do, please [click here](#).

Variation of Works

If there is a variation to the scope of the Works where the Price is expected to increase, then an additional payment will be due. Your on-site representative, who must have your authorisation to agree variation to the Works, will be asked to sign a variation form or send an email agreeing to this variation. If this is not received, then this could result in a delay to the Works and further charges due to remobilising of resources to complete the Works.

Please note that subject to any variations and changes to the Price as a result of other conditions set out in the Quote, the Price as identified in the Quote will remain valid for 12 months from the date of acceptance of the Quote. As stated in clause 6.2.3 of the Terms and Conditions, any DNO Works delivered after this date may be subject to a variation in Price reflecting any increase in Costs that will be incurred by UK Power Networks to deliver the DNO Works.

Post quote call

I will contact you within the next few days to discuss the Quote, to ensure you understand the works we will carry out for the quoted Price, your responsibilities, any dependencies and the likely timescales for the work. UK Power Networks is always looking to improve the service it provides to its customers and, therefore, the post-Quote call may be recorded for training purposes. UK Power Networks will not share the recorded call with anyone outside of its connections business and it will be deleted as soon as we have completed the training review. However, if you do not want me to record the call please do let me know at the beginning of the call.

What you need to do next

Before you decide to proceed it is very important that you take note of our **Terms and Conditions**, any **special conditions** detailed above as well as the details in **Your Information Pack** including the information contained within the hyperlinked text, all of which constitute the **Quote**.

If you would like to accept the Quote you will need to ensure that the requested payment is in UK Power Networks' nominated bank account in full and cleared funds and that we have received your signed Acceptance Form from section 5 below by 5pm on 01 April 2023.

If you would like UK Power Networks to carry out all of the Contestable Works and Non-Contestable Works please accept option A. If you would prefer to use an ICP to carry out the Contestable Work (or an IDNO to arrange for an ICP to carry out the Contestable Works), you can pass the Quote to them and they can accept either option B or option C. Alternatively, you can accept option B or option C yourself, but you will need to ensure that your appointed ICP or IDNO understands what they must do, and what UK Power Networks will do for these options. **You can only accept one option.**

Do you need more information?

If you have any questions about the Quote or need more information, please do not hesitate to contact me.

Yours sincerely

[REDACTED]

Telephone: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]



To download your free safety leaflets and resources visit



Non-contestable & contestable works

Non-contestable works

- Elements of the connection work which must be completed by the DNO or their appointed agents (ICPs).
- Includes bringing the power to the substation.

Contestable works

- Elements of the connection work which can be undertaken by the DNO or IDNO.
- The works to connect your property to the substation.

A detailed view of an industrial boiler room. The scene is filled with complex piping, valves, and machinery. In the foreground, there are large vertical pipes wrapped in silver insulation. A pressure gauge is visible on one of the pipes. In the background, a large red boiler unit is prominent, with various pipes and valves connected to it. The lighting is bright, coming from overhead industrial fixtures.

Payment & quote acceptance

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Payment & quote acceptance

1

Secure the available capacity by:

- Paying the amount quoted as payment is in advance of works

2

PSDS projects can make a Salix payment claim with DNO quotation and proof of payment

3

Maintain contact with the DNO and your DNO project manager



Project delivery

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Delivering your project



Ensure you know what your obligations are from your DNO project manager



Schedule and carry out your obligations



Engage with other suppliers and delivery partners



Agree and begin process to agree permissions e.g. road closures or insurances



Engage with DNO/ICP/IDNO if required for contestable works



Ensure all involved parties are aware prior to 'energisation day'

Summary

- Engage and prepare with the DNO early
- Fill in as much detail in the application form as possible
- Payment secures the quoted capacity
- Plan for project delivery

Thanks for listening

Please also remember your Salix relationship manager is also available for any questions you may have



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