

Understanding Distribution Network Operators

October 2025

The Salix logo, featuring the word "salix" in a white, lowercase, sans-serif font, followed by a stylized white leaf icon. The logo is positioned in the bottom right corner of the image, overlaid on a photograph of solar panels.

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Purpose

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

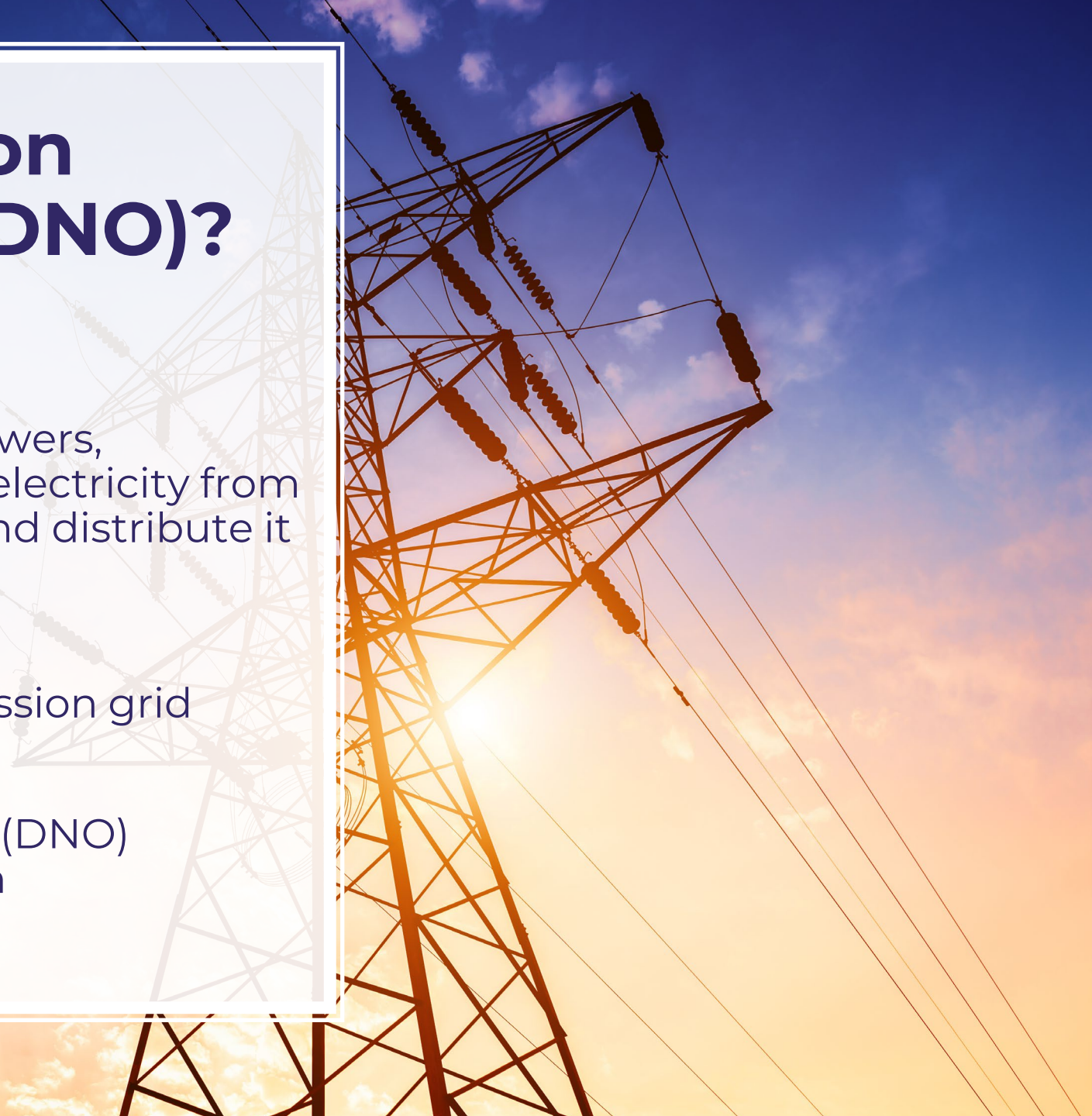
Introduction

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What is a Distribution Network Operator (DNO)?

- 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 your DNO?



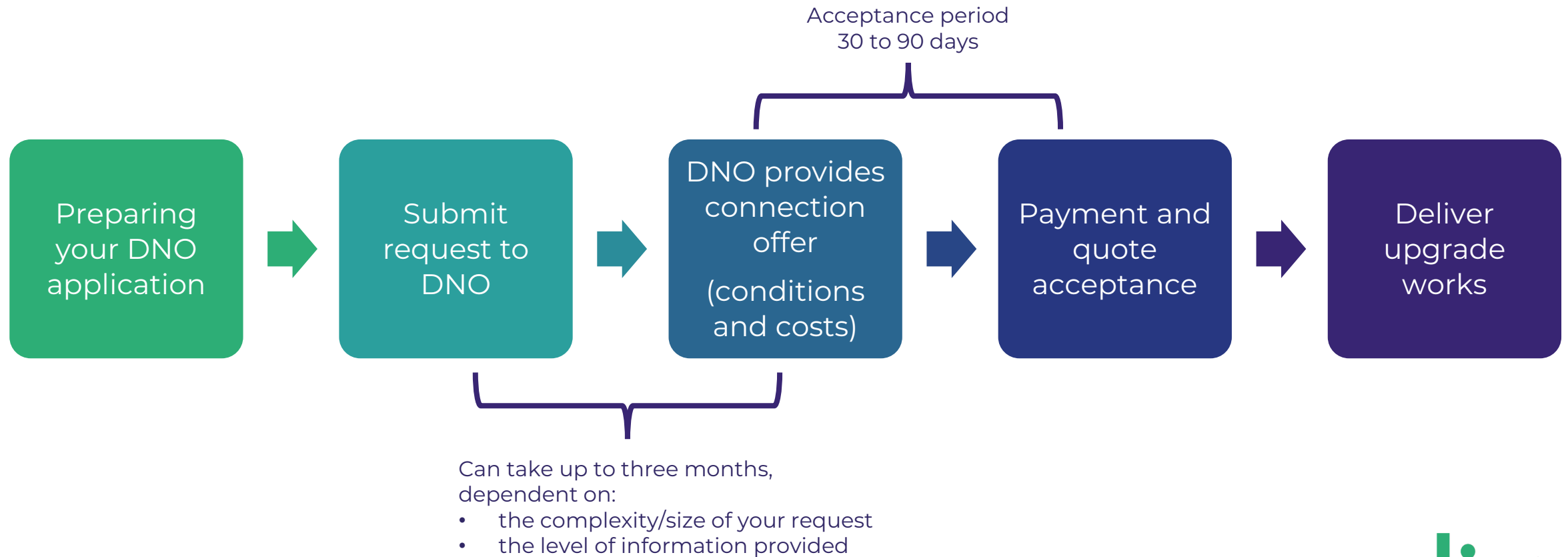
Why contact your DNO?

- **Confirm capacity:** make sure your site has enough electrical capacity for your plans
- **Plan upgrades:** notify your DNO and request any supply increase you'll need
- **Avoid costly issues:** contact early to prevent:
 - Supply overload
 - Equipment damage
 - Power quality problems
- **Support planning:** DNOs need accurate details to model demand and plan upgrades effectively.
- **Follow up:** after installation, confirm with your DNO what equipment is on site

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

Process for increased capacity demand



Preparing your application

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Information required for your application



Your contact details



The MPAN number of the property



The full address of the site



The total current load at the property – the capacity already available at the address you are asking for



The total load you will need – the total capacity needed after the upgrade



A letter of authority if you don't 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

Submitting your application

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Submitting the application

1. Go to your DNO's website and open the application page



2. Select your connection area and choose 'change an existing supply'



3. Complete and submit the application form



4. Wait for an acknowledgement email with your point of contact



5. Contact your DNO representative if you have questions

Need specialist support before you apply?

Popular connections

1-4 Properties
Moving your electricity meter
Three phase power connection

Apply for a new connection

1-4 Properties
5+ Properties
Large connections
Generation and storage
Electric vehicles
Heat pumps
Three phase power connection
Unmetered connections
Flexible connections
Quote costs (Connection Offer Expenses)

Contact connections

Changing your supply

Moving your supply
Upgrade or reduce your supply
Three phase power connection
Disconnect your supply
Updating your LoM protection

Our services

Diversions

Competition in connections

G81 policy

Connections Guide

Data portal

Major Connections Annual Report

Releasing capacity and enabling connections

Frequently asked questions

Connections Reform

What is connections reform and why is it needed
What is Clean Power 2030 (CP30)
Gate 2 To Whole Queue
ENWL Update Webinars
Frequently Asked Questions (FAQ)
Contact Us

Online application service

Use our online application service to get an estimate for the work you need →

Contact connections

Find out who best to contact for your project →

Who is my supplier?

Check who supplies electricity at your property using the postcode. →

Getting Connected

Connections Reform
Transmission Connections
Customer Connections Portal
ConnectMore Interactive Map
ADMD calculator - LCT Ready Housing Developments
Accelerating Distribution Connections

Other Connection Providers (You Have a Choice)

Who Can Do the Work?
What Work Can be Done?
Who Regulates Our Connection Business?
Information for ICPs and IDNOs
How to Contact CIC

Generation

Understanding the Connection Process
Distributed Generation Heat Maps
Distributed Generation Work Programme
Electrical Energy Storage
Export Limitation
Application Forms and Guides
Distributed Generation Contacts
Embedded Capacity Register

Major Connections

Quotation Options Regulation
Connections Stakeholder Information
Additional Help for Communities
Connections Videos and Leaflets
Major Connections Annual Report

Document Library

Customer Leaflets
Regulatory Information
Connections, Use of System and Metering Services
Safety Documents
Policies, Procedures and Specifications: Documentation

Contact Connections

Connections Enquiry Form

GETTING CONNECTED

Do you need a new connection or a change to an existing connection to our network?

We offer a range of services designed to help provide you with the required connection to our network. To help us find the right job for you, please select from the options below that best fits your requirements.



A NEW
CONNECTION

1

CHANGE TO AN EXISTING
CONNECTION

1

DISTRIBUTED
GENERATION /
COMMUNITY ENERGY

1

VIEW EXISTING
APPLICATIONS

1

Connection offers

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Connection offer



Acceptance period of 30 to 90 days before expiry



Details of works needed to increase your power



Quotation of costs (contestable and non-contestable works)



Timeline



List of client obligations

Contestable and non-contestable

Non-contestable works

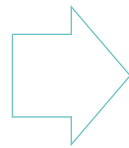
- Elements of the connection work which must be completed by the DNO or their appointed agents (ICPs)
- Includes bringing the power to the substation

Contestable works

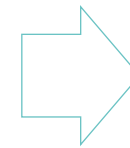
- Elements of the connection work which can be undertaken by the DNO or IDNO
- The works to connect your property to the substation

Connection offer acceptance and next steps

1: To secure the available capacity, you need to pay the amount quoted in the connection offer within the acceptance period



2: Public Sector Decarbonisation Scheme 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



Schedule and carry out your obligations
(listed in connection offer)



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 with your DNO early on
- 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 relationship manager,
single point of contact or project support officer is
also available for any questions you may have



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