

A woman in a yellow hard hat and high-visibility vest is smiling and talking to a driver in a blue van. The van has 'Scottish & Southern Electricity Networks' and 'Powering our community' written on it. The woman is holding a clipboard. The van also has an emergency line number and website on it.

# CUSTOMER WORKS GUIDE

## SERVICE ALTERATIONS



Scottish & Southern  
Electricity Networks



# INTRODUCTION

This guide provides information on the works you need to do, in preparation for your service alteration to be completed.

## WHAT IS A SERVICE ALTERATION ?

You will need a service alteration if you want to move your electricity supply and meter to a new location. Examples of this are;

- *Building work at your property and your electricity supply is in the way and needs to be moved.*
- *If you would like your electricity supply and meter moved to be used as a temporary builders supply (TBS), or put back to the property.*

**In an emergency  
situation call 105  
immediately for help**

**POWER CUT?  
CALL 105**



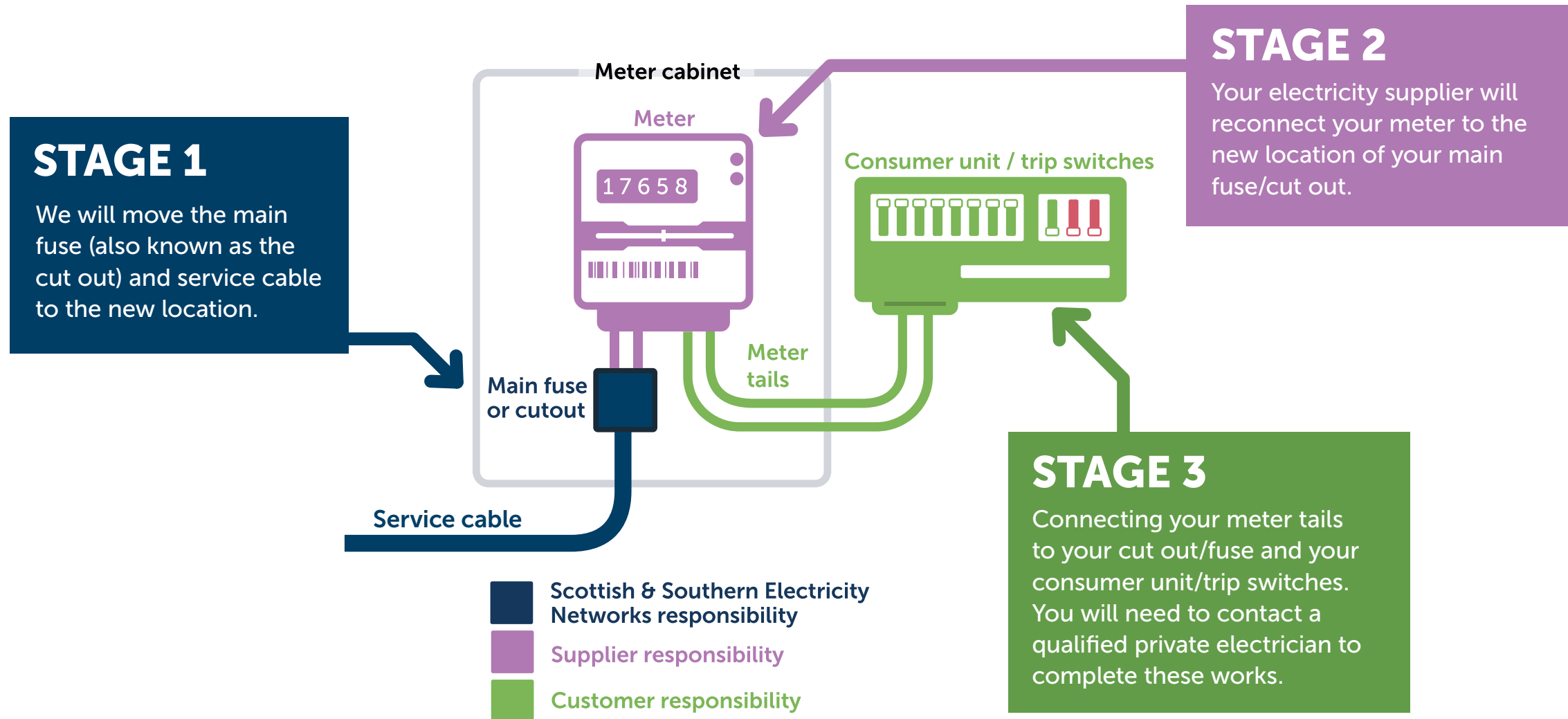
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# THREE IMPORTANT STAGES TO COMPLETION

There are three important stages to your service alteration, please take a look at the steps below;





# YOUR ON SITE CHECKLIST AND INSTRUCTION GUIDE



This check list and instruction guide provides advice and guidance on preparing for your service alteration.

Steps	Responsible party	Tasks to be completed	Points to consider	Your to do list
<b>Phase 1, work to be completed at your property prior to us attending.</b>				
1a, Prior to us attending	Applicant / Land owner	<p><b>Contact your electricity supplier (who you pay your bills to)</b> Contact your electricity supplier and tell them that you're moving your meter.</p>	<p>We (SSEN) can complete our work if you have not booked an appointment with your electricity supplier. To make sure you have electricity the same day we (SSEN) move your cut out/fuse box, book an appointment with them for after we (SSEN), have moves your service cable and cut out/fuse.</p>	<ul style="list-style-type: none"> <li>Contact your supplier and book an appointment for after we (SSEN) have completed our work.</li> </ul>
1a, Prior to us attending	Applicant / Land owner	<p><b>Book your electrician</b> Contact your electrician to connect your consumer unit/fuse box to your new meter. This appointment will need to be booked in for after your meter move appointment. Your electrician may have to install either an: isolator, residual current device (RCD) or fused switch (subject to the electricians design and in accordance with electrical regulations). Prepare the meter tails from the consumer unit/isolator/residual current device/fused switch ready for connection to the electricity meter. Connect your existing/new consumer unit to the sub main or consumer unit tails.</p>		<ul style="list-style-type: none"> <li>Contact your electrician and book an appointment after your meter appointment.</li> </ul>
1b, Prior to us attending	Applicant / Land owner	<p><b>Digging and cable trenches</b> If you/your contractors are digging on site please have this completed before the date we are due to come and complete your service alteration. You need to have the joint bay (refer to page 9 and 10), cable route dug out and have your service duct and yellow unbranded or SSEN vinyl tape in place. Please send photos to your project manager once this has been completed.</p>	<p>For guidance on trenches, depths and joint bays, please refer to page 9. If we are digging your trenches and joint bay for you then we will advise you of this date.</p>	<ul style="list-style-type: none"> <li>Contact your contractor and advise them of when digging need to be completed by.</li> <li>Lay unbranded or SSEN vinyl tape.</li> <li>Place barriers around all holes dug.</li> <li>Lay/install ducting.</li> <li>Lay sand along the trench route.</li> <li>Make sure all water is pumped out of the hole/s dug.</li> </ul>
1c, Prior to us attending	Applicant / Land owner / Your electrician	<p><b>Your cut out/meter location</b> Please refer to page 6 and 7 for information on where you can and cannot put your meter. <b>External meter position</b> - Please buy and install a British standard compliant electric meter box complete with a hockey stick (the hockey stick protects the SSEN cable rising from ground level to the box) where you are having your meter. You will need to make a hole in the bottom left hand side of the meter box. This is where our electricity cable will enter the meter box. For more information on meter box's and sizes please go to page 8. <b>Internal cut out/meter location</b> - If your meter is going to be installed inside your property, please refer to page 5 &amp; 6 for information on where you can and cannot put your meter. You will need to purchase a meter board that we (SSEN) will install for you. Single phase 300mm tall by 300mm wide board or for Split/three phase 600mm board tall by 450mm wide board. Please see page 9 for more information about the back board position and space required.</p>	<p>Please see the link to a meter box supplier: <a href="http://meterboxes.co.uk/pages/electric-meter-boxes">meterboxes.co.uk/pages/electric-meter-boxes</a> For fire safety, you cannot install a recessed meter box in a timber framed building. When purchasing a meter box, you will require the following minimum internal space: Single phase service - 300mm tall by 300mm wide. Split/three phase service - 600mm tall by 450mm wide. However, if you are considering additional isolators or equipment, you will require a slightly larger box as shown on page 8.</p>	<ul style="list-style-type: none"> <li>Purchase and install meter box.</li> <li>Purchase and install hockey stick.</li> <li>Purchase meter board</li> </ul>



# YOUR ON SITE CHECKLIST & INSTRUCTION GUIDE CONTINUED



This check list & instruction guide provides advice and guidance on preparing for your service alteration. To avoid being without power, please ensure you follow the guidance below thoroughly to step 4.

Steps	Responsible Party	Tasks to be completed	Points to consider	✓ Your to do list
<b>Phase 1 continued, work to be completed at your property before we arrive.</b>				
1d, Prior to us attending	Your electrician	<b>Work your electrician will need to do</b> If your new meter location is more than 3 meters away from your consumer unit/ fuse box you will need to speak to your electrician about installing a sub main cable.	Failure to preinstall the sub main cable may cause a delay in your service alteration being completed.	<input type="checkbox"/> Check with your electrician to see if you need a sub main cable to be installed.
1d, Prior to us attending	Your electrician	<b>Drilling wall(s)</b> Internal meter positions only. Where required, drill the external wall(s) to allow our cable to enter your building(s). This hole needs to be 450mm from the finished floor level to the outside cable, please refer to page 9 for more information.	For a single phase service cable to enter a building, please drill a 25mm diameter hole. For a split/three phase service cable to enter a building, please drill a 50mm diameter hole. To stop water from getting in or causing damage to other services, always drill from the inside of the building to the outside. Please do this at a 45 degree angle drilling to the finished floor level. The external hole must be below ground level, so the service cable can go into the property from the bottom of the hole.	<input type="checkbox"/> Holes drilled ready for the service cable to be fitted by us (internal meter position only).
<b>Phase 2, is work we (SEEN) will complete.</b>				
2, Morning of electrical works.	SEEN	<b>What we will do</b> Install your single, split or three phase supply to the new board.	We will contact you 5 days and 24 hours prior to the date of work, to make sure you are on track with the tasks above. If for any reason you will not be ready, please let us know as soon as possible so we can assist or to reschedule. If you are not ready when we arrive there will be an abortive charge.	
<b>Phase 3 &amp; 4, is work that you need to plan and complete after we have completed our work.</b>				
3, Afternoon of electrical works. (After 1pm)	Your electrician	<b>Electrician to attend meter installation</b> If a sub main cable is being installed, subject to requirements Install the Isolator, RCD, Fused Switch, on the meter board, then make sure the meter tails are ready for the meter installer.	The isolator/residual current device/fused switch provides an ideal position to transfer the cable from the outgoing steel wired armoured cable to plastic standard meter tails. If your electrician is not sure whether the isolator/residual current device/fused switch enclosure will reach into the new meter location, then please make sure to install it at the same time the meter is installed. Install these remotely next to the meter board.	<input type="checkbox"/> Check that you don't need a sub main cable installed
4, Afternoon of electrical works. (After 1pm)	Your electricity supplier/ electrician	<b>Electricity supplier</b> Connect your meter. <b>Electrician</b> Connect your sub main cable which will transfer your electrics to the new incoming supply. Required to connect the consumer unit to the meter tails.	You will be without electricity until the meter and consumer unit/fuse box have been connected by your supplier and electrician. Please note armoured (SWA) tails cannot be directly connected to a meter. The meter tails must be plastic a double insulated pattern. Please check this with your electrician.	<input type="checkbox"/> Electricity supplier to fit your meter. <input type="checkbox"/> Electrician to connect your meter tails from the meter to the consumer unit/ fuse board.



# WHERE YOU CAN AND CAN'T PUT YOUR INTERNAL CUT OUT METER

## INTERNAL CUT OUT / METER LOCATION

### IT MUST BE:

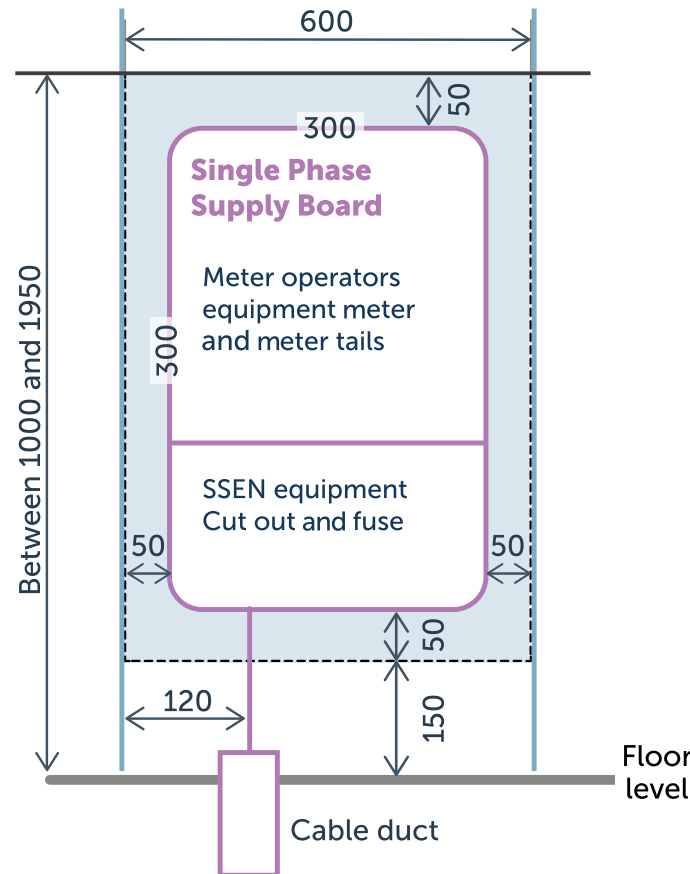
- ✓ Located on the inside face of an external wall.
- ✓ 300mm away from water and your gas meter in a well ventilated area.

### IT MUST NOT BE:

- ✗ More than 1.85m from the top of the ceiling & 450mm from the ground.
- ✗ Not in a kitchen, utility room, bedroom, bathroom, basement or wood frame buildings.
- ✗ Not on a ceiling or under the stairs with less than 2m head room.
- ✗ On a partitioned stud dry-lined wall.

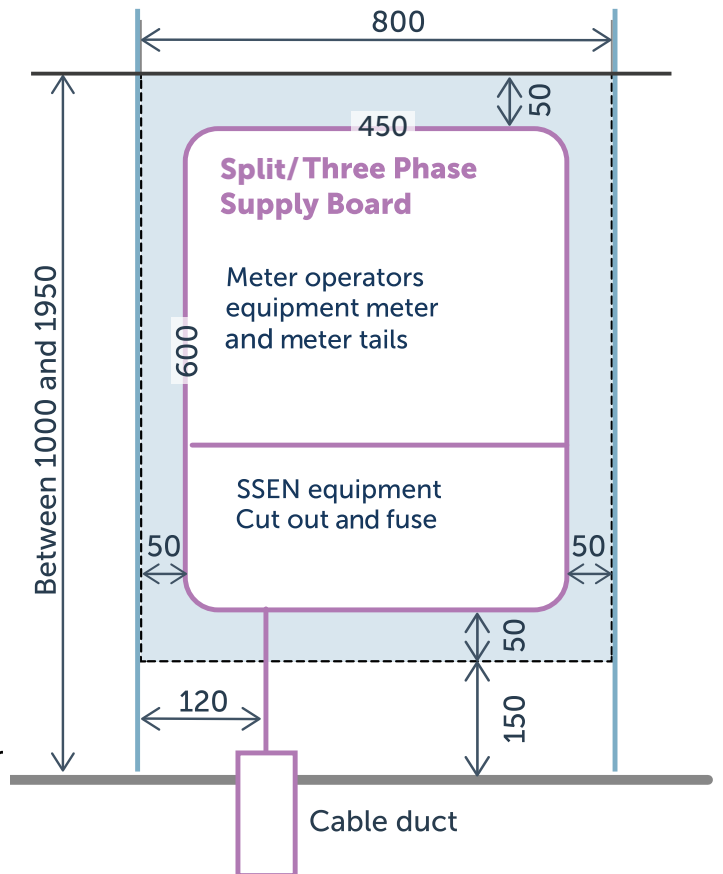
## SINGLE PHASE SUPPLY

Wall space required for single phase supply.



## SPLIT/THREE PHASE SUPPLY

Wall space required for split/three phase supply.



ALL SIZES ARE IN MM



# WHERE YOU CAN AND CAN'T PUT YOUR EXTERNAL CUT OUT AND METER



## EXTERNAL CUT OUT / METER LOCATION

### YOU MUST:

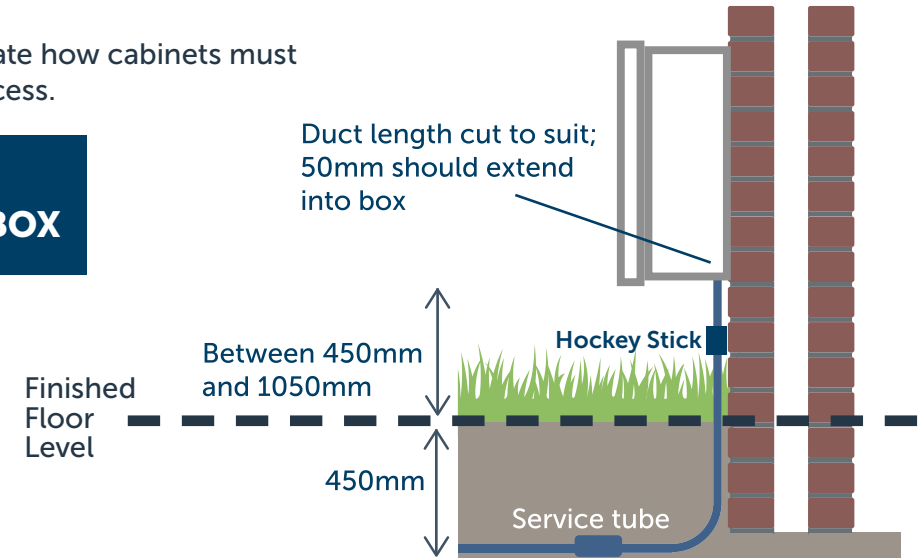
- ✓ Supply the meter cabinet and install the hockey stick or cable cover. Details of sizes and where to purchase these are on [page 8](#).
- ✓ You will need to make a hole in the bottom left hand side of the meter box. This is where our electricity cable will enter the meter box.

### YOU MUST NOT:

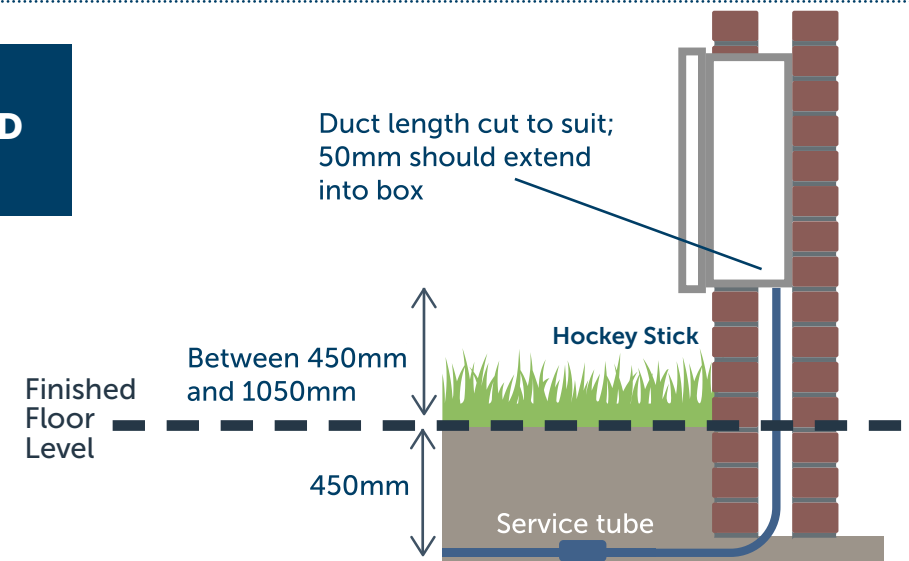
- ✗ Put your meter in a locked cabinet, bin storage or behind a locked gate.
- ✗ Put your meter in the path of a fire exit. There must be 1m clearance.

The diagrams below illustrate how cabinets must be installed enable safe access.

### THIS IS FOR AN EXTERNAL METER BOX



### THIS IS FOR AN EXTERNAL RECESSED METER BOX





# METER BOXES AND SIZE INFORMATION

## Single phase Meter boxes sizes



HEIGHT	560MM
WIDTH	400MM
DEPTH	210MM
HOCKEY STICK	40MM

## Split/three phase Meter boxes sizes



HEIGHT	750MM
WIDTH	520MM
DEPTH	210MM
HOCKEY STICK	50MM

Link for meter box suppliers  
[meterboxes.co.uk/pages/electric-meter-boxes](https://meterboxes.co.uk/pages/electric-meter-boxes)



The table below gives details of suggested meter box providers. Other suppliers including builder's merchants can also supply these products. This information has been taken from the suppliers published information.

	Supplier		Suitable for Timber Framed Buildings
	Tricel	Mitras	
<b>Recessed Type</b>			
Large recessed	✓	✓	✗
Medium recessed	✓	✓	✗
Cavity cable entry via a hockey stick or polyduct	✓	✓	✗
Cable entry on the face of the wall via hockey stick (medium box only)	✗	✓	✓
SSEN cable on face of wall covered by a cable guard	✓	✓	✓
<b>Surface Mounted Type</b>			
Large surface	✓	✓	✓
Medium surface	✓	✓	✓
Cable entry on the face of the wall via hockey stick (medium box only)	✗	✓	✓
SSEN cable on face of wall covered by a cable guard	✓	✓	✓





# EXCAVATIONS - CABLE TRENCHES AND JOINT HOLES

The drawing included with our connection offer shows where you are required to dig and fill cable trenches and joint holes. Cable trenches must be dug to the dimensions shown in the diagram on the right and table below. You need supply the builders sand to surround the cable or duct by 75mm on all sides.

**YOU MUST** - Place barriers around all holes that have been dug to make sure no one falls in.



**YOU MUST** - Have a water pump available to remove any water from the holes you have dug. You will need to make sure there is no water in the hole on the day that we (SSEN) come to install the cables.



## CABLE TRENCH DEPTHS

Ground type	Depth to top of cable / duct
Unmade, cultivated, or footpath	450mm
Driveway or road	600mm
Agricultural	1000mm

## CABLE TRENCH JOINT HOLE

Dimensions for joint holes are given in the table below. The drawing included with our connection offer shows which joints(s) we will be making.

Straight joint	Breach joint	Pot end
2m by 1.2m	2.5m by 1.2m	0.9m by 0.9m

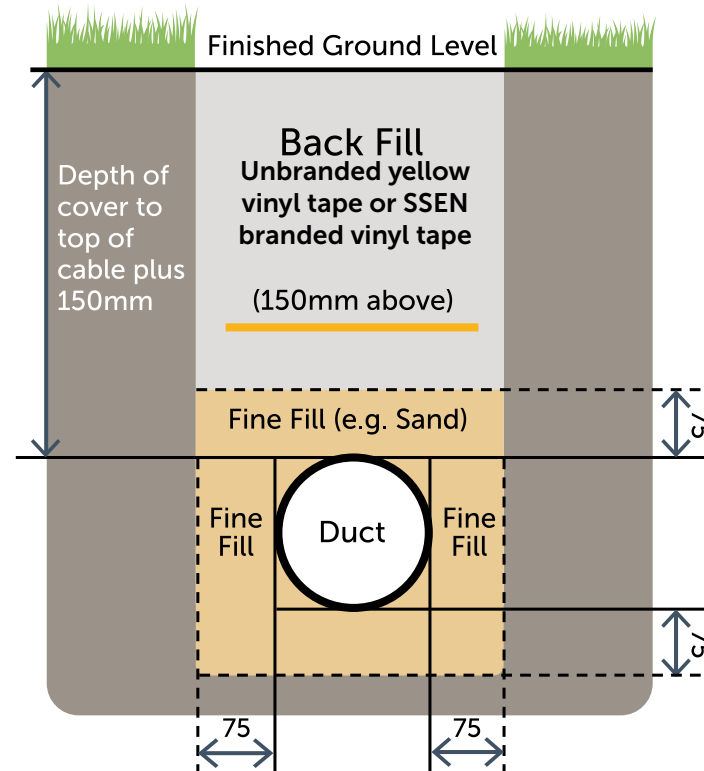
## IMPORTANT

While excavating if you at any point damage any of our underground cables you must report it to the emergency service centre immediately by calling 105.

**POWER CUT?  
CALL 105**

You need to make sure all soil is at 1 meter away from the joint bay, so it doesn't fall back in.

If you are digging near an electricity or BT pole, leave a 1m space between the pole and the hole you have dug. If your cable is being moved next to or up the pole, then please dig the remaining 1m out the day before we (SSEN) are due to arrive.



## CABLE TRENCH EXAMPLES





# HOW TO COMPLETE DUCTING AND TRENCH BACKFILLING ON SITE

## DUCTING

The drawing provided with our quote shows where you are required to install ducting. You must supply and use **BLACK** electrical ducting manufactured to the ENATS 12-24 standard, minimum class 2. Ducting can be purchased from any builders merchants. Minimum internal diameters of ducting are given in the table below. Please make sure you provide a draw wire or rope within the laid ducting so that we can pull the cable through.

Do not use the draw string that comes with the ducting, please buy 6/8mm BT cord/blue nylon cord. You can buy this from any builders merchants. You can use the cord that comes with the duct to pull the BT cord through.

Cable type	Minimum <b>internal</b> duct diameter
Single phase service cable	50mm
Split/three phase service cable	100mm
Main low voltage cable	150mm

Every job is different, please check the ducting size you need with your project manager.

For single phase service cables you are required to install a 50 mm internal diameter **BLACK** electrical duct, from the joint position at the mains cable to the meter box.

Ducts should be laid straight where possible with a minimum number of bends and shall be marked with unbranded yellow vinyl tape or SSEN branded vinyl tape.

Please refer to your design with regards to installing your ducts. Where bends are required please discuss with your Connections project manager.



Vinyl tape examples

It is important that you install a draw rope in the ducting to allow us to pull the cable through. You will be responsible for clearing the ducting if it gets blocked. Following cable installation, the ducts should be sealed by the developer.

## SERVICE TERMINATIONS AT UPPER LEVELS

We always connect our cut out/main fuse at ground level. If you have a connection that is on the first floor or above you must provide and install a suitable external or internal box for the cut out/main fuse and service cable to go in to.

If the cut out/main fuse is going to be located internally then this must be placed in a common area of the building, to make sure it is accessible at all times.

We will not run our cable in walls, lofts, lift shafts, or other cavities not specifically designed to contain cables.

## TRENCH BACKFILLING AND REINSTATEMENT

We will cover the laid mains cable with sand before leaving site. The sand will need to be provided by yourself. Unless reinstatement is being completed by us you will be responsible for backfilling and completing reinstatement of the holes you have dug out.

The amount of sand you need to purchase is 4 tonne per 100 meters.

All reinstatement in public footways and highways must comply with the new roads and street works act 1991, 'specification for the reinstatement of openings in highways' and national joint utilities group.

For further guidance please refer to the [specification for reinstatement of the opening in highways \(SROH\) England](#) or [specification for reinstatement of the opening in roads \(SROR\) Scotland](#).



# SAFE WORKING PRACTICES

WORKING TOGETHER TO MAKE YOUR CONNECTION SAFELY.



## IMPORTANT

If you damage our cables you must report it to the Emergency Service Centre immediately, by calling 105



## OVERHEAD LINES

Particular care must be taken when operating or handling mechanical equipment, cranes, scaffolding or ladders close to our overhead lines. You should always seek guidance before any work takes place on site from your appointed Connections project manager, who will ensure that all your works are carried out safely and in accordance with Health and Safety Guidance Instruction GS6 - Avoidance of Danger from Overhead Electric Power lines [www.hse.gov.uk/pubns/gs6.htm](http://www.hse.gov.uk/pubns/gs6.htm).

## UNDERGROUND CABLE AND CABLE TRACE/LOCATION

The drawing included with your quote will not show you exactly where our cables are located. Before we attend to complete our work, you will need to carry out your own cable location trace. Your competent contractor should be using **SafeDig** and utility records and use a cable avoidance tool to locate any cables at your property.

If you need to get a copy of our cable records please contact [Linesearch Before you Dig service \(lsbud.co.uk\)](http://www.linesearch.co.uk).

You must hand-dig trial holes to establish actual positions of existing cables before using a mechanical digger. Please follow the Health and Safety Executive (HSE) Guidance Note GS6 if working near overhead lines, and the HSE Guidance Note HSG47 if working near underground cables.

## NEW ROAD AND STREETWORKS ACT

All digging work in the public highway must be carried out by SSEN, our contractors or your won contractors who are fully licenced under the New Roads and Street Works Act 1991. The New Roads and Street Works Act 1991 require us to notify local authorities and other utility companies before we begin work to install our equipment. This is to ensure works are carried out to nationally agreed standards.

Please note we will only raise notifications after you have accepted our quotation and we have agreed with you a scheduled date to deliver the works.

The following are the minimum period of notice we are required to give:

- 3 days for minor works (works with a planned duration of 3 days or less).
- 10 days for standard works (works with a planned duration of between 4 and 10 days).
- 3 months for major works (works requiring a temporary traffic order and with a planned duration of 11 days or more).



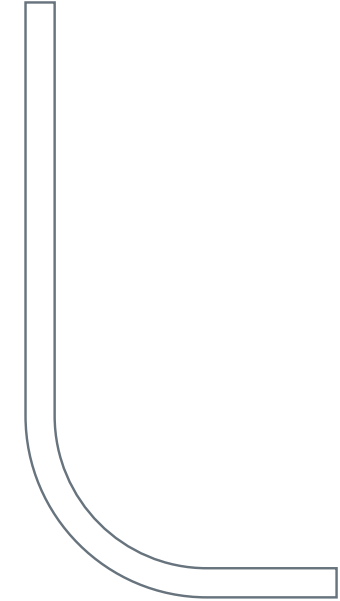
# GLOSSARY



TERM	DEFINITION
FFL	Finished floor level.
Inspection pits	Open areas of trench where the depth of the contained duct can be measured and the use of sand and marker tape can be witnessed.
Joint bays	The hole in which the joint to a cable will be made.
IET Wiring Regulations BS7671	Wiring regulations for domestic and commercial electrical installations - <a href="https://electrical.theiet.org/bs-7671/">https://electrical.theiet.org/bs-7671/</a> .
PME	PME (Protecting Multiple Earthing) is a type of earthing that an electrician can recommend for your property. This will protect you, your home and your equipment from damage.
Reinstatement	To refill the holes you have dug.
SafeDig	SafeDig is a service which shows our clean and wastewater pipes on a map.
Single phase service	Typically a small domestic or commercial supply, less than or equal to maximum 23kVa.
Split phase	Typically a medium domestic or commercial supply, which is a maximum of 46kVa.
Three phase service	Typically a large domestic or commercial supply, maximum of 69kVa.
ENATS 12-14	Technical Specification for Plastic Ducts for Buried Electrical Cables, an official ENA document.

## HOCKEY STICK

A piece of plastic pipe in the shape of a hockey stick which is used to protect the cable between the ground and the meter cabinet.



## HOCKEY STICK SIZES

Single phase	38mm External diameter
Split/three phase	50mm External diameter

# ENGAGE WITH US

For any queries or to request further information, please contact us on:

 [connectionscustomerservices@sse.com](mailto:connectionscustomerservices@sse.com)

 [www.ssen.co.uk/connections](http://www.ssen.co.uk/connections)

 [twitter.com/ssencommunity](https://twitter.com/ssencommunity)

 [facebook.com/ssencommunity](https://facebook.com/ssencommunity)

 [instagram.com/ssencommunity](https://instagram.com/ssencommunity)

 [linkedin.com/company/ssencommunity](https://linkedin.com/company/ssencommunity)



## WHO CAN I ASK FOR HELP?

More information:

 [Existing electricity supplies - SSEN](#)

Call us on:

 [0345 0260325](#)

Email us on:

 [Connectionscustomerservices@sse.com](mailto:Connectionscustomerservices@sse.com)

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 **Scottish & Southern  
Electricity Networks**

Powering our  
community